EXHIBIT OSS – 33

Local Exchange Navigation System (LENS) User Guide

BELLSOUTH

User Guide
CG-LENS-001
Issue 9.2, April 7, 2001

Local Exchange Navigation System (LENS) 9.2

Network and Carrier Services

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Reason for Re-issuance of This Document:

Purpose

Note:

- This document is intended for use by CLEC users of LENS who have previously attended LENS training and /or are familiar with LENS and the Local Service Request (LSR) process. If you are not familiar with LENS or the LSR process, please contact your BellSouth Account Team representative. They will be happy to provide you with the necessary information to help you get started.
- Technical, legal, and regulatory changes may affect information presented in this document. Changes made subsequent to the publication of this document are not reflected in this document.
- For detailed information on LSRs, please see the BellSouth Business Rules for Local Ordering, and the Local Exchange Ordering (LEO) Implementation Guide, Volume 2. These documents can be found on the Customer Guides page of the Interconnection Services web site, whose web address is as follows: http:// www.interconnection.bellsouth.com/guides/guides.html

SUMMARY OF CHANGES FOR ISSUE 9.2:

Issue 9.2 of the LENS (Local Exchange Navigation System) Guide, dated April 7 is being re-issued to incorporate the following changes:
Web Site Address Change – The address for the LENS web site has been changed to the following: https://lens.bellsouth.com/lens

SUMMARY OF CHANGES FOR ISSUE 9.1:

Issue 9.1 of the LENS (Local Exchange Navigation System) Guide, dated February 10, 2001 is being re-issued to incorporate the following changes:

- **NPA Splits**
  - The following NPA splits have been implemented:
    - Louisiana NPA 504 to NPA 985
    - Tennessee NPA 901 to NPA 731
    - Florida NPA 904 to NPA 386
  - See Appendix C for details
- **XDSL Firm Order Functionality**
  - Effective February 12, 2001, xDSL firm order functionality in the Telecommunications Industry Forum (TCIF) 9, Electronic Interface Ordering (EIO) environment will be available to all CLECs. XDSL firm order functionality includes the following services:
    - 2-wire Asymmetrical Digital Subscriber Line (ADSL)
    - 2- and 4-wire High-Bit Rate Digital Subscriber Line (HDSL)
    - 2- and 4-wire short and long Unbundled Copper Loop (UCL-S, UCL-L)
  - See Chapter 16 - *Loop UNEs* for details.

SUMMARY OF CHANGES FOR ISSUE 9.01:

Issue 9.01 of the LENS (Local Exchange Navigation System) Guide, dated January 27, 2001 is being issued to incorporate the following changes:

- **Service Details Screen**
  - The Number of Feature Lines to Add field has been changed to Number of Feature Lines to Add, Change, and Delete.
  - For Type C Resale requests with a LNA of C, you can now change the basic class of service on the Service Details screen.
- **Loop Makeup Inquiry Screen** The following new fields (populated by LFACS) now appear on the Loop Makeup Inquiry screen. The fields will be blank if no value for them is stored.
  - **Facility Status Section**
    - Resistance Zone
    - Carrier Zone
  - **Segment Information**
    - Telemetry Indicator
    - Remote Location Address
    - Remote Term CLLI Code
    - Line Term Status
    - Remote Loop Origination Equipment
    - Optical Network Unit Type

SUMMARY OF CHANGES FOR ISSUE 8.0: Issue 8.0 of the LENS (Local Exchange Navigation System) Guide, dated November 14th, 2000 is being reissued to incorporate the following changes. These include but are not necessarily limited to the following:

LENS RELEASE 8.0:

NOTE:XDSL at this time is only available for CLECs who are currently in xDLS Beta. Training for this function is only being offered to those specific CLECs who are now in xDSL Beta. The release of xDSLn, Beta Testing is currently scheduled to complete on 11/10/00, and general availability is currently set for 11/18/00. These dates are tentative.

UNE CO BASED Line Share

An LSR will be submitted to establish/disconnect/change UNE CO Based Line Share service on the high frequency portion of an end-user's POTS account. A Line Share LSR may contain service request(s) for one or more end user POTS telephone numbers when:

- dial tone service is provided at the same address,
- all SLTN's appear on the same end user customer record, and
- Maximum of 9 line shared telephone numbers per LSR.

Features/Services

Under Features/Services, the field now reads "Features to add". It now read "Number of Features to add, change and delete.

Basic Class of Service — Activity C

When the Activity type is "C", CLEC's can change the Basic Class of Service for REQTYP E as part of the existing 'Add, Change or Delete Lines, Features or Change Telephone Numbers of existing single or multi-line accounts.

SUMMARY OF CHANGES FOR ISSUE 7.1: Issue 8G of the LENS (Local Exchange Navigation System) Guide, dated October 14th is being reissued to incorporate the following changes. These include but are not necessarily limited to the following:

Port/Loop Combinations

This chapter is detailed per request.

Issue 8F of the LENS (Local Exchange Navigation System) Guide, dated July 14, 2000, is being reissued to incorporate the following changes. These include but are not necessarily limited to the following:

LENS RELEASE 7.0:

Line Activity "G" – In Firm Order Conversion New, Partial Migration Initial, and Partial Migration Subsequent, LENS now provides a new Line Activity (LNA) option "G" – "Conversion As Specified". This option allows you to convert an existing line with only the line details you indicate on the Secondary Line Details Screen.

When LNA G has been selected for a line, the only LNAs that can be on the account are G, N (New), and D (Disconnect).

Loop Makeup Requests for UNE XDSL and Copper Loops – LENS now provides Loop "Makeup" detail to help you determine if an end user's loop is capable of supporting implementation of UNE XDSL (ADSL , HDSL) and UCL (Unbundled Copper Loop) services. You will be able to do the following:

- Request Loop Makeup detail on existing facilities owned by the requesting CLEC (you) or BellSouth
- Request Loop Makeup detail on, and create reservations for, new/spare facilities owned by BellSouth
- Cancel reservations for new/spare facilities owned by BellSouth

These functions will be performed within the **Inquiry** section of LENS. The **procedure** will be as listed below.

Note: For more information on ADSL / HDSL Capable Loops and Unbundled Copper Loops, please see the CLEC Information Packages for these products.

- These documents are located on the BellSouth Interconnection Services web site, at http:// www.interconnection.bellsouth.com
- To reach the documents, go to the site main menu and click the following links in the order listed:
  - Local Exchange Carriers
  - CLEC Products

- UNE Products

- Then click the link for the document you wish to view.

- **Step 1 – Inquiry Menu Screen** Here you should perform the following steps:
  - Go to the first pull-down menu, which is the Inquiry Function Menu, and select one of the following:
    - Loop Makeup for Working Loops
    - Loop Makeup for New or Spare Loops
    - Cancel Facilities Reservation
  - Telephone Number: Enter a TN as usual. Note that you can choose to leave this field blank and provide a Circuit ID later (not to be confused with Circuit Number, explained next).
  - Circuit Number – Leave blank. This field is only used for the Inquiry function View Customer Record.
  - Area – Provide the relevant Area.
  - Click **Proceed with Inquiry.**
- **Step 2 – Address Validation Screen** – You will see this screen as usual. When the address has been validated, you can then continue by clicking the link Continue to Loop Makeup.
- **Step 3 – Going Through the Function** – Depending on what you chose on the Inquiry Menu Screen for the Inquiry Function menu, you will now go through the relevant screens for that function. Each one is explained below.

Loop Makeup for Working Loops

This function will allow you to determine the makeup of working loops.

First Screen for Working Loops – This screen will be displayed as shown below.

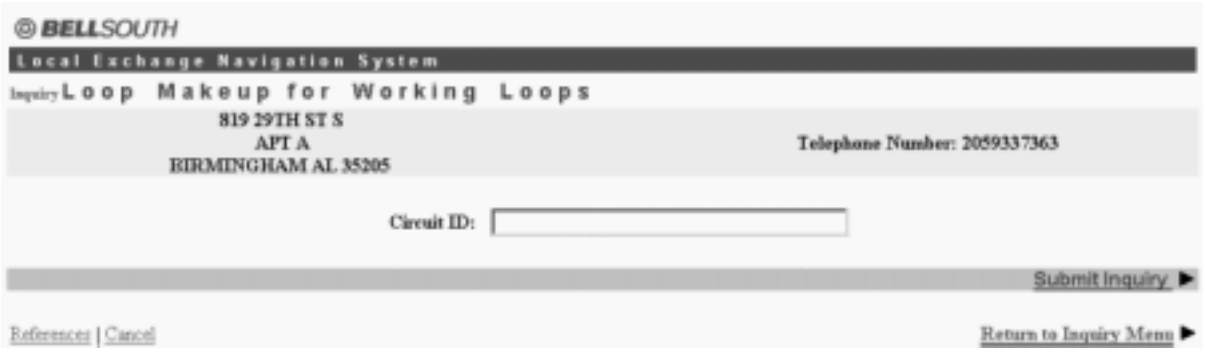


Figure 1 First Screen for Working Loops

- Circuit ID – This field is required if TN was not populated on the Inquiry Menu Screen. Entry can be up to 36 letters, numbers, or periods.
- Click Submit Inquiry.

Results Screen – This screen will be displayed next.

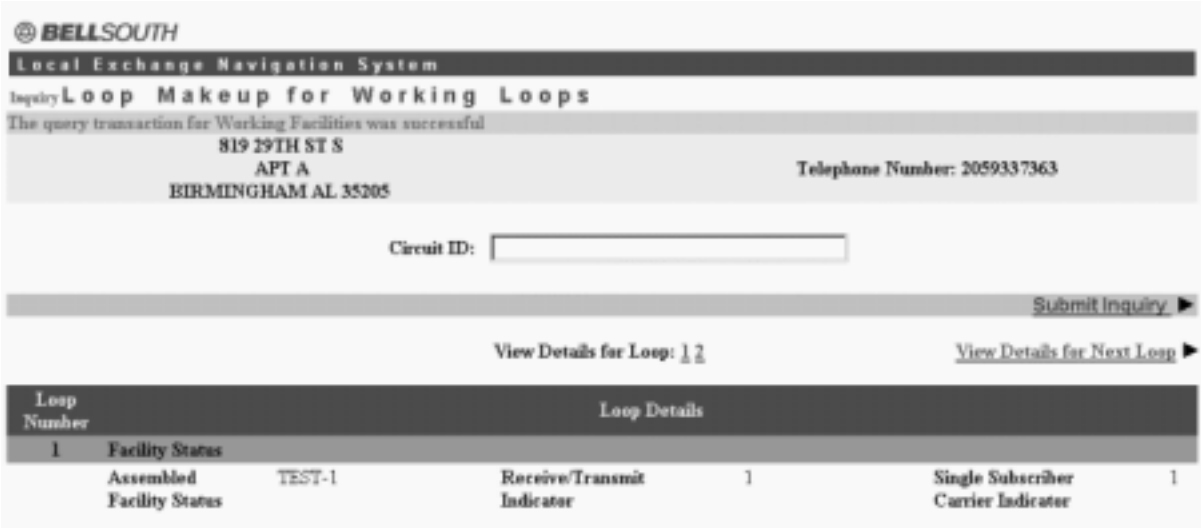


Figure 2 Results Screen (Top Half)

The screen indicates whether the query was successful. If so, the screen will show details for the loop(s) in the section **"Loop Details".** An example of this section is provided below.

Note: The set of fields shown will vary according to the actual makeup of the loop.

Loop Number	Loop Details					
1	**Facility Status**					
	Assembled Facility Status	TEST-1	Receive/Transmit Indicator	1	Single Subscriber Carrier Indicator	1
	Segment Information					
	Segment 1	Cable Identifier	1234567890	Pair Identifier	1234	
		Assignable Binding Post	1234	Transmission Media Type	1111111111	
		Terminal Identifier	12345678901234567890123456789012345678901234567890			
		Loop Makeup				
		Loop Makeup Status	12345678901234567890123456789012345678901234567890			
		Length Unit	12			
		Lead Point Number	12 (Null if Non-Loaded)			
		Lead Coil Type	1234			
		Lead Spacing	123456789012345			
		End Section	123456789			
		Build Out				
		#	Build Out Capacity	Build Out Resistance	Build Out Offset	
		1	12345	12345	123456789	
		2	12345	12345	123456789	
		Splice				
		#	Gauge	Length	Type of Cable	Capacitance	Bridge Tap Offset
		1	1234567	123456789	1	12345	123456789

Figure 3 “Loop Details” Section Example

Splice					
#	Gauge	Length	Type of Cable	Capacitance	Bridge Tap Offset
1	1234567	123456789	1	12345	123456789
2	1234567	123456789	1	12345	123456789
3	1234567	123456789	1	12345	123456789
4	1234567	123456789	1	12345	123456789
5	1234567	123456789	1	12345	123456789
6	1234567	123456789	1	12345	123456789
7	1234567	123456789	1	12345	123456789
8	1234567	123456789	1	12345	123456789
9	1234567	123456789	1	12345	123456789
10	1234567	123456789	1	12345	123456789

Segment 2	Cable Identifier	1234567890	Pair Identifier	1234	
	Assignable Binding Post	1234	Transmission Media Type	1111111111	
	Terminal Identifier	12345678901234567890123456789012345678901234567890			
	Loop Makeup				
	Loop Makeup Status	12345678901234567890123456789012345678901234567890			
	Length Unit	12			
	Lead Point Number	12 (Null if Non-Loaded)			
	Lead Coil Type	1234			
	Lead Spacing	123456789012345			

Figure 4 “Loop Details” Section Example (continued)

- **If there is more than one loop,** numbers (1, 2, 3 etc.) will be displayed signifying the other loops. To view the details for another loop, simply click its number. The navigation links Next and Previous can also be used.
- **Circuit ID:** You may also perform another inquiry using the Circuit ID field, which will still be displayed.
- **Printing:** This information will not be saved when you leave this screen, so you may want to print the screen for future reference. To print, simply click anywhere in the screen that is not a link or button, then go to your browser menu and select File/Print.
- **Field Meaning and Usage:** For information on the technical meaning and usage of the fields for this screen, please see the CLEC Information Packages for ADSL / HDSL Capable Loops, and Unbundled Copper Loops.
  - These documents are located on the BellSouth Interconnection Services web site, at http://www.interconnection.bellsouth.com
  - To reach the documents, go to the site main menu and click the following links in the order listed:
    - Local Exchange Carriers
    - CLEC Products
    - UNE Products
  - Then click the link for the document you wish to view.
- **Return:** Click Return to Inquiry Menu to return to the Inquiry Menu Screen.

Loop Makeup for New or Spare Loops

This function will allow you to do the following:

- You can obtain the makeup of new/spare loops;
- Or, you can reserve new/spare loops.

First Screen for New/Spare Loops

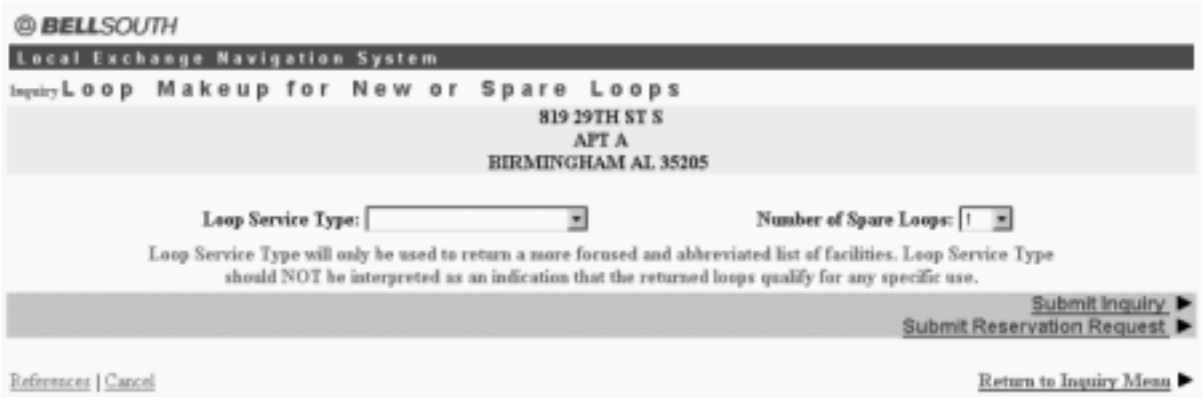


Figure 5 First Screen for New/Spare Loops

- Loop Service Type (Required) – Identifies the intended use for the new/spare facilities. Choose one of the following options. **Note, however,** that this field will only be used to return a more focused and abbreviated list of facilities. This field should NOT be interpreted as an indication that the returned loops qualify for any specific use.
  - 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)
- Number of Spare Loops (Required) – Select an option from the pull-down menu. It will be a number from 1 to 10.
- At this point, you may do **one** of the following:
  - **Click** Submit Inquiry. This will return details on new/spare loops.
  - **Or, click** Submit Reservation Request. This will reserve new/spare loops for your use.
  - **In either case,** the entries for Loop Service Type and Number of Spare Loops will be used to fulfill these requests, though be sure to take notice of the note regarding Loop Service Type above.

Results Screen

- This screen will be displayed as in Loop Makeup for Working Loops, and it will have a similar appearance. It will indicate whether the action – inquiry or reservation – was successful, and it also will provide a "Loop Details" section containing technical information on the loop.

- In addition to the Loop Details section, the Results Screen will also show other items according to the link you had clicked on the previous screen.
  - **If you had clicked <u>Submit Inquiry</u>** on the previous screen, then you will be shown the fields Loop Service Type and Number of Spare Loops. These two fields, as before, will allow you to perform another inquiry if you wish.
  - **If you had clicked <u>Submit Reservation Request</u>** on the previous screen, then you will be shown the following fields:
    - <u>Facilities Reservation ID</u> – This is the identification number for the reservation transaction.
    - <u>Reserved Number of Loops</u> – This will indicate the number of loops reserved.
- Examples of the two possible screens are provided below.

Figure 6 Results Screen for Inquiry Request

BELLSOUTH

Local Exchange Navigation System

Inquiry Loop Makeup for New or Spare Loops

The transaction to reserve Spare Facilities was successful

819 29TH ST S
APT A
BIRMINGHAM AL 35205

Selected Loop Service Type: ADSL (2 wire)

Requested Number of Loops: 01

Facilities Reservation ID: DUMMY-RESERVATION-ID

Reserved Number of Loops: 1

Loop Number	Loop Details					
1	Facility Status					
	Assembled Facility Status	TEST-1	Receive/Transmit Indicator	1	Single Subscriber Carrier Indicator	1
	Segment Information					
	Segment 1	Cable Identifier	1234567890	Pair Identifier	1234	
		Assignable Binding Post	1234	Transmission Media Type	1111111111	
		Terminal Identifier	12345678901234567890123456789012345678901234567890			
		Loop Makeup				
		Loop Makeup Status	12345678901234567890123456789012345678901234567890			

Figure 7 Results Screen for Reservation Request

- **In either case:**
  - The fields shown in the Loop Details section will vary according to the actual makeup of the loop.
  - If there is more than one loop, numbers (1, 2, 3 etc.) will be displayed signifying the other loops. To view the details for another loop, simply click its number. The navigation links Next and Previous can also be used.
  - **Printing:** Information will not be saved when you leave the screen, so you may want to print the screen for future reference. To print, simply click anywhere in the screen that is not a link or button, then go to your browser menu and select File/Print. In particular, the Facilities Reservation ID will be needed later if you wish to cancel the reservation.
- **Field Meaning and Usage:** For information on the technical meaning and usage of the fields for this screen, please see the CLEC Information Packages for ADSL/ HDSL Capable Loops, and Unbundled Copper Loops.
  - These documents are located on the BellSouth Interconnection Services web site, at http://www.interconnection.bellsouth.com
  - To reach the documents, go to the site main menu and click the following links in the order listed:
    - Local Exchange Carriers

- CLEC Products
- UNE Products

- Then click the link for the document you wish to view.

- **Return:** Click Return to Inquiry Menu to return to the Inquiry Menu Screen.

Cancel Facilities Reservation

This function will allow you to cancel a Facilities Reservation you had made earlier.

Note: You **MUST** be the owner of the reservation to be able to cancel it.

Cancel Facilities Reservation Screen

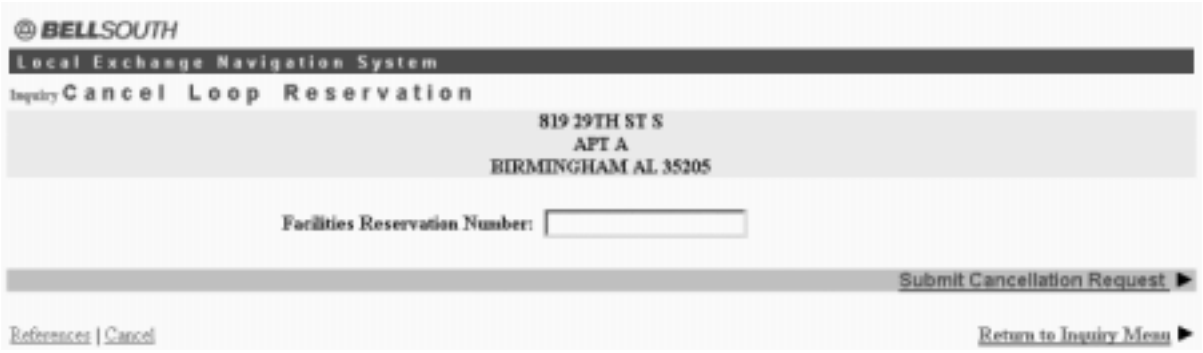


Figure 8 Cancel Facilities Reservation Screen

- On this screen, simply type in the Facilities Reservation ID that was shown to you when you successfully submitted the reservation.
- Click Submit Cancellation Request.
- If the Cancel request is successful, you will be shown a message stating this result.
- Click Return to Inquiry Menu to return to the Inquiry Menu Screen.

NOTE: XDSL is only available to specific CLECs. Those CLECs now have access throught beta. LENS instructors have been instructed to teach **XDSL** to those who are now in the **BETA** stage of XDSL.

Ordering UNE XDSL and UCL – As explained above, you can use LENS to determine whether a loop can support XDSL and UCL – and UCL services, or, you can reserve a loop that can. After you have performed a loop inquiry or reservation, you can then use LENS to order UNE XDSL and UCL (Unbundled Copper Loop) services.

UNE CO Based Line Share

UNE CO Based Line Share is a new UNE product offering that enables the DLEC/CLECL to provide xDSL-based services for the end-user customer over the same cooper loop that BellSouth provides the end-user's voice service.

REQTYP — ABapplies to non-complex residential, government, and business service only.

ACTTYP-C, R, V, P, Q

Addition of a new field "SLTN" Shared Line Telephone Number) is neceesary for OBF standards.

A minimum of two service orders are required to establish and/or change Unbundled CO Based Line:

'C' order on the end-ser's CRIS account to provision Unbundled C O Based Line Share

'R' order on the ulsdc DLEC/CLEC CABS account to bill charges for Unbundled CO Based Line Share.

Charges for Unbundled CO Based Line Share are billed to the DLEC/CLEC via the existing Carrier Access Billing (CABS) format. No charges are billed to the end-user's CRis account for Unbundled CO Based Line Share.

Accounts for billing Liner Share established prior to firm order request being released, will carry a new basic class of service, ULS, and will be one per state per DLEC/CLEC.

Basic Class of Service

Basic Class of Service for Line Share is ULS and is populated on the CABS Service Order.

Required Fields:

The following fields for ordering Line Share. Any fields not addressed will be business as usual per REQTYP 'AB'.

CCNA

PON

DDD

REQTYP = **"AB"**

ACT = **C, R, V, P & Q**

ACTL

LSO

TOS = ***R* ("R" is new code set of data valid in the 2nd field fo TOS to represent Line Share. Remaining logic for TOS field is business as usual.**

NC = **SWXX**

NCI = **02QB5.005**

SECNNI = **02DU5.005**

**CIC

BANI = **E**

ACNA

ECCKT = REQUIRED ON ALL LNA EXCEPT "N"

CABLE ID = DLEC/CLECL Collocated Cable ID

SHELF = S[litter Assignment Data positions 10–11

SLOT = Splitter Assignment Data Positions 13–14–15 (Position 13–14 represeznt SLOT, 15 represents LINE)

RELAY RACK = FLR/AISLE/BAY (Splitter Assignment Data Positions 1 through 8)

CHAN/PAIR = DLEC Collocated Cable Pair

SLTN = LINE SHARE TN

RESID = FRN (Will be populated with reservation number) or XXXXXXXXX

****DLEC WILL USE CC WHEN CIC IS NOT AVAILABLE.**

- **Firm Order Menu Screen** – Note the fields Request Type and Loop Type:
  - **If you set Request Type to "Type A",** then Loop Type will show the current options, plus the following new options:
    - ADSL, Designed
    - HDSL 2 Wire
    - HDSL 4 Wire
    - Unbundled Copper Loop (2 Wire)
    - Unbundled Copper Loop (4 Wire)
  - **If you set Request Type to "Type B",** then Loop Type will show the current options, plus the following new options:

  - ADSL, Designed
  - Unbundled Copper Loop (2 Wire)
  - Unbundled Copper Loop (4 Wire)
- Complete the other fields as needed and click **Continue.**
- After the Firm Order Menu Screen, the other screens will be completed as usual, with the addition or use of the following fields:
  - **Loop Options Screen:**
    - Reservation ID – A new field, this is the number you assign to relate pre-order activity. The field is optional and can contain up to 20 letters or numbers. Not when shown when Firm Order Activity is Disconnect.
    - Inside Wire Fields These can be completed as needed. For more information, please see further below.
  - **Loop Details Screen:**
    - Cable ID: Required if LNA is New or Conversion New. Identifies the provider's Central Office cable to be connected to the customer's collocated equipment. 5 A/N.
    - Channel/Pair: Required if LNA is New or Conversion New. Identifies the specific channel or pair within the provider's cable to be used for connection in the Collocation arrangement. Up to 5 A/N.
- When all the fields are completed, you may submit the LSR as usual.

Inside Wire Fields for Loops A and B – In Firm Order, for Request Types Loop A and B, fields related to Inside Wiring are now displayed on the **Loop Options Screen.** These fields include the following:

- Inside Wiring Option (IWO) – Optional field. If desired, use the menu to indicate "Provide Inside Wiring".
- Inside Wire Contact Name (IWCON) – If IWO is populated, then this field is **required**. Entries can have up to 25 letters or numbers.
- Inside Wire Contact Telephone Number – If IWO is populated, then this field is **required.** An entry must be either 10 numbers or up to 15 letters and numbers.

OTHER ITEMS TO NOTE:

MISCELLANEOUS:

**** Bulk Order for Port/Loop Combo TEMPORARILY SUSPENDED **** – Bulk Ordering for Port/ Loop Combination Requests has been temporarily suspended.

End User Billing Not for Tennessee: The End User Billing Screen is not applicable to end users in Tennessee for Activity Types New Installation, Change, Partial Migration Initial, and Partial Migration Subsequent.

Error List Page: Upon submitting an LSR, if there is an error, you will be taken to an **Error List Page** that will display a message regarding the error. You should then do the following:

- Click on the link to the appropriate screen where you can correct the error.
- After correcting the error, click Return to Error List Page.
- Click Resubmit LSR.

Error Message Reference List: For a listing of error messages you may encounter in LENS, please see the Appendix titled "Error Message Reference List".

In addition, please note the following items, which were effective as noted below on April 29, 2000, consistent with Release 6.3; on April 15, 2000, consistent with Release 6.2; on March 18, 2000, consistent with Release 6.1c; and on December 18, 1999, consistent with Release 6.0.

LENS RELEASE 6.3:

Bulk Order Port/Loop UNEs: Resale/Retail to UNE, for W – Port/Loop Bulk Orders can now be submitted to convert Retail/Resale to UNE. As with UNE to UNE Port/Loop Bulk Orders, this is only available for Activity Type *Conversion As Is* (W).

LENS RELEASE 6.2:

Basic Class of Service Not in Firm Order Change – In Firm Order Change, the field Basic Class of Service is not displayed.

Additional Information for Inside Wire Jacks – Inside Wire Jacks require not only the fields Inside Wire Jack Code and Quantity, but also the following information:

- The associated Feature Codes/Details – These should be entered on the Secondary Line Details Screen.
- Inside Wiring Contact Information – This should be entered on the Location and Access Page.

For Loops, DFDT optional – For Loop UNEs, the field Desired Frame Due Time (DFDT) is now optional.

CHC when DFDT – For Loop UNEs, the field Coordinated Hot Cut (CHC) must be populated when Desired Frame Due Time (DFDT) is populated.

Inquiry Estimate Due Date Process to Firm Order – In Inquiry, the Estimate Due Date function will now take you into the **Firm Order** process. There, you can go through the process of building an LSR whose due date you would like to estimate. Towards the end, at the Calculate Due Date Screen, you can have LENS calculate due dates for the LSR. You can then do **one** of the following:

- You can submit the LSR if you wish;
- Or, you can click Cancel.

Procedure: At the Inquiry Menu, complete the fields as you would usually, then click Proceed With Inquiry. You will be taken into the Firm Order process.

Supplements for Restoral LSRs – Supplements will now be allowed for "Cancel" and "Change Due Date" for **Restoral** LSRs issued for Suspended accounts.

YPH Six Numeric Characters – In all relevant Firm Order Activities, on the First Screen for Directory Listings, the field Yellow Page Heading Code (YPH) now has its length set at six (6) numeric characters. It is no longer seven alphanumeric characters. The transition to the new field length will be performed as described in the pertinent Carrier Notification Letter posted on the Interconnection web site. The address of this website is: www.interconnection.bellsouth.com

Inside Wire Jacks – LENS now processes LSRs that include orders for inside wire jacks. This is valid for Request Type **Resale**, for the following Firm Order activities:

- New Installation
- Change Existing Account
- Conversion New
- Partial Migration Initial
- Partial Migration Subsequent

Inside Wire Jacks are handled on the **Secondary Line Details Screen**, in the section **"IW Jacks",** as shown below:

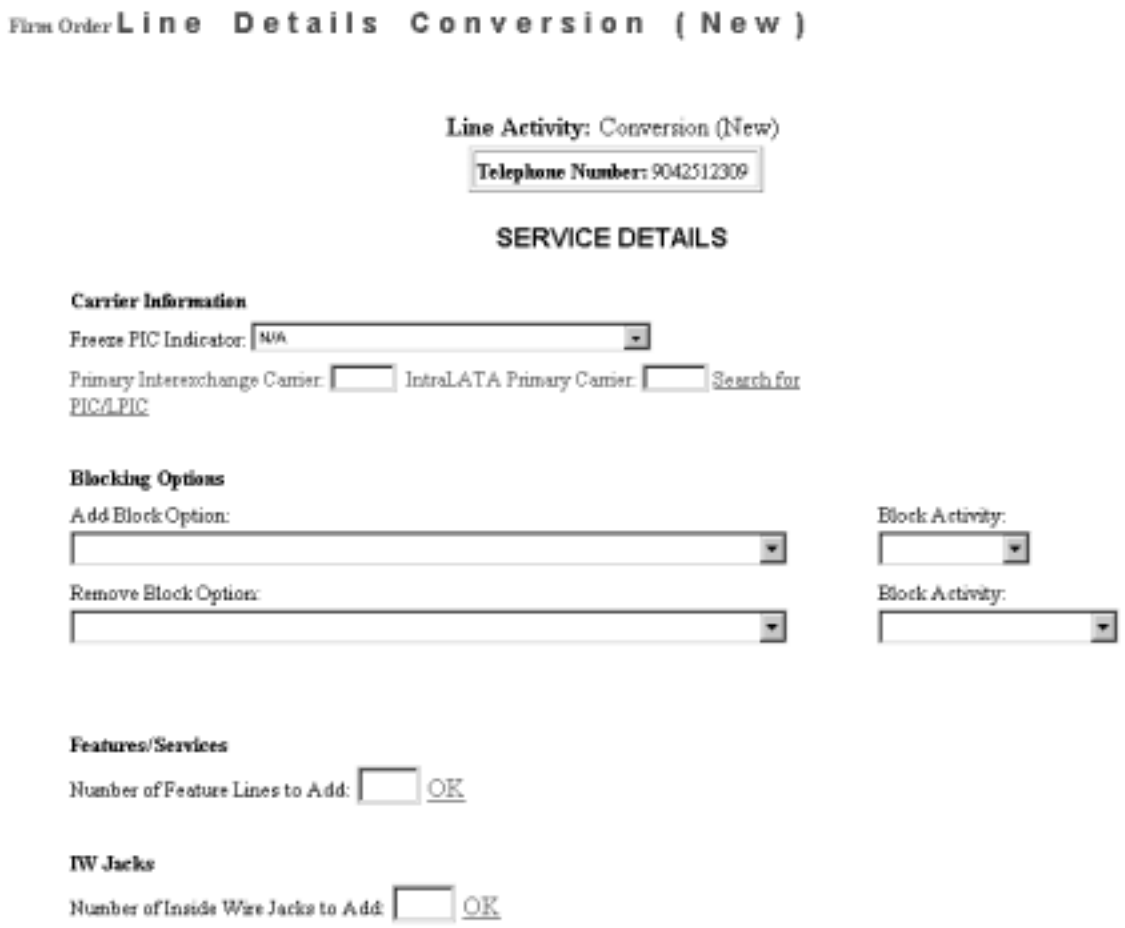


Figure 9 Example of a Secondary Line Details Screen

The fields and procedure are as follows:

- Number of Inside Wire Jacks to Add – Go to this field and type in a number (maximum 20), then click OK. According to this number, LENS will display pairs of IWJQ/IWJK fields (see below), one pair per jack. You can then populate each field as needed.
- Inside Wire Jack Quantity (IWJQ) – indicates the number of jacks requested for inside wiring. Required if IWJK (see next) is populatd. Requires two numerals.
- Inside Wire Jack Code (IWJK) – indicates the standard code for the type of jack requested for inside wiring. Required if IWJQ is populatd. Requires five letters or numerals.

- The associated Feature Codes/Details – These should be entered on the Secondary Line Details Screen.
- Inside Wiring Contact Information – This should be entered on the Location and Access Page.

Note the following parameters:

- These fields are valid for Residence (single and multi-line) and Business (single and multi-line) accounts.
- Inside Wire Jacks are ordered on a **line by line** basis. A line can have **multiple** jacks.

Port/Loop Combination UNEs – LENS now offers the ability to submit LSRs for Port/Loop Combination Unbundled Network Elements (UNEs). This is done through the use of a **new Request Type**, "Port/Loop Combination" (hereon "Port/Loop" for short).

Note: For more information on orders related to Port/Loop UNEs, please see the BellSouth Business Rules for Local Ordering .

Procedure: The basic procedure for issuing these LSRs is as follows:

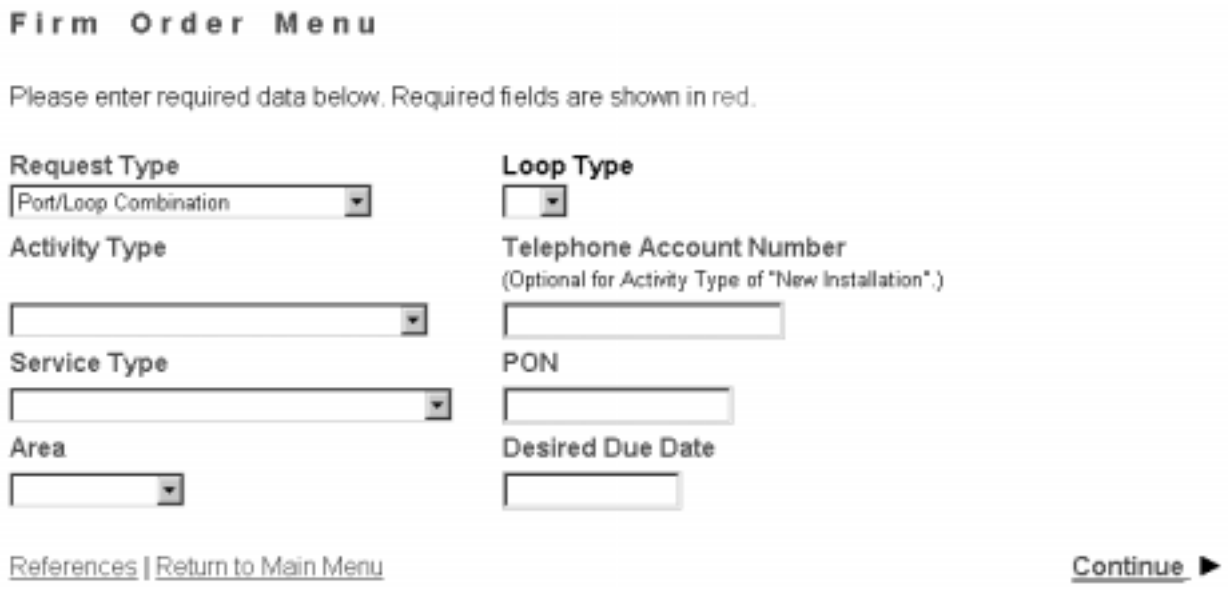


Figure 10 Firm Order Menu Screen

- On the **Firm Order Menu Screen,** as shown above, simply go to the field Request Type and select "Port/Loop Combination," then complete the other fields as you would normally.
  - However, do **not** complete the field Loop Type. This field is not used with Port/Loop LSRs.

- Activity Type: For this field, you choose an entry just as you would for a Resale LSR. The Activity Types that are valid for Port/Loop are as follows:
  - New Installation (N)
  - Conversion As Is (W)
  - Conversion New (V)
  - Disconnect (D)
  - Change (C)
  - Restore Full or Restore Denied Account (B)
  - Suspend Full Account (L)
  - Deny (Y)
  - Partial Migration Initial (P)
  - Partial Migration Subsequent (Q)

- **For conversions,** choose an Activity Type as follows:
  - Firm Order Conversion As Is – This actvitiy only converts **UNE to UNE .**
  - Firm Order Conversion New, Partial Migration Initial, and Partial Migration Subsequent – These activities only convert **Retail/Resale to UNE.**
- **Based on the Activity Type** you have chosen, you will go through the screens that you see usually for that Activity.
- **Towards the end** of the LSR process, a few additional fields are also required.
  - **For Activities N, V, P, and Q,** on the **Calculate Due Date Screen**, you will have to complete the following *required fields:*
    - Port Type – Identifies the type of unbundled port being ordered. Select from one of the following:
      - Line Port
      - Trunk Port
    - Port Quantity – Identifies the quantity of ports involved in this service request. Enter a maximum of three numerals.
  - **For Activity C,** both fields are shown, but only Port Quantity is required. This field will be shown on the Calculate Due Date Screen.
  - **For Activities D, B, L, and Y,** only the Port Type field is shown, and it is *optional.* This field will be shown on the **Details Screen** for that activity (see below).

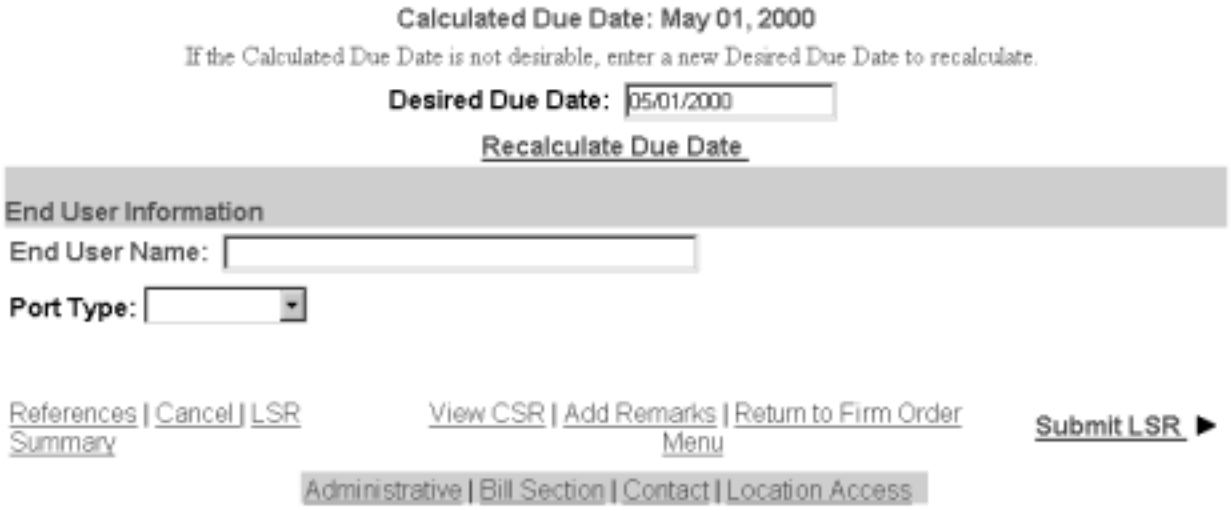


Figure 11 Example of a Details Screen

Bulk Order for Port/Loop – LENS offers the ability to submit Bulk Orders for Port/Loop UNEs.

Note: For more information on orders related to Port/Loop UNEs, please see the BellSouth Business Rules for Local Ordering .

Parameters:

- UNE to UNE, Retail/Resale to UNE – Port/Loop Bulk Orders can be used to convert UNE to UNE, and Retail/Resale to UNE.
- Conversion As Is (W) – This is the only Activity Type that can be handled by a Port/Loop Bulk Order.

Procedure: The procedure is basically the same as with Resale. You would go to the **Bulk Ordering Start Page**, click New Bulk Order, and be taken to the **Order Entry Page.** There you would complete the fields as usual.

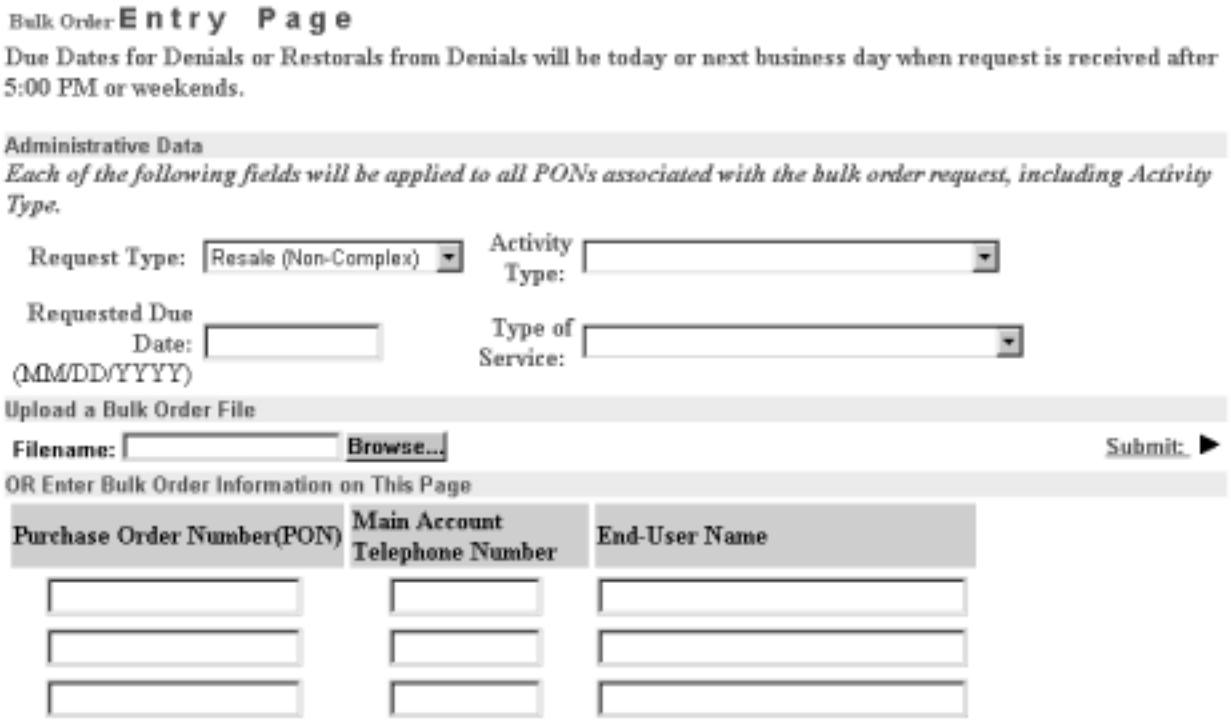


Figure 12 Order Entry Page

There are only a few items to note on the **Order Entry Page:**

- Request Type – This field lets you indicate that the Bulk Order is to be for Port/Loop. Do this by selecting "Port/Loop Combo". (You select "Resale (Non-Complex)" for a Resale Bulk Order).
- Type of Service – This field will not have Government options for Port/Loop Bulk Orders.

Loop UNEs – LENS now offers the ability to submit LSRs for Loop UNEs, either with or without Interim Number Portability (INP). This is done through the use of the following **two new Request Types**:

- Type A – Loop without INP
- Type B – Loop *with* INP

In addition, please note the following:

- **Retail/Resale to UNE:** When performing conversions, these loop requests can only convert Retail/Resale to UNE. (Conversions are performed within the Firm Order activities *Conversion New, Partial Migration Initial, and Partial Migration Subsequent.*)
- For more information on orders related to Loop UNEs, please see the BellSouth Business Rules for Local Ordering.

Procedure: The basic procedure for issuing these LSRs is as follows:

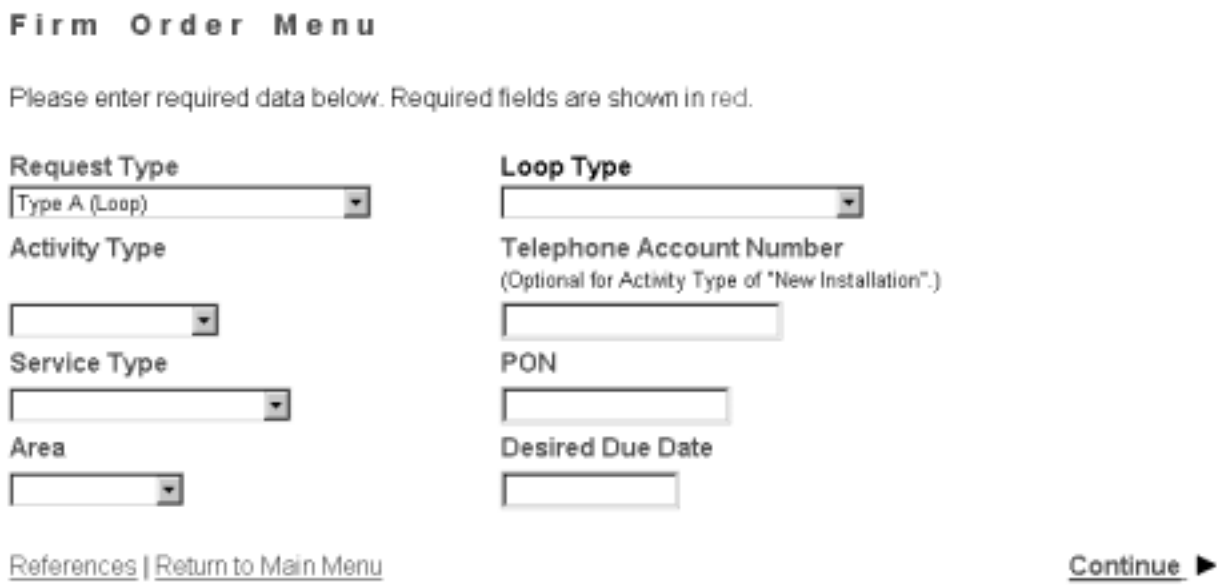


Figure 13 Firm Order Menu Screen

- **Step 1 – Firm Order Menu Screen** – This screen is shown below. Simply complete the fields as you would normally, with the exception of the following:
  - Request Type – Select one of the following:
    - Type A (Loop)
    - Type B (Loop w/INP)
  - Loop Type – The options are as follows. Note that for *Type B Requests*, each entry will be followed by the text "(with INP)".
    - Analog/Voice/Non-Designed
    - Analog/Voice/Designed
    - Digital/Data/Designed (DS0)
    - Digital/Data/Designed (DS1)
    - Digital/Designed/Basic Rate ISDN

- **Note:** The DS0 and DS1 options are available only for Type A.
- Activity Type – The options are determined by the Request Type as follows:
  - **Type A Requests:**
    - New Installation (N)
    - Conversion New (V)
    - Disconnect (D)
    - Change (C)
  - **Type B Requests:**
    - Conversion New (V)
    - Partial Migration Initial (P)
    - Partial Migration Subsequent (Q)
- Service Type – The options are as follows:
  - Business – Single Line
  - Business – Multi Line
  - Government – Single Line
  - Government – Multi Line

- **Toolbar:** As elsewhere in Firm Order, you have the option of viewing and editing the entries for information screens related to the LSR. To do so, go to the toolbar at the bottom of the screen and click the appropriate link. This toolbar is available on most of the screens for this Request Type.
- **Step 1A – Continue –** Click Continue.
- **Step 2 – Address Validation Screen –** The screen will display the message "Valid Address" if the address is valid. If it was not, you can edit the address entries and click Validate.
- **Step 2A – Continue –** When the address has been validated, click Continue to Loop Options .

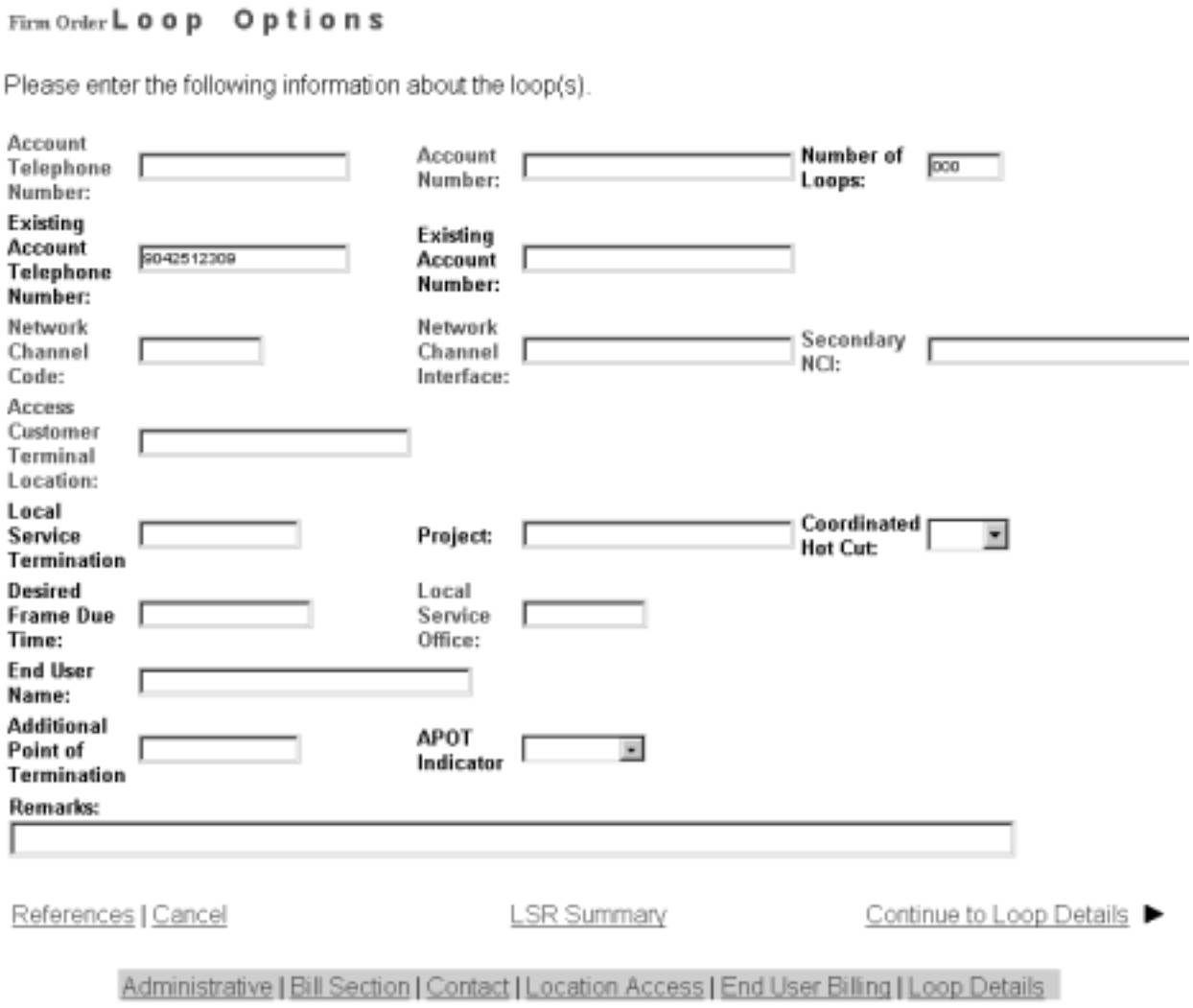


Figure 14 Loop Options Screen

- **Step 3 – Loop Options Screen –** Complete the fields as indicated below, paying special attention to the **Required fields** in red. Note that according to the circumstance, **not all fields** be shown, required, or have certain options. For brevity's sake, the field descriptions use the abbreviation "A/N" to signify "alphanumeric", that is, letters or numbers.
  - Account Telephone Number (ATN) – Required – See chart at end of field list: The main account telephone number of the destination ("To") account. Remember that the To account may be created new (for Firm Order N or V), or may be already existing and simply appended to (for Firm Order V, P, or Q). Hyphens, parentheses, and blanks allowed.

- Account Number (AN) – Required – See chart at end of field list: The main account number of the To account. An Account Number is a non-telephone number. Hyphens, parentheses, and blanks allowed.
- Number of Loops: Identifies the quantity of circuits involved in the service request. Entry must be 3 digits. Maximum entry is "025". The numeral you enter here will determine the quantity of loops you will be able to work with on the next screen.
- Existing Account Telephone Number (EATN) – Required – See chart at end of field list: The main account telephone number of the originating ("From") account. Hyphens, parentheses, and blanks allowed.
- Existing Account Number (EAN): The main account number of the From account. Hyphens, parentheses, and blanks allowed.
- Network Channel Code (Required): Identifies the channel being used for the circuit(s) involved. Four characters. First and second character positions must be 'TY', 'LX', 'LY' OR 'HC'. Third and fourth characters must be alpha characters or hyphens. Examples: AA, A-, -A, –.
- Network Channel Interface (Required if shown): Identifies the electrical conditions on the circuit at the ACTL/Primary Location. 5 - 12 letters or numbers including periods
- Secondary NCI (Required if shown): Identifies the electrical conditions on the circuit at the secondary ACTL or end user location. 5 - 12 A/N including periods.
- Access Customer Terminal Location (ACTL) – Required: Identifies the CLLI code of the customer facility terminal location. 11 A/N including periods.
- Local Service Termination: Identifies the CLLI code of the end office switch from which service is being requested. 11 A/N
- Project: Identifies the project with which the LSR is to be associated. Projects are defined as: 1) Installation of a complex service; or, 2) large volume installation of any type service (e.g. 25 local exchange lines or installation of a MultiServ). 16 A/N.
- Coordinated Hot Cut (CHC): Indicates the customer is requesting near seamless cutover activity. This field may require manual intervention and coordination between BellSouth and the CLEC. Select "Yes" or "No". Entry required when DFDT (see next) is populated.
- Desired Frame Due Time (DFDT) – Identifies the desired frame cutover time. The time will reflect the local time of the end user location(s). When CHC is populated, indicates the desired cutover time. An entry in this field releases the order to BellSouth systems to begin processing. Entry is two-digit hour and two-digit minutes, and AM or PM. Example: "0900AM".
- Local Service Office (Required): Identifies the NPA/NXX of the local or alternate serving central office of the customer locations or primary location of the end user. Six numerals.
- End User Name (Required if shown): Name of end user. 25 A/N
- Additional Point of Termination (APOT): Further identifies the physical Point of Termination of the Access Customer Terminal Location (listed earlier). 11 A/N

- APOT Indicator (Required when APOT populated): Identifies whether the APOT field contains a CLLI code or a narrative. Choose "CLLI Code" or "Narrative".
- End User Retaining Listing (Required if shown): As with Resale, this field indicates whether the directory listing is to be changed or not. Choose "Yes" or "No".
- Remarks: A free flowing field that can be used to expand upon and clarify other data on this form. Maximum 160 A/N.
- **AN, ATN, EATN –** Below are the situations that determine whether AN, ATN, and EATN are required:

Request Type	Activity Type	Required fields from among AN, ATN, EAN, and EATN:
A	V	AN, EATN
B	V, P, Q	AN, ATN, EATN

- **Step 3A – Continue –** Click Continue to Loop Details.

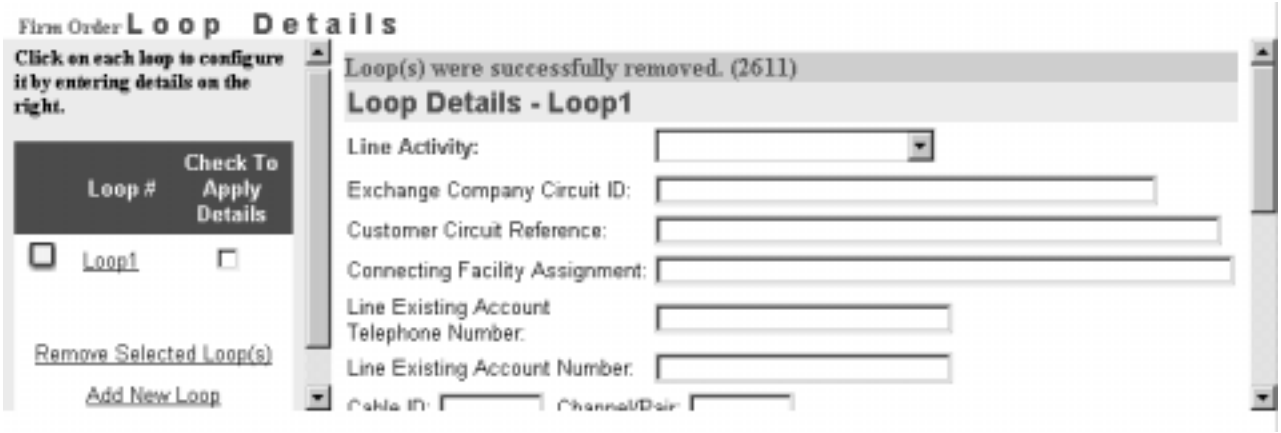


Figure 15 Loop Details Screen

- **Step 4 – Loop Details Screen –** This screen allows you to finalize the details of the loops for the LSR. The screen operates as follows:
  - **Left-hand window:**
    - Loop 1, 2, 3 etc: The window will already display links for loops according to the number you had provided on the **previous screen** in the field Number of Loops. So, if you had typed in a "3" in that field, you would now see a link for each loop displayed: Loop 1, Loop 2, and Loop 3.
    - Add New Loop: Click this link if you wish to add another loop to the LSR. The loop will be displayed as a link under the other loops that are already present. Its

number will be the next number in the sequence. So, if there are already 3 loops displayed, and you add another one, its link will read "Loop 4".

- Remove Selected Loop: To remove a loop from the LSR, click a check into the small box next to its link, then click the link Remove Selected Loop. The loop will be removed, and the remaining ones will be **renumbered** and stay in sequence.
- **Finalizing details:** To finalize details for a loop, click on the link for a loop, such as Loop 2 . Then go to the **right-hand window,** explained next, to finalize its details. When you are done, you should then click the next loop and finalize its details, until all the loops are done.

- **Right-hand window:** Here you finalize the details for the loop you just clicked.
  - ***Procedure:***
    - Enter the appropriate entries for the fields. (Fields are outlined further below under *Field Parameters.*) Required fields are in red.
    - Then, do **one** of the following options:
      - **Option 1 –** Click Apply to this Loop Only. The details will be applied to this particular loop.
      - **Or, Option 2 –** Go to the *left-hand window* and click a check into the box by any loop(s) you wish, then click Apply To Selected Loops . The details will apply to those loops.
      - **Or, Option 3 –** Click Apply To ALL Loops Not Yet Configured. This will apply the details to all the loops whose details you have not yet finalized.
    - When a loop is configured, a **red check mark** will be displayed next to the loop in the left-hand window.
    - You can then click the next loop and finalize its details, until all the loops are done. You **must finalize all loops** before you can continue.
  - ***Field Parameters:*** Parameters for the fields are given below. Note that according to the circumstance, **not all fields** may be shown, required, or have certain options.
    - Line Activity (LNA) – Required: Select an option from the drop-down menu. Note that not all options will be shown for all Activity Types. All possible choices are as follows:
      - New (N)
      - Disconnect (D)
      - Conversion New (V)
    - Exchange Company Circuit ID (Required when LNA is D): Identifies a provider's circuit identification. Up to 36 A/N including periods.
    - Customer Circuit Reference: Identifies the circuit number or sequential range of circuit numbers assigned by the customer. Up to 41 A/N, hyphens, and trailing blanks.
    - Connecting Facility Assignment: Identifies the provider's carrier system and channel to be used. Up to 42 A/N, hyphens, periods, virgules.

- Line Existing Account Telephone Number (LEATN): The main account telephone number for the loop's From account. For Migrating Many Accounts, in Activity V, P, or Q. Hyphens, parentheses, and blanks allowed. **Not allowed if LEAN (see next) is populated.**
- Line Existing Account Number (LEAN): The main account number for the loop's From account. For Migrating Many Accounts, in Activity V, P, or Q. Hyphens, parentheses, and blanks allowed. **Not allowed if LEATN (see previous) is populated.**
- Cable ID: Identifies the provider's Central Office cable to be connected to the customer's collocated equipment. 5 A/N.
- Channel/Pair: Identifies the specific channel or pair within the provider's cable to be used for connection in the Collocation arrangement. Up to 5 A/N.
- Jack Code: Indicates the standard code for the particular registered or non-registered jack used to terminate the service. 5 A/N.
- Jack Number: Identifies the number of the jack used on end user connections. 2 A/N.
- Jack Position: Identifies the position in the jack that a particular service will occupy. 2 numbers.
- Network Interface Requested: Indicates a request for a new network interface device (NID). Select "Yes" or "No".
- Disconnect Number: Identifies the existing end user telephone number of the associated bundled service which is to be disconnected with the conversion. Hyphens, parentheses, and blanks allowed.
- Location Activity: Choose one of the following:
  - New
  - Delete
  - Existing
- Inside Wire Option: If desired, use the menu to indicate "Provide Inside Wiring".
- Ported Number: The telephone number being ported. Entry is 10 numerals.
- TNP (Total Number of Paths): Identifies the total number of talk paths, including the initial path, associated with the ported number. Entry is 3 numbers.
- NPT (Number Portability Type): Indicates the type of number portability for this request. Select one of the following:
  - DID - A
  - RCF - B
  - Route Index - C
- CFTN (Call Forwarding to Number): Identifies the telephone number to which calls will be directed. Entry is 10 numerals.

  - Route Index: The routing index to be used by the provider's switching equipment to forward/port the provider's telephone number to the customer's non-RCF trunk group. Up to 6 A/N.
  - Number Portability Trunk Group: Identifies the two six code (TSC) of a dedicated trunk group, from the porting switch to the customer's point of interface (POI), used to complete NP calls. Up to 5 A/N.

- **Step 4A – Continue –** When you have finished finalizing details for all the loops, click Continue Creating LSR.
- **Step 5 – Next Screens –** The next screens you see will be as follows:
  - For Request Type B, if you had set End-User Retaining Listing (ERL) to be "No", you will be taken to the **Directory Listings Screens,** and they can be completed as elsewhere in Firm Order. If you had set ERL to "Yes", then you will be taken to the **Calculate Due Date Screen.**
  - For Request Type A, you will be taken straight to the **Calculate Due Date Screen,** explained next.
- **Step 6 – Calculate Due Date Screen –** This screen operates as elsewhere in Firm Order. To recap:
  - A Calculated Due Date will already be shown to you.
  - If you desire another due date, go to the field Desired Due Date and type in an entry, then click Re-Calculate Due Date.
  - You may also provide an Appointment Time .
- **Step 6A – Continue –** When ready, click Submit LSR.
- **Step 7 – Acknowledgement –** If the required fields are complete, you will receive an Acknowledgement.
  - If there is an error, you will be taken to the **Error List Page**. There you can click on the link to the appropriate screen where you can correct the error.
  - **For a listing of error messages** you may encounter in LENS, please see the Appendix titled "Error Message Reference List."
  - As always, note that **an Acknowledgement is NOT a Firm Order Completion (FOC).** An FOC will be generated later by BellSouth's order processing systems.

TN Boxes for Firm Order Change – In Firm Order Change, on the **Change Order Type Screen**, TN text boxes will now be displayed for all accounts, regardless of whether Single-Line or Multi-Line. As before, you would type into these text boxes the TNs being addressed by the LSR. For a Single-Line account, you would only type its one TN into a box.

PIC/LPIC Optional for Firm Order Change, FLT – The PIC/LPIC fields are optional in Firm Order Change, for the function "Change and/or Delete Feature(s), Lines and Telephone Numbers" (see next).

Firm Order Change – Change / Delete Lines and TNs – Firm Order Change now allows you change and delete lines and TNs for single or multi-line accounts. This functionality has been added to what was previously "Add, Change and Delete Feature(s)" (ACDF). The function is now called "Change and/or Delete Feature(s), Lines and Telephone Numbers" (FLT).

Procedure:

The procedure for FLT is similar to the old ACDF process, only now the familiar TN Selection screens can also be shown to allow you to work with lines and TNs. *There are only a few items to note in working with the new FLT function:*

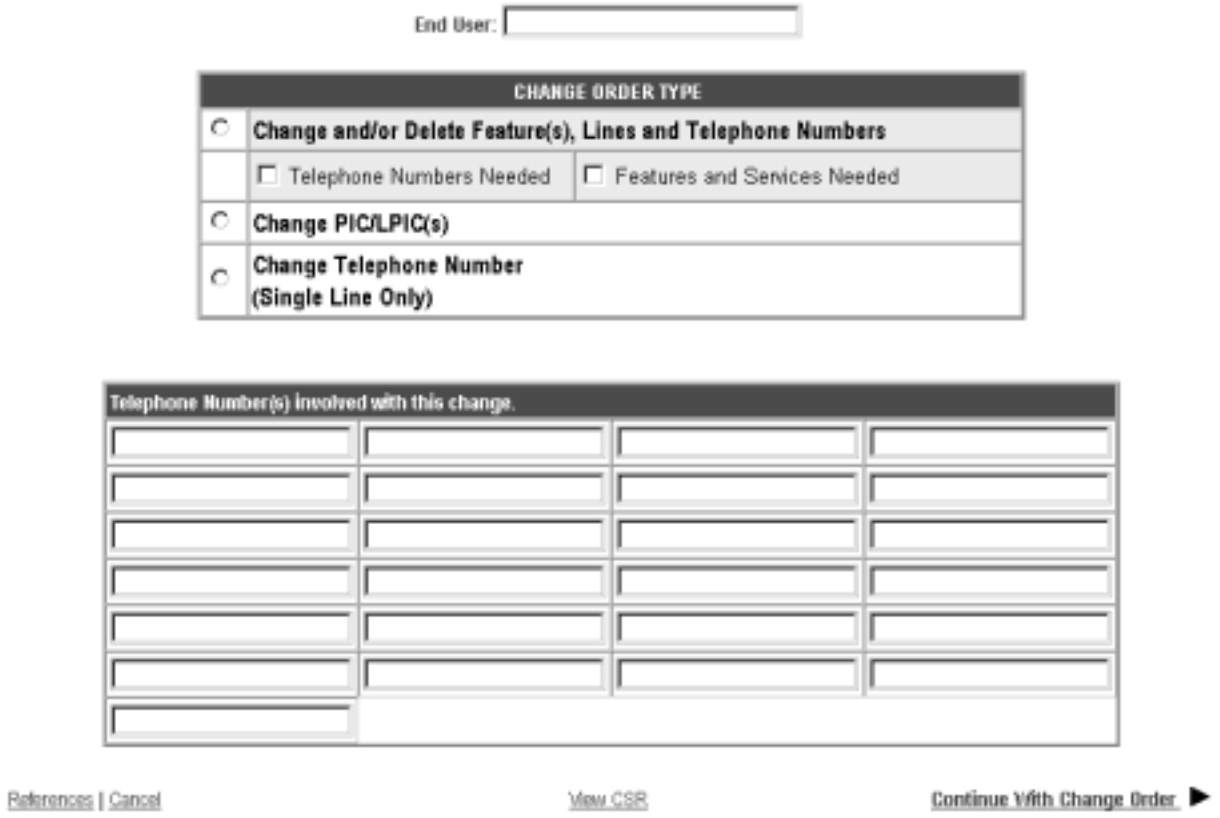


Figure 16 Change Order Type Screen

- **Change Order Type Screen –** This screen displays radio buttons for the functions that are available within Firm Order Change. On this screen, the old radio button for "Add, Change and Delete Feature(s)" has now been modified to read, **"Change and/or Delete Feature(s), Lines and Telephone Numbers"**.
  - Click the radio button for "Change and/or Delete Feature(s), Lines and Telephone Numbers".
  - Then click a check for one or more **FLT options** as needed:
    - Telephone Numbers Needed
    - Features and Services Needed

- According to the FLT options you have chosen, when you continue on from this screen, you will be taken through the relevant TN Selection or Features and Services screens to perform the selections.
- **TN boxes –** In addition, the Change Order Type Screen will display **twenty-five (25)** blank TN input boxes.
  - Enter the TNs to be affected by the Firm Order into these boxes (one TN per box). Each entry must contain at least 10 numbers, and can have up to 20 letters or numbers.
  - If you select FLT and only a click a check for "Features and Services Needed", then you must enter a TN into one of the boxes.
- **End User Name (Required) –** Complete this field as appropriate. Entry is up to 25 letters or numbers.

• **TN and Feature Screens** – After continuing on from the Change Order Type Screen, you will be taken to the appropriate screens for the FLT option you have chosen. If you chose both FLT options, the TN Selection Process will be shown first.

- These screens will be seen **as elsewhere in Firm Order Change.**
- For the TN Selection Process, always note that:
  - **Twenty-five (25) is the maximum quantity of phone numbers you can place in the Selected window and keep for your LSR.**
  - These numbers are not guaranteed as being the number that will appear on the completed order. They only become yours when the service is actually operational.
- **Features and Services Process** – As before with the ACDF function of Firm Order Change, the procedure is to display a feature, and then tell LENS to either add it to the line, change its FID to a value you specify, or delete it from the line.

• **Initial Line Details Screen – Line Activity (LNA)** – Here LENS now requires you to indicate a Line Activity (LNA) for each line, as done elsewhere in Firm Order (e.g. Conversion New, Partial Migration Initial, etc.).

- The LNA is needed because here in the FLT option of Firm Order Change, you can use the TNs you obtained to create new lines, or to replace the TNs of existing lines.
- For TNs you originally provided on the Change Order Type Screen, the LNA options are as follows:
  - New – Uses the TN to create a new line.
  - Disconnect – For an existing line. Disconnects the line from the account.
  - Change – For an existing line. Allows you to change the line's details (features, blocking etc.).
  - PIC Change – For an existing line. Allows you to change the PIC/LPIC for the line.
  - Telephone Number Change – Uses the TN to replace the TN of an existing line. The outgoing TN will be typed in the *Old Telephone Number* field on the Secondary Line Details Screen (see below).
- For TNs you obtained from the Select TN process, the LNA options are as follows:
  - New

- Telephone Number Change

- **Secondary Line Details Screen – Inside Wire Jacks –** On this screen, there is a new section allowing you to indicate information for **Inside Wire Jacks.**
  - Type a number into the box Number of Inside Wire Jacks to Add, then click OK.
  - According to the number you typed in, the screen will display pairs of the fields Inside Wire Jack Code and Inside Wire Jack Quantity.
  - You can then use these fields to provide the necessary information.
  - For more information on Inside Wire Jacks, please see the section of this chapter focusing on this function.

LENS RELEASE 6.1C:

Local Service Freeze – Please note the following regarding Local Service Freeze (LSF):

- LSF can be indicated for end-users in all states **except Tennessee.**
- For Request Type **Port/Loop**, Local Service Freeze (LSF) is **not** available.
- For Activity Type Change, the LSF menu also offers the option of *"Delete Local Service Freeze"*.

Version Information

Version 7.0

1. Introduction

1.1 Introduction

Due to recently enacted telecommunications legislation, many companies may now offer Local Exchange telephone service to their end user customers. This would normally require the establishment of a physical network to handle switching and routing functions and make available the various features and services required by telecommunications customers.

To solve this problem, Competitive Local Exchange Carriers (CLECs) can now purchase these telecommunications products, features and services from existing Local Exchange Carriers such as BellSouth, for resale to their customers.

BellSouth has created the Local Exchange Navigation System (LENS) to provide a simple and economical way for CLECs to process service requests for Local Exchange telephone service, directory listings, port/loop combination UNEs, and loop UNE service (with or without Interim Number Portability). LENS may be used either to gather specific telecommunications information from BellSouth's existing databases, or to place orders for telecommunications products and services.

Welcome aboard! And thank you for selecting BellSouth as your telecommunications service provider of choice!

1.2 Audience

This document is intended for use by CLEC users of LENS who have previously attended LENS training and /or are familiar with LENS and the Local Service Request (LSR) process. If you are not familiar with LENS or the LSR process, please contact your BellSouth Account Team representative. They will be happy to provide you with the necessary information to help you get started.

1.3 Purpose

This guide has been developed to provide instruction on the usage of LENS.

1.4 Scope

Specific features and services which are available for resale vary by NXX, or central office switch type. LENS will provide you with information as to which features and services are available for each NXX. This information is also listed in the LEO Implementation Guide, Volume 2, or you may contact your BellSouth Account Team representative.

This LENS User Guide contains information which is intended for use as support documentation and reference material to aid CLECs in working with BellSouth's LENS.

1.5 Overview of the Local Exchange Navigation System

LENS is an on-line, interactive, menu driven system which permits subscribers to perform inquiry functions, and process requests for various products, features and services currently offered by BellSouth. LENS may be used for either new service (no existing telephone number) or existing service.

Information entered via LENS for a firm order populates portions of the Local Service Request (LSR) automatically. It facilitates the mechanized generation of service orders without manual intervention from the Local Carrier Service Center (LCSC).

Options available for the Inquiry function include validating addresses, reserving telephone numbers, viewing features and services for specific NXXs, viewing an installation calendar in order to estimate a due date interval and viewing customer record information.
.

Note: LENS does not retain information in the Inquiry function. If the information you obtain in Inquiry will be needed at a later date, either print the information out, write it down or save it electronically.

Options available for the Firm Order function include validating addresses, viewing customer record, submitting changes to existing accounts, selecting telephone numbers or using previously reserved telephone numbers, viewing and selecting features and services, calculating due date, and submitting an LSR. You can also view Firm Order Confirmations (FOC) or Completion Notices (CN), Service Order Status and Local Service Requests (LSRs) in error.

Pending orders for telecommunications services can be accessed by CLECs to determine their status, however, CLECs can only access orders which they have placed via LENS. CLECs can not access service orders placed by BellSouth or other CLECs.

LENS provides you access to the same Operational Support Systems that BellSouth's service centers use. System availability and response times will be the same for you as they are for the BellSouth service centers.

Address information maintained in BellSouth's databases are 911/E911 compliant and do not necessarily match those listed with the U.S. Postal service. If you have trouble validating an address, question the customer for additional information, or ask for the telephone number of a nearby neighbor, or business. This will help with the validation process.

The current version of LENS is based on the **OBF Standard Issue 9 map.**

Note: LENS supports most popular web browsers, however, BellSouth recommends using Microsoft Internet Explorer version 4.0 or higher, or Netscape version 4.0 or higher. America On-Line IS NOT currently compatible with the LENS application.

1.6 System Availability

BellSouth's LENS interfaces with various internal BellSouth Operational Support Systems in order to process your requests for information and/or place orders for services. Most of these systems are unavailable at certain times for scheduled maintenance or upgrades. These are normally performed during off peak hours. You will not be able to obtain information contained in these databases during this down time. Please consider the following schedule when planning to place your inquiries and/or orders.

FUNCTION	DAY OF WEEK	DOWNTIME *
Service Availability		This system will usually be operable. Momentary down time may be experienced between 1:00 AM and 4:00 AM for an occasional system re-boot.
Address Validation	Monday - Saturday	1:00 AM - 4:00 AM
	Sunday	12:00 AM - 10:00 AM
Appointment Scheduling	Sunday - Saturday	1:00 AM - 4:00 AM
	Sunday	12:00 AM - 10:00 AM
Customer Records	Monday - Saturday	1:00 AM - 4:00 AM
	Sunday	12:00 AM - 10:00 AM
** Local Exchange Ordering System/ Local Exchange Navigation System	Monday	12:00AM - 1:00 AM
	Saturday - Sunday	12:00AM - 6:00 AM
* Eastern Time		
** Since LENS requires LEO to be operational in order for the LSR to be submitted, if LEO is not available, LENS will not be operational.		

1.7 How to Connect to the Local Exchange Navigation System

LENS may be accessed by one of three ways:

1. Dial-Up Access – Uses Direct Inward Access Line Security (DIALS) SecureID authentication card.

2. LAN-to-LAN Connectivity (TCP/IP) – CLECs may access LENS via BellSouth's External Gateway Access Router.
3. Public Internet Access – To access the BellSouth LENS application from the Internet, you must have two software items. These are: an Internet Graphic Browser software package, and a Digital Certificate from VeriSign, Inc.

Each of these methods is explained below.

Dial-Up Access:

- **Step 1 -** Dial the modem pool number - 404 893-4500
- **Step 2 -** Connect to the SecureID authentication server @ IP address 10.1.1.1
- **Step 3 -** Enter your USERID (remember to use lower case) and passcode (PIN plus the number on the SecureID card)
- **Step 4 -** Close your Telnet window.
- **Step 5 -** Access your Web Browser.
- **Step 6 -** Click on the LENS Bookmark if you've already created one, or enter the LENS web address manually and create the bookmark when you arrive at the site. The web address is as follows:

https://lens.bellsouth.com/lens

- **Step 7 -** You will be at the **LENS Login Page**, as shown below. Enter your LENS user ID and password, and click "Login".

Note: See the Appendix section "Encore In-Dial Information Guide" for information on setting up your communications software and modem.

LAN-to-LAN Connectivity (TCP/IP):

- **Step 1 -** Access your Web Browser.
- **Step 2 -** Click on the LENS Bookmark if you've already created one, or enter the LENS web address manually and create the bookmark when you arrive at the site. The web address is as follows:

http://90.70.124.121/lens

- **Step 3 -** You will be at the **LENS Login Page**, as shown below. Enter your LENS user ID and password, and click "Login".
- If you have other questions regarding LAN-to-LAN Connectivity, contact your system administrator.

Public Internet Access:

- **Step 1 -** Access your Web Browser.
- **Step 2 -** Click on the LENS Bookmark if you've already created one, or enter the LENS web address manually and create the bookmark when you arrive at the site. The web address is as follows:

https://lens.bellsouth.com/lens

- **Step 3 -** You will be at the **LENS Login Page**, as shown below. Enter your LENS user ID and password, and click "Login".
- If you have other questions regarding obtaining public internet access, contact your system administrator.

Figure 17 LENS Login Page

ABOUT YOUR USER NAME AND PASSWORD:

- **User Name Format:**
  - 6 – 10 characters in length.
  - Only letters and numbers are eligible characters.
  - Letters must be upper-case.
- **Password Format:**
  - 6 – 8 characters in length
  - Must contain at least one number and one symbol (i.e., @, #, $, %, etc.)
- Prior to your initial Login, you will be assigned a User Name and temporary password. **After your first successful login to LENS, you will need to change your temporary password. After changing your password you may have to wait as long as 5 minutes for the new password to be set up for use, even though you may receive immediate notification that it has been accepted. The 5 minute period is needed for the password to be changed on the primary and back-up system boxes.**

- Your User Name will remain constant, but your password must be changed every sixty days for security purposes. The system will prompt you when it is time to change your password.
- When changing your password, you may not use the same, or a similar password that you have used in the past few months.

2. Main Menu and General Information

2.1 Main Menu

The Main Menu screen for LENS is shown here. This screen allows you to access the various functions of LENS by clicking the link for that function.

This user guide will explain these functions in a sequence that you may find useful to follow in using them.

2.2 Change Company Code

You can change your company code within this LENS session, without having to logoff. **This feature is only available for users associated with more than one company code.**

The current company code will be displayed at the bottom of the screen. If you had just logged on, this is your default code. To change it, simply use the pull-down menu and select the new one. Click Change to have LENS accept the new code.

The screen will refresh and the new code will be displayed. This new code will be associated with every LSR you generate from this point on, until you change your code again or logoff.

If you logoff, LENS returns the company code back to your default setting.

Note that you can also change your company code from within the **User Admin** section (explained next).

2.3 User Admin

The Main Menu has a link labeled User Admin . Click this link, and you will be shown the screen below.

Figure 18 User Admin Screen

The following features are available to assist you:

- Change Password
- View Release Notes
- Change Company Code

To use any of these features, follow the instructions as outlined below.

Change Password – This feature allows you to change your LENS user password.

- Your password is valid for **60 days.** Within 10 days of the expiration, LENS will give you a message reminding you to change your password. This message will count down each day as the expiration date approaches.
- On the day your password expires and for 30 days afterward, if you have not yet changed your password, you will be taken to the Change Password section of User Admin each time you attempt to log on. If you attempt to log on after this 30-day period has passed, you will be asked to contact your system administrator.

Follow the steps listed below to change your password:

- **Step 1 – Main Menu –**Click User Admin.
- **Step 2 – User Admin Screen –** Click Change Password. You will see the screen below.

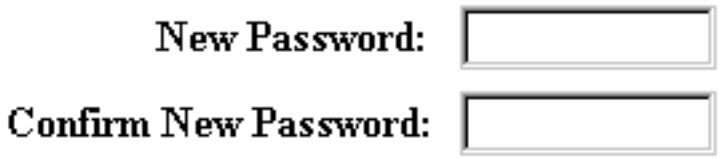


Figure 19 Change Password Screen

- **Step 3 – Change Password Screen –**Type your new password into the boxes "New Password" and "Confirm New Password".
- Valid Password Parameters:
  - Six to eight characters in length
  - Letters, numbers (0 – 9), and symbols are valid
  - Must contain at least one number and one symbol
- **Step 4** – Click Change Password.
- **Step 5 –** You will receive a message indicating the password has been changed, and requesting that you **not log off for five minutes** so the system can process the change. **Click OK.**
- You will be returned to the User Admin Screen. There, you may choose to perform another function. If you wish, you may return to the LENS Main Menu by clicking Return to Main Menu.

View Release Notes – This section allows you to view information regarding the current release of LENS.

- **Step 1 – Main Menu –**Click User Admin.
- **Step 2 – User Admin Screen –** Click Release Notes.

- **Step 3 – Release Notes Screen –** Here you may view information related to the release. When a reference link is selected, a new window opens up within the associated page.
- **Step 4 – Return –** Click Return to Admin when you are ready to return to the User Admin Screen. There, you may choose to perform another function. If you wish, you may return to the LENS Main Menu by clicking Return to Main Menu.

Change Company Code – This is an alternate way of changing your company code, if you are ever in this User Admin section and decide you wish to change your code now.

As with changing the company code on the Main Menu Screen, this option allows you to change the company code from *within* your LENS session, without having to logoff. **This feature is only available for users associated with more than one company code.**

You will notice that the Main Menu Screen and the User Admin Screen both display your User Name, Company Name, and **current Company Code** .

- **Step 1 – Main Menu Screen –**Click User Admin.
- **Step 2 – User Admin Screen –** Click Change Company Code. You will be shown the screen below.

Figure 20 Change Company Code Screen

- **Step 3 – Change Company Code Screen –** Use the Company Code pull down menu to select the code you want for the current session. Your default code will be listed first, followed by your other codes in ascending numerical order.
- **Step 4 –** Click Change Company Code.
- **Step 5 –**Your company code is now changed. You will be back at the User Admin Screen, and there you can see that the new code is displayed. This new code will be associated with every LSR you generate from this point on, until you change your code again or logoff.
- If you logoff, LENS returns the company code back to your default setting. This will be your company code the next time you log on.
- At the User Admin Screen, you may choose to perform another function. If you wish, you may return to the LENS Main Menu by clicking Return to Main Menu.

2.4 General Information

Error Message Reference List: For a listing of error messages you may encounter in LENS, please see the Appendix titled "Error Message Reference List."

Toolbar:

On many screens in Firm Order, a toolbar will be displayed at the bottom of the screen providing links to the familiar screens such as Administration, End User Billing, and Location and Access. These links allow you to view and input information on those screens if you wish.

For some Firm Order Activities, such as Disconnect and Restore, these screens are no longer mandatory, but the toolbar is still displayed to give you the option of inputting information on those screens. You will be taken to a a screen if it is still required for a particular Firm Order Activity or scenario.

General Commands Many of the screens in LENS may allow you to perform the commands outlined below. They are as follows:

- Cancel – If you click Cancel, the system will ask you to verify the Cancel request by clicking on the Yes button. **This will cancel your request and return you to the Main Menu. All information related to your request will be lost.**
- Reset – Clicking Reset will refresh the screen you are on and **will delete all the information that has been added to that screen.**
- LSR Summary – This link in Firm Order lets you view the content of your LSR as you have built it up to that moment.
  - The LSR Summary cannot be edited.
  - If the LSR involves multiple lines, the Summary will show information for all of them.
  - The Summary will show all directory listing information for each telephone number and directory reference number.
  - The LSR Summary will show the Basic Class of Service USOC only once in the Service Details Information Section.
  - On the Line Details Screen, if you had typed a particular USOC in Basic Class of Service as well as the Feature section, then the Summary will show the USOC in the field Feature Code. But, if you had entered the USOC in Basic Class of Service, and not in Feature Code, then the Summary will show the USOC in Line Class of Service.
- References: Clicking this link gives you access to various resources to assist you in your work. Some examples include the following:
  - LENS User Guide
  - CLEC USOC Manuals
  - BellSouth Work Aid for Ordering Complex Services

3. Inquiry

3.1 Inquiry

The Inquiry section of LENS is used to view and validate Local Service Request (LSR) information about a prospective customer during the pre-order process.

The Inquiry section includes the following areas:

- Address Validation
- View Features and Services
- Reserve Telephone Number(s)
- Reserve Miscellaneous Account Number(s)
- View Installation Calendar
- View Customer Record
- View All
- Estimate Due Date
- View PIC/LPIC Carriers
- Loop Makeup for Working Loops
- Loop Makeup for New or Spare Loops
- Cancel Facilities Reservation

The use of these is as follows:

Function:	**Use:**
Address Validation	This function is used to verify the address the prospective customer provides. This function will confirm that the address is 911/E911 compliant, but will not confirm that it is registered with the US Postal Service.
View Features and Services	This function is used to view lists of features and services available for specific switches.
Reserve Telephone Number(s)	This function is used to reserve telephone numbers to be used later in Firm Order.
Reserve Miscellaneous Account Number(s)	This function is used to reserve Miscellaneous Account Numbers (MANs) for use within 30 days. Here you may also view MANs that had been previously reserved.

- continued -

- continued -

View Installation Calendar	This function is used to view the estimated working schedule of the central office specific to the prospective end-user's address.
View Customer Record	This function is used to view the Customer Service Records (CSRs) of the CLEC's own current customers and BellSouth's non-restricted accounts, including credit history, using either a 10 digit account number, a 10 digit miscellaneous account number, a complete circuit number, or a partial circuit number.
Estimate Due Date	This allows you to view a possible due date for the possible Firm Order LSR you would like to place.
View PIC/LPIC Carriers	This function allows you to view the PIC/LPIC carriers available to the end-user, and locate carriers for possible use later in Firm Order.
View All	This function walks you through the entire Inquiry section in a specific order. View All should be selected only if the CLEC wishes to perform all Inquiry functions.
Loop Makeup for Working Loops	This function allows you to request Loop Makeup detail on existing facilities owned by the requesting CLEC (you) or BellSouth
Loop Makeup for New or Spare Loops	This function allows you to request Loop Makeup detail on new/spare facilities owned by BellSouth, as well as create reservations for those new/spare facilities
Cancel Facilities Reservation	This function allows you to cancel reservations for new/spare facilities owned by BellSouth

At the LENS **Main Menu**, if you click Inquiry, you will be taken to the *Inquiry Menu Screen* as shown below. Here you may proceed to the various Inquiry functions, as explained in this chapter.

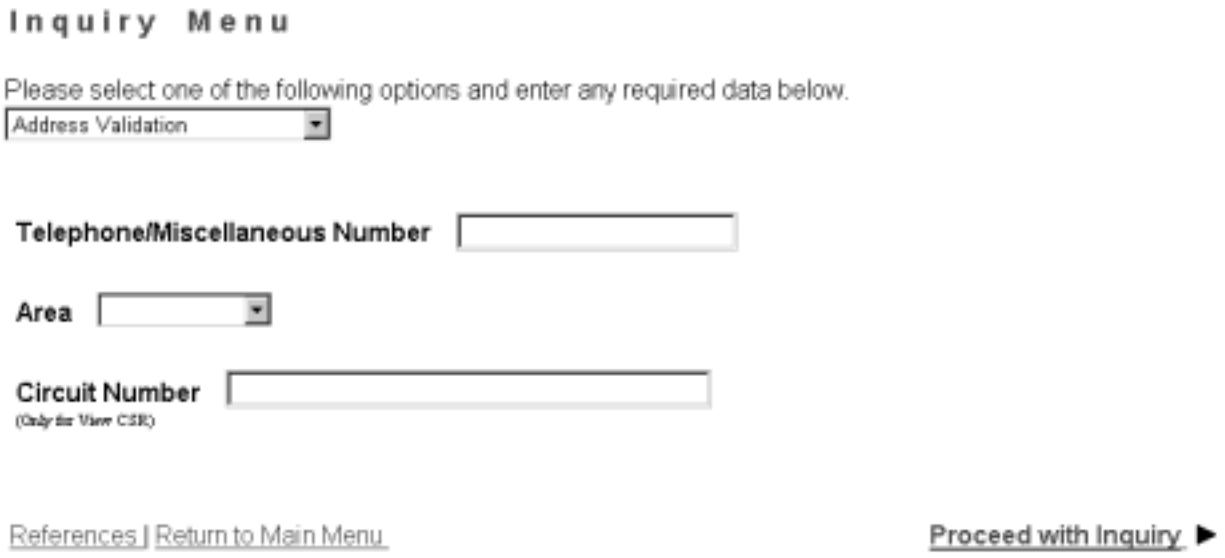


Figure 21 Inquiry Menu Screen

Note the following:

- This chapter will discuss **View All** last, since it encompasses all the other Inquiry functions.
- **Circuit IDs may only be used to View a Customer Record, not to access the other Inquiry options.**

3.2 Address Validation

Addresses maintained in BellSouth's databases are 911/E911 compliant and do not necessarily match those listed with the U. S. Postal service. By validating addresses in LENS, you ensure that your customer's address is 911/E911 compliant.

It is recommended that if your End User has existing service, you should perform all Inquiry functions using the 10 digit telephone number.

Hint! If your customer does not have an existing telephone number, ask for the TN of a neighbor or a nearby TN to help with the validation process.

Step 1 – Main Menu – Click Inquiry.

Step 2 – Inquiry Menu Screen

Figure 22 Inquiry Menu Screen

Here you should perform the following steps:

- Go to the first pull-down menu, which is the Inquiry Function Menu, and select **Address Validation** .
- **For new service,** leave the remaining fields blank, and click Proceed with Inquiry.
- **For existing service,** provide the following, information, and then click Proceed with Inquiry:
  - Telephone Number or Miscellaneous Account Number
    - Entry should be 10-digits
    - If your customer does not have an existing telephone number, ask for the telephone number of a neighbor or a nearby number to help with the validation process.
    - For more information on Miscellaneous Account Numbers, please see the Appendix "Circuit Numbers and Miscellaneous Account Numbers".
  - Area – Required if you populate Telephone/Miscellaneous Number. For more information on Areas, please see the Appendix "Area by NPA and Circuit ID Prefix".
  - Circuit Number – Leave blank. This field is only used for the Inquiry function View Customer Record.
- **Click Proceed with Inquiry.**

Step 3 – Address Validation Screen– If you had not provided a Telephone, Miscellaneous, or Circuit Number, or if you did provide such a number but there was a problem with the address, you will now have to validate the address by making changes to the field entries.

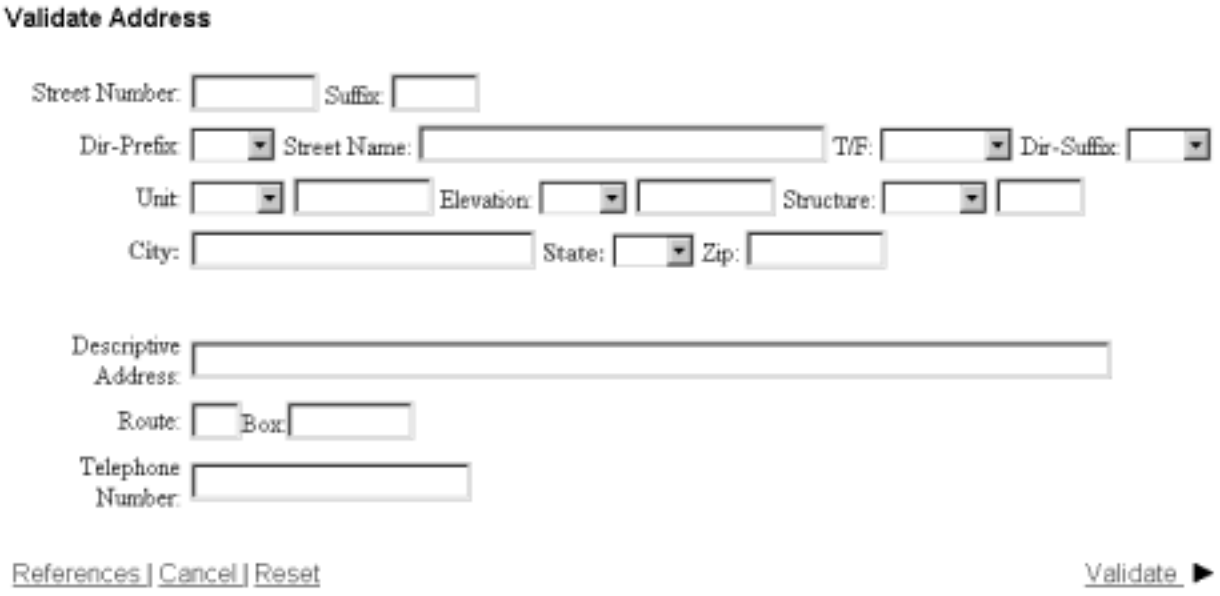


Figure 23 Address Validation Screen

Edit the fields as needed. For ease of reading here, the **Appendix** "Address Validation Screen Fields" lists detailed information on completing these fields. However, you should note the following:

- You should complete the Address Validation screen with as much information as is available to you.
- Use the pull down menus provided for some fields.
- Upper and lower case letters are both acceptable.

Click Validate.

If validation succeeds:

- You will be given the message "Valid Address".
- "Zone Rate Mileage Applies": This message will also appear if applicable.
- QS (QuickService): This field will appear and will have a value of "Y" ("Yes") for validated addresses of Residential Single Line accounts that are QuickService eligible.

QuickService is the availability of dialtone and a TN in a unit that can be used to establish service. A premise visit is not required.

- QSTN (QuickService Telephone Number): When the QS field appears, this field will also appear. This is the TN associated with the unit having QuickService. This field cannot be edited.

If validation fails, verify the address information, or use the telephone number of a nearby neighbor, or business. You can also refer to the trouble shooting appendix of the LENS Guide. LENS may provide an error message and/or a list of information, depending on the type of error or omission. Make any needed changes, and click Validate again.

Step 4 – Once the address is validated, click Return to Inquiry. You will be returned to the Inquiry Menu.

3.3 View Features and Services

Here you can view lists of all features and services available for a specific switch. Some of these features and services may not currently be available to be ordered via LENS; however, you can still submit a paper LSR.

Remember, the Inquiry mode of LENS allows you to view information, but not create LSRs. Instead, you can compile a summary table of feature information to use later as a reference in Firm Order. **You must print it out, however,** since none of this information will be brought automatically into Firm Order.

Note: The PIC/LPIC carriers section has been relocated as its own function in Inquiry. To use this function, please see the next section "View PIC/LPIC Carriers".

Step 1 – Main Menu – Click Inquiry.

Step 2 – Inquiry Menu Screen –

Here you should perform the following steps:

- Go to the first pull-down menu, which is the Inquiry Function Menu, and select **View Features and Services.**
- **For new service,** leave the remaining fields blank, and click Proceed with Inquiry.
- **For existing service,** provide the following, information, and then click Proceed with Inquiry:
  - Telephone Number or Miscellaneous Account Number
    - Entry should be 10-digits
    - If your customer does not have an existing telephone number, ask for the telephone number of a neighbor or a nearby number to help with the validation process.

  - For more information on Miscellaneous Account Numbers, please see the Appendix "Circuit Numbers and Miscellaneous Account Numbers".
- Area – Required if you populate Telephone/Miscellaneous Number. For more information on Areas, please see the Appendix "Area by NPA and Circuit ID Prefix".
- Circuit Number – Leave blank. This field is only used for the Inquiry function View Customer Record.

• **Click** Proceed with Inquiry.

Step 3 – Address Validation Screen– If you had not provided a Telephone or Miscellaneous Number, or if you did provide such a number but there was a problem with the address, you will now have to validate the address for the account.

Populate the fields as needed. For ease of reading here, the **Appendix** "Address Validation Screen Fields" lists detailed information on completing these fields. However, you should note the following:

- Complete the screen with as much information as is available to you.
- Use the pull down menus provided for some fields.
- Upper and lower case letters are both acceptable.

Click **Validate.**

- **If validation fails,** verify the address information, or use the telephone number of a nearby neighbor, or business. You can also refer to the trouble shooting appendix of the LENS Guide. LENS may provide an error message and/or a list of information, depending on the type of error or omission. Make any needed changes, and click Validate again.
- **If validation succeeds:**

  - You will be given the message "Valid Address".
  - "Zone Rate Mileage Applies": This message will also appear if applicable.
  - QS (QuickService): This field will appear and will have a value of "Y" ("Yes") for validated addresses of Residential Single Line accounts that are QuickService eligible. QuickService is the availability of dialtone and a TN in a unit that can be used to establish service. A premise visit is not required.
  - QSTN (QuickService Telephone Number): When the QS field appears, this field will also appear. This is the TN associated with the unit having QuickService. This field cannot be edited.

Step 4 – Once the address is validated, click Continue to Features and Services. You will be taken to the **First Features and Services Screen.**

Step 5 – First Features and Services Screen

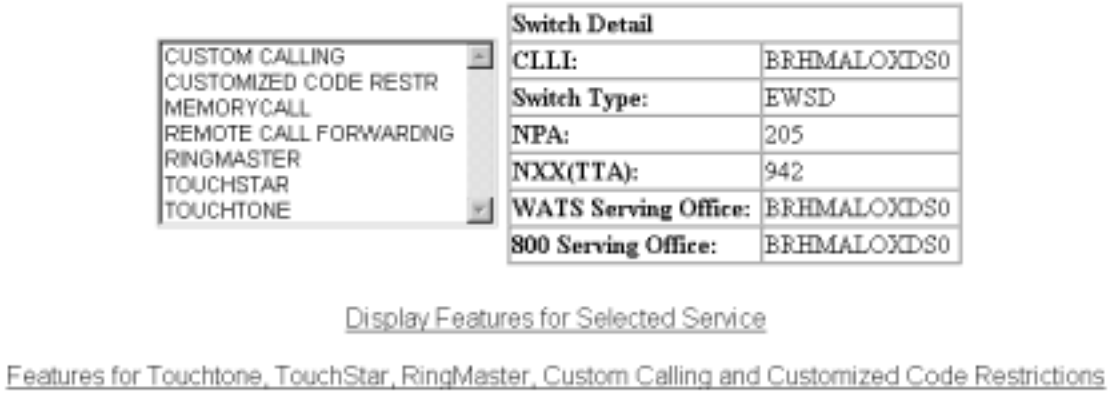


Figure 24 First Features and Services Screen

The window in the center shows features and services you may view. Here you may do **one of the following:**

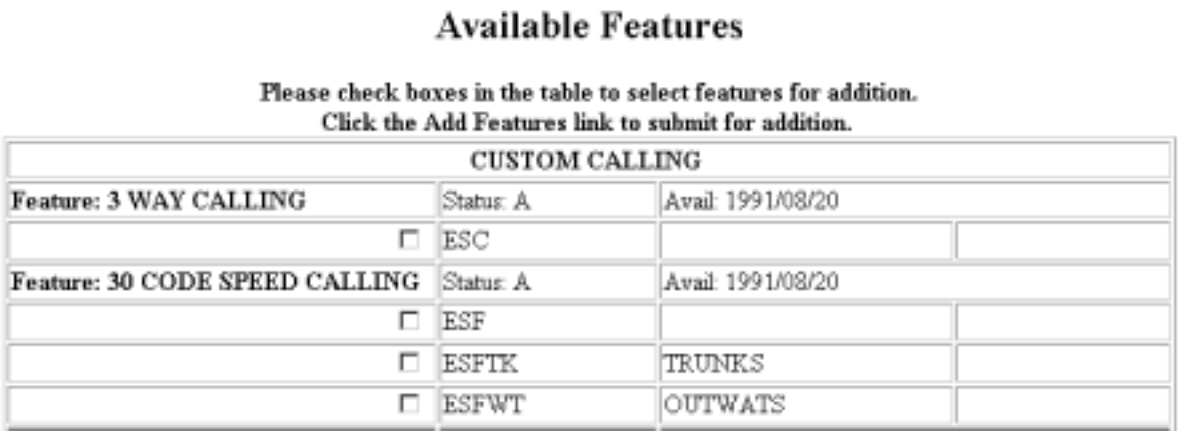
- Use your mouse to highlight the ones you want to view, and then click Display Features for Selected Service.
- **Or,** you can click Features for TouchTone, TouchStar, RingMaster, Custom Calling and Customized Code Restrictions to view those five features.
- **Or,** you can click and drag to select up to five adjacent services, then click Display Features for Selected Service to view these features.

Step 6 – Available Features and Services Screen – This screen provides information for the features you wanted to view. Note the following:

- The table you see shows the following information for each feature as applicable:
  - Feature Name
  - Extended Name
  - Status
  - Date Available
  - USOC
  - Tariff Notes
- **Status –** This field has four values; N for not available, A for available, R for restricted from sale, and RE for restricted for existing customers, not available to new customers.

- Multiple switch types may be supported in a single central office, but **the features you select must be from only ONE switch type.**
- If you wish to view other features, scroll to the bottom and use the window and Display Features links as you did before.

Note: In North Carolina, flat rate service is only available in areas where the NPA–NXX is 336–388 or 336–234 (i.e., the communities of Gatewood and Milton). The Basic Classes of Service available are 1FR, 1FRCL, 1FB, 1FBCL.



Available Features

Please check boxes in the table to select features for addition.
Click the Add Features link to submit for addition.

CUSTOM CALLING			
Feature: 3 WAY CALLING	Status: A	Avail: 1991/08/20	
☐	ESC		
Feature: 30 CODE SPEED CALLING	Status: A	Avail: 1991/08/20	
☐	ESF		
☐	ESFTK	TRUNKS	
☐	ESFWT	OUTWATS	

Figure 25 Available Features and Services Screen

Step 7 – Indicating Features to Compile – Remember that here in Inquiry you are not selecting features for an actual LSR, but simply building a table of the features for use later as a reference in Firm Order. With this screen you will start building your table.

- Notice that each feature has a small box in its row. Click an "x" in the box if you wish to add the feature to your table.
- Scroll to the bottom of the screen and click Add Features.

Step 8 – Selected Features and Services Screen – This screen will be next. It will display your table showing the features you chose. Remember again that these features have been “selected” only for viewing, not for creating an LSR here in Inquiry.

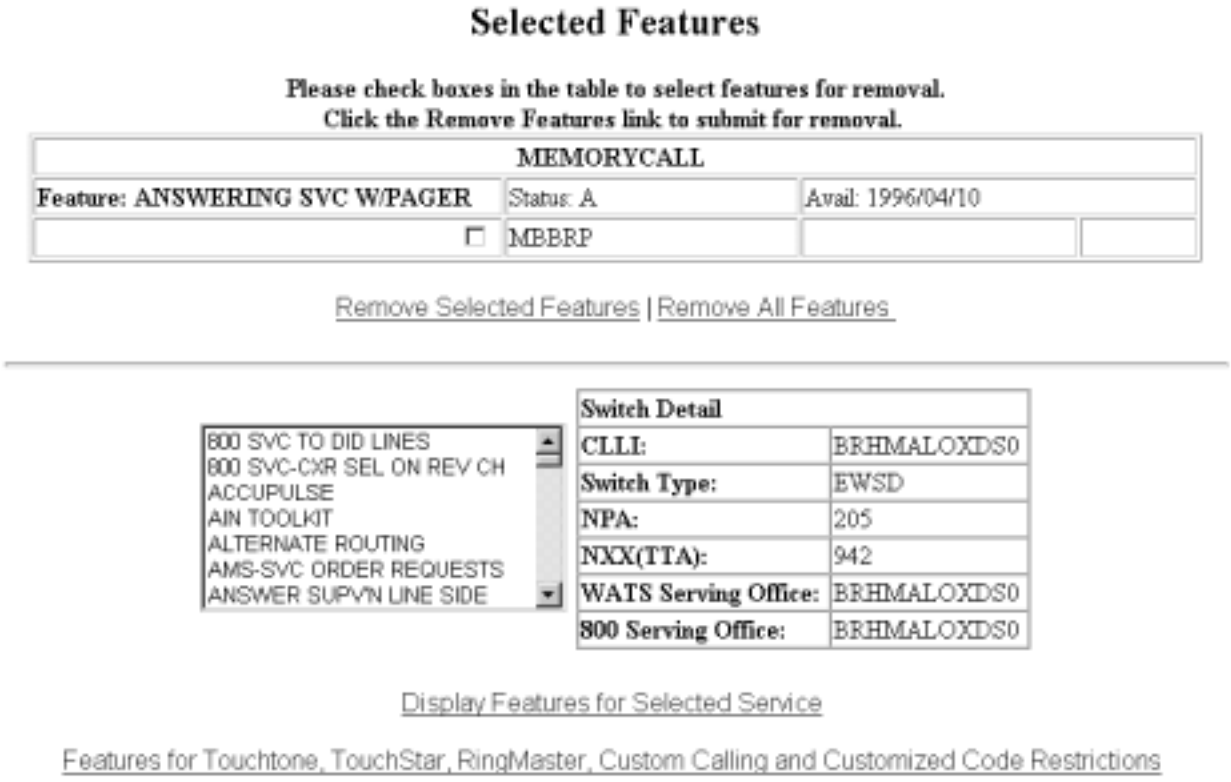


Figure 26 Selected Features and Services Screen

- Look at the features listed to make sure they are the ones you chose.
- If they are not, click an "x" in the small box for a feature, and then click Remove Selected Features. You will be shown this screen again, minus the unwanted feature. You can also click Remove All Features. You will be shown the Available Features and Services Screen again, where you can repeat the process of selecting features.
- If you realized you forgot to select some features, the features selection window is at the bottom of this screen for you to use. Go through the process as before, putting an "x"in the box of each feature you want to operate for your line. Click Add Selected Features. They will be added to the features you had chosen before.

Step 9 – Printing the table –

- **This information will NOT be carried over into Firm Order. You should therefore print out the table you have built.**
- This can be done by clicking anywhere in the screen that is not a link or button, and then going to File/Print. You can use this printout as a reference later in Firm Order.

Step 10 – Return – Click Return to Inquiry.

3.4 Reserve Telephone Numbers

This function of Inquiry allows you to reserve telephone numbers for your use later in Firm Order.

Note the following:

- **These numbers are not guaranteed as being the number that will appear on the completed order.** "Reserving" a number only removes it from the database of numbers available. Numbers "reserved" here in Inquiry will only become yours when the service is actually operational as a result of a Firm Order LSR.
- **LENS will not display these numbers for you in Firm Order.** You should either print the screen or write down the numbers you have selected, so that you can enter them later in Firm Order.
- **Twenty-five (25)** TNs is the maximum that may be reserved for your LSR. They will be reserved for a maximum of **30** calendar days.

Step 1 – Main Menu – Click Inquiry.

Step 2 – Inquiry Menu Screen –

Here you should complete the following fields:

- Go to the first pull-down menu, which is the Inquiry Function Menu, and select **Reserve Telephone Number(s)**.
- **For new service,** leave the remaining fields blank, and click Proceed with Inquiry.
- **For existing service,** provide the following, information, and then click Proceed with Inquiry:
  - Telephone Number or Miscellaneous Account Number
    - Entry should be 10-digits
    - If your customer does not have an existing telephone number, ask for the telephone number of a neighbor or a nearby number to help with the validation process.
    - For more information on Miscellaneous Account Numbers, please see the Appendix "Circuit Numbers and Miscellaneous Account Numbers".
  - Area – Required if you populate Telephone/Miscellaneous Number. For more information on Areas, please see the Appendix "Area by NPA and Circuit ID Prefix".
  - Circuit Number – Leave blank. This field is only used for the Inquiry function View Customer Record.
- **Click** Proceed with Inquiry.

Step 3 – Address Validation Screen– If you had not provided a Telephone or Miscellaneous Number, or if you did provide such a number but there was a problem with the address, you will now have to validate the address for the account.

Populate the fields as needed. For ease of reading here, the **Appendix** "Address Validation Screen Fields" lists detailed information on completing these fields. However, you should note the following:

- Complete the screen with as much information as is available to you.
- Use the pull down menus provided for some fields.
- Upper and lower case letters are both acceptable.

Click **Validate.**

If validation fails, verify the address information, or use the telephone number of a nearby neighbor, or business. You can also refer to the trouble shooting appendix of the LENS Guide. LENS may provide an error message and/or a list of information, depending on the type of error or omission. Make any needed changes, and click Validate again.

If validation succeeds:

- You will be given the message "Valid Address".
- "Zone Rate Mileage Applies": This message will also appear if applicable.
- QS (QuickService): This field will appear and will have a value of "Y" ("Yes") for validated addresses of Residential Single Line accounts that are QuickService eligible. QuickService is the availability of dialtone and a TN in a unit that can be used to establish service. A premise visit is not required.
- QSTN (QuickService Telephone Number): When the QS field appears, this field will also appear. This is the TN associated with the unit having QuickService. This field cannot be edited.

Step 4 – Once the address is validated, click Continue to Telephone Reservation Options.

Step 5 – TN Reservation Options Screen

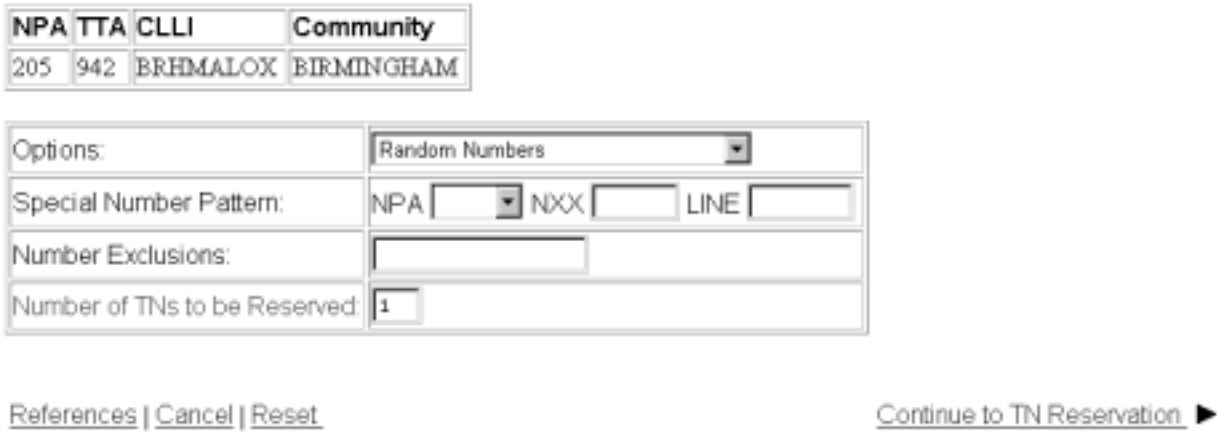


Figure 27 TN Reservation Options Screen

Note the following details regarding this screen:

- The NPA, TTA, CLLI, and Community for the address are listed at the top.
- **LENS will provide you with a set of numbers to select. Do this by the following steps:**
- In the field **Number of TNs to be Reserved,** type in a numeral from 1 to **25 (twenty-five)** to indicate the quantity of telephone numbers to be provided.
- **Options** – From this pull down menu, select one of the following:
  - Random Numbers – For TNs from different exchanges under the NXX/TTA's umbrella. **Note that if you select any option other than Random numbers, you may notice slow response time.** This is caused by the back-end application that searches the database to fulfill the request.
  - Easy Numbers – For TNs that are are easy to remember For example: 205-945-2468
  - Sequential Line Digits – For TNs in a numeric sequence, according to their Line Digits (the last four digits). For example: 205-945-6400, 205-945-6401
  - Ascending Consecutive Line Digits – For TNs whose Line Digits are in an ascending numeric sequence. For example: 205-945-1234
  - Descending Consecutive Line Digits – For TNs whose Line Digits are in a descending numeric sequence. For example: 205-945-4321
  - Identical Line Digits – For TNs whose Line Digits are identical. For example: 205-945-1111
  - Vanity Numbers – For a special number pattern of your choice
- **Special Number Pattern** – In the Options Menu described above, if you selected "Vanity Numbers", you should then go to the field Special Number Pattern and complete one or more of the following subfields:

- NXX – Enter the NXX of the appropriate switch (if known) or leave blank.
- LINE – Enter any numbers or letters you want. Note the following:
  - Asterisks (*): You can enter up to three asterisks (*) as wildcard symbols, meaning any digit can be placed in that position.
  - Pound Sign (#): You can enter up to **two** pound signs (#) to exclude digits from those positions. A pound sign in a position indicates the position is not to be populated with the digit(s) listed in the Number Exclusions field (see next).

- **Number Exclusions** – Here you can type in digits (0–9) that are to be excluded from the Line Digits of the TNs.
  - You can type up to nine digits.
  - This field can be used if you select Random Numbers, Easy Numbers, or Vanity Numbers in the Options Menu.
- **Click** Continue to TN Reservation. You will be taken to the TN Reservation Screen, as shown next.

Step 6 – TN Reservation Screen

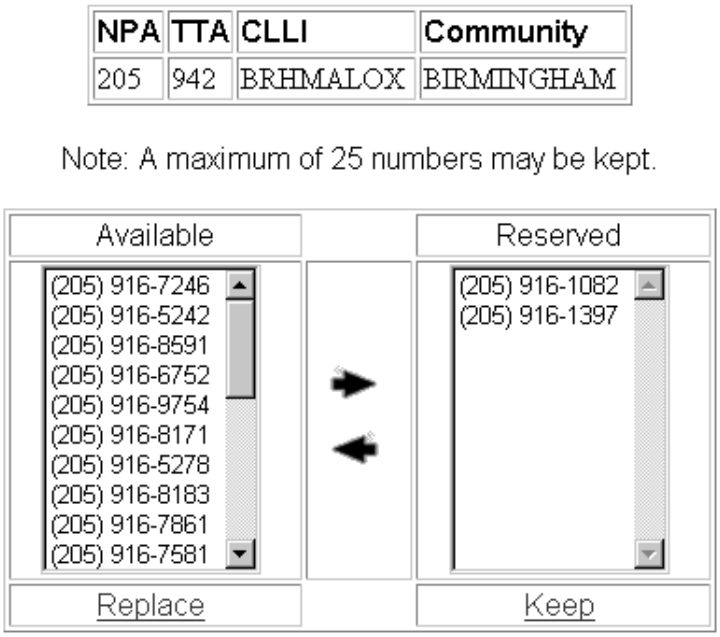


Figure 28 TN Reservation Screen

- The Selected window will display TNs according to the quantity you had specified on the previous screen.

- **If you decide you want other numbers, you can add or remove TNs through the following steps:**
- **To select a number,** go to the Available window and click once on a number to highlight it.
- Click the right arrow to move it to the Selected window.
- **To remove a number** from the Selected window, click on it once to highlight it, and then click the left arrow to move it to the Available window.
- **To view a new list of numbers** in the Available box, highlight any you do not want to keep, then click on the Replace button. LENS will provide up to 10 additional numbers.
- **When finished,** click Keep to reserve them for your LSR. You will be returned to the Inquiry Menu.
- Remember, you may reserve a maximum of **twenty-five (25)** TNs for your LSR. They will be reserved for a maximum of **30** calendar days.

REMEMBER:

- **These numbers are not guaranteed as being the number that will appear on the completed order.** "Reserving" a number only removes it from the database of numbers available for assignment to accounts. Numbers "reserved" here in Inquiry will only become yours when the service is actually operational as a result of a Firm Order LSR.
- **LENS will not display these numbers for you in Firm Order.** You should either print the screen or write down the numbers you have selected, so that you can enter them later in Firm Order.

3.5 Reserve Miscellaneous Account Numbers (MANs)

This function of Inquiry allows you to reserve miscellaneous account numbers (MANs) for your use. Note that these numbers will only be reserved for **30 days.**

Step 1 – Main Menu – Click Inquiry.

Step 2 – Inquiry Menu Screen –

- Go to the first pull-down menu and select **Reserve Misc Acct Number(s)**. Leave the rest of the fields blank.
- **Click** Proceed with Inquiry.

Step 3 – MAN Selection Screen –

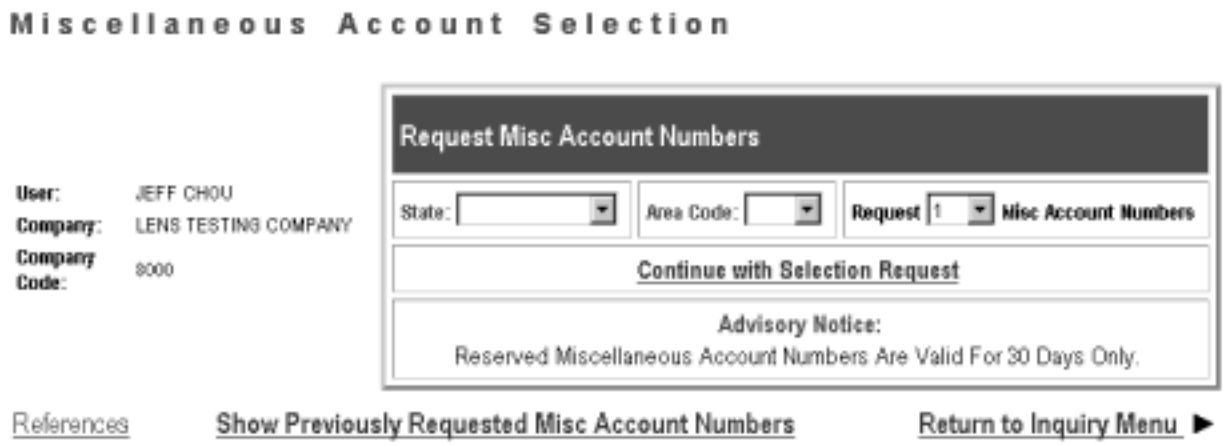


Figure 29 MAN Selection Screen

Here you can do two things:

- View previously requested MANs
- Request MANs

To View previously requested MANs, click “Show Previously Requested Misc Account Numbers”.

- You will be taken to the MAN Requests Screen, which is explained below.
- On that screen, the default will be to show you MANs you have requested in the past day. You can then have LENS show you your requested MANs within larger timeframes, up to 30 days.
- You can only view MANs that you have requested.

To Request MANs, do the following:

- Populate the following fields:
  - State
  - Area Code
  - Quantity of MANs desired – Use the pull-down menu placed among to the words “Request Misc Account Numbers”
- Click “Continue With Selection Request”. You will be taken to the MAN Requests Screen.

Step 4 – MAN Requests Screen –

This screen displays information for the MANs you had either previously requested, or requested just now. The fields are as follows:

- Date/Time – When request was made
- State
- Selected Account Number

You can see the MANs you have selected within the past 30 days by using the pull-down menu placed among the words "View Requests for the Last Days".

You may want to print this screen for your reference.

When done viewing these numbers, click Return to Miscellaneous Account Selection Page to view other selections, or click Return to Inquiry Menu.

3.6 View Installation Calendar

The Installation Calendar gives the estimated working schedule of the central office specific to the end-user's address. The calendar provides a convenient means of estimating due dates prior to a firm order being placed. The date is not confirmed or reserved until an error-free Firm Order has been submitted to BellSouth.

Step 1 – Main Menu – Click Inquiry.

Step 2 – Inquiry Menu Screen –

Here you should perform the following steps:

- Go to the first pull-down menu and select **View Installation Calendar.**
- **For new service,** leave the remaining fields blank, and click Proceed with Inquiry.
- **For existing service,** provide the following, information, and then click Proceed with Inquiry:
  - Telephone Number or Miscellaneous Account Number
    - Entry should be 10-digits
    - If your customer does not have an existing telephone number, ask for the telephone number of a neighbor or a nearby number to help with the validation process.
    - For more information on Miscellaneous Account Numbers, please see the Appendix "Circuit Numbers and Miscellaneous Account Numbers".
  - Area – Required if you populate Telephone/Miscellaneous Number. For more information on Areas, please see the Appendix "Area by NPA and Circuit ID Prefix".

- Circuit Number – Leave blank. This field is only used for the Inquiry function View Customer Record.

- **Click** Proceed with Inquiry.

Step 3 – Address Validation Screen– If you had not provided a Telephone or Miscellaneous Number, or if you did provide such a number but there was a problem with the address, you will now have to validate the address for the account.

Populate the fields as needed. For ease of reading here, the **Appendix** section "Address Validation Screen Fields" lists detailed information on completing these fields. However, you should note the following:

- Complete the screen with as much information as is available to you.
- Use the pull down menus provided for some fields.
- Upper and lower case letters are both acceptable.

Step 4 – Click **Validate.**

- **If validation fails,** verify the address information, or use the telephone number of a nearby neighbor, or business. You can also refer to the trouble shooting appendix of the LENS Guide. LENS may provide an error message and/or a list of information, depending on the type of error or omission. Make any needed changes, and click Validate again.
- **If validation succeeds**, you will be given the message "Valid Address". In addition, the following may apply:
  - "Zone Rate Mileage Applies": This message will also appear if applicable.
  - QS (QuickService): This field will appear and will have a value of "Y" ("Yes") for validated addresses of Residential Single Line accounts that are QuickService eligible. QuickService is the availability of dialtone and a TN in a unit that can be used to establish service. A premise visit is not required.
  - QSTN (QuickService Telephone Number): When the QS field appears, this field will also appear. This is the TN associated with the unit having QuickService. This field cannot be edited.

Step 5 - Once the address is validated, click Continue to Installation Calendar. You will be taken to the **Installation Calendar Screen.**

NPA	TTA	CLLI	Community
205	942	BRHMALOX	BIRMINGHAM

Connect Through:	No	Quick Service:	No

Work Schedule

	CO:	IM:
Monday	Y	Y
Tuesday	Y	Y
Wednesday	Y	Y
Thursday	Y	Y
Friday	Y	Y
Saturday	N	N
Sunday	N	N

Key Values

Key:	Description
Y	Business/Residential Open All Day
N	Business/Residential Closed All Day
A	Business/Residential Closed in AM
P	Business/Residential Closed in PM
R	Residential Closed All Day
S	Residential Closed in AM
T	Residential Closed in PM
B	Business Closed All Day
C	Business Closed in AM
D	Business Closed in PM

Work Days Interval

	Bus	Res
Prem Vis-Reinst 1-2 lines	02	02
Reinstall 3 or More Lines	05	
New Install 1-2 lines	02	02
Inside Wire/Dreg Other	02	02
Additional Line	02	
Quick Service	00	

Add 3 Lines	04
Add 4 Lines	05
Add 5 Lines	06
Add 6-10 Lines	07
Add 11-15 Lines	09

Closed Date	Reason
19991213	Closed All Day Residential Miscellaneous
19991210	Closed All Day Residential Miscellaneous
19991231	Closed All Day Miscellaneous
19991225	
20001123	

Figure 30 Installation Calendar Screen

Some details for this screen are as follows:

- The **NPA, TTA, CLLI, QS, CT** and **Community** fields are system populated.
- **CO** – This field is for work which requires Central Office involvement, such as a translation change or adding features.
- **IM** – This field is for work which requires a premise visit.

- **Closed Dates** – These are dates the various work centers are not available.
- **Work Day Intervals** – Gives the number of days for various service items. However, the **BellSouth Products and Services Interval Guide** should be consulted for information related to Work Day Intervals. This document is located on the CLEC Customer Guides page of the BellSouth Interconnection web site. The URL for this page is as follows: http://www.interconnection.bellsouth.com/guides/guides.html

Note: **Dates are dynamic and subject to change. This should be taken into consideration when forecasting due dates.**

Step 6 - When you are done viewing the Installation Calendar, click Return to Inquiry. You will be taken back to the Inquiry Menu.

3.7 View Customer Service Record – Including Credit History

To view Customer Service Records ("CSRs"), a copy of your Customer Record letter of authorization must be submitted to BellSouth. Your account will then be updated to add the **View Customer Service Record** option to the **Inquiry Menu** which will allow you access to customer records.

To access customer records, you may use either a 10 digit account number, 10 digit miscellaneous account number, a complete circuit number, or a partial circuit number.

Note: **You may view customer records for your end users and for any BellSouth accounts which have not been restricted by the end user.** To obtain information on viewing customer records for restricted BellSouth accounts, you must FAX the individual letter of authorization to the appropriate Local Carrier Service Center.

Step 1 – Main Menu – Click Inquiry.

Step 2 – Inquiry Menu Screen

Figure 31 Inquiry Menu Screen

Here you should perform the following steps:

- Go to the first pull-down menu and select **View Customer Record.**
- **For new service,** leave the remaining fields blank, and click Proceed with Inquiry.
- **For existing service,** provide the following, information, and then click Proceed with Inquiry:
  - Telephone Number or Miscellaneous Account Number
    - Entry should be 10-digits
    - If your customer does not have an existing telephone number, ask for the telephone number of a neighbor or a nearby number to help with the validation process.
    - For more information on Miscellaneous Account Numbers, please see the Appendix "Circuit Numbers and Miscellaneous Account Numbers".
  - Area – Required if you populate Telephone/Miscellaneous Number. For more information on Areas, please see the Appendix "Area by NPA and Circuit ID Prefix".
  - Circuit Number – If you wish, you can populate this field instead of Telephone/ Miscellaneous Account Number. You can type in a complete as well as partial circuit number (at least the first 3 characters).
- **Click** Proceed with Inquiry.

Step 3 – Authorization – LENS will check to see if you own the user. If you do, you will be taken straight to the Customer Record Screen. If you do not, LENS will ask if you are authorized to view their record. If you are, click OK.

- **If you had entered a partial circuit number:**
  - The system will now retrieve and display Circuit Numbers and corresponding information. This will be displayed on a separate page, the **Customer Record Cross Reference List** page.
  - On this page, you will see a list of telephone numbers that may be linked with your partial circuit number. Choose one and enter it in the indicated field. Click Get CSR for Circuit. If the TN is valid, LENS will show you the CSR for that TN.
- **If you had not entered a partial circuit number,** you will be taken to the Customer Record Screen.

Step 4 – Customer Record Screen – Note the following features:

- **Customer Record Rates –** The Customer Record screen will display this information for all end-users you own, regardless of state. The Customer Record Rates will be in the column marked "Rev".
- **Local Service Itemization (LSI) –** Click View Prod/Svcs Itemization to view the LSI, which provides information on a customer's current local service, such as billed name and a summary of the end-user's products and services. The LSI will also show the **LSI rate** (in the column marked "Charge") for all end-users you own, regardless of state.
- **Credit History –** Click the link Credit History to view the end-user's credit history. This link is available for end-users in Alabama and Florida. For more information, please see the section further below titled "Credit History".
- **When you are finished viewing the LSI or Credit History**, you may click Return to CSR or Return to Inquiry.

Remember: This information will NOT be carried over into Firm Order. You should therefore print a copy of the customer record for use later in Firm Order. This can be done by clicking anywhere in the screen that is not a link or button, and then going to File/Print. You can use this printout as a reference later in Firm Order.

Printing More Than 54 Pages: For Customer Records longer than 54 pages, you may print them in increments. The appearance of the sections in excess of 54 pages will mirror those sections of the BOCRIS CSR. The procedure for printing such Customer Records is as follows:

- If the requested Customer Record is more than 54 pages, LENS will provide a field on the Customer Record screen labeled Page Number to Begin New Series.
- LENS will prepopulate this field with the number of the next page in sequence.
- You should then do one of the following:
  - **If the account is a non-PBX or non-Centrex account,** type a page number in this field and click Go To Page. This page number will begin the next series of 54 pages.

- **If the account is a PBX or Centrex account,** select the CSR section you wish to view. LENS will display the section, up to 54 pages.

- LENS will display additional pages in the current section, and display a message prompting you to return to the Customer Record Section menu to select a new section.

Additional Information: For brevity's sake, additional information is provided further below regarding Customer Records. This includes the following:

- Informational Messages Regarding Customer Records
- Customer Records for Complex Accounts
- Examples of Customer Records
- Credit History

Step 5 – When you are finished viewing and/or printing the Customer Record, click Return to Inquiry Menu.

3.7.1 Informational Messages Regarding Customer Records

In seeking to view Customer Records, you may receive some of the following messages:

- ACCESS RESTRICED AT CUSTOMER REQUEST- CONTACT CARRIER SERVICE CENTER This message indicates access has been restricted at the end user's request.
- BELLSOUTH IS NOT AUTHORIZED TO PROVIDE INFORMATION FOR THIS ACCOUNT This message indicates that the account is owned by another CLEC. You can only view CSRs for accounts owned by you or BellSouth.
- BOE001 REQUESTED TELEPHONE NUMBER NOT FOUND - This message indicates that the requested telephone number is not a part of BellSouth's records. The number could be a non-working number, or reside in Independent Company Territory.
- BOE004 - REFER TO NPA NXX-LINE SLA 1 - This message indicates that an individual telephone number has been entered for a multi-line account. You must enter the main account number and resubmit the request to view the CSR.

3.7.2 Customer Records for Complex Accounts

Customer records for Complex accounts are broken down into sections for easier viewing. Go to the pull down menu and select the section you wish to view, then click Show Section for Option.

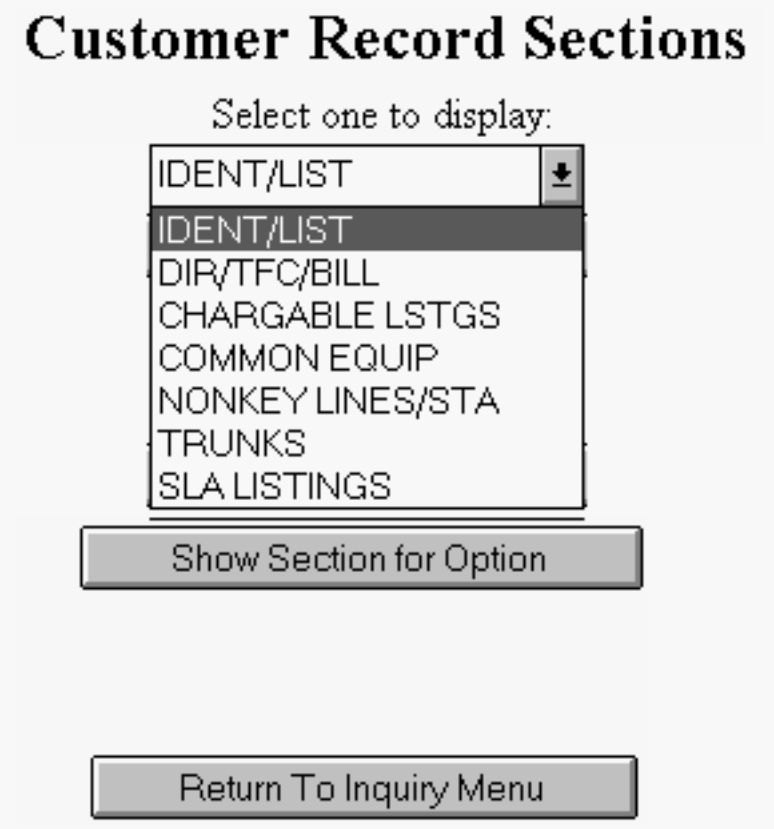


Figure 32 Customer Records for Complex Accounts

Sections: The sections you may encounter will be as follows:

IDENT/LIST	This section contains the data normally found in the IDENT section of a service order. It includes the LIST section items, (i.e., Listed Name, Listed Address, Service Address, Additional Listings and Yellow Page information).
DIR/TFC/BILL	This section contains all data associated with Directory Delivery Address and Delivery quantity, Traffic information such as Transfer of Calls and all pertinent Billing information.
CHARGEABLE LSTGS	This section contains all listing USOCs whether rated or not.

COMMON EQUIP	This section contains equipment which is common in function to the entire account or system and auxiliary items connected with a system or account but not directly related to the main service.
NONKEY LINES/STA	This section contains all pertinent information on Lines and Stations, plus miscellaneous items of equipment which are not associated with a key system.
TRUNKS	This section contains all information associated with each trunk on the account, including all appropriate data (i.e., TLI, OGO, DSNA, etc.)
SLA LISTINGS	This section contains a list of all System Listing Addresses (SLA) and appropriate number for all systems other than system 1 on multi-system accounts.

3.7.3 Examples of Customer Records

Below are some examples of Customer Records you may see.

Example of a Customer Record for a Simple Residence account:

```
        205 NNN XXXX 015 *CSR*


       LN   Customer Name
       LA   Customer Address
            , HOOVER
       SA   4699 SANDPIPER LN, BIRMINGHAM
       DZIP 35244

       ---DIR
       DDA  BA
       DEL  A1, B1

       ---BILL
       BN1  Billing Name
       BA2  4699 SANDPIPER LN
       PO   BIRMINGHAM AL  35244

---S&E

            (OTHER)

  1  NW1O1 Network interface-Outside+
           /C3N COV/ZSER 3C10000001

           (LINES & STATIONS)
```

Figure 33 Customer Record for a Simple Residence Account (Top Half)

```
 1  MBBRX MemoryCall  Answering Ser+
          /TN NNN-XXXX/MBTN NNN-XXXX
          /DLNM 2-LISTED NAME
          /SED 06-21-94/ZSER 4310000002
 1  MUU   Message Waiting - Stutter+
          /TN NNN-XXXX/SED 06-21-94
          /ZSER 4A10000003
 1  ACR   Area Calling Service, Res+
          /PIC 0333/PCA CM, 10-28-96
          /NMC/ZSER 5110000004

       1  TTR   Touch-Tone

          /ZSER 5810000005
  1  AH8   Telecommunications Relay +
          /CSN COV/ZSER 5F10000006
  1  ESX   Call Waiting
          /ZSER 6610000007
  1  GCE   Call Forwarding Busy Line
          /SED 06-21-94/ZSER 6D10000008
  1  GCJ   Call Forwarding Don't Ans+
          /RCYC 3/SED 06-21-94
          /ZSER 7410000009
  1  UPPE1 Area calling service-usag+
          /CSN COV/ZSER 7B1000000A
  1  9LM   FCC Charge for Network Ac+
          /ZSER 821000000B
```

```
          (CALLING CARD SERVICE)

  1  BSXCC Co-Branded BellSouth Call+
          /CSN COV/ZSER 891000000C
          /SED 01-16-96

 2O5 NNN XXXX O15 *CSR*


---COMPLETED ACTIVITY
```

Figure 34 Customer Record for a Simple Residence Account (Bottom Half)

- *Example of a Customer Record by Miscellaneous Account Number:*

```
 404 M82 2825 825 *CSR*


LN   COX; INTERACTIVE MEDIA
LA   72 MARIETTA ST NW
SA   72 MARIETTA ST NW, ATL
YPH  AA00030
     NONE
SIC  2711
ZAEC H62C

---BILL
BN1  COX INTERACTIVE
BN2  MEDIA
 A3  530 MEANS ST
PO   ATLANTA    GA  30318
---S&E

---S&E

           (LINES & STATIONS)
```

Figure 35 Customer Record for a Miscellaneous Account Number (Top Half)

```
---S&E

           (LINES & STATIONS)


CKL        1-72 MARIETTA ST NW, ATL/SN
---S&E

           (LINES & STATIONS)


CKL        1-72 MARIETTA ST NW, ATL/SN
           AJC

  3  1LDPA MegaLink  Local Channel, +
           /CLS 50.DHDG.509639..SB
           /LSO 404 221/TAR 001,701/ADSR
           /SSP/SED 09-30-96
           /CKL  1
  1  1LDPZ MegaLink  Local Channel, +
           /CLS 50.DHDG.509639..SB
           /LSO 404 221/TAR 001,701/ADSR
           /SSP/SPP VT3/SED 09-30-96
           /CKL  1
  1  CCOEF Clear channel capability +

 404 M82 2825 825 *CSR*

 QTY USOC   S&E                        J
           /CLS 50.DHDG.509639..SB
           /LSO 404 221/TAR 001,701
```

Figure 36 Customer Record for a Miscellaneous Account Number (Bottom Half)

```
   LN    CALCASIEU; MARINE NATIONAL
*  LA    1920 GERSTNER MEMORIAL DR
   SA    1920 GERSTNER MEMORIAL DR
         , LAKE CHARLES
   DZIP  70601
   YPH   AA00030
         NONE
   SIC   6021

   ---S&E

                (LINES & STATIONS)

     1   DPN3L Dataphone Digital Service
                /CLS 60.DHCC.500845..SC
*               /LSO 318 433/SED 12-22-93
                /DI TO BE DETR

   CKL          1-1920 GERSTNER MEMORIAL DR,
                LAKE CHARLES, LA/SN CALCASIEU
                MARINE

     1   D1GLC Digital Local Channel, fl+
```

Figure 37 Customer Record by Circuit Number

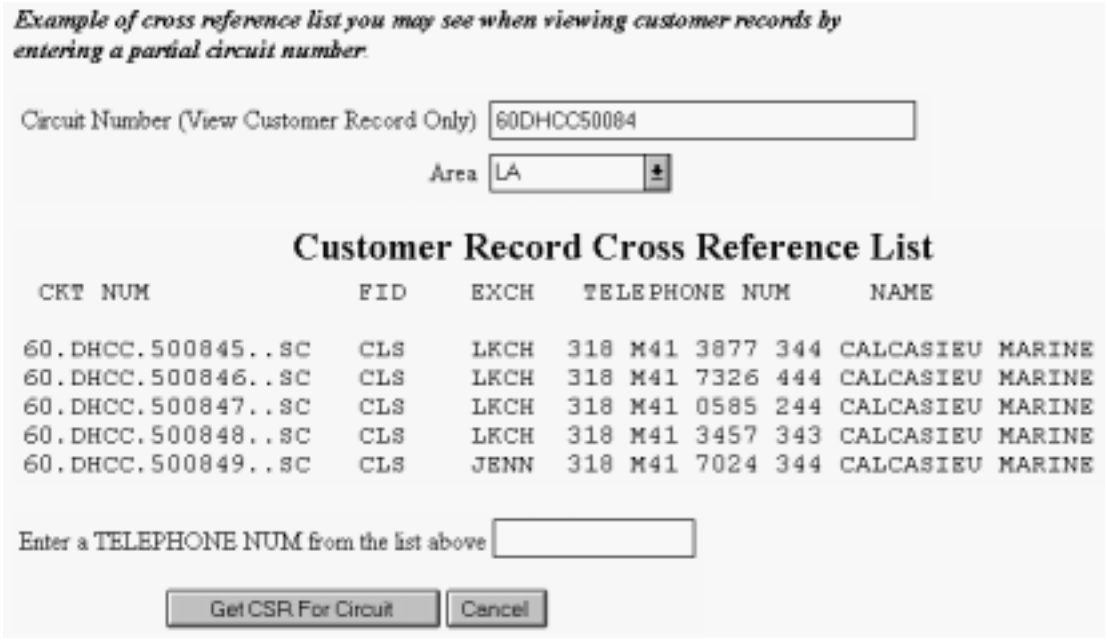


Figure 38 Circuit Cross Reference List

3.7.4 Credit History:

Information on end-user credit history is available for end-users in states whose Public Service/Utility Commissions have ruled that BellSouth may provide credit history information to CLECs.

This information is maintained by BellSouth in its internal operating systems. This information consists of Credit Class code, 12 Month Treatment History codes and 12 Month Returned Check History codes.

Note: Credit history information is currently available for end-users located in Alabama and Florida.

3.7.4.1 Credit Class code messages:

Unquestionably Good Credit

Known Good Credit

Questionable Credit

Known Bad Credit

No other BST service entered

3.7.4.2 Treatment History messages:

No Treatment

Unregulated Billing Payment Due Notice or exceeded Toll Credit Limit Notification.

Toll Credit Limit Bill Notice Sent.

Reminder notice / Call me letter / outstanding Unreg. Billing Payment Due charges.

Denial Notice for bill or toll credit limit bill

Denial Notice expired/denial referral to Collection Center

Denial Notice expired/customer educational referral to Collection Center

Toll Denial/restriction notice sent

Denial of Tolls

Denial of service

Disconnected for non-payment

Not charged for restoral of service

1st Final Bill Notice

2nd Final Bill Notice

Final bill reminder notice

Final bill past due no prior arrangements or prior arrangements not kept

Final bill past due refer to collection agency or deny live for final bill

Final bill notice - final under $25

Final bill notice - final over $25

3.7.4.3 Returned Check History messages:

No occurrence of returned checks

One occurrence of returned checks

Two occurrences of returned checks

Three occurrences of returned checks

3.7.4.4 Examples of Credit History Screens

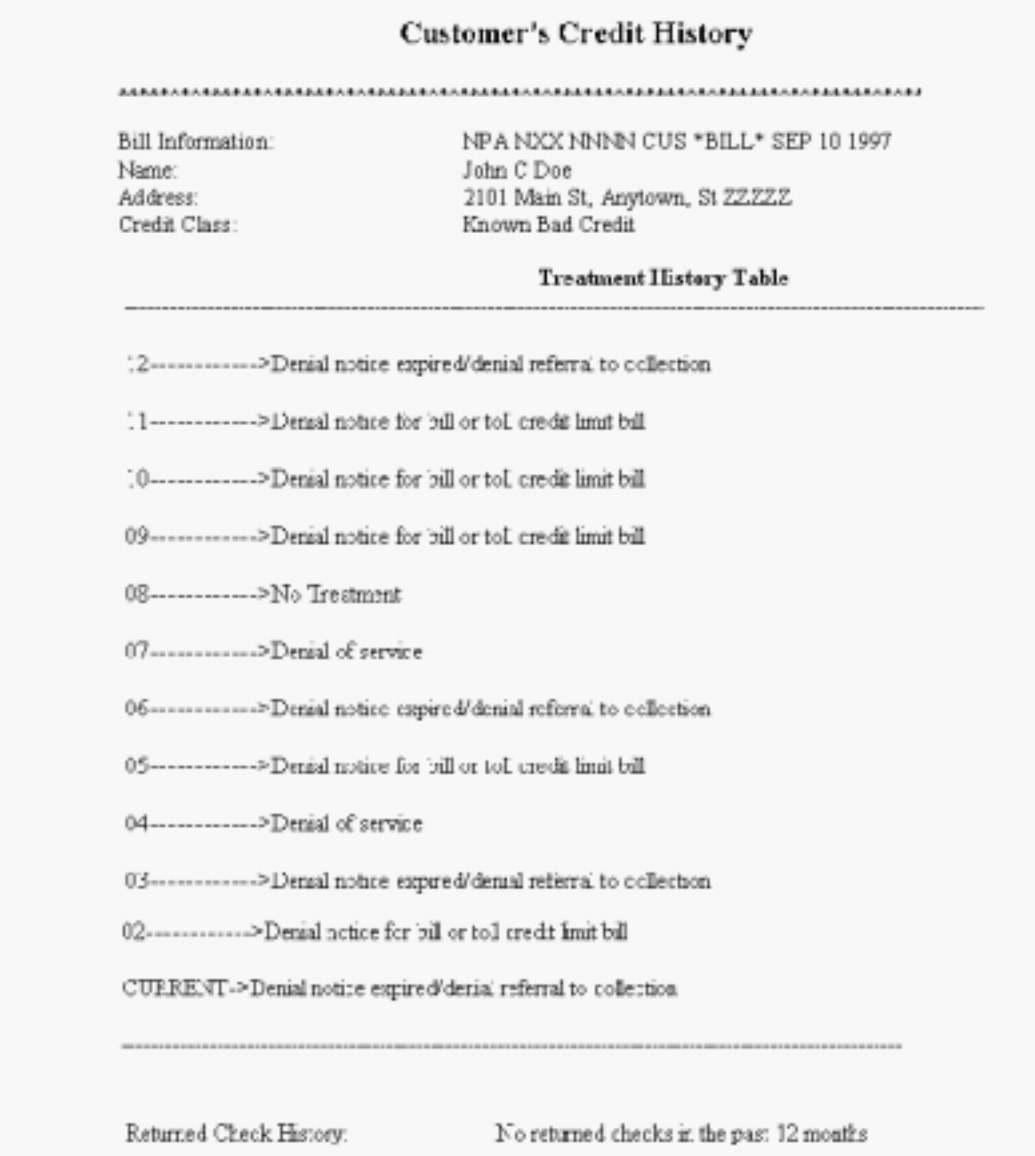
Examples of Credit History information you will receive:

NPA NXX NNNN CUS *BILL* MM DD YYYY *LIVE* NVW 1FR
DOE JOHN A **Credit Class** **Known Good Credit**
4699 SANDPIPER LN
HOOVER AL 35244
TREATMENT HISTORY
MONTH
12 No Treatment
11 Unregulated Billing Payment Due Notice or exceeded Toll Credit Limit Notif.
10 Toll Credit Limit Bill notice sent
09 Denial of Tolls
08 **etc....**
CURRENT Final bill past due ref to collection agcy or deny live for final bill

RETURNED CHECK HISTORY
MONTH
12 **NO RETURNED CHECKS**
11 **NO RETURNED CHECKS**
10 **NO RETURNED CHECKS**
09 **NO RETURNED CHECKS**
08 **ONE RETURNED CHECKS**
07 **etc....**
CURRENT **ONE RETURNED CHECK**

Note: If there were no returned checks in the past 12 months for the account in question, LENS will not return a month by month listing, but will return the message "NO RETURNED CHECKS IN THE PAST 12 MONTHS".

Figure 39 Account with Known Good Credit



Customer's Credit History

Bill Information: NPA NXX NNNN CUS *BILL* SEP 10 1997
Name: John C Doe
Address: 2101 Main St, Anytown, St ZZZZZ
Credit Class: Known Bad Credit

Treatment History Table

:2---------->Denial notice expired/denial referral to collection
:1---------->Denial notice for bill or tol credit limit bill
:0---------->Denial notice for bill or tol credit limit bill
09---------->Denial notice for bill or tol credit limit bill
08---------->No Treatment
07---------->Denial of service
06---------->Denial notice expired/denial referral to collection
05---------->Denial notice for bill or tol credit limit bill
04---------->Denial of service
03---------->Denial notice expired/denial referral to collection
02---------->Denial notice for bill or tol credit limit bill
CURRENT->Denial notice expired/denial referral to collection

Returned Check History: No returned checks in the past 12 months

Figure 40 Account with Known Bad Credit

3.8 Estimate Due Date

This allows you to obtain a possible due date for the activity in question.

Step 1 – Main Menu – Click Inquiry.

Step 2 – Inquiry Menu Screen

Here you should perform the following steps:

- Go to the first pull-down menu and select **Estimate Due Date.**
- **Click** Proceed with Inquiry.

Step 3 – At this point, you will be taken to the Firm Order process. There you can go through the steps of building an LSR for which you want to estimate a due date. **Towards the end,** at the Calculate Due Date Screen, you can have LENS calculate due dates for the LSR. You can then do **one** of the following:

- you can submit the LSR if you wish;
- or, you can click Cancel.

Note: For more information on a particular Firm Order Activity, please see the chapter of this User Guide focusing on that section.

3.9 View PIC/LPIC Carriers

This function of Inquiry is used to view the PIC/LPIC carriers available to the customer, and locate carriers for possible use later in Firm Order.

Step 1 – Main Menu – Click Inquiry.

Step 2 – Inquiry Menu Screen –

Here you should perform the following steps:

- Go to the first pull-down menu and select **Carrier Search.**
- **For new service,** leave the remaining fields blank, and click Proceed with Inquiry.
- **For existing service,** provide the following, information, and then click Proceed with Inquiry:
  - Telephone Number or Miscellaneous Account Number
    - Entry should be 10-digits
    - If your customer does not have an existing telephone number, ask for the telephone number of a neighbor or a nearby number to help with the validation process.
    - For more information on Miscellaneous Account Numbers, please see the Appendix “Circuit Numbers and Miscellaneous Account Numbers”.
  - Area – Required if you populate Telephone/Miscellaneous Number. For more information on Areas, please see the Appendix “Area by NPA and Circuit ID Prefix”.

- Circuit Number – Leave blank. This field is only used for the Inquiry function View Customer Record.

- **Click** Proceed with Inquiry.

Step 3 – Address Validation Screen– If you had not provided a Telephone or Miscellaneous Number, or if you did provide such a number but there was a problem with the address, you will now have to validate the address for the account.

Populate the fields as needed. For ease of reading here, the **Appendix** "Address Validation Screen Fields" lists detailed information on completing these fields. However, you should note the following:

- Complete the screen with as much information as is available to you.
- Use the pull down menus provided for some fields.
- Upper and lower case letters are both acceptable.

Step 5 – Click **Validate.**

- **If validation fails,** verify the address information, or use the telephone number of a nearby neighbor, or business. You can also refer to the trouble shooting appendix of the LENS Guide. LENS may provide an error message and/or a list of information, depending on the type of error or omission. Make any needed changes, and click Validate again.
- **If validation succeeds:**

  - You will be given the message "Valid Address".
  - QS (QuickService): This field will appear and will have a value of "Y" ("Yes") for validated addresses of Residential Single Line accounts that are QuickService eligible. QuickService is the availability of dialtone and a TN in a unit that can be used to establish service. A premise visit is not required.
  - QSTN (QuickService Telephone Number): When the QS field appears, this field will also appear. This is the TN associated with the unit having QuickService. This field cannot be edited.

Step 4 – Once the address is validated, click Continue to PIC/LPIC Carrier Search. You will be taken to the Carrier Search Screen, as shown below.

Step 5 – Carrier Search Screen – You will see the screen below, which is where you can locate a particular PIC or LPIC.

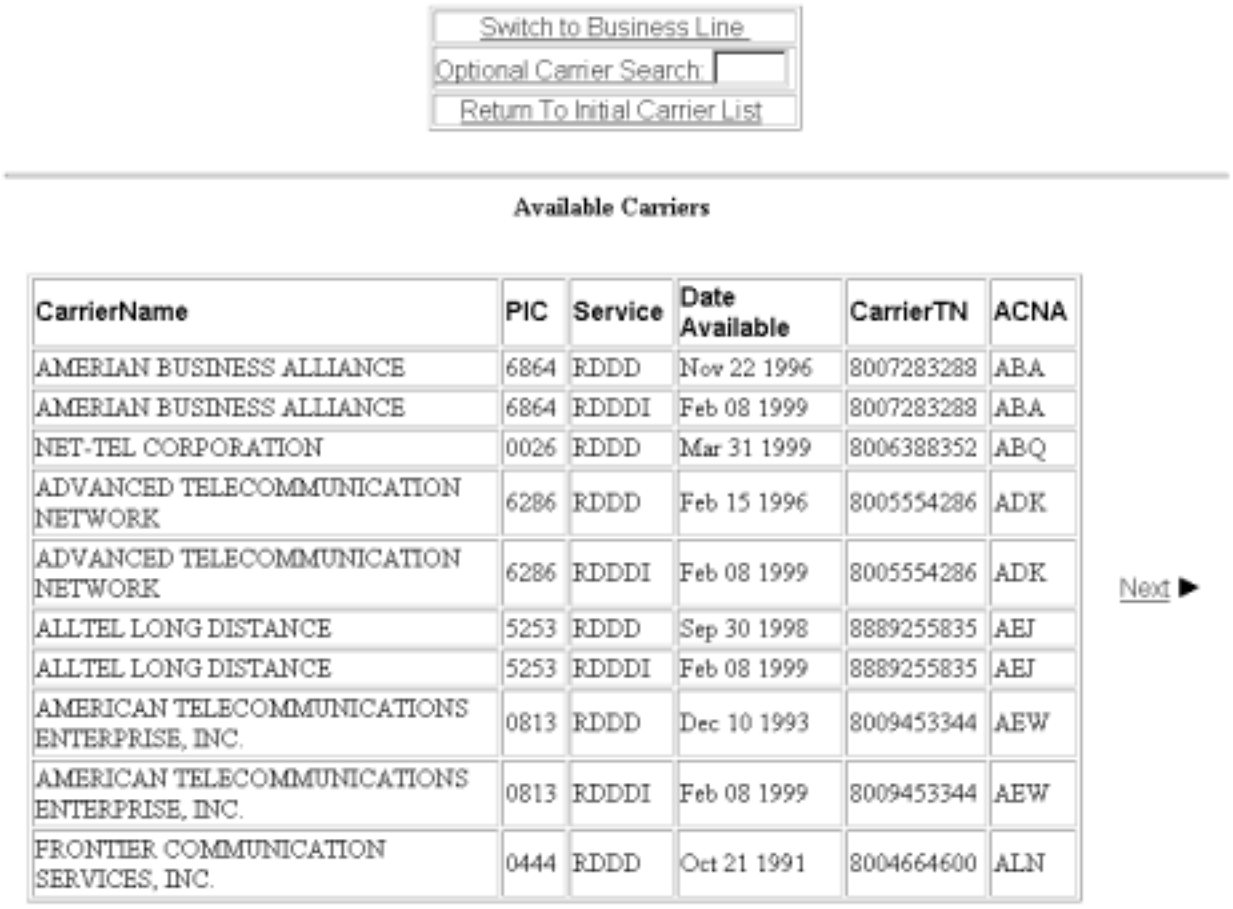


Figure 41 Carrier Search Screen

- **Top Section of the Screen** – This section provides the following items:
  - Switch to Business Line – This link allows you to change the carriers listed according to type of service. On the Inquiry Menu Screen, if you had provided a *residential* TN, this link will already be set to "Switch to Business". If you had provided a *business* TN, the link will be set to "Switch to Residential".
  - Optional Carrier Search – This function allows you to search for a specific carrier. This function is explained further below.
  - Return to Initial Carrier List – Click this link whenever you wish to see the original carrier list that was first shown to you here.
- **"Available Carriers" Table –** This provides you with the following information for carriers available in the switch:

- Carrier Name – the name of the carrier.
- PIC – the Carrier Code. This field is labeled "PIC", but it can contain the codes for both IntraLATA ("LPIC") as well as InterLATA ("PIC") carriers.
- Service – a code indicating whether a carrier is a PIC or LPIC. The code operates as follows:
  - "R" at front indicates residential carrier, "B" at front indicates business carrier. Example: RDDD is residential, BDDD is business.
  - "D" at end indicates PIC, "I" at end indicates LPIC. Example: RDDD is PIC, RDDDI is LPIC.
- Date Available – the date the carrier was or will be available for the switch
- Carrier TN – a contact telephone number for the carrier
- ACNA – the carrier's Access Carrier Name Abbreviation

• **LPICs Always Shown:** Note that LPICs are to be offered for all BellSouth states, so the carrier list will always include LPICs.

• **Searching for a carrier:** You can search for a carrier in one or more ways:
  - **Option 1 – Page through the Carriers Table–** You can page through the Carriers Table using the "Previous" or "Next" buttons to find a certain carrier and its code.
  - **Option 2 – Use the Carrier Search Function –** You can use this function to quickly locate a particular carrier in the list. The steps are as follows:
    - Step 1 – Type into the field **Carrier Search** the first four characters of the PIC/ LPIC name you are seeking. These characters can be numbers, symbols, or letters. Letters are not affected by case. In addition, a space will be considered a character if it is among or after (but not before) a series of actual typed characters.
    - Step 2 – Click "Optional Carrier Search." You will be told if carriers match these criteria. If matches do exist, they will be listed at the bottom of the screen, sorted in alphabetical-numerical order.

Step 6 – When finished, scroll to the bottom of the screen and click Return to Inquiry.

3.10 View All

The **View All** option of Inquiry will walk you through each section of the Inquiry functionality, in a specific order.

Remember, the Inquiry mode of LENS allows you to view information, but not create LSRs. Any information you view here can be used later in Firm Order to create LSRs, **but it must be printed out or written down, since none of this information will be brought automatically into Firm Order.**

Note: The View All option should only be selected if you wish to complete ALL Inquiry options.

Step 1 – Main Menu – Click Inquiry.

Step 2 – Inquiry Menu Screen

Here you should perform the following steps:

- Go to the first pull-down menu and select **View All.**
- **For new service,** leave the remaining fields blank, and click Proceed with Inquiry.
- **For existing service,** provide the following, information, and then click Proceed with Inquiry:
  - Telephone Number or Miscellaneous Account Number
    - Entry should be 10-digits
    - If your customer does not have an existing telephone number, ask for the telephone number of a neighbor or a nearby number to help with the validation process.
    - For more information on Miscellaneous Account Numbers, please see the Appendix "Circuit Numbers and Miscellaneous Account Numbers".
  - Area – Required if you populate Telephone/Miscellaneous Number. For more information on Areas, please see the Appendix "Area by NPA and Circuit ID Prefix".
  - Circuit Number – Leave blank. This field is only used for the Inquiry function View Customer Record.
- **Click** Proceed with Inquiry.

Step 3 – Address Validation Screen– If you had not provided a Telephone or Miscellaneous Number, or if you did provide such a number but there was a problem with the address, you will now have to validate the address for the account.

Populate the fields as needed. For ease of reading here, the **Appendix** "Address Validation Screen Fields" lists detailed information on completing these fields. However, you should note the following:

- Complete the screen with as much information as is available to you.
- Use the pull down menus provided for some fields.
- Upper and lower case letters are both acceptable.

Step 3A – Click Validate.

- **If validation fails,** verify the address information, or use the telephone number of a nearby neighbor, or business. You can also refer to the trouble shooting appendix of the LENS Guide. LENS may provide an error message and/or a list of information, depending on the type of error or omission. Make any needed changes, and click Validate again.
- **If validation succeeds:**
  - You will be given the message "Valid Address".
  - "Zone Rate Mileage Applies": This message will also appear if applicable.

- QS (QuickService): This field will appear and will have a value of "Y" ("Yes") for validated addresses of Residential Single Line accounts that are QuickService eligible. QuickService is the availability of dialtone and a TN in a unit that can be used to establish service. A premise visit is not required.
- QSTN (QuickService Telephone Number): When the QS field appears, this field will also appear. This is the TN associated with the unit having QuickService. This field cannot be edited.

Step 3B – Once the address is validated, click Continue to CSR. LENS will check to see if you own the user.

If you do own the user, you will be taken straight to the Customer Record Screen. If you do not, LENS will ask if you are authorized to view their record.

If you are authorized, click OK. You will be taken to the Customer Record. If you are not, then click Continue to Telephone Number Reservation Options. You will be taken to that section, explained further below.

Step 4 – Customer Record Screen – Note the following features:

- **Customer Record Rates –** The Customer Record screen will display this information for all end-users you own, regardless of state. The Customer Record Rates will be in the column marked "Rev".
- **Local Service Itemization (LSI) –**Click View Prod/Svcs Itemization to view the LSI, which provides information on a customer's current local service, such as billed name and a summary of the end-user's products and services. The LSI will also show the **LSI rate** (in the column marked "Charge") for all end-users you own, regardless of state.
- **Credit History –** Click the link Credit History to view the end-user's credit history. For more information, please see the section further below titled "Credit History".
- **When you are finished viewing the LSI or Credit History**, you may click Return to CSR or Continue to Telephone Number Reservation Options.

Step 4A – Important: Printing – LENS does not retain information in the Inquiry mode. Before proceeding you may want to print a copy of the Customer Record for future reference. When you are finished, click Continue to Telephone Number Reservation Options.

Printing More Than 54 Pages: For Customer Records longer than 54 pages, you may print them in increments. The appearance of the sections in excess of 54 pages will mirror those sections of the BOCRIS CSR. The procedure for printing such Customer Records is as follows:

- If the requested Customer Record is more than 54 pages, LENS will provide a field on the Customer Record screen labeled Page Number to Begin New Series.
- LENS will prepopulate this field with the number of the next page in sequence.
- You should then do one of the following:

- **If the account is a non-PBX or non-Centrex account,** type a page number in this field and click Go To Page. This page number will begin the next series of 54 pages.
- **If the account is a PBX or Centrex account,** select the CSR section you wish to view. LENS will display the section, up to 54 pages.

• LENS will display additional pages in the current section, and display a message prompting you to return to the Customer Record Section menu to select a new section.

For more information on Customer Records, please see the Appendix "Customer Records."

Step 4B – When you are finished, click Continue to Telephone Number Reservation Options to move on.

Step 5 – Telephone Number Reservation Options Screen

Figure 42 Telephone Number Reservation Options Screen

- The NPA, TTA, CLLI, and Community for the address are listed at the top.
- **LENS will provide you with a set of numbers to select. Do this by the following steps:**
- In the field **Number of TNs to be Selected,** type in a numeral from 1 to **25 (twenty-five)** to indicate the quantity of telephone numbers to be provided.
- **Options** – From this pull down menu, select one of the following:
  - Random Numbers – For TNs from different exchanges under the NXX/TTA's umbrella. **Note that if you select any option other than Random numbers, you may notice slow response time.** This is caused by the back-end application that searches the database to fulfill the request.
  - Easy Numbers – For TNs that are are easy to remember For example: 205-945-2468
  - Sequential Line Digits – For TNs in a numeric sequence, according to their Line Digits (the last four digits). For example: 205-945-6400, 205-945-6401
  - Ascending Consecutive Line Digits – For TNs whose Line Digits are in an ascending numeric sequence. For example: 205-945-1234

  - Descending Consecutive Line Digits – For TNs whose Line Digits are in a descending numeric sequence. For example: 205-945-4321
  - Identical Line Digits – For TNs whose Line Digits are identical. For example: 205-945-1111
  - Vanity Numbers – For a special number pattern of your choice
- **Special Number Pattern** – In the Options Menu described above, if you selected "Vanity Numbers", you should then go to the field Special Number Pattern and complete one or more of the following subfields:
  - NXX – Enter the NXX of the appropriate switch (if known) or leave blank.
  - LINE – Enter any numbers or letters you want. Note the following:
    - Asterisks (*): You can enter up to three asterisks (*) as wildcard symbols, meaning any digit can be placed in that position.
    - Pound Sign (#): You can enter up to **two** pound signs (#) to exclude digits from those positions. A pound sign in a position indicates the position is not to be populated with the digit(s) listed in the Number Exclusions field (see next).
- **Number Exclusions** – Here you can type in digits (0–9) that are to be excluded from the Line Digits of the TNs.
  - You can type up to nine digits.
  - This field can be used if you select Random Numbers, Easy Numbers, or Vanity Numbers in the Options Menu.

Step 5A – Click Continue to TN Reservation.

Step 6 - Telephone Number Reservation Screen

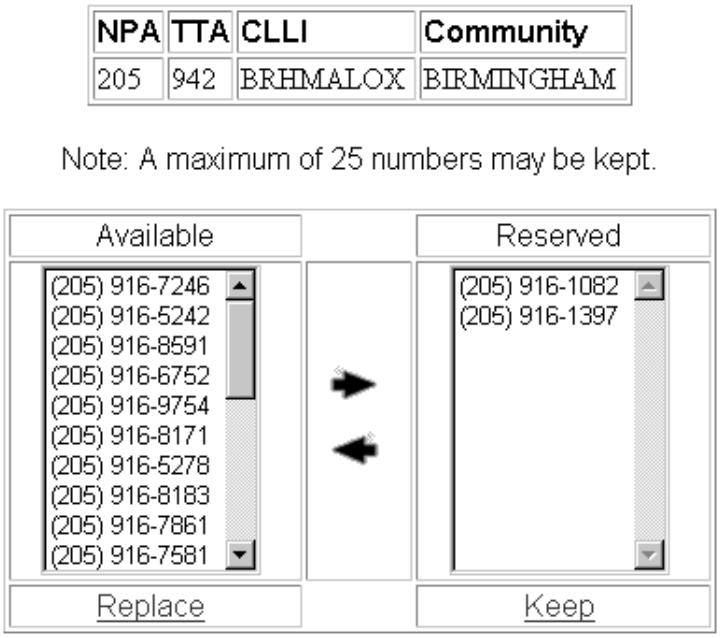


Figure 43 Telephone Number Reservation Screen

- The Selected window will display TNs according to the quantity you had specified on the previous screen.
- **If you decide you want other numbers, you can add or remove TNs through the following steps:**
- To select a number, go to the Available window and click once on a number to highlight it.
- Click the right arrow to move it to the Selected window.
- To remove a number from the Selected window, click on it once to highlight it, and then click the left arrow to move it to the Available window.
- Click Replace under the Available window to view more TNs. LENS will provide up to ten (10) additional numbers.
- When finished, click Keep to reserve them for your LSR. You will be returned to the Inquiry Menu Screen.
- You may reserve a maximum of **twenty-five (25)** TNs for your LSR. They will be reserved for a maximum of **30** calendar days.

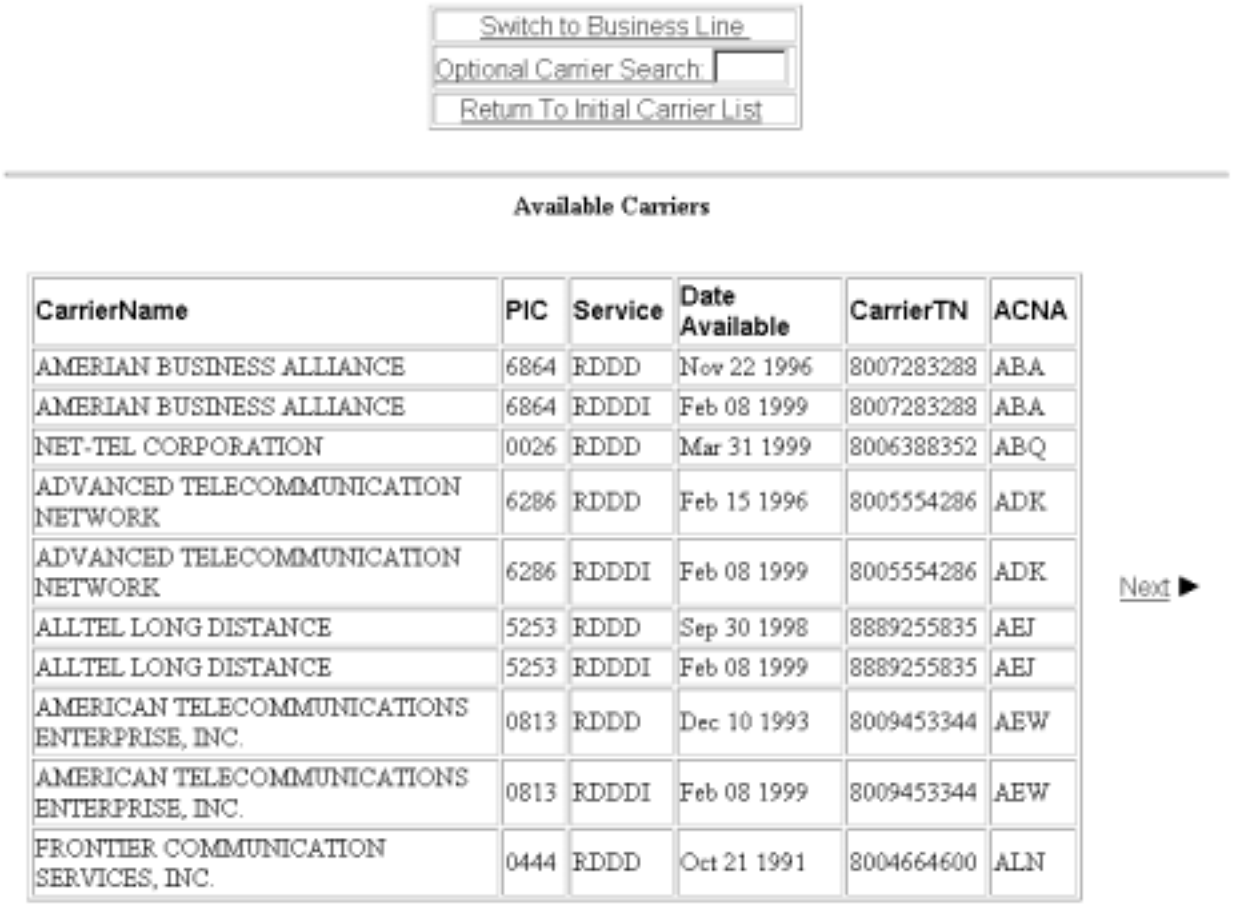
REMEMBER:

- **These numbers are not guaranteed as being the number that will appear on the completed order.** "Reserving" a number only removes it from the database of numbers

available for assignment to accounts. Numbers "reserved" here in Inquiry will only become yours when the service is actually operational as a result of a Firm Order LSR.

- **LENS will not display these numbers for you in Firm Order.** You should either print the screen or write down the numbers you have selected, so that you can enter them later in Firm Order.

Step 7 – Carrier Search Screen – This screen will be as shown below, and is where you can locate a particular PIC or LPIC. If you do not wish to locate a carrier, click "Continue to Features and Services" to skip to that section, explained further below.



CarrierName	PIC	Service	Date Available	CarrierTN	ACNA
AMERIAN BUSINESS ALLIANCE	6864	RDDD	Nov 22 1996	8007283288	ABA
AMERIAN BUSINESS ALLIANCE	6864	RDDDI	Feb 08 1999	8007283288	ABA
NET-TEL CORPORATION	0026	RDDD	Mar 31 1999	8006388352	ABQ
ADVANCED TELECOMMUNICATION NETWORK	6286	RDDD	Feb 15 1996	8005554286	ADK
ADVANCED TELECOMMUNICATION NETWORK	6286	RDDDI	Feb 08 1999	8005554286	ADK
ALLTEL LONG DISTANCE	5253	RDDD	Sep 30 1998	8889255835	AEJ
ALLTEL LONG DISTANCE	5253	RDDDI	Feb 08 1999	8889255835	AEJ
AMERICAN TELECOMMUNICATIONS ENTERPRISE, INC.	0813	RDDD	Dec 10 1993	8009453344	AEW
AMERICAN TELECOMMUNICATIONS ENTERPRISE, INC.	0813	RDDDI	Feb 08 1999	8009453344	AEW
FRONTIER COMMUNICATION SERVICES, INC.	0444	RDDD	Oct 21 1991	8004664600	ALN

Figure 44 Carrier Search Screen

- **Top Section of the Screen** – This section provides the following items:
  - Switch to Business Line – This link allows you to change the carriers listed according to type of service. On the Inquiry Menu Screen, if you had provided a *residential* TN,

this link will already be set to "Switch to Business". If you had provided a *business* TN, the link will be set to "Switch to Residential".

- Optional Carrier Search – This function allows you to search for a specific carrier. This function is explained further below.
- Return to Initial Carrier List – Click this link whenever you wish to see the original carrier list that was first shown to you here.

• **"Available Carriers" Table –** This provides you with the following information for carriers available in the switch:
- Carrier Name – the name of the carrier.
- PIC – the Carrier Code. This field is labeled "PIC", but it can contain the codes for both IntraLATA ("LPIC") as well as InterLATA ("PIC") carriers.
- Service – a code indicating whether a carrier is a PIC or LPIC. The code operates as follows:
  - "R" at front indicates residential carrier, "B" at front indicates business carrier. Example: RDDD is residential, BDDD is business.
  - "D" at end indicates PIC, "I" at end indicates LPIC. Example: RDDD is PIC, RDDDI is LPIC.
- Date Available – the date the carrier was or will be available for the switch
- Carrier TN – a contact telephone number for the carrier
- ACNA – the carrier's Access Carrier Name Abbreviation

• **LPICs Always Shown:** Note that LPICs are to be offered for all BellSouth states, so the carrier list will always include LPICs.

• **Searching for a carrier:** You can search for a carrier in one or more ways:
- **Option 1 – Page through the Carriers Table–** You can page through the Carriers Table using the "Previous" or "Next" buttons to find a certain carrier and its code.
- **Option 2 – Use the Carrier Search Function –** You can use this function to quickly locate a particular carrier in the list. The steps are as follows:
  - Step 1 – Type into the field **Carrier Search** the first four characters of the PIC/ LPIC name you are seeking. These characters can be numbers, symbols, or letters. Letters are not affected by case. In addition, a space will be considered a character if it is among or after (but not before) a series of actual typed characters.
  - Step 2 – Click "Optional Carrier Search." You will be told if carriers match these criteria. If matches do exist, they will be listed at the bottom of the screen, sorted in alphabetical-numerical order.

When done, click Continue to Features and Services.

Step 8 – Features and Services Listings Screen –

This screen begins the section allowing you to view lists of all features and services available for a specific switch. Some of these features and services may not currently be available to be ordered via LENS; however, you can still submit a paper LSR.

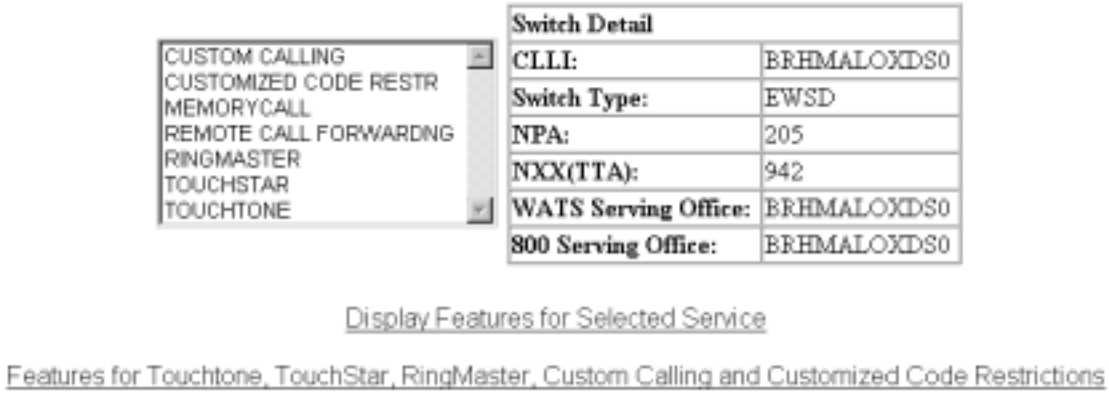


Figure 45 Features and Services Listings Screen

Remember, the Inquiry mode of LENS allows you to view information, but not create LSRs. Instead, you can compile a summary table of feature information to use later as a reference in Firm Order. **You must print it out, however, since none of this information will be brought automatically into Firm Order.**

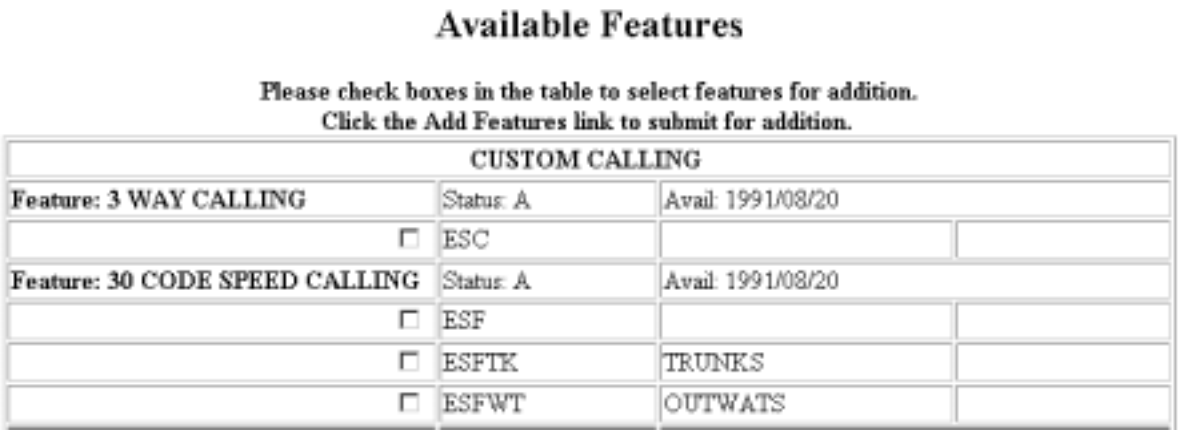
If you not wish to view features and services, click Continue to Installation Calendar to skip to that section, or click Return to Inquiry to go back to the Inquiry Menu Screen and begin another inquiry.

To view features and services, follow the steps below. The window in the center shows features and services you may view.

- Use your mouse to highlight the ones you want to view, and then click Display Features for Selected Service.
- **Or,** you can click Features for TouchTone, TouchStar, RingMaster, Custom Calling and Customized Code Restrictions to view those five features.
- **Or,** you can click and drag to select up to five adjacent services, then click Display Features for Selected Service to view these features.

The next screen will show information for the features you wanted to view.

Step 9 – Available Features Screen



Available Features

Please check boxes in the table to select features for addition.
Click the Add Features link to submit for addition.

CUSTOM CALLING			
Feature: 3 WAY CALLING	Status: A	Avail: 1991/08/20	
☐	ESC		
Feature: 30 CODE SPEED CALLING	Status: A	Avail: 1991/08/20	
☐	ESF		
☐	ESFTK	TRUNKS	
☐	ESFWT	OUTWATS	

Figure 46 Available Features Screen

- The table you see shows the following information for each feature as applicable:
  - Feature Name
  - Extended Name
  - Status
  - Date Available
  - USOC
  - Access Number
  - Tariff Notes
- **Status –** This field has four values; N for not available, A for available, R for restricted from sale, and RE for restricted for existing customers, not available to new customers.
- If you wish to view other features, scroll to the bottom and use the window and Display Features links as you did before.

Indicating Features to Compile – Remember that here in Inquiry you are not selecting features for an actual LSR, but simply building a table of the features for use later as a reference in Firm Order. With this screen you will start building your table.

- Notice that each feature has a small box in its row. Click an "x" in the box if you wish to add the feature to your table.
- Scroll to the bottom of the screen and click Add Features.

Step 10 – Selected Features Screen –This screen will be next. It will display your table showing the features you chose. Remember again that these features have been “selected” only for viewing, not for creating an LSR here in Inquiry.

Figure 47 Selected Features Screen

- Look at the features listed to make sure they are the ones you chose.
- If they are not, click an "x" in the small box for a feature, and then click Remove Selected Features. You will be shown this screen again, minus the unwanted feature. You can also click Remove All Features. You will be shown the Available Features and Services Screen again, where you can repeat the process of selecting features.
- If you realized you forgot to select some features, the features selection window is at the bottom of this screen for you to use. Go through the process as before, putting an "x"in the box of each feature you want to operate for your line. Click Add Selected Features. They will be added to the features you had chosen before.

Step 10A – Printing the Selected Features Screen:

- **This information will NOT be carried over into Firm Order. You should therefore print it out.** This can be done by clicking anywhere in the screen that is not a link or button, and then going to File/Print. You can use this printout as a reference later in Firm Order.
- When you are done, click Continue to Installation Calendar.

Step 11 – Installation Calendar – Here you may view the Installation Calendar. When you are done, click Return to Inquiry to be taken back to the Inquiry Menu Screen.

3.11 Loop Makeup for Working Loops

This function of Inquiry allows you to request Loop Makeup detail on existing facilities owned by the requesting CLEC (you) or BellSouth. This information can help you determine if the loop is capable of supporting implementation of UNE XDSL and UCL – (ADSL, HDSL) and UCL (Unbundled Copper Loop) services.

Note: For more information on ADSL /HDSL Capable Loops and Unbundled Copper Loops, please see the CLEC Information Packages for these products.

- These documents are located on the BellSouth Interconnection Services web site, at http:// www.interconnection.bellsouth.com
- To reach the documents, go to the site main menu and click the following links in the order listed:
  - Local Exchange Carriers
  - CLEC Products
  - UNE Products
- Then click the link for the document you wish to view.

Step 1 – Inquiry Menu Screen Here you should perform the following steps:

- Go to the first pull-down menu, which is the Inquiry Function Menu, and select "Loop Makeup for Working Loops."
- Telephone Number: Enter a TN as usual. Note that you can choose to leave this field blank and provide a Circuit ID later (not to be confused with Circuit Number, explained next).
- Circuit Number – Leave blank. This field is only used for the Inquiry function View Customer Record.
- Area – Provide the relevant Area.
- Click **Proceed with Inquiry.**

Step 2 – Address Validation Screen – You will see this screen as usual. When the address has been validated, you can then continue by clicking the link Continue to Loop Makeup.

Step 3 – First Screen for Working Loops – This screen will be displayed as shown below.

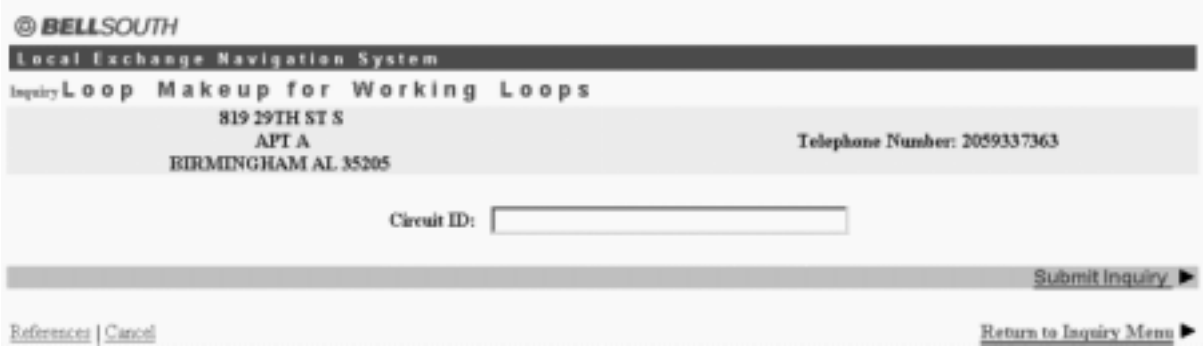


Figure 48 First Screen for Working Loops

- Circuit ID – This field is required if TN was not populated on the Inquiry Menu Screen. Entry can be up to 36 letters, numbers, or periods.
- Click Submit Inquiry.

Step 4 – Results Screen – This screen will be displayed next.

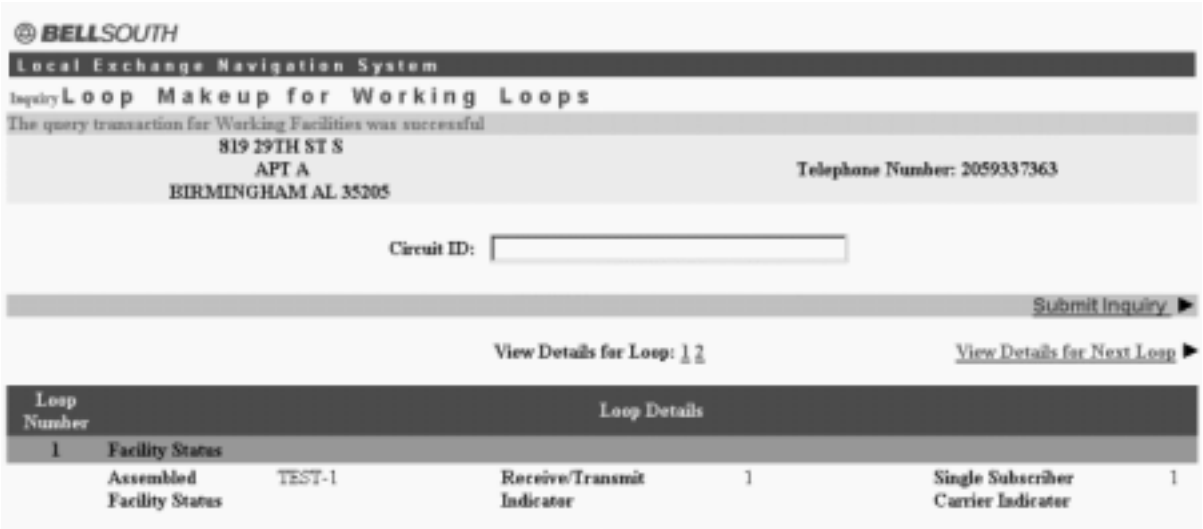


Figure 49 Results Screen (Top Half)

The screen indicates whether the query was successful. If so, the screen will show details for the loop(s) in the section **"Loop Details".** An example of this section is provided below.

Note: The set of fields shown will vary according to the actual makeup of the loop.

Figure 50 “Loop Details” Section Example

Figure 51 “Loop Details” Section Example (continued)

- **If there is more than one loop,** numbers (1, 2, 3 etc.) will be displayed signifying the other loops. To view the details for another loop, simply click its number. The navigation links Next and Previous can also be used.

- **Circuit ID:** You may also perform another inquiry using the Circuit ID field, which will still be displayed.
- **Printing:** This information will not be saved when you leave this screen, so you may want to print the screen for future reference. To print, simply click anywhere in the screen that is not a link or button, then go to your browser menu and select File/Print.
- **Field Meaning and Usage:** For information on the technical meaning and usage of the fields for this screen, please see the CLEC Information Packages for ADSL/ HDSL Capable Loops, and Unbundled Copper Loops.
  - These documents are located on the BellSouth Interconnection Services web site, at http://www.interconnection.bellsouth.com
  - To reach the documents, go to the site main menu and click the following links in the order listed:
    - Local Exchange Carriers
    - CLEC Products
    - UNE Products
  - Then click the link for the document you wish to view.
- **Return:** Click Return to Inquiry Menu to return to the Inquiry Menu Screen.

3.12 Loop Makeup for New/Spare Loops

This function of Inquiry allows you to request Loop Makeup detail on new/spare facilities owned by BellSouth. This information can help you determine if the loop is capable of supporting implementation of UNE XDSL and UCL – (ADSL, HDSL) and UCL (Unbundled Copper Loop) services.

This function also allows you to create reservations for new/spare facilities owned by BellSouth.

Note: For more information on ADSL/HDSL Capable Loops and Unbundled Copper Loops, please see the CLEC Information Packages for these products.

- These documents are located on the BellSouth Interconnection Services web site, at http:// www.interconnection.bellsouth.com
- To reach the documents, go to the site main menu and click the following links in the order listed:
  - Local Exchange Carriers
  - CLEC Products
  - UNE Products
- Then click the link for the document you wish to view.

Step 1 – Inquiry Menu Screen Here you should perform the following steps:

- Go to the first pull-down menu, which is the Inquiry Function Menu, and select “Loop Makeup for Working Loops.”

- Telephone Number: Enter a TN as usual. Note that you can choose to leave this field blank and provide a Circuit ID later (not to be confused with Circuit Number, explained next).
- Circuit Number – Leave blank. This field is only used for the Inquiry function View Customer Record.
- Area – Provide the relevant Area.
- Click **Proceed with Inquiry.**

Step 2 – Address Validation Screen – You will see this screen as usual. When the address has been validated, you can then continue by clicking the link Continue to Loop Makeup.

Step 3 – First Screen for New/Spare Loops – This screen will be displayed as shown below.

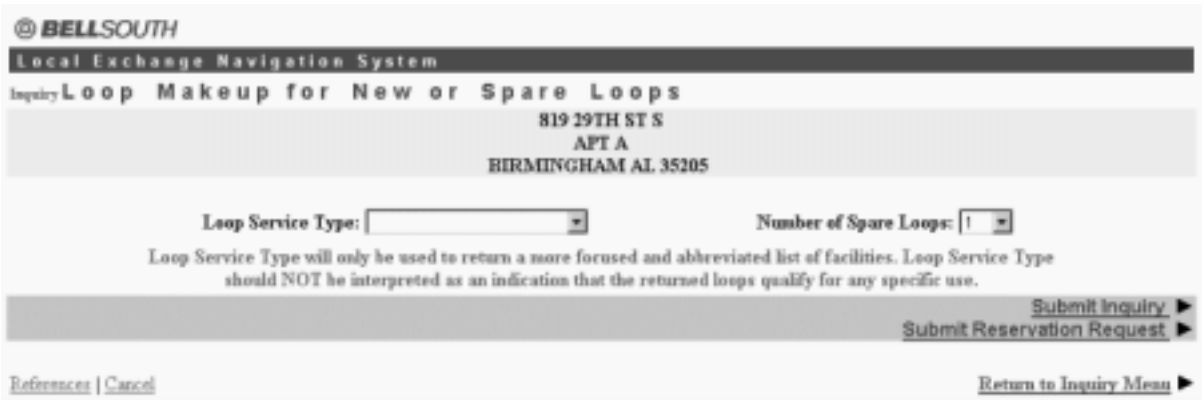


Figure 52 First Screen for New/Spare Loops

- Loop Service Type (Required) – Identifies the intended use for the new/spare facilities. Choose one of the following options. **Note, however,** that this field will only be used to return a more focused and abbreviated list of facilities. This field should NOT be interpreted as an indication that the returned loops qualify for any specific use.
  - 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)
- Number of Spare Loops (Required) – Select an option from the pull-down menu. It will be a number from 1 to 10.
- At this point, you may do **one** of the following:

- **Click** Submit Inquiry. This will return details on new/spare loops.
- **Or, click** Submit Reservation Request. This will reserve new/spare loops for your use.
- **In either case,** the entries for Loop Service Type and Number of Spare Loops will be used to fulfill these requests, though be sure to take notice of the note regarding Loop Service Type above.

Step 4 – Results Screen

- This screen will be displayed as in Loop Makeup for Working Loops, and it will have a similar appearance. It will indicate whether the action – inquiry or reservation – was successful, and it also will provide a "Loop Details" section containing technical information on the loop.
- In addition to the Loop Details section, the Results Screen will also show other items according to the link you had clicked on the previous screen.
  - **If you had clicked Submit Inquiry** on the previous screen, then you will be shown the fields Loop Service Type and Number of Spare Loops. These two fields, as before, will allow you to perform another inquiry if you wish.
  - **If you had clicked Submit Reservation Request** on the previous screen, then you will be shown the following fields:
    - Facilities Reservation ID – This is the identification number for the reservation transaction.
    - Reserved Number of Loops – This will indicate the number of loops reserved.
- Examples of the two possible screens are provided below.

Loop Service Type: ADSL (2 wire) Number of Spare Loops: 1

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.

Submit Inquiry ▶
Submit Reservation Request ▶

Loop Number	Loop Details				
1	**Facility Status**				
	Assembled Facility Status	SP	Receive/Transmit Indicator		Single Subscriber Carrier Indicator
	Resistance Zone		Carrier Zone		
	Segment Information				
	Segment 1	Cable Identifier	28	Pair Identifier	472
		Assignable Binding Post		Transmission Media Type	
		Terminal Identifier	F 304 FERGUSON ST		
		Remote Location Address			
		Telemetry Indicator		Remote Term CLLI Code	
		Line Term Status		Remote Loop Origination Equipment	
		Optical Network Unit Type			
		Loop Makeup			
		Loop Makeup Status		OK	
		Length Unit		KF	
		Load Point Number		(Null if Non-Loaded)	
		Load Coil Type			
		Load Spacing			
		End Section			
		Spire			

#	Gauge	Length	Type of Cable	Capacitance	Bridge Tap Offset
1	24	4.55	U		

Figure 53 Results Screen for Inquiry Request

BELLSOUTH

Local Exchange Navigation System

Inquiry Loop Makeup for New or Spare Loops

The transaction to reserve Spare Facilities was successful

819 29TH ST S
APT A
BIRMINGHAM AL 35205

Selected Loop Service Type: ADSL (2 wire)

Requested Number of Loops: 01

Facilities Reservation ID: DUMMY-RESERVATION-ID

Reserved Number of Loops: 1

Loop Number	Loop Details					
1	Facility Status					
	Assembled Facility Status	TEST-1	Receive/Transmit Indicator	1	Single Subscriber Carrier Indicator	1
	Segment Information					
	Segment 1	Cable Identifier	1234567890	Pair Identifier	1234	
		Assignable Binding Post	1234	Transmission Media Type	1111111111	
		Terminal Identifier	12345678901234567890123456789012345678901234567890			
		Loop Makeup				
		Loop Makeup Status	12345678901234567890123456789012345678901234567890			

Figure 54 Results Screen for Reservation Request

- **In either case:**
  - The fields shown in the Loop Details section will vary according to the actual makeup of the loop.
  - If there is more than one loop, numbers (1, 2, 3 etc.) will be displayed signifying the other loops. To view the details for another loop, simply click its number. The navigation links Next and Previous can also be used.
  - **Printing:** Information will not be saved when you leave the screen, so you may want to print the screen for future reference. To print, simply click anywhere in the screen that is not a link or button, then go to your browser menu and select File/Print. In particular, the Facilities Reservation ID will be needed later if you wish to cancel the reservation.
- **Field Meaning and Usage:** For information on the technical meaning and usage of the fields for this screen, please see the CLEC Information Packages for ADSL/HDSL Capable Loops, and Unbundled Copper Loops.
  - These documents are located on the BellSouth Interconnection Services web site, at http://www.interconnection.bellsouth.com
  - To reach the documents, go to the site main menu and click the following links in the order listed:
    - Local Exchange Carriers

  - CLEC Products
  - UNE Products
- Then click the link for the document you wish to view.

- **Return:** Click Return to Inquiry Menu to return to the Inquiry Menu Screen.

3.13 Cancel Facilities Reservation

This function of Inquiry allows you to cancel reservations you had made earlier for new/spare facilities owned by BellSouth.

Note: For more information on ADSL / HDSL Capable Loops and Unbundled Copper Loops, please see the CLEC Information Packages for these products.

- These documents are located on the BellSouth Interconnection Services web site, at http://www.interconnection.bellsouth.com
- To reach the documents, go to the site main menu and click the following links in the order listed:
  - Local Exchange Carriers
  - CLEC Products
  - UNE Products
- Then click the link for the document you wish to view.

Note: You **MUST** be the owner of the reservation to be able to cancel it.

Step 1 – Inquiry Menu Screen Here you should perform the following steps:

- Go to the first pull-down menu, which is the Inquiry Function Menu, and select "Loop Makeup for Working Loops."
- Telephone Number: Enter a TN as usual. Note that you can choose to leave this field blank and provide a Circuit ID later (not to be confused with Circuit Number, explained next).
- Circuit Number – Leave blank. This field is only used for the Inquiry function View Customer Record.
- Area – Provide the relevant Area.
- Click **Proceed with Inquiry.**

Step 2 – Address Validation Screen – You will see this screen as usual. When the address has been validated, you can then continue by clicking the link Continue to Loop Makeup.

Step 3 – Cancel Facilities Reservation Screen – This screen will be displayed as shown below.

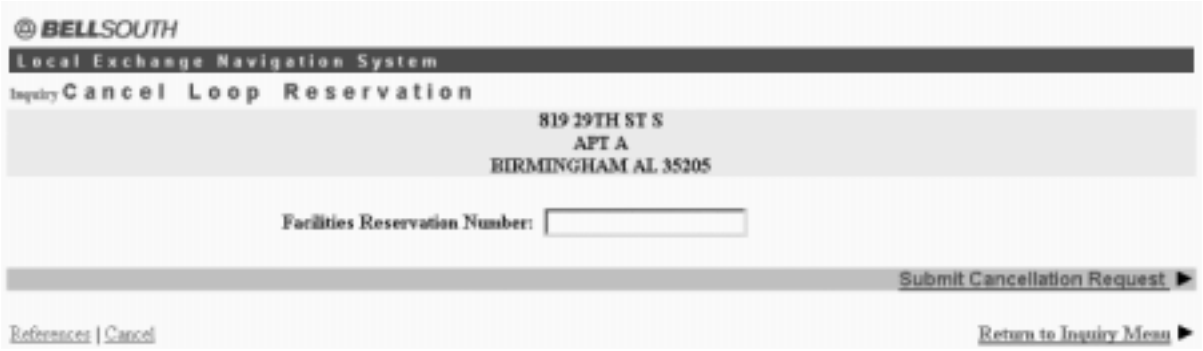


Figure 55 Cancel Facilities Reservation Screen

- On this screen, simply type in the Facilities Reservation ID that was shown to you when you successfully submitted the reservation.
- Click Submit Cancellation Request.
- If the Cancel request is successful, you will be shown a message stating this result.
- Click Return to Inquiry Menu to return to the Inquiry Menu Screen.

4. Firm Orders — Introduction

4.1 Introduction to Firm Orders

The Firm Order section of LENS allows you to create a Local Service Request (LSR) for service and other certain activities related to an end-user account. You will do this by navigating through the various pre-order functions seen in Inquiry, except here in Firm Order, the system retains and uses the information to construct an LSR.

Several activity types are available in the **Firm Order** section. These are as follows:

- New Installation
- Conversion As Is
- Conversion New
- Disconnect
- Change
- Suspend Full Account
- Restore Full or Restore Denied Account
- Deny
- Partial Migration Initial
- Partial Migration Subsequent
- Directory Listings

The purpse of these activity types is as follows:

Function:	**Purpose:**
New Installation	Installs service for a customer who currently does not have any service.
Conversion As Is	Converts an account to another carrier with no changes to the account.
Conversion New	Converts an account with changes. **Note:** This function will convert a customer's entire account. To convert only part of an account, use the Firm Order activities "Partial Migration Initial" or "Partial Migration Subsequent", explained further below in this chart.

- continued -

- continued -

Disconnect	Disconnects service for an entire account. This can only be performed by the CLEC owner of the account. **Note:** This activity disconnects the entire account and should not be used to attempt partial disconnects.
Change	Performs changes to an existing account. This activity can only be performed by the CLEC owner of the account. Possible changes include Change PIC/PLIC, Change Telephone Number (Single-Line accounts only), and Change/ Delete Feature, Lines, or TNs.
Suspend Full Account	Suspends an account temporarily for vacation periods or other non-billing reasons. This activity can only be performed by the CLEC owner of the account.
Restore Full or Restore Denied Account	Restores an end-user's service that was Suspended or Denied (see next). This activity can only be performed by the CLEC owner of the account.
Deny	Denies service to an end-user due to non-payment. This activity can only be performed by the CLEC owner of the account.
Partial Migration — Initial	Converts one or more lines from an existing account, and uses them to create a new account. **Note:** This activity is not intended for total conversions. Total conversions should be performed by the Firm Order activity Conversion New (see top of this chart).
Partial Migration — Subsequent	Converts one or more lines from an existing account, and appends them to **another** existing account. Note: This activity is not intended for total conversions. Total conversions should be performed by the Firm Order activity Conversion New (see top of this chart).
Directory Listings	A user wishes to create and edit directory listings for an account. This activity can only be performed by the CLEC owner of the account.

4.2 LSR Order Summary

LENS provides the ability to view an LSR Order Summary from all Firm Order activities. This feature is generally accessible through the use of a link marked LSR Order Summary.

Procedure.

- To view the LSR Order Summary, click LSR Order Summary.
- To return to the previous screen, click the link indicating so.

The exact fields shown on the Summary will vary according to what Firm Order activity you are in at the moment.

General Notes.

- The LSR Summary cannot be edited.
- If the LSR involves multiple lines, the Summary will show information for all of them.
- The Summary will show all directory listing information for each telephone number and directory reference number.
- The LSR Summary will show the Basic Class of Service USOC only once in the Service Details Information Section.
- On the Line Details Screen, if you had typed a particular USOC in Basic Class of Service as well as the Feature section, then the Summary will show the USOC in the field Feature Code. But, if you had entered the USOC in Basic Class of Service, and not in Feature Code, then the Summary will show the USOC in Line Class of Service.

5. Firm Orders — New Installation

5.1 New Installation

New Installation is used to install service for a customer who currently does not have any service. To create an LSR for New Installation, follow the steps below.

Please note the following:

- This chapter relates to Requests for Resale (Non-Complex) and Port/Loop UNEs. For Loop UNE Requests, please see the chapter "Firm Order – Loop UNEs".
- For more information on orders related to Port/Loop UNEs, please see the BellSouth Business Rules for Local Ordering .
- Currently LENS supports activities for requests of **twenty-five (25) lines** or less.

Step 1 - Main Menu Screen – Click Firm Orders.

Step 2 – Firm Order Menu Screen –

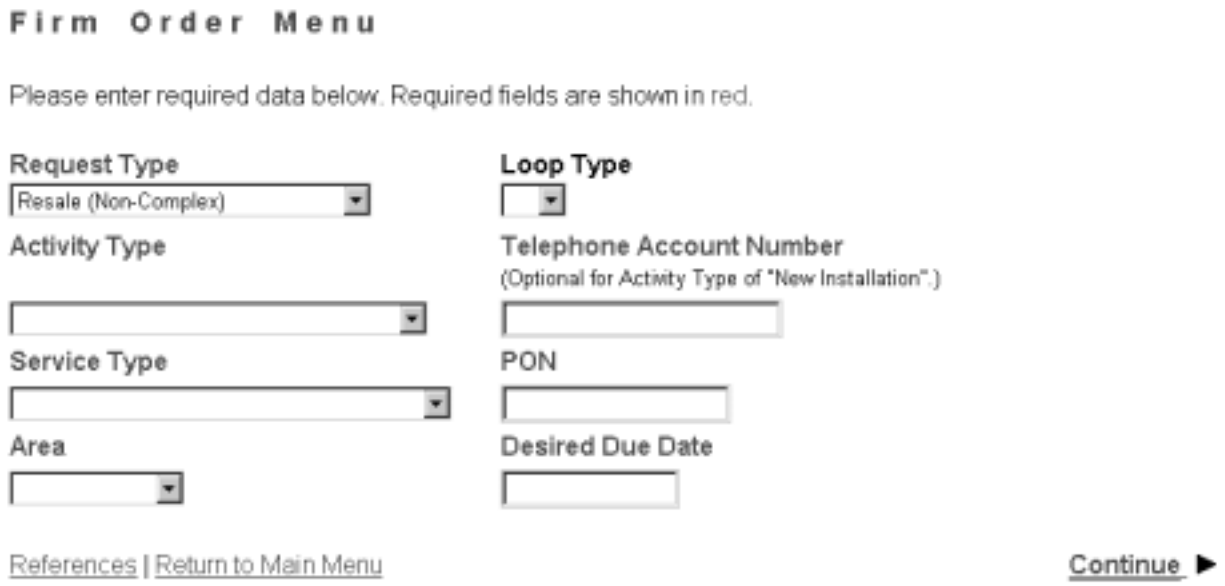


Figure 56 Firm Order Menu Screen

Complete the fields as indicated below. Remember, **required fields** are indicated in red on LENS screens. (The required fields for LENS are the same asthose used on paper LSRs. For additional information on required fields, please refer to the BellSouth Business Rules for Local Ordering.)

- Request Type: Choose from one of the following:
  - Resale (Non Complex)
  - Port/Loop Combination
- Activity Type: Go to the Activity Type pull-down menu and select **New Installation.**
- Telephone Account Number: This field is optional for New Installation and allows you to validate the user's address, if service already exists there. If it does not, leave this field blank, and you can just validate the address manually on the next screen (explained below).
  - **If there is existing service** at the location, provide the 10-digit Existing Account Telephone Number (EATN) for that account. This will allow you to validate the address for the location. However, it will not be the ATN for the new account you are creating. That TN will be selected later.
  - **If there is no existing service** at the location, you can try to use the number of a neighbor to help with the validation process.
- Service Type: Select the appropriate entry. Each is a combination of one of three factors:
  - Residence, Business, or Government
  - Single or Multi Line
  - Flat, Measured, or Message Rate
- PON: Input a PON of your choice. It can be a maximum of **16 (sixteen)** characters. The parameters for entries are as follows:
  - Allowed:
    - Uppercase letters (ABCDEFGHIJKLMNO. . .)
    - Numbers (0123456789)
    - Period (.)
    - Comma (,)
    - Hyphen (-)
    - Apostrophe (')
  - Not Allowed:
    - Spaces
    - Forward Slashes
- Area: Select the appropriate entry.
- Desired Due Date: Input your desired due date. It must be:
  - Either the current or future date
  - Within one year of the current date
  - In one of the following formats:
    - MM/DD/YYYY
    - MMDDYYYY
    - MM-DD-YYYY

- MM DD YYYY
- MM.DD.YYYY

Step 2A – Click Continue.

Duplicate PON: If the PON you entered is a duplicate of a PON that already exists, you will have to provide another PON before you can continue.

Step 3 – Address Validation Screen

- If you provided a TN on the previous screen, the TN will be used to validate the address. LENS will show here if the address was validated. If it was not, you can try again by editing the address entries and clicking Validate.
- If you did not provide a TN, this screen will be shown to you to provide address information for validation.

Note: Starting here on the Address Validation Screen, the upper right-hand corner of most screens will display the following information for your reference:

- Your Customer Carrier Name Abbreviation (CCNA)
- Your Company Code
- The PON of the LSR

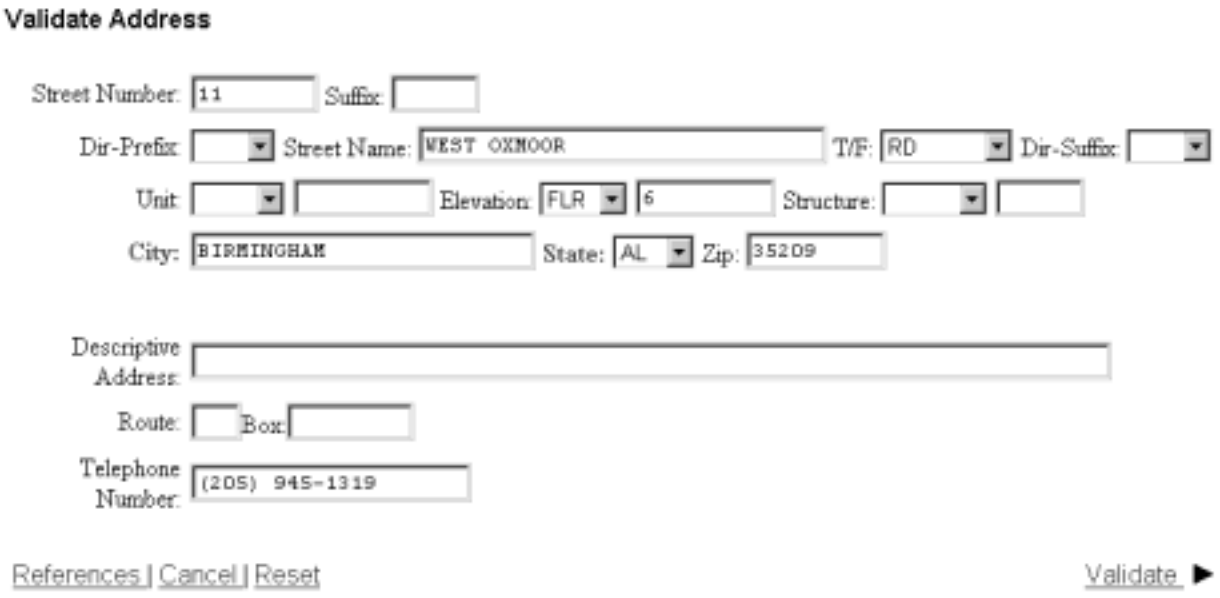


Figure 57 Address Validation Screen

You should provide address information as follows:

- Complete the screen with as much information as is available to you.
- Use the pull down menus provided for some fields.
- Upper and lower case letters are both acceptable.

Please see the **Appendix** "Address Validation Screen Fields" for more detailed information on completing these fields.

Step 4 – Click **Validate.**

- **If validation fails:**
  - Verify the address information, or use the telephone number of a nearby neighbor, or business. You can also refer to the trouble shooting appendix of the LENS Guide. LENS may provide an error message and/or a list of information, depending on the type of error or omission.
  - Make any needed changes, and click Validate again.
  - **If repeated attempts are unsuccessful,** and the address has had **no prior BellSouth telephone service,** then you should submit a paper LSR to the LCSC.
- **If validation succeeds:**
  - You will be given the message "Valid Address".
  - "Zone Rate Mileage Applies": This message will also appear if applicable.
  - CT (Connect Through): This field will appear and be populated with a "Y" ("Yes") if the address is Connect Through (CT) eligible. This means that facilities are in place for a given address and a premise visit will not be required.
  - QS (QuickService): This field will appear and will have a value of "Y" ("Yes") for validated addresses of Residential Single Line accounts that are QuickService eligible. QuickService is the availability of dialtone and a TN in a unit that can be used to establish service. A premise visit is not required.
  - QSTN (QuickService Telephone Number): When the QS field appears, this field will also appear. This is the TN associated with the unit having QuickService. This field cannot be edited. **At this point,** you may do **one** of the following:
    - **Option 1 – Accept the QSTN –**Click Accept Quick Service TN. You will skip the Telephone Number Selection process and will go straight to the View Available Features and Services process, which is covered in the next section. There you can begin the process of choosing features for the line.
    - **Option 2 – Choose not to accept the QSTN –**Click Continue to TN Selection.
  - If no QSTN is offered: Click Continue to TN Selection.

Step 5 – Once the address is validated, click Continue to TN Selection.

5.2 Telephone Number Selection Process

Step 6 – TN Selection Options Screen – You will see the screen below.

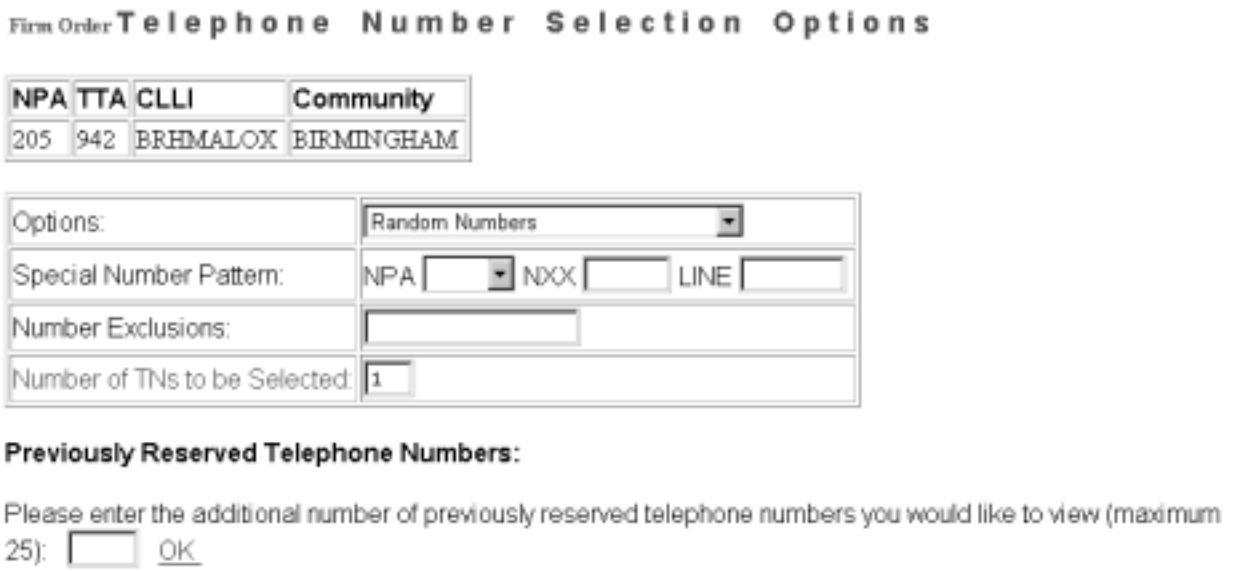


Figure 58 TN Selection Options Screen

The NPA, TTA, CLLI, and Community for the address are listed at the top.

On this screen you have two choices:

1. **Option 1 –** You can type in 25 of the telephone numbers you reserved previously in Inquiry.
2. **Option 2 –** You can have LENS provide you with a set of numbers to choose from.

Option 1 – Typing in Previously Reserved Telephone Numbers:

- **Type a number (0 – 25) into the box provided** for indicating the quantity of previously reserved TNs you want to view. The maximum is 25 because LENS processes multi-line accounts having up to 25 lines.
- **Click OK.** According to the number you just typed in, LENS will display empty fields on the screen into which you can type the TNs you reserved earlier in Inquiry. The fields will be displayed as shown below.

Figure 59 Fields for Previously Reserved Telephone Numbers

- Enter one TN per box.
- You may want to refer to the hard copy of the Inquiry Select Telephone Numbers screen you printed earlier.
- The format is NPA-NXX-LINE.
- Click Continue to TN Selection. You will be taken to the **Features and Services Section** , as explained further below.

Option 2 – On the TN Selection Options Screen, you can also have LENS provide you with a set of numbers to choose from.

In the field Number of TNs to be Selected , type in a number (1 to 25) to indicate the quantity of telephone numbers that you want LENS to provide. The **maximum is 25** because LENS processes multi-line accounts having up to 25 lines.

Next, input your preferences for those phone numbers as follows:

- **Options** – From this pull down menu, select one of the following:
  - Random Numbers – For TNs from different exchanges under the NXX/TTA's umbrella. **Note that if you select any option other than Random numbers, you may notice slow response time.** This is caused by the back-end application that searches the database to fulfill the request.
  - Easy Numbers – For TNs that are are easy to remember. For example: 205-945-2468
  - Sequential Line Digits – For TNs in a numeric sequence, according to their Line Digits (the last four digits). For example: 205-945-6400, 205-945-6401
  - Ascending Consecutive Line Digits – For TNs whose Line Digits are in an ascending numeric sequence. For example: 205-945-1234
  - Descending Consecutive Line Digits – For TNs whose Line Digits are in a descending numeric sequence. For example: 205-945-4321
  - Identical Line Digits – For TNs whose Line Digits are identical. For example: 205-945-1111
  - Vanity Numbers – For a special number pattern of your choice

- **Special Number Pattern** – In the Options Menu described above, if you selected "Vanity Numbers", you should then go to the field Special Number Pattern and complete one or more of the following subfields:
  - NXX – Enter the NXX of the appropriate switch (if known) or leave blank.
  - LINE – Enter any numbers or letters you want. Note the following:
    - Asterisks (*): You can enter up to three asterisks (*) as wildcard symbols, meaning any digit can be placed in that position.
    - Pound Sign (#): You can enter up to **two** pound signs (#) to exclude digits from those positions. A pound sign in a position indicates the position is not to be populated with the digit(s) listed in the Number Exclusions field (see next).
- **Number Exclusions** – Here you can type in digits (0–9) that are to be excluded from the Line Digits of the TNs.
  - You can type up to nine digits.
  - This field can be used if you select Random Numbers, Easy Numbers, or Vanity Numbers in the Options Menu.
- **Reset –** Click here to clear entries for all fields and start over.

RingMaster TNs: If you want RingMaster Service, you must make sure all the lines (the primary line, and up to two other lines) are from the **same switch**, whether you type in Previously Reserved TNs, or have LENS provide you with TNs.

Step 6A – Click Continue to TN Selection.

Step 7 – TN Selection Screen – The **"Selected"** window will display telephone numbers according to the quantity you had specified, up to a maximum of 25. The **"Available"** window will also display additional numbers you can choose from.

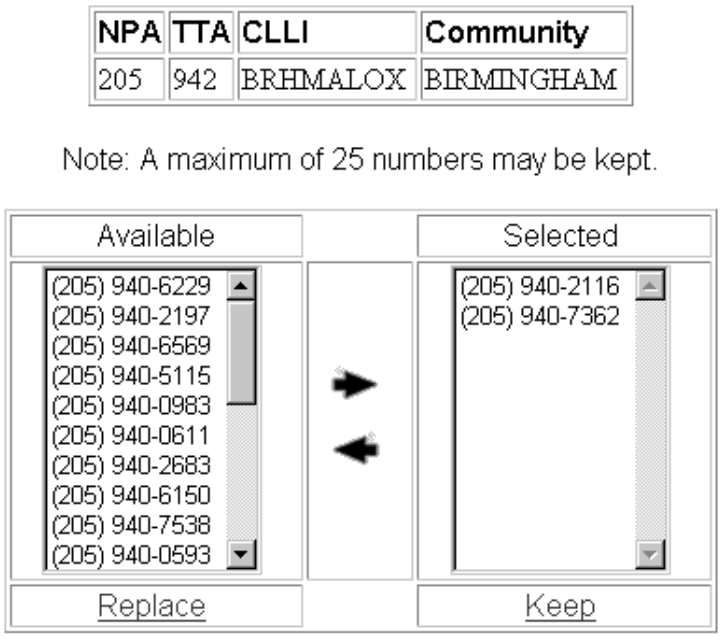


Figure 60 TN Selection Screen

If you decide you want other numbers, you can add or remove TNs through the following steps:

1. **To select a number,** go to the Available window and click once on a number to highlight it.
2. Click the right arrow to move it to the Selected window.
3. **To remove a number** from the Selected window, click on it once to highlight it, and then click the left arrow to move it to the Available window.
4. **To view new numbers** in the Available box, highlight any you want to replace, then click Replace. LENS will provide new TNs to replace them.
5. **When finished,** click Keep to select them for your LSR.

In addition, note the following:

- **Twenty-five (25) is the maximum quantity of phone numbers you can place in the Selected window and keep for your LSR.**
- These numbers are not guaranteed as being the number that will appear on the completed order. They only become yours when the service is actually operational.
- The number displayed at the top of the Selected window will become the main account telephone number for the account.

After Keeping your TNs, you will be taken to the Features and Services section.

5.3 Features and Services Process

In this section, you can choose features and services for the account's telephone numbers.

Note the following:

- **The PIC and LPIC Carriers section** has been relocated to the Secondary Line Details Screen, as explained later in this document.
- **In North Carolina,** flat rate service is only available in areas where the NPA–NXX is 336–388 or 336–234 (i.e., the communities of Gatewood and Milton). The Basic Classes of Service available are 1FR, 1FRCL, 1FB, 1FBCL.

Step 8 – Select Reserved Telephone Number Screen – This is the first screen for Features and Services. Notice the TNs displayed in blue at the top. They are the TNs you selected from the Select TN Process (see previous).

Figure 61 Select Reserved Telephone Number Screen

Here you should do one of the following:

- **Click a Telephone Number in blue.** This will allow you to use the LENS feature selection process to choose features for this line.If there is more than one TN, click on the first number listed. After you finish selecting features for it, you can then proceed to select features for each of the other numbers.

- **Or, click** Select Features and Services for All Lines Not Configured. This option will have all the TNs receive the same features. You will be taken to the feature selection process, as explained next, and the features you select will apply for all of the lines.
- **Or, click** Continue Creating LSR. This will let you skip the LENS feature selection process and input feature codes manually. You will be taken to the Contact Section Screen, where you may begin proceeding through the final screens related to the LSR. When you reach the **Line Details Screen** (see below), you may enter feature codes for your lines.

Step 9 – If you chose to click a TN in blue, or the link Select Features and Services for All Lines Not Configured, you will be at the **Features and Services Listings Screen.** Note the window listing the available services. This window will only list services available in the switch serving the address for this account.

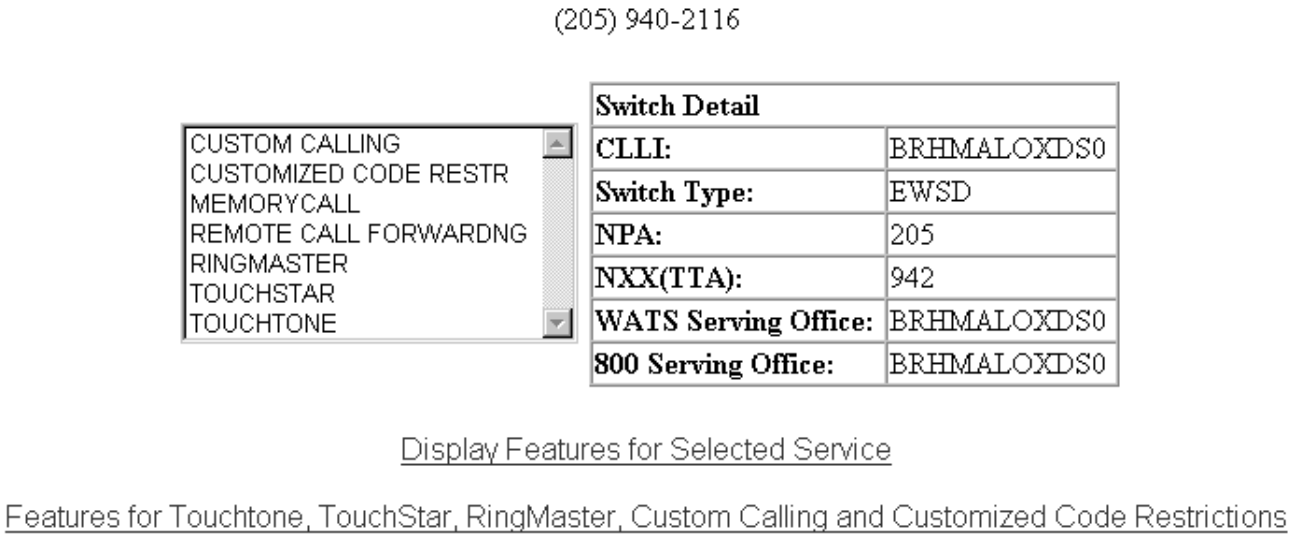


Figure 62 Features and Services Listings Screen

You may then do one of the following:

- **Highlight** a service and click Display Features for Selected Service. The features for that service will be displayed. This link will only show those features available with the current Type of Service.
- **Or, click and drag** up to five adjacent services, then click Display Features for Selected Service to view the features for these services simultaneously. This link will only show those features available with the current Type of Service.
- **Or, click the link labeled** Features for TouchTone, TouchStar, RingMaster, Custom Calling Customized Code Restrictions to view the features for these particular services.

Choosing any of these options will take you to the **Available Features Screen.**

Step 10 - Available Features Screen – This screen displays the following fields as applicable:

- Feature Name
- Extended Name
- Status
- Date Available
- USOC
- Access Number
- Tariff Notes

Note regarding Status: This field has four values:

- N – Not available,
- A – Available,
- R – Restricted from sale,
- RE – Restricted to Existing customers, and not available to new customers.

(205) 940-2116

Available Features

Please check boxes in the table to select features for addition.
Click the Add Features link to submit for addition.

MEMORYCALL		
Feature: ANSWERING SVC W/PAGER ACCESS NBR: 205 945-0040	Status: A	Avail: 1996/04/10
☐	MBBRP	
Feature: CUSTOM CALL ROUTER ACCESS NBR: 205 945-0040	Status: A	Avail: 1999/02/10
Feature: INTEGRATED VOICE FAX SVC ACCESS NBR: 205 945-0040	Status: A	Avail: 1999/09/01

Figure 63 Available Features Screen

Step 10A – Mark Features – Click on the small box below each feature you want to select. A check mark will appear in the block to indicate it has been selected.

Step 10B – Add Features – After marking your desired features, click Add Features to add them to your LSR. You will be taken to the **Selected Features Screen**.

Step 11 – Selected Features Screen – This screen will display the features you have selected for this TN. You can now confirm them.

Figure 64 Selected Features Screen

- **To remove** any or all of the features, click a check in the small box for the specific feature, and then click Remove Selected Features or Remove All Features.
- You may browse the features listings again, as many times as you wish, to select features you wish to have for this line. To do so, scroll to the bottom of the screen and click Display Features for Selected Service, or any of the other links as before.

Step 12 – Confirm Features –When you are ready, confirm the features by clicking Return to Select Reserved TN Screen.

Step 13 – Red Check Marks

- When you started the Features process, if you had clicked Select Features and Services for All Lines Not Configured , then the features you just confirmed will be applied to all the TNs on the screen, and they will all have red check marks next to them.
- But if, when you started the Featues process, you had clicked only one TN in blue, a red check mark will now be displayed in the box next to the TN. You can now go on and click each of the other TNs and select features for them. As each one is completed, they also will receive red check marks.

Step 14 – Continue – When you are ready, click Continue Creating LSR. (You can continue even if you have not selected features for each TN .)

5.4 Initial Line Details Screen

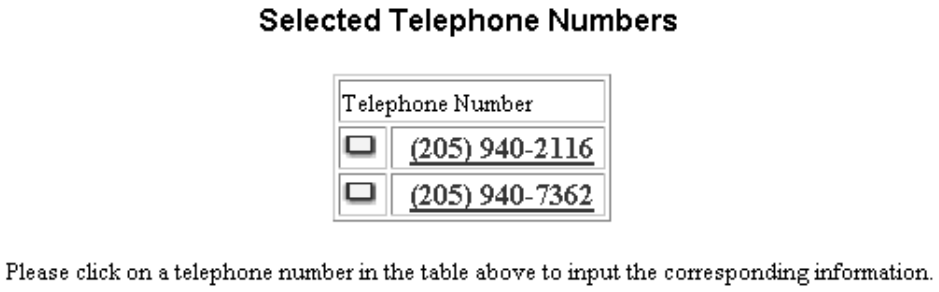


Figure 65 Initial Line Details Screen

The TNs you selected will be displayed, underlined in blue. The first TN displayed will become the main account telephone number for the account.

Step 15 – Populate End User Name (required). If this field is displayed, the End User Name has not yet been provided and is being requested from you now. Entry is up to 25 letters or numbers.

Step 15A – Click on a TN to begin finalizing its details. You will work on each TN one at a time.

When you click on a TN, you will be shown the **Secondary Line Details Screen.** This screen displays all the details for the TN you just clicked.

Toolbar: In addition, you have the option of viewing and editing the entries for information screens related to the LSR. To do so, go to the toolbar at the bottom of the screen and click the appropriate link. Details on these screens are given further in this user guide chapter, in the section “Optional Toolbar Screens”.

Note: In certain circumstances, some fields on these screens may not be shown, required, or have certain options.

5.5 Secondary Line Details Screen

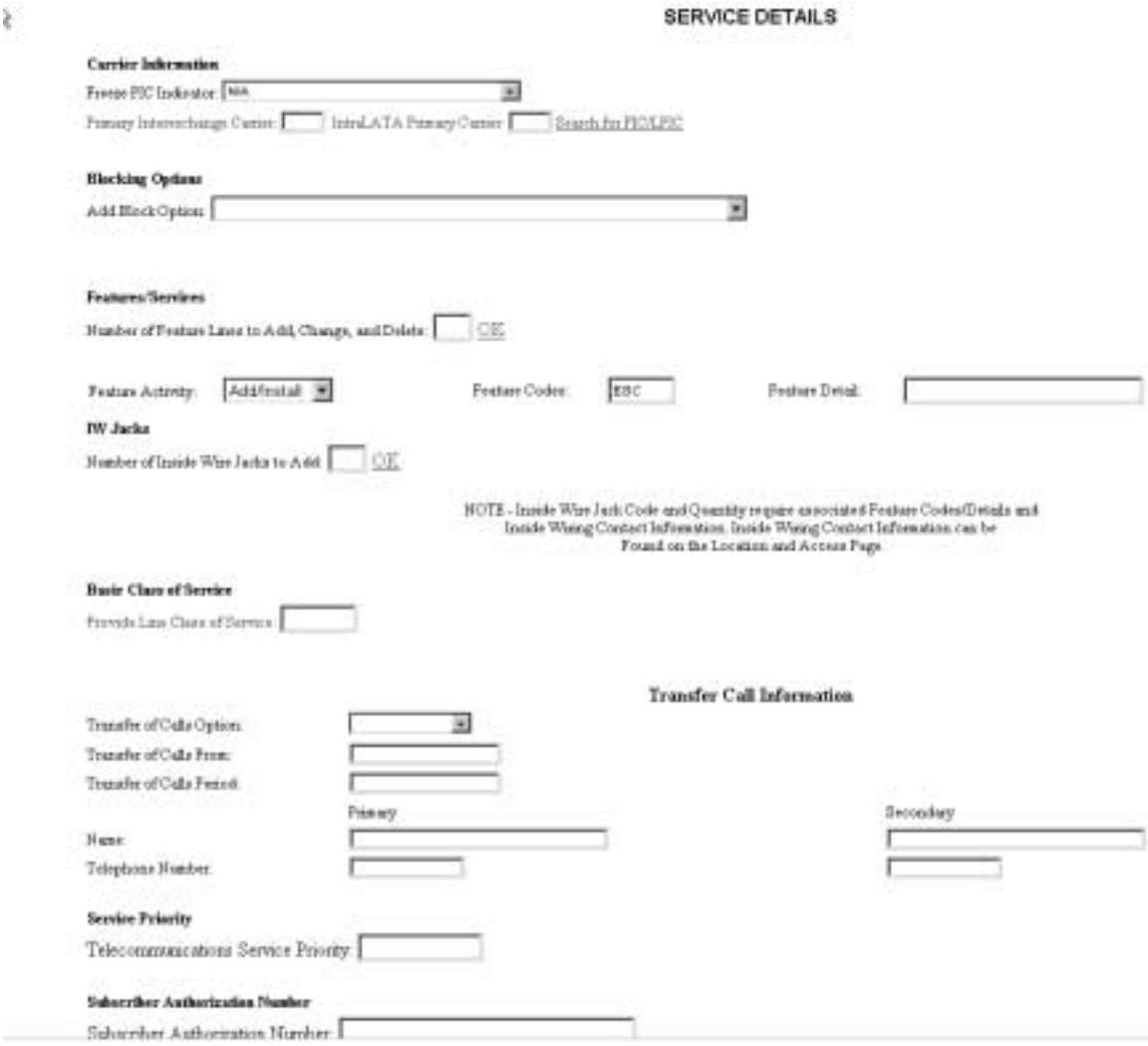


Figure 66 Secondary Line Details Screen

Step 16 – Secondary Line Details Screen – Here you can edit and finalize the details for this particular TN.

REQUIRED FIELDS: Before populating the various fields for this screen, take note of the following required fields:

- Primary Interexchange Carrier (PIC)
- IntraLATA Primary Carrier (LPIC)
- Basic Class of Service

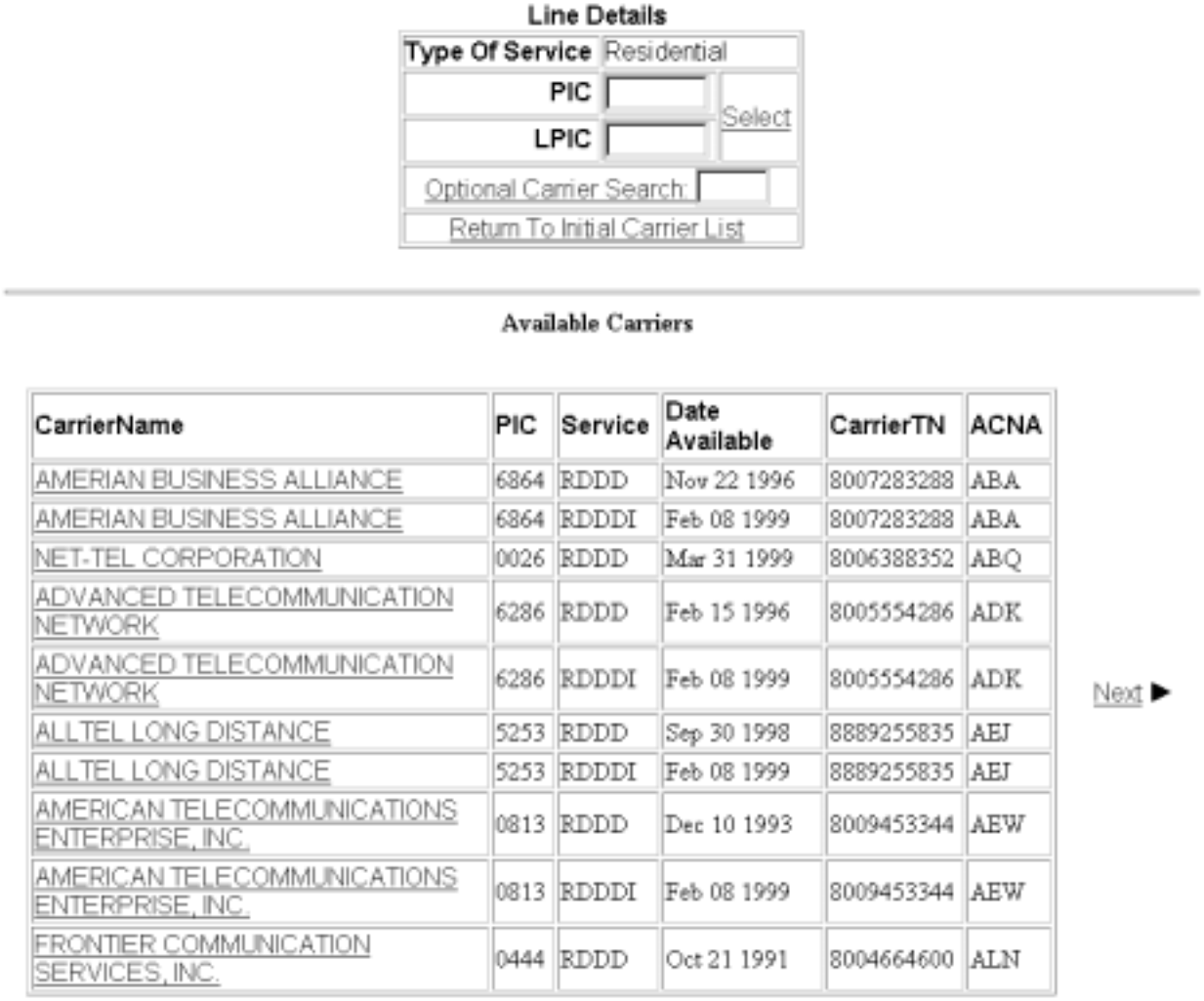
Proceed to populate the following fields as needed or required.

Step 16A – Freeze PIC – Use the pull-down menu to enter a Freeze PIC Indicator if desired. The options for Freeze PIC are as follows:

- N/A
- CLEC Freezes IntraLATA PIC
- CLEC Freezes Both
- CLEC Freezes InterLATA PIC
- End User Freezes InterLATA PIC
- End User Freezes IntraLATA PIC
- End User Freezes Both
- CLEC Freezes Inter and End User Freezes Intra
- End User Freezes Inter and CLEC Freezes Intra

Step 16B – PIC/LPIC (Required) – Here you must indicate the carriers for the TN by doing one of the following:

- Type in an entry manually. Valid entries are as follows:
  - A Carrier Code
  - NONE (No PIC chosen)
  - UNDC (Undecided)
- Or, use the **Carrier Search Screen** (explained next) by clicking Search for PIC/LPIC.



Line Details

Type Of Service	Residential
PIC	Select
LPIC	
Optional Carrier Search:	
Return To Initial Carrier List	

Available Carriers

CarrierName	PIC	Service	Date Available	CarrierTN	ACNA
AMERIAN BUSINESS ALLIANCE	6864	RDDD	Nov 22 1996	8007283288	ABA
AMERIAN BUSINESS ALLIANCE	6864	RDDDI	Feb 08 1999	8007283288	ABA
NET-TEL CORPORATION	0026	RDDD	Mar 31 1999	8006388352	ABQ
ADVANCED TELECOMMUNICATION NETWORK	6286	RDDD	Feb 15 1996	8005554286	ADK
ADVANCED TELECOMMUNICATION NETWORK	6286	RDDDI	Feb 08 1999	8005554286	ADK
ALLTEL LONG DISTANCE	5253	RDDD	Sep 30 1998	8889255835	AEJ
ALLTEL LONG DISTANCE	5253	RDDDI	Feb 08 1999	8889255835	AEJ
AMERICAN TELECOMMUNICATIONS ENTERPRISE, INC.	0813	RDDD	Dec 10 1993	8009453344	AEW
AMERICAN TELECOMMUNICATIONS ENTERPRISE, INC.	0813	RDDDI	Feb 08 1999	8009453344	AEW
FRONTIER COMMUNICATION SERVICES, INC.	0444	RDDD	Oct 21 1991	8004664600	ALN

Next ▶

Figure 67 Carrier Search Screen

- **Line Details** – This section provides the following items:
  - Type of Service – This will be set to Business or Residential, depending on the Service Type you chose at the beginning, on the Firm Order Menu. This will determine the carriers listed in the "Available Carriers" table (see next).
  - PIC – Here indicate your selection for PIC (InterLATA carrier).
  - LPIC – Here indicate your selection for LPIC (IntraLATA carrier).
  - Select – Click this link after PIC and LPIC are populated to have LENS accept your choices.

- Optional Carrier Search – This function allows you to search for a specific carrier. This function is explained further below.
- Return to Initial Carrier List – Click this link whenever you wish to see the original carrier list that was first shown to you here.

- **"Available Carriers" Table –** This provides you with the following information for carriers available in the switch:
  - Carrier Name – the name of the carrier.
  - PIC – the Carrier Code. This field is labeled "PIC", but it can contain the codes for both IntraLATA ("LPIC") as well as InterLATA ("PIC") carriers.
  - Service – a code indicating whether a carrier is a PIC or LPIC. The code operates as follows:
    - "R" at front indicates residential carrier, "B" at front indicates business carrier. Example: RDDD is residential, BDDD is business.
    - "D" at end indicates PIC, "I" at end indicates LPIC. Example: RDDD is PIC, RDDDI is LPIC.
  - Date Available – the date the carrier was or will be available for the switch
  - Carrier TN – a contact telephone number for the carrier
  - ACNA – the carrier's Access Carrier Name Abbreviation
- **LPICs Always Shown:** Note that LPICs are to be offered for all BellSouth states, so the carrier list will always include LPICs.
- **Selecting a carrier:** You can search for a carrier in one or more ways:
  - **Option 1 – Page through the Carriers Table–** You can page through the Carriers Table manually to find a certain carrier and its code. Use the "Previous" or "Next" buttons to locate the carrier you want, then click on the carrier's name. Its code and name will be automatically entered into the PIC or LPIC field. Or, you can type the code manually into the PIC or LPIC field. Click **Select** to have LENS accept your chosen PIC and LPIC.
  - **Option 2 – Type in an entry and click Select –**Valid entries are as follows:
    - A Carrier Code
    - NONE (No PIC chosen)
    - UNDC (Undecided)
  - **Option 3 – Use the Carrier Search Function –** You can use this function to quickly locate a particular carrier in the list. The steps are as follows:
    - Step 1 – Type into the field **Carrier Search** the first four characters of the PIC/ LPIC name you are seeking. These characters can be numbers, symbols, or letters. Letters are not affected by case. In addition, a space will be considered a character if it is among or after (but not before) a series of actual typed characters.
    - Step 2 – Click "Optional Carrier Search." You will be told if carriers match these criteria. If matches do exist, they will be listed at the bottom of the screen, sorted in alphabetical-numerical order.

- Step 3 – Choose a carrier – Do this by clicking on its name. Its name and code will be automatically entered into the PIC or LPIC field. Or you may type in the code manually into the PIC or LPIC field.
- Step 4 – Accept your carriers – To have LENS accept your chosen carriers, click Select. The search may be conducted as many times as you wish before you finally accept your carriers.

• **When you have accepted your PIC and LPIC,** you will be returned automatically to the Secondary Line Details Screen. There the codes for the PIC and LPIC you have selected will be displayed in the PIC/LPIC section.

Step 16C – Blocking – Here you may enter information related to blocking as relevant to your LSR. Go to the drop-down menu **Add Block Option** and select one of the following:

- No Collect and Third Party
- No Third Party
- No Collect
- No Directory Assistance Call Completion
- No Collect and Third Party and No Directory Assistance Call Completion
- No Third Party and No Directory Assistance Call Completion
- No Collect and No Directory Assistance Call Completion

Note: This section replaces the item **Toll Billing Exception.**

Step 16D – Features/Services – Here you can indicate, edit, or remove features for this line. This section will already display the USOCs and Feature Details (FIDs) for the features you selected earlier in the Features and Services section.

Note:

- **A maximum of 20 features** can be indicated for any one TN.
- **Jack codes,** if applicable, must be entered in this section.

Fields:

- **Number of Feature Lines to Add:**
  - Purpose:
    - This field refers to the **rows of fields on the screen** for you to provide features information.
    - Each row will have **three** fields, described below: Feature Activity, Feature Code, and Feature Detail.
    - These rows would be displayed on the screen through the use of the “Number of Feature Lines to Add” field.
  - To use this field:

- Go to the box next to the text "Number of Feature Lines to Add."
- Type in a number indicating how many more feature lines you want.
- Click OK.
- You will be given additional lines you can enter feature information into.

- **Feature Activity** – This field will already be set at "Add/Install".
- **Feature Code** – Enter here the USOC for a feature
- **Feature Detail** – Enter here the FID for a feature if needed. For additional information, please refer to the LEO Implementation Guide, Volume 2. Note the following:
  - Length: The Feature Detail field can hold up to 24 letters or numbers.
  - USOCs with Multiple FIDs – If you have a USOC for which you wish to indicate multiple FIDs, simply do the following:
    - On the Secondary Line Details Screen, type the USOC into the Feature field once.
    - Then, in the Feature Detail field, type in the desired FIDs, *each separated by a forward slash (/).*
    - So, for example, in the Feature field you would type in "1FR", and in the Feature Detail field you would type in "/RCU TWC/NMC/BLKD".
  - Oversize FID Entry– If a FID entry cannot fit in the FID field, do the following:
    - Type in as much of the FID as you can.
    - Then go to the very next feature line, retype the USOC, and provide the rest of the FID in the FID field.
    - *The two feature lines must be sequential on the screen.*

For additional information on features, please refer to the LEO Implementation Guide, Volume 2.

Step 16E – IW Jacks (Inside Wire Jacks) – For Request Type **Resale**, you can indicate Inside Wire Jack information as follows:

- Number of Inside Wire Jacks – Go to this field and type in a number (maximum 20), then click OK. According to this number, LENS will display pairs of IWJQ/IWJK fields (see next), one pair per jack.
- Inside Wire Jack Quantity (IWJQ) – Populate as needed. This field indicates the number of jacks requested for inside wiring. Required if IWJK (see next) is populatd. Requires two numerals.
- Inside Wire Jack Code (IWJK) – Populate as needed. This field indicates the standard code for the type of jack requested for inside wiring. Required if IWJQ is populatd. Requires five letters or numerals.
- The associated Feature Codes/Details – These should be entered on the Secondary Line Details Screen.
- Inside Wiring Contact Information – This should be entered on the Location and Access Page.

Note the following parameters:

- IWJQ, and IWJK are valid for Residence (single and multi-line) and Business (single and multi-line) accounts.
- Jacks are ordered on a **line by line** basis.
- A line can have **multiple** jacks.

Step 16F – Basic Class of Service (required) – Populate this field as appropriate. For more information on this field, please refer to the LEO Implementation Guide, Volume 2.

Step 16G – Transfer of Call Section – Populate these fields as needed.

Note: In Firm Order New Installation, for Port/Loop LSRs, Transfer of Call fields are not applicable.

Transfer of Call Option (TC OPT) – This field is optional and has the following choices:

- Split (ST)
- None (NO)
- Transfer of Call (TC)
- Cancel

Note that if you **do** populate this field, a number of other fields must also be populated:

If TC OPT contains:	**Then you must populate:**
Any entry	Transfer of Calls From TN
ST	Transfer of Calls to Primary Name, Primary Number, Secondary Name and Secondary Number
TC	Transfer of Calls to Primary Number

Transfer of Calls Period – You have the option of populating this field with a date if you chose "Split" or "Transfer of Call". Date format should be in MM/DD/YYYY.

Name and TN Fields – These fields are as follows:

- Transfer of Calls From TN – 10 numbers, and up to an additional 10 letters or numbers
- Transfer of Calls to Primary Name – Up to 35 letters, numbers, or embedded or trailing spaces (no leading spaces)
- Transfer of Calls to Primary Number – 10 numbers, and up to an additional 10 letters or numbers
- Transfer of Calls to Secondary Name – Up to 35 letters, numbers, or embedded or trailing spaces (no leading spaces)
- Transfer of Calls to Secondary Number – 10 numbers, and up to an additional 10 letters or numbers

In addition, you can also populate the following fields as needed:

- Telecommunications Service Priority (TSP) – Up to 12 letters or numbers. The 10th character must be a hyphen.
- Subscriber Authorization Number (SAN) – Up to 30 letters or numbers

Step 16H – Accepting Line Details – When you are satisfied with the information on this screen, you can do one of the following:

- **Click** Accept Line Details for Selected Telephone Number. If everything is correct, a red check mark should appear next to the TN in blue. **If account is multi-line,** you can then repeat the process for each of the other TNs, clicking each one and finalizing their details so that they each receive a red check mark.
- **Or, click** Accept Line Details for All Telephone Numbers. This will apply the details of this one line (features, PIC, blocking, etc.) to **all** the lines for the account. They will all receive a red check mark. However, this will not affect those TNs whose details you have already accepted.

Step 16I – When all TNs have received a red check mark, you should click Continue to Directory Listings.

5.6 Directory Listings

5.6.1 Overview

This section allows you to create and edit directory listings for your account. You can order up to **ninety-nine (99)** listings per line.

Screen Flow – The screen flow is as follows:

- First Screen for Directory Listings
- Second Screen for Directory Listings
- Summary Screen for Directory Listings

You go through the First and Second screens to build each of your requests to create or change a listing. The Summary Screen gives you just that, a summary of the listing requests that you have built to that point. It also allows you to revisit your work if you decide to make changes.

Some Concepts to Remember – The concepts below will guide you in working with directory listings.

- **Main Listing Required**
  - A Main Listing is required for a new account being created. The main account telephone number will be this listing's Listed Telephone Number.

  - Each account can only have one Main Listing.
- **Alpha Listing Identifier Codes** (“Alpha Codes” for short) have the following principles:
  - Main Listings do not have Alpha Codes.
  - Non-Main Listings must have Alpha Codes – one per listing.

This completes the overview. Please continue reading below to begin working with directory listings for this LSR.

5.6.2 First Screen for Directory Listings

Step 1 – First Screen for Directory Listings –

Note: Starting with this screen, the upper right-hand corner will display the following information for your reference:

- Your Customer Carrier Name Abbreviation (CCNA)
- Your Company Code
- The PON of the LSR

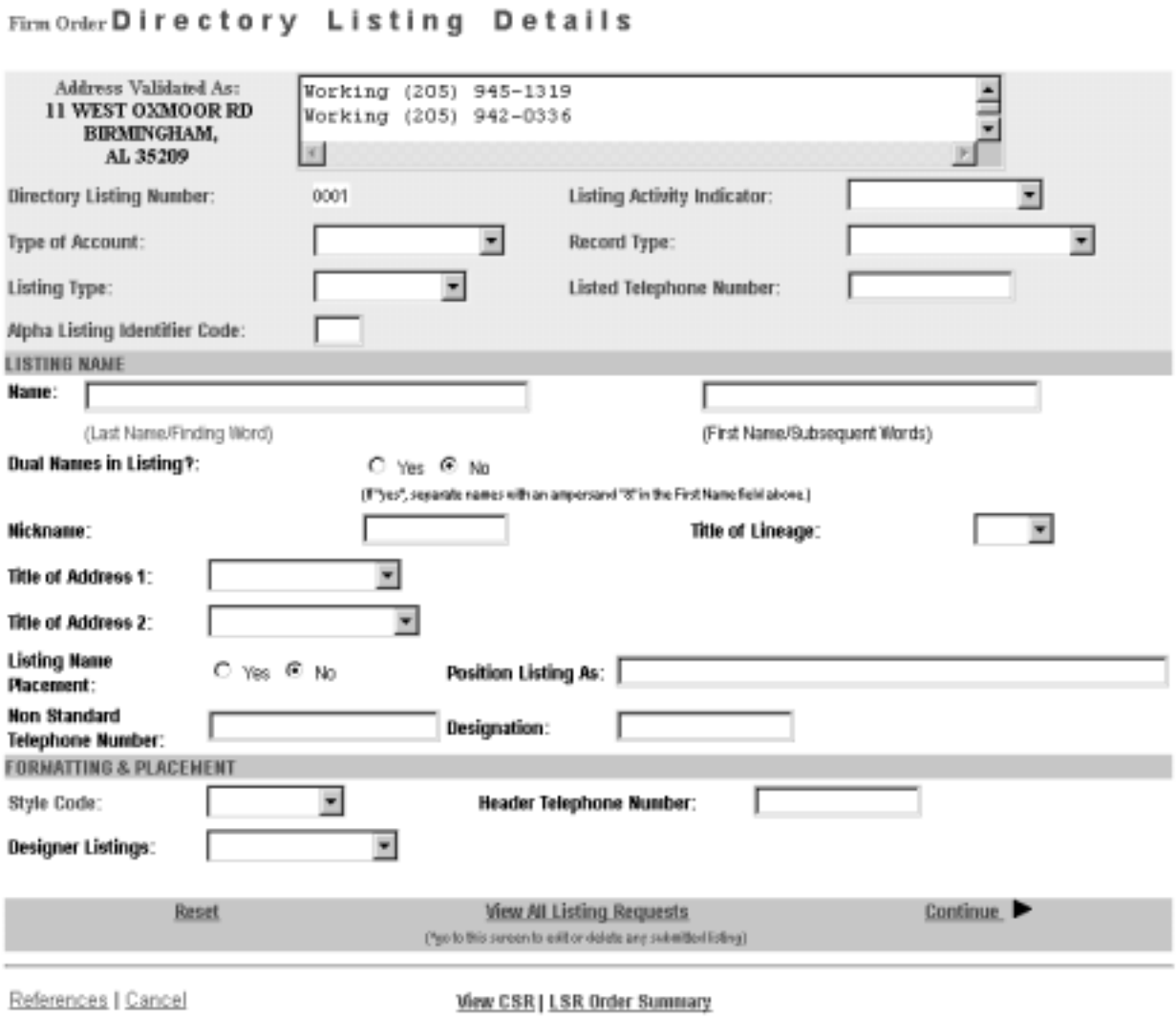


Figure 68 First Screen for Directory Listings

General Screen Commands – The following screen commands at the bottom of the screen can be helpful to you in working with directory listings.

- Reset – Clears screen of previous settings for all fields except Listing Activity Indicator.
- View All Listing Requests – Allows you to access the Directory Listing Summary Screen (explained further below) that summarizes all the listing information you have compiled up to that point.
- Continue – Takes you to the next screen.

- View CSR – Allows you to view the Customer Service Record to help in creating your listing requests.
- LSR Order Summary – Allows you to view a summary of the details of your LSR up to this point. For more information on the LSR Order Summary, please see the Firm Order Introduction section of this manual.

Sections – There are three sections for this screen. You should input information for each as described below.

- Header – The area at the top of the screen – contains basic organizing information for the listing.
- Listing Name – Contains information on the listing's content, including Listing Name.
- Formatting and Placement – Contains information on the visual appearance of the content's text.

The directory listings activity screens contain a number of fields. This guide will give a general overview of some of the more important ones necessary for building the order. You should populate all fields as required for your directory listing purposes.

Note: Not all the fields described here will be displayed in every single case. Their presence and available options will vary according to the settings given to other fields.

Step 1A – Header

- **Directory Listing Number** – Already populated – This is the identification number for each listing you create. You should refer to it on the Listing Summary Screen (explained further below).
- **Listing Activity Indicator** – Required – will be preset to "New".
- **Type of Account** – Required
- **Record Type** – Required
- **Listing Type** – Required if Listing Activity set to "New Listing" – choose from the following:
  - Listed
  - Non-Listed – The listing will be omitted from the telephone directory, but will still be obtainable through Directory Assistance.
  - Non-Published – The listing will be omitted from both the directory and Directory Assistance.
- **Listed Telephone Number** – This field is required in most cases.
- **Alpha Listing Identifier Code (Alpha Code)** – This field follows the principles below:
  - Main Listings do not have Alpha Codes.
  - Non-Main Listings must have Alpha Codes – one per listing.
  - Alpha Codes consist of up to 3 letters of your choice, such as A, AB, or ABC.

- Invalid Combinations: These include but may not be limited to the following: DEI, DNA, DNL, DNO, DST, BOX, FOL, HFX, PFX, PRE, PLA, LNB, LNR, NFL, OAD, OV, SFX or N. These entries are invalid because they are used elsewhere in the operation of the system.
- Uniqueness: Alpha Codes must be **unique for each listing within an account**.

Note that a **Valid Listing Type/Record Type combination** must be indicated. These are as follows:

If Record Type is:	Then Listing Type Must Be:
Local Alternate Call	Listed
Local Additional Listing	Listed, Non-Listed, Or Non-Published
Local Additional Main	Listed Or Non-Listed
Local Answer Service	Listed Or Non-Listed
Local Client Main	Listed Or Non-Listed
Local Cross Reference	Listed
Local Special Text Listing	Listed
Local Main Listing	Listed, Non-Listed, Or Non-Published
Foreign Alternate Call Listing	Listed
Foreign Additional Listing	Listed, Non-Listed, Or Non-Published
Foreign Answer Service	Listed Or Non-Listed
Foreign Cross Reference	Listed
Foreign Special Text Listing	Listed
Secondary Additional Main	Listed Or Non-Listed
Secondary Additional Listing	Listed Or Non-Listed
Secondary Main Listing	Listed Or Non-Listed

Figure 69 Valid Listing Type/Record Type Combinations

Step 1B – Listing Name – IMPORTANT: – Enter this information exactly as you want it to appear in the directory.

- **Name** – Name of the end-user – In addition, any indented listings will be shown under this name.
  - Last Name / Finding Word – This field is required in most cases.
  - First Name / Subsequent Words – Populate as desired.
- **Dual Names in Listing** – "Yes" or "No" – If Yes, then the First Name field requires an ampersand (&). Not allowed if Service Type (from Firm Order Menu Screen) is Government.

- **Nickname** – An alternate name for the end-user, to be placed in parentheses after the First Name / Subsequent Words. For example, if the end-user is named “John Smith”, and his nickname is “Ace”, then type “Ace” into this field. The listing will be shown as “Smith, John (Ace)”.
- **Title of Lineage** – Choose a value from the drop-down menu.
- **Title of Address 1** – Choose a value from the drop-down menu.
- **Title of Address 2** – Choose a value from the drop-down menu.
- **Listing Name Placement** – Indicate "Yes" or "No".
- **Position Listing As** – Allowed if Listing Name Placement set to “No” – Type up to 150 letters and/or numbers
- **Non Standard Telephone Number** – You can enter up to 20 letters and/or numbers, except for Q and Z. The pound sign (#) and asterisk (*) are also not allowed.
- **Designation** – A descriptive word or phrase for a business listing. For example, if the end user name is “David Jones MD,” and you type “Surgeon” into the Designation field, then the listing will be shown as “Jones David MD Surgeon.”

Step 1C – Formatting and Placement

- **Style Code**
  - Required if Listing Activity is New or Change.
  - Will be preset to “Straight Line” if Listing Type is Non-Listed or Non-Published.
- **Header Telephone Number**– Required if you want to add an indented listing. This Header TN is the TN under which the indented listing will be shown.
- **Yellow Page Heading Code**
  - Required in some cases if Service Type (on Firm Order Menu Screen) was set at Business or Government.
  - Yellow Page Heading Codes may be obtained from BellSouth Advertising and Publishing Company (BAPCO).
  - Field length is six (6) numeric characters.
- **Designer Listings** – This refers to White Pages Products and will incur additional charges. Designer listings are only allowed if:
  - Type of Account is set to a Residence entry
  - Listing Type is set to “Listed”
  - Record Type is set to a “Local” option (Local Main, Local Additional, etc.)
  - End user address is outside of North Carolina

Step 1D – Click Continue. If you had set Listing Activity to New or Change, you will be given a message reminding you that you need to have Listed Name and Address typed exactly as you want them to look in the Directory. If you have not done so, click Cancel and makes your changes, otherwise click OK. Entries must be in either all upper case, or upper and lower case.

5.6.3 Second Screen for Directory Listings

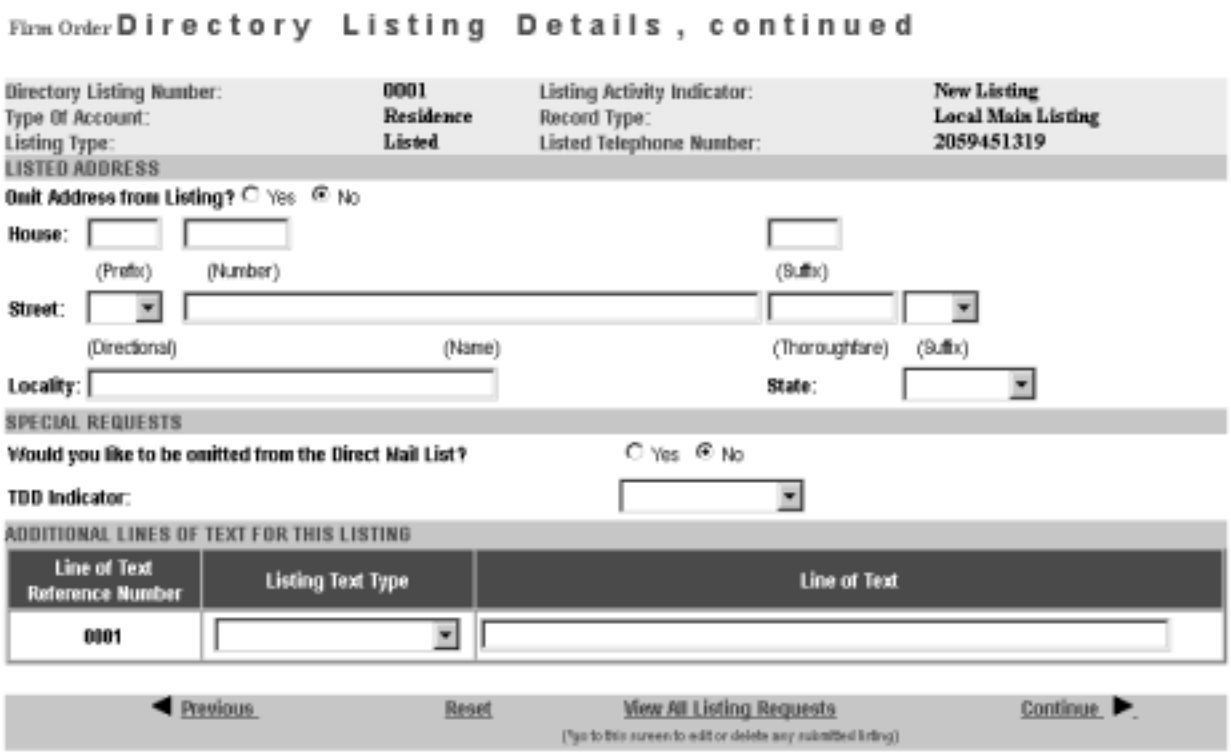


Figure 70 Second Screen for Directory Listings

Step 2 – Sections for this screen are as follows:

- Listed Address – Contains address information for the listing
- Special Requests – For various items related to the listing
- Additional Lines of Text for this Listing – For additional text you wish to have displayed
- Foreign and Secondary Listings – For listings outside of the end-user's current directory area

Step 2A – Listed Address – Here you may complete address information for the listing.

IMPORTANT: Provide the Listed Address information here exactly as you want it to appear in the directory.

- Omit Address from Listing: If you mark "Yes" for this option, the address will not be shown in the listing, and you should leave the address fields blank. You should mark Yes if you are adding a New listing that is **indented.**

- House Prefix, Number and Suffix – Indicate these as needed.
- Street Directional, Name, Thoroughfare, Suffix – Indicate these as needed.
- Locality and State – Populate as needed. These fields are required for Foreign Listings.

Step 2B – Special Requests

- Would you like to be omitted from the Direct Mail List? – Check "Yes" or "No".
- TDD Indicator – Select from the following:
  - TDD Only
  - TDD and Voice
  - Blank
- Business / Residence Placement Override – Indicate your selection. This field will only be shown if Type of Account is Business Personal.

Step 2C – Additional Lines of Text for this Listing – Populate these fields if you are adding a New listing that is indented. In addition, designer listings can have up to 3 Additional Lines of Text.

- Line of Text Reference Number – This is assigned by LENS uniquely within each Listing Request and increases in increments of one with each line of text you add.
- Listing Text Type – Required if you populate Line of Text (see next). Some options may cause the screen to refresh and add lines here for this information. If you are adding a New listing that is indented, you should select “Indented Text” here.
- Line of Text – Required for some settings of Listing Text Type.

Step 2D – Foreign and Secondary Listings

This section is for listings outside the end-user’s current directory area. The distinctions are as follows:

	Foreign Listings	**Secondary Listings**
Fee	Yes	No in some circumstances
Geographical Range	Anywhere within BellSouth region	Near your current directory area

The following fields should be completed as appropriate:

- Directory Name – The directory where the listing is to be placed.
- Directory Subsection – The directory subsection, if relevant, where the listing is to be placed.

Step 2E – Click Continue.

5.6.4 Summary Screen for Directory Listings

Step 3 – Summary Screen for Directory Listings – This screen gives a summary of all the listing requests you have built so far.

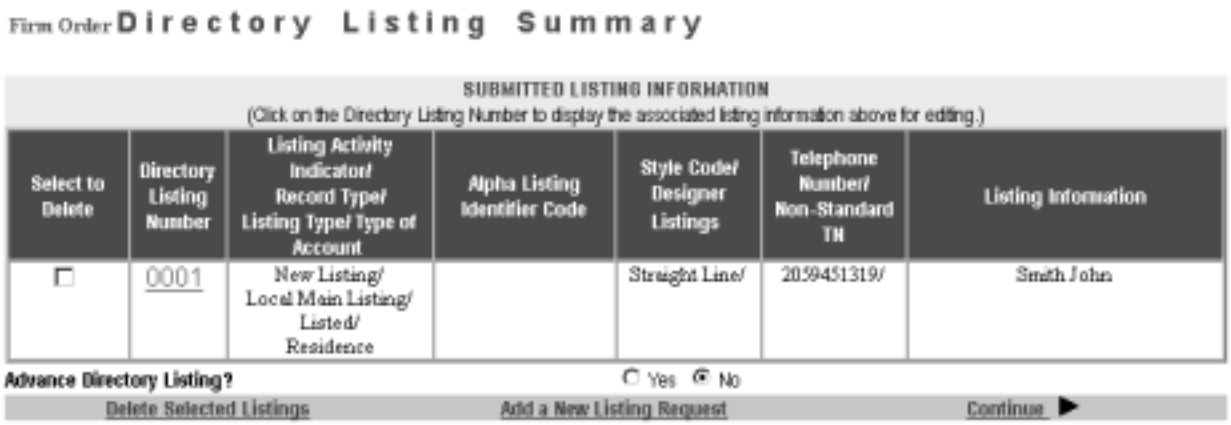


Figure 71 Summary Screen for Directory Listings

Your listings will be displayed in the table labeled **Submitted Listing Information**. The table will display the Directory Listing Number (DLNUM) and other information for each listing. (Recall that you first saw the DLNUM back on the First Screen for Directory Listings.)

Step 3A – If needed, make any changes you decide are necessary.

- **To edit a listing request,** click its DLNUM. You will be taken back to the First Screen, where you can review and edit the information for the request. For the edits to take effect, you must click Continue on each of the screens until you return to the Summary Screen here.
- **To delete a listing request** that you decide you no longer want, go to the small box labeled **Select to Delete** for that listing and click a check into it. Then go to the bottom of the screen and click Delete Selected Listings. This will not delete any existing listings; it will only delete the listings request(s) you have marked.
- **To add another listing,** click Add a New Listing Request. This will take you back into the process, where you can create another listing request.

In addition, note the following:

- **Advance Directory Listing –** Mark "Yes" or "No". You should mark Yes if end-user service is to start after **Business Office Close (BOC)**, and there is an urgent need for the listing to be published. Note the following:
  - Designer listings cannot be advanced.
  - There is a limited window after BOC for advancing listings.

  - BAPCO can provide information on closing and BOC dates.
  - LENS does not provide the schedule for advancing listings.
- **SIC –** Standard Industry Classification
  - Enter a four-digit code
  - For Firm Order New Install, Conversion New, and Partial Migration Initial
  - Required if Service Type (on Firm Order Menu Screen) was set at Business or Government.
  - SIC Codes may be obtained from BellSouth Advertising and Publishing Company (BAPCO).
- **If you had set Listing Activity to "Change Listing"** , the Summary Screen here will show **two** listing requests.
  - One will represent the "old" listing being changed, and will be labeled "Old".
  - The other will contain the changes you indicated and will be will be labeled "New".
  - The New request's Directory Listing Number (DLNUM) will be one greater than the Old request's DLNUM. (For example, the New request's DLNUM will be 0002 if the Old request's DLNUM is 0001.)

Step 3B – When ready, click Continue.

Note: If you return to Directory Listings after this point during this LSR process, you will be shown first the Listings Summary Screen, so you can select which listing you would like to edit, or begin creating an additional listing.

5.7 Calculate Due Date

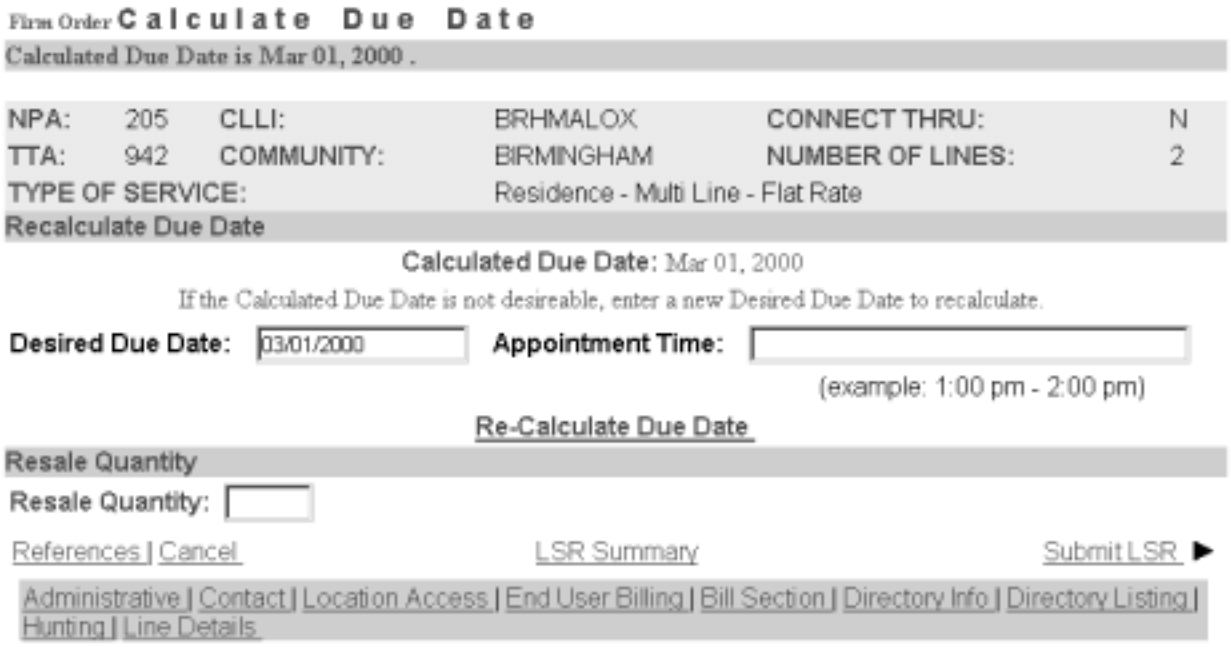


Figure 72 Calculate Due Date Screen

A Calculated Due Date is already provided for you based on the information you provided earlier.

Step 21A – If you desire another due date, type this information into the field **Desired Due Date**, and click Re-Calculate Due Date.

Step 21B – Other fields

- Appointment Time: If you wish you may input a desired appointment time interval, such as "8:00 am – 5:00 pm". Note the following parameters:
  - Times must be for the end-user's time zone
  - The interval must cover at least one hour.
  - The earliest time that can be entered is 8:00 am, and the latest time is 5:00 pm.
- Resale Quantity (required): For LSRs for Resale. Enter up to 3 digits for this field. The entry must be greater than 000.
- Port Type (required) – For LSRs for Port/Loop Combinations. This field identifies the type of unbundled port being ordered. Select from one of the following:
  - Line Port

- Trunk Port

• Port Quantity (required) – For LSRs for Port/Loop Combinations. This field identifies the quantity of ports involved in this service request. Enter a maximum of three numerals.

Step 21C – Toolbar Screens – Now you have the option of reviewing the entries for information screens related to the LSR. To do so, go to the toolbar at the bottom of the screen and click the appropriate link. Details on these screens are given further in this user guide chapter, in the section "Optional Toolbar Screens".

Note: In certain circumstances, some fields on these screens may not be shown, required, or have certain options.

Step 21D – Submit LSR – When you are satisfied with all aspects of your LSR, click Submit LSR.

5.8 Acknowledgment

If all required fields are complete for this activity type, an Acknowledgement will be given indicating that the order was successfully completed and submitted to BellSouth. **Make sure you record the Purchase Order Number (PON) and Version Number**. You will need these later if you want to issue a Change Existing Request, or use the View LSR/Order Information option, as explained elsewhere in this User Guide.

Note: **This Acknowledgement is NOT a Firm Order Completion (FOC).** An FOC will be generated later by BellSouth's order processing systems.

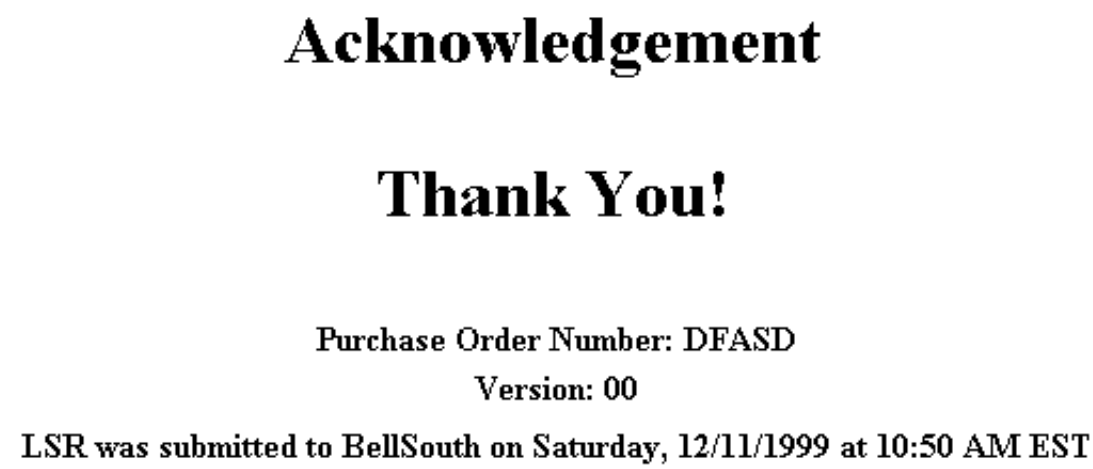


Figure 73 Acknowledgment

Duplicate PON: If the PON you had provided is a duplicate of an existing PON, you will be asked here to provide a different PON and re-submit the request.

Errors: If there is an error with the LSR, you will be taken to an **Error List Page** that will display a message regarding the error.

- **At this point** you should do the following:
  - Click on the link to the appropriate screen where you can correct the error.
  - After correcting the error, click Return to Error List Page.
  - Click Resubmit LSR.
  - **After receiving the Acknowledgment,** click Return to Firm Order to return to the Firm Order Menu Screen and prepare another LSR.
- **For a listing of error messages** you may encounter in LENS, please see the Appendix titled "Error Message Reference List."

Error Codes: LENS error messages may come with a code. The code is related to the screen you are on at the moment, or to which you need to return.

Some error codes may come with a **"J"** in front of them. These error messages are generated within your web browser.

LENS error codes are as follows:

Codes 0001 – 0999	System Error Messages
Codes 1000 – 1999	Errors on the LSR Administrative, Billing or Contact screens
Codes 2000 – 2499	Errors on the LSR Location/Access or End User Billing screens, or errors related to Inside Wiring or Transfer of Call
Codes 2500 – 2999	Errors in Loop Information
Codes 3000 – 3999	Errors on the LSR Line Details or Hunting screens
Codes 4000 – 4999	Errors in the LSR Directory Listings or Directory Delivery Information sections.
Codes 5000 - 5999	Errors in Supplement Orders
Codes 6000 - 6999	Errors in Due Date Calculation
Codes 7000 - 7999	Errors in View LSR/Order Information
9000 - 9999	Informational/Warning Messages

5.9 Optional Toolbar Screens

The toolbar at the bottom of many screens in this Firm Order activity gives you the option of accessing various information screens related to the LSR. Details on these screens are given below.

Note: In certain circumstances, some fields on these screens may not be shown, required, or have certain options.

5.9.1 Administrative Screen

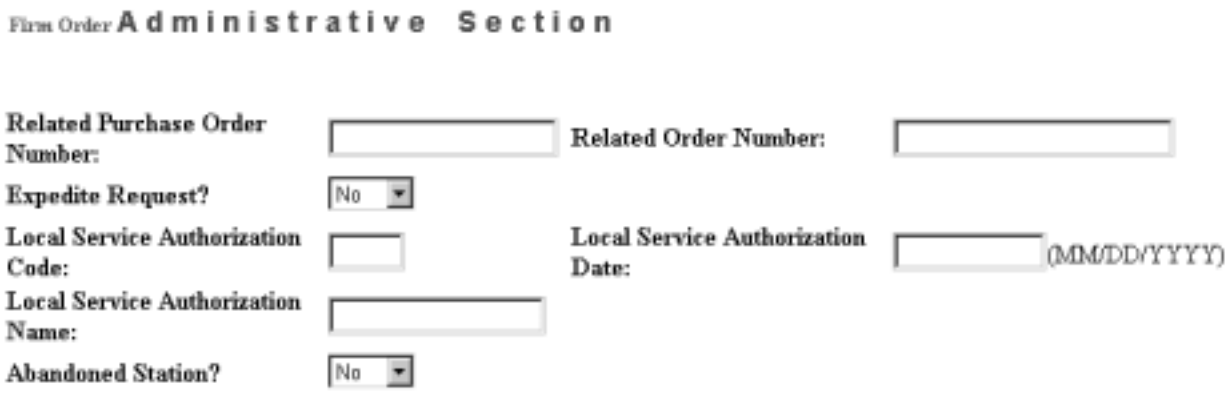


Figure 74 Administrative Screen

On this screen you may populate various fields as desired. Parameters for these fields are as follows:

- Related Purchase Order Number (RPON) – Up to 16 characters comprised of uppercase letters A-Z, numbers 0-9, and the symbols period, comma, hyphen, and apostrophe.
- Related Order Number (RORD) – Up to 20 letters or numbers
- Expedite (EXP) – Choose “Y” (Yes) or “N” (No).
- Local Service Authorization Code (LSPAUTH) – 4 letters or numbers
- Local Service Authorization Date (LSPAUTH DATE) – Format of MM/DD/YYYY. Required when LSPAUTH is populated
- Local Service Authorization Name (LSPAUTH NAME) – Up to 15 letters/numbers. Required when LSPAUTH is populated
- Abandoned Station – Here you can select “Yes” or “No” to indicate whether an Abandoned Station exists at the end-user’s address. This only applies to Residence services.

When ready, click Continue to Bill Section, or the link in the toolbar for any other screen you would like to view.

5.9.2 Bill Section Screen

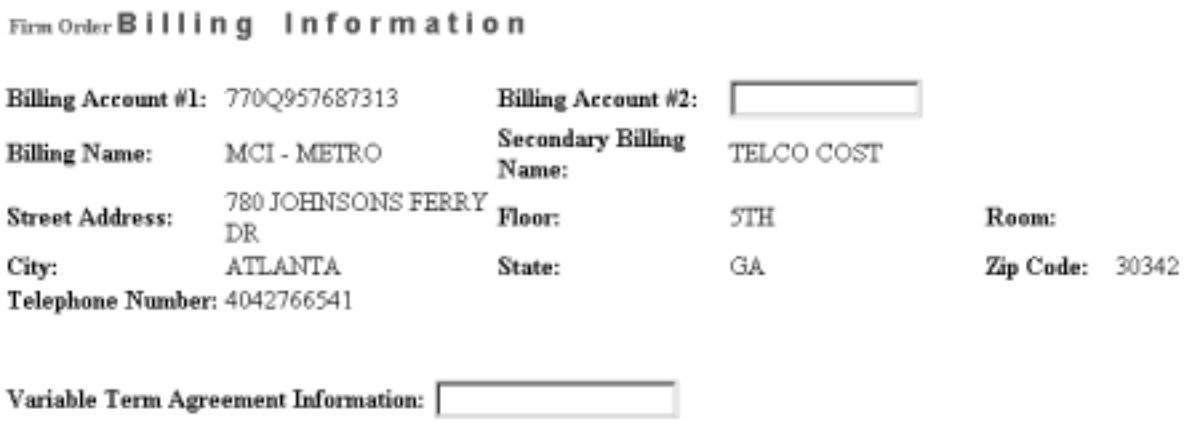


Figure 75 Bill Section Screen

This screen will be prepopulated with information on your (the CLEC's) billing name and address. Be sure to note the following fields:

- Billing Account Number 1 – This field will be pre-populated and cannot be edited. This number is also known as your "Q Account" number.
- Billing Account Number 2 – This field will be pre-populated but can be edited. Entry must contain 13 letters or numbers.
- Variable Term Agreement (VTA) – You may populate this field with up to 17 letters or numbers.

When ready, click Continue to Contact Section, or the link in the toolbar for any other screen you would like to view.

5.9.3 Contact Section Screen

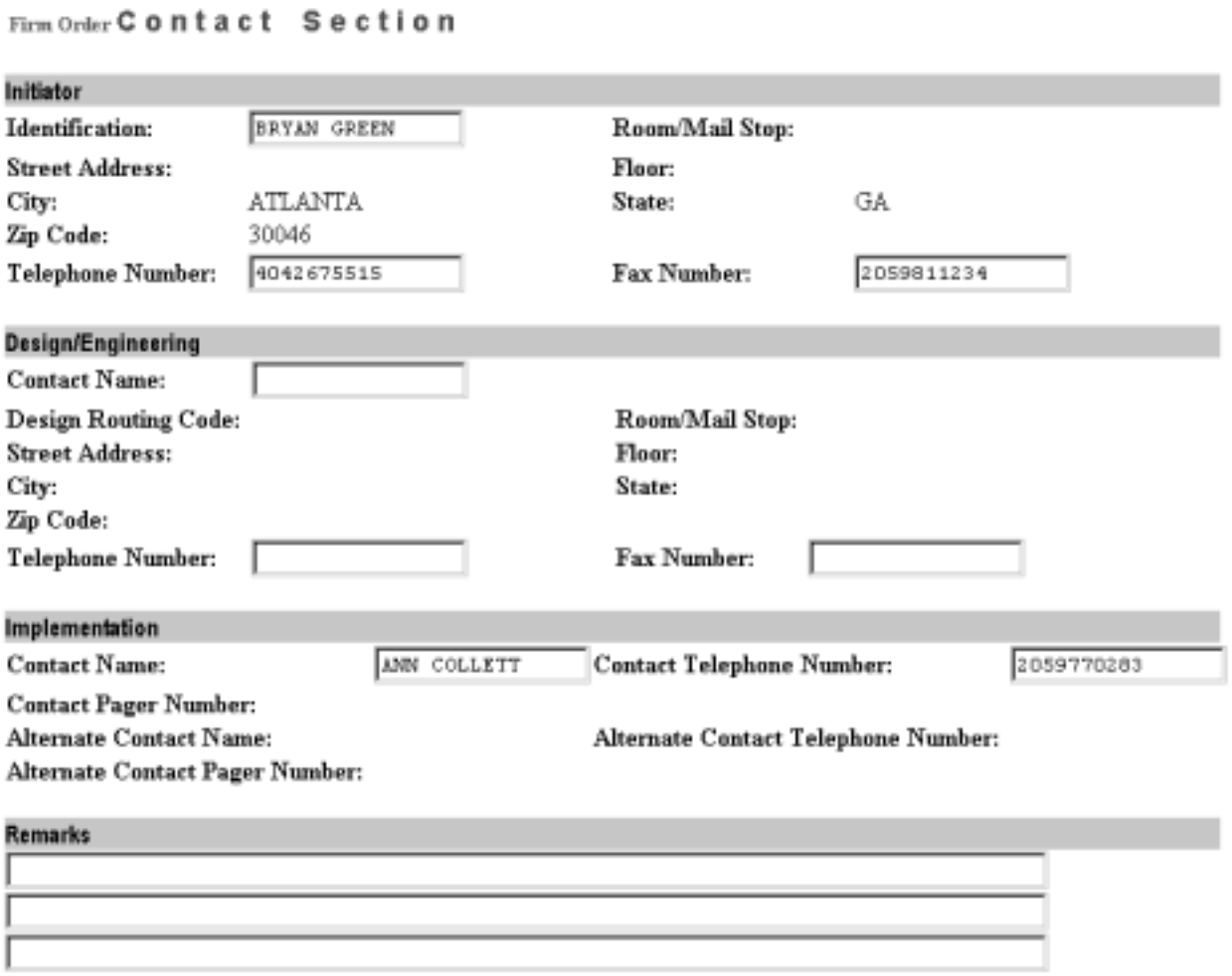


Figure 76 Contact Section Screen

All fields will be populated with information provided on your profile. You may **change** the following as needed:

- Initiator Identification – Required – This is the name of the person initiating the request. This person is who should be contacted if there are any questions. An entry for this field can contain up to 15 letters or numbers
- Initiator Telephone Number – Required –Up to 10 numbers or 15 letters or numbers
- Initiator Fax Number Required – Up to 10 numbers

- Design/Engineering Contact Name – Required when **Design Routing Code** is populated by LENS. Up to 15 letters or numbers.
- Design/Engineering Address – Up to 25 letters or numbers
- Design/Engineering Telephone Number – Up to 10 numbers, or 15 letters or numbers.
- Design/Engineering Fax Number – Up to 10 numbers
- Implementation Contact (IMPCON) – Required –Up to 15 letters or numbers.
- Implementation Contact Telephone Number – Required –Up to 10 numbers, or 15 letters or numbers (first 10 characters must be numbers).
- Remarks – Up to 240 letters/numbers/symbol characters, excluding forward slashes (/) and asterisks (*).

Click Continue to Location and Access Section , or the link in the toolbar for any other screen you would like to view.

5.9.4 Location and Access Screen

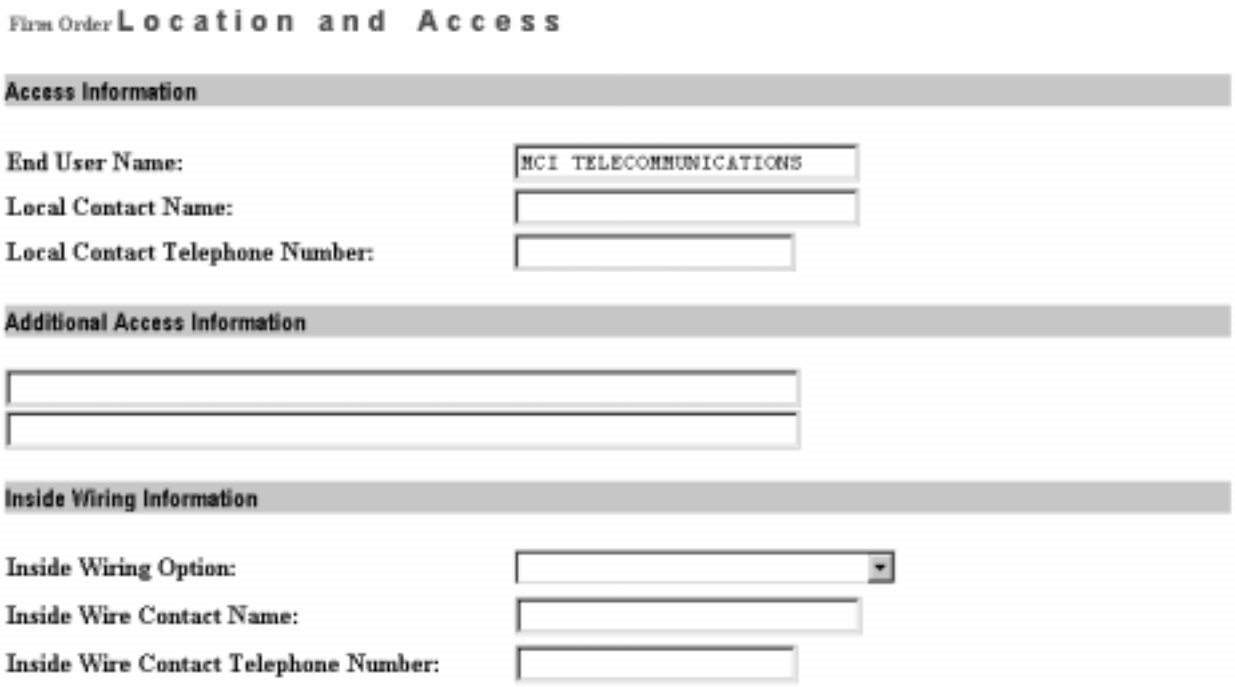


Figure 77 Location and Access Screen

This screen allows you to provide information related to end-user location and access. The screen's sections are as follows:

- **Access Information –** Basic information such as End User Name and Local Contact Name.
- **Additional Access Information –** For additional information related to access.
- **Inside Wiring –** For information related to Inside Wiring.

Access Information – Complete or edit the following as needed:

- End User Name (required) – This field will be prepopulated. You may edit it as needed. This field can contain up to 25 letters or numbers.
- Local Contact Name –This person is the end-user whom will be contacted during installation if there is a problem with access to the service location. This field can contain up to 15 letters or numbers.
- Local Contact Telephone Number – 10 numbers, and if desired, up to an additional 10 letters or numbers.

Additional Access Information – Here you may provide additional information related to access. You can provide up to 115 letters or numbers.

Inside Wiring – Inside Wiring Information can be entered here.

- Inside Wiring Option (IWO) – Choose one of the following options:
  - Provide inside wiring repair plan (S)
  - Provide inside wiring and repair plan (U)
  - Provide inside wiring (W) – Required entry for Request Types Port/Loop, Type A, and Type B.
- Inside Wire Contact Name (IWCON) – If IWO equals U or W, then this field is **required**. Entries can have up to 25 letters or numbers.
- Inside Wire Contact Telephone Number – If IWCON is populated, then this field is **required.** An entry must be either 10 numbers or up to 15 letters and numbers.

Click Continue to End User Billing, or the link in the toolbar for any other screen you would like to view.

5.9.5 End User Billing Section

Figure 78 End User Billing Section Screen

Note: In this Firm Order Activity, this screen is not applicable to end users in Tennessee.

Local Service Freeze – If desired, you can indicate Local Service Freeze (LSF) for end-users in all states except Tennessee. Request Type cannot be Port/Loop.

Select one of the following options:

- Add End User Local Service Freeze
- Add Local Provider Local Service Freeze
- Change End User to Local Provider Local Service Freeze
- Change Local Provider to End User Local Service Freeze

Click Continue to Directory Information , or the link in the toolbar for any other screen you would like to view.

5.9.6 Directory Delivery Information Screen

Figure 79 Directory Delivery Information Screen

Note: This section should only be completed if the directories are to be delivered to an address other than the Listed Address.

Edit the information for this screen as needed:

- **Delivery Name (required) –**Populate and edit this as needed. Entry can have up to 25 letters or numbers.
- **Delivery address fields (House Number, Street Name, etc.) –**These will be prepopulated with the end-user's address information. Edit these as needed.

Click the link in the toolbar for any other screen you would like to view.

5.9.7 Hunting Screen

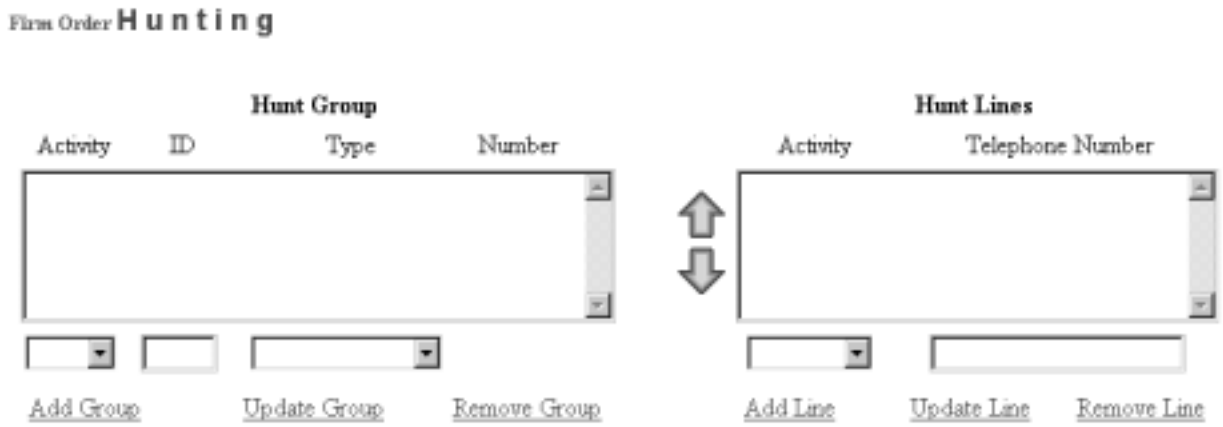


Figure 80 Hunting Screen

Here you can provide information for any hunting you wish to have with the account. Notice the two windows, "Hunt Group" and "Hunt Lines". These will be where information will be displayed as you proceed.

Hunt Groups: Create hunt groups as follows:

- **Go to the fields below the Hunt Group window** and complete the following fields:
  - Hunt Group Activity (HA) – **Required field.** Choose one of the following entries:
    - New (N)
    - Existing (E)
    - Change (C)
    - Delete(D)
  - Hunt Group Identifier (HID) – **Required field.** You must enter up to 3 letters or up to 4 numbers characters of your choice. If you populate HA with New, HID will be automatically populated with the letter "N". The letter "N" entered alone is not valid at any other time.

  - Hunt Type Code – **Required field.** Choose one of the following:
    - Sequential
    - Non-Sequential
    - Circular
- **Click Add Group** to add the group to the LSR. The entries in the fields will be displayed in the Hunt Group window.
- **Repeat as needed** to create the desired number of hunt groups. As you add each one to the window, notice that the column "Number" will increase for each new group. So, the first group would be numbered 00001, the second one would be 00002, and so on.
- **To edit** the information for a group, **click** on it in the Hunt Group window to highlight it, and then go to the fields below the window and edit the entries. The hunt lines (see next) for the group will be displayed in the Hunt Line window, and these can be updated as well (see next). When ready, click Update Group. The new entries will be displayed in the window for the group.
- **To remove** a hunt group, highlight its row in the Hunt Group window, and click Remove Group. The hunt group will disappear from the window. All associated lines for the hunt group will be deleted as well. Note that the column "Number" in the window will be renumbered for the groups that remain. **Multiple groups** can be highlighted at once to be removed; however, only one group at a time can be edited.

Hunt Lines: After creating Hunt Groups, now you must give them the TNs to be used in the hunting process.

- **Click on a Hunt Group in the Hunt Group window** to highlight it.
- **Go to the fields below the Hunt Line window** and provide the following information:
  - Pull-down menu: Hunt Line Activity (HLA) – **Required field.** Here you indicate the HLA of the Hunt Line (see next). The options for HLA will vary according to the Hunt Group Activity you had chosen.
    - **If Hunt Group Activity (HA) is New,** then HLA will be New.
    - **If HA is Existing,** then HLA will be Existing.
    - **If HA is Change,** then HLA will be New, Existing, or Delete.
    - **If HA is Delete,** then HLA will be Delete.
  - Text Entry Box: Hunt Line
    - **Required** if HA is New, Existing, and Change.
    - **Optional** if HA is Delete.
    - Type in a TN that is to be in the hunt group.
  - The format for the lines is 10 digits. However, when HA and HLA are both set at "New", you can enter **TN range** by typing a 10-digit number, followed by a hyphen, and then a four-digit number representing the end of the range. So, for example, 4044695000–5011 indicates a range of TNs that end in 5000, 5001, 5002, and so on, up to 5011.

- **Click Add Line** to add the line to the hunt group. The Hunt Line Activity and the line itself will be displayed in the Hunt Line window.
- **Hunt sequence:** You can enter additional lines for the hunt group. They will be displayed in the Hunt Line window in the order you added them, and the hunting sequence will follow that order. So, the TN at the very top will be first, followed by the next TN below, and so on. A **TN range** (see above) that you entered will be considered as one unit for hunt sequence. So if the number 4044695000–5011 is displayed second from the top in the window, that means it will be second in the hunt sequence. (And the hunt sequence will then proceed to follow the lines in their numerical order: 5000, 5001, 5002, and so on.)
- **To change the hunt sequence** of the lines, highlight one or more lines and click the up or down arrows next to the Hunt Line window. These arrows will move the highlighted line(s) up or down in the window, and therefore in the hunt sequence as well.
- **16 (sixteen) Line Maximum:** you can enter up to **16 (sixteen)** lines for any one hunt group.
- **To edit** a hunt line, highlight it in the Hunt Line window, and then go to the fields below the window and edit them as needed. When ready, click Update Line. The new entries will be displayed in the Hunt Line window.
- **To remove** a hunt line, highlight it in the Hunt Group window, and click Remove Line. The hunt line will disappear from the window. Note that the lines remaining will be in the new hunt sequence. **Multiple lines** can be highlighted at once to be removed; however, only one line at a time can be edited.

When finished with Hunting, click the link in the toolbar for any other screen you would like to view.

6. Firm Order — Conversion As Is

6.1 Conversion As Is

Conversion As Is is used to convert an account to another carrier with no changes to the account. This is in essence a billing change only. There are no limits to the number of lines and services that can be converted using Conversion As Is.

To create an LSR for Conversion As Is, follow the steps below.

Note:

- This chapter relates to Requests for Resale (Non-Complex) and Port/Loop UNEs. For Loop UNE Requests, please see the chapter "Firm Order – Loop UNEs".
- For Port/Loop UNEs, make sure you are in the right Firm Order activity:
  - Firm Order Conversion As Is – This actvitiy only converts **UNE to UNE.**
  - Firm Order Conversion New, Partial Migration Initial, and Partial Migration Subsequent – These activities only convert **Retail/Resale to UNE.**
- For more information on orders related to Port/Loop UNEs, please see the BellSouth Business Rules for Local Ordering .
- Currently LENS supports activities for requests of **twenty-five (25) lines** or less.
- Conversion As Is does not necessarily apply to ALL products and services. Please review the Products and Services web site at *http://www.interconnection.bellsouth.com/products/index.html* for details.

Step 1 – Main Menu – Select Firm Orders.

Step 2 – Firm Order Menu Screen –

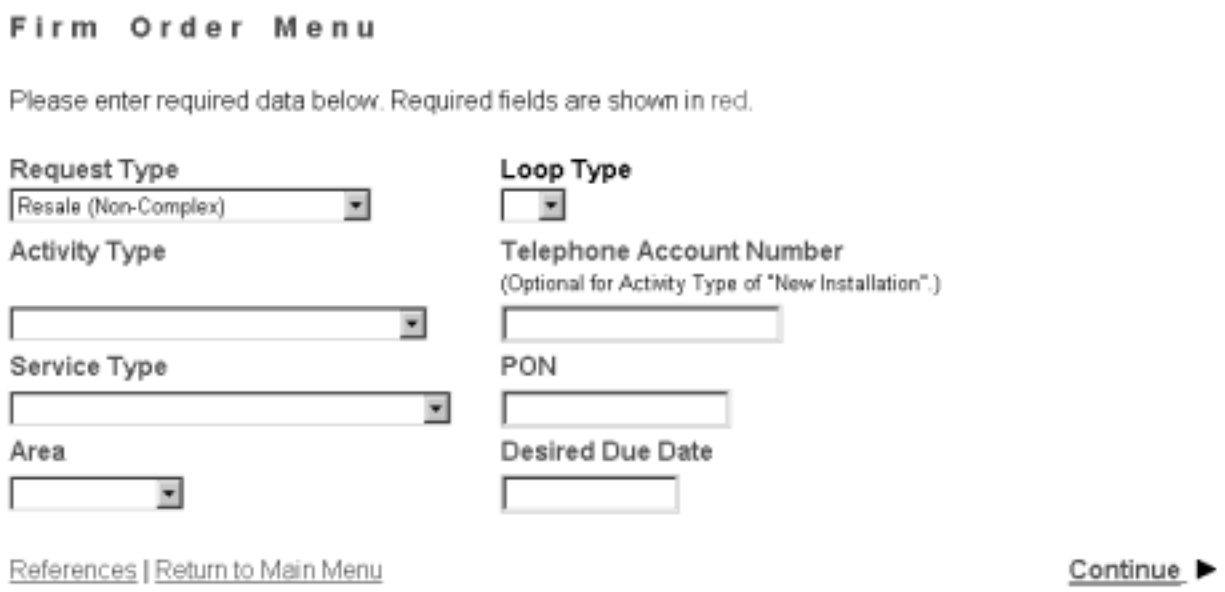


Figure 81 Firm Order Menu Screen

Complete the fields as indicated below. Remember, **required fields** are indicated in red on LENS screens. (The required fields for LENS are the same as those used on paper LSRs. For additional information on required fields, please refer to the BellSouth Business Rules for Local Ordering.)

- Request Type: Choose from one of the following:
  - Resale (Non Complex)
  - Port/Loop Combination
- Activity Type: Go to the Activity Type pull-down menu and select **Conversion As Is.**
- Telephone Account Number: Provide the 10-digit Existing Account Telephone Number (EATN). This is the account telephone number for the account you are going to work with.
- Service Type: Select the appropriate entry.
  - Residence, Business, or Government
  - Single or Multi Line
  - Flat, Measured, or Message Rate
- PON: Input a PON of your choice. It can be a maximum of **16 (sixteen)** characters. The parameters for entries are as follows:
  - Allowed:
    - Uppercase letters (ABCDEFGHIJKLMNO. . .)
    - Numbers (0123456789)

  - Period (.)
  - Comma (,)
  - Hyphen (-)
  - Apostrophe (’)
- Not Allowed:
  - Spaces
  - Forward Slashes

- Area: Select the appropriate entry.
- Desired Due Date: Input your desired due date. It must be:
  - Either the current or future date
  - Within one year of the current date
  - In one of the following formats:
    - MM/DD/YYYY
    - MMDDYYYY
    - MM-DD-YYYY
    - MM DD YYYY
    - MM.DD.YYYY

Step 3 – Click Continue .

Note: For Request Type of Port/Loop, this activity only converts **UNE to UNE.**

6.2 Details Screen

Step 4 – Here you may confirm the details for your order.

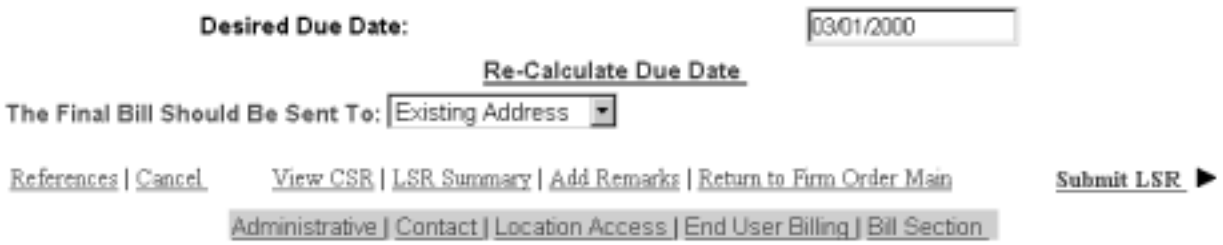


Figure 82 Details Screen

A Calculated Due Date will already be provided for you based on the information you provided earlier.

Step 4A – If you desire another due date, type this information into the field **Desired Due Date**, and click Re-Calculate Due Date.

Step 4B – Other fields

- Appointment Time: If you wish you may input a desired appointment time interval, such as "8:00 am – 5:00 pm". Note the following parameters:
  - Times must be for the end-user's time zone
  - The interval must cover at least one hour.
  - The earliest time that can be entered is 8:00 am, and the latest time is 5:00 pm.
- Final Bill (required) – Next to the text "The Final Bill Should Be Sent to", select "Existing Address" or "Different Address". If you select Different Address, you will be taken to the **End User Billing Screen** to provide this address. This screen is discussed further in this user guide chapter, in the section "Optional Toolbar Screens".
- Port Type – For LSRs for Port/Loop Combinations. This field identifies the type of unbundled port being ordered. Select from one of the following:
  - Line Port
  - Trunk Port

Step 4C – Add Remarks –Click here if there are remarks you need to provide regarding the LSR.

Step 4D – Toolbar Screens – Now you have the option of reviewing the entries for information screens related to the LSR. To do so, go to the toolbar at the bottom of the screen and click the appropriate link. Details on these screens are given further in this user guide chapter, in the section "Optional Toolbar Screens".

Note: In certain circumstances, some fields on these screens may not be shown, required, or have certain options.

Step 4E – Submit LSR – When you are satisfied with all aspects of your LSR, click Submit LSR.

6.3 Acknowledgment

If all required fields are complete for this activity type, an Acknowledgement will be given indicating that the order was successfully completed and submitted to BellSouth. **Make sure you record the Purchase Order Number (PON) and Version Number**. You will need these later if you want to issue a Change Existing Request, or use the View LSR/Order Information option, as explained elsewhere in this User Guide.

Note: **This Acknowledgement is NOT a Firm Order Completion (FOC).** An FOC will be generated later by BellSouth's order processing systems.

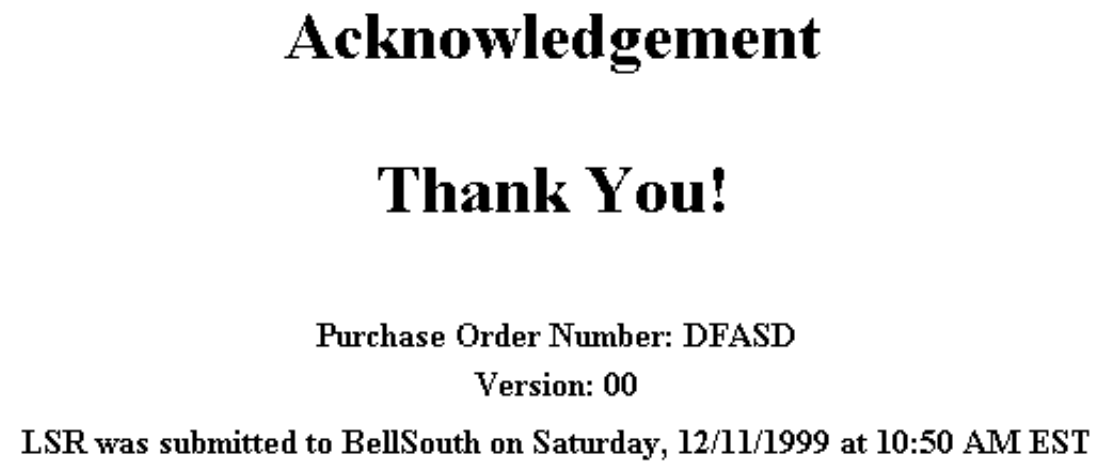


Figure 83 Acknowledgment

Duplicate PON: If the PON you had provided is a duplicate of an existing PON, you will be asked here to provide a different PON and re-submit the request.

Errors: If there is an error with the LSR, you will be taken to an **Error List Page** that will display a message regarding the error.

- **At this point** you should do the following:
  - Click on the link to the appropriate screen where you can correct the error.
  - After correcting the error, click Return to Error List Page.
  - Click Resubmit LSR.
  - **After receiving the Acknowledgment,** click Return to Firm Order to return to the Firm Order Menu Screen and prepare another LSR.
- **For a listing of error messages** you may encounter in LENS, please see the Appendix titled "Error Message Reference List."

Error Codes: LENS error messages may come with a code. The code is related to the screen you are on at the moment, or to which you need to return.

Some error codes may come with a **"J"** in front of them. These error messages are generated within your web browser.

LENS error codes are as follows:

Codes 0001 – 0999	System Error Messages
Codes 1000 – 1999	Errors on the LSR Administrative, Billing or Contact screens
Codes 2000 – 2499	Errors on the LSR Location/Access or End User Billing screens, or errors related to Inside Wiring or Transfer of Call
Codes 2500 – 2999	Errors in Loop Information
Codes 3000 – 3999	Errors on the LSR Line Details or Hunting screens
Codes 4000 – 4999	Errors in the LSR Directory Listings or Directory Delivery Information sections.
Codes 5000 - 5999	Errors in Supplement Orders
Codes 6000 - 6999	Errors in Due Date Calculation
Codes 7000 - 7999	Errors in View LSR/Order Information
9000 - 9999	Informational/Warning Messages

6.4 Optional Toolbar Screens

The toolbar at the bottom of the Details Screen in this Firm Order activity gives you the option of accessing various information screens related to the LSR. Details on these screens are given below.

Note: In certain circumstances, some fields on these screens may not be shown, required, or have certain options.

6.4.1 View Customer Record

You will see the Customer Record Screen. Note the following elements:

- **Customer Record Rates –** The Customer Record screen will display this information for all end-users you own, regardless of state. The Customer Record Rates will be in the column marked “Rev”.
- **Local Service Itemization (LSI) –**Click View Prod/Svcs Itemization to view the LSI, which provides information on a customer’s current local service, such as billed name and a

summary of the end-user's products and services. The LSI will also show the **LSI rate** (in the column marked "Charge") for all end-users you own, regardless of state.

- **Credit History –** Click the link Credit History to view the end-user's credit history. For more information, please see the section further below titled "Credit History".

For more information regarding Customer Records, please see the **Appendix** "Customer Records."

6.4.2 Add Remarks

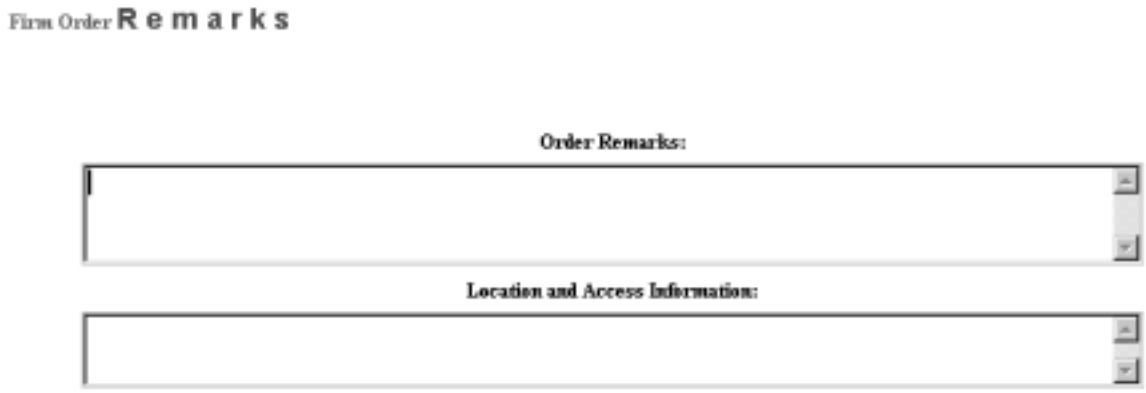


Figure 84 Add Remarks

Here you may provide information related to Order Contact and Location and Access.

When done, click Return to Firm Order Details.

6.4.3 Administrative Section

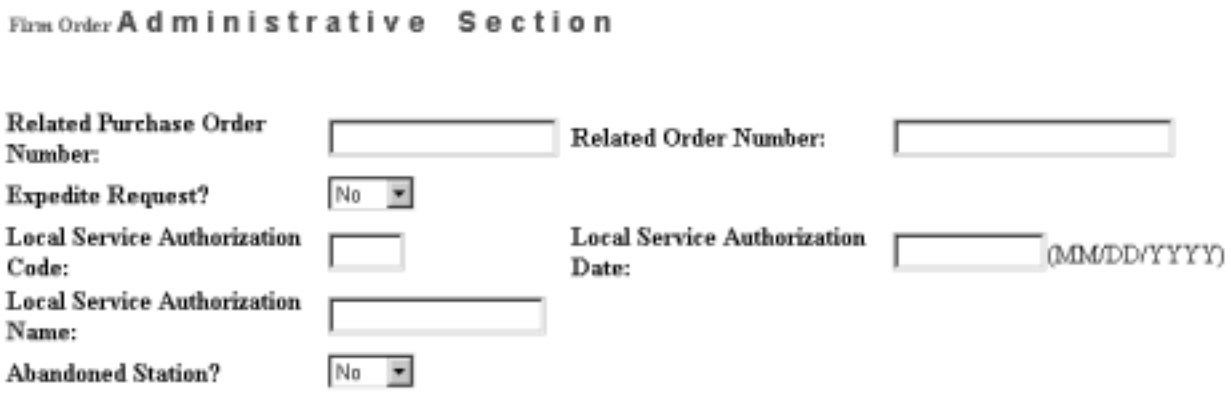


Figure 85 Administrative Section Screen

On this screen you may populate the following fields as desired:

- Related Purchase Order Number (RPON) – Up to 16 characters comprised of uppercase letters A-Z, numerals 0-9, and symbols period, comma, hyphen, and apostrophe.
- Related Order Number (RORD) – Up to 20 letters or numbers
- Expedite (EXP) – Choose “Y” (Yes) or “N” (No).
- Local Service Authorization Code (LSPAUTH) – 4 letters or numbers
- Local Service Authorization Date (LSPAUTH DATE) – Format of MM/DD/YYYY. Required when LSPAUTH is populated
- Local Service Authorization Name (LSPAUTH NAME) – Up to 15 letters/numbers. Required when LSPAUTH is populated.

When ready, click the link taking you back to the Details Screen, or to any other screen you would like to view.

6.4.4 Contact Section

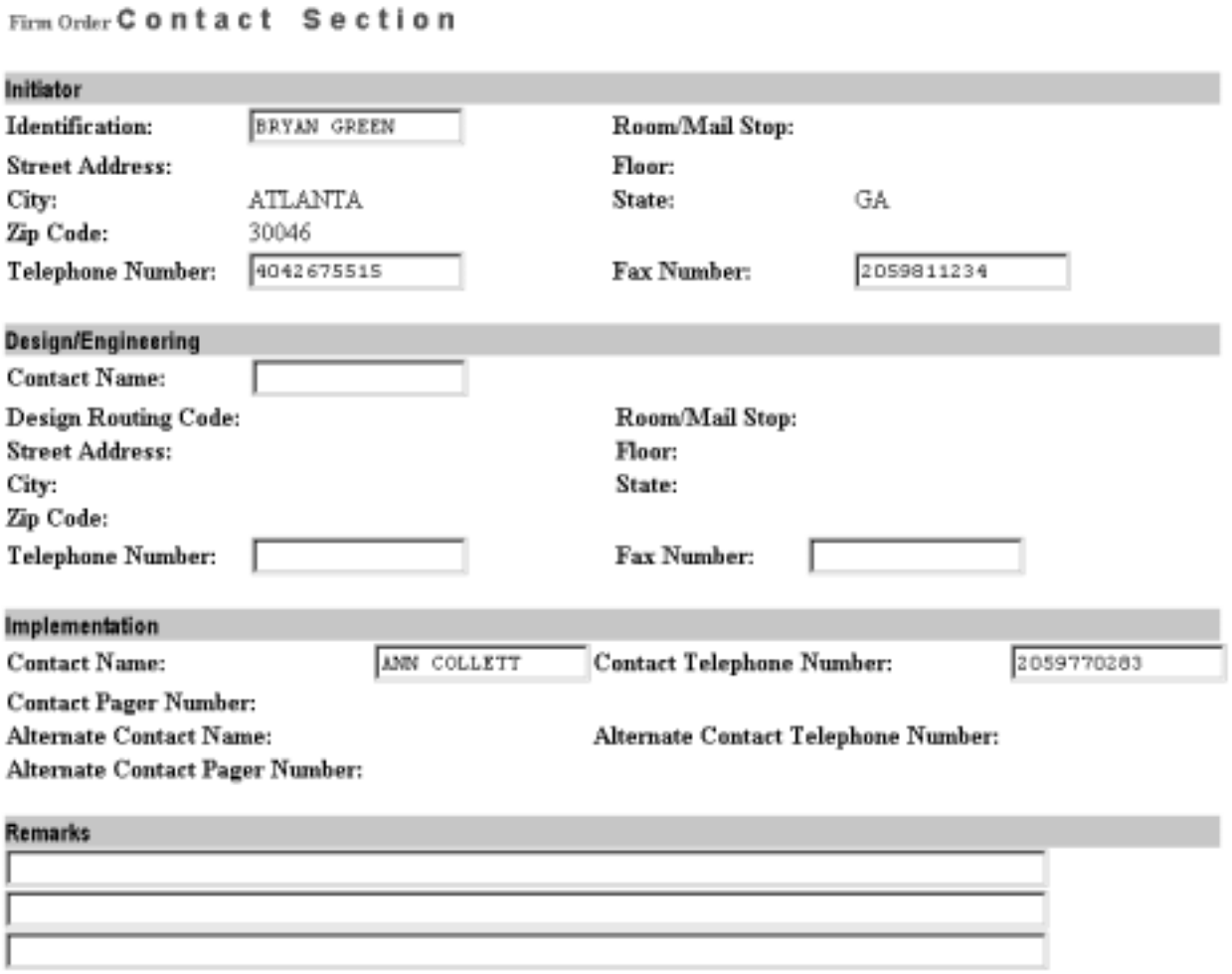


Figure 86 Contact Section Screen

Many of these fields will be populated with information from your profile. **You may change the following as needed:**

- Initiator Identification – Required – This is the name of the person initiating the request. This person is who should be contacted if there are any questions. An entry for this field can contain up to 15 letters or numbers
- Initiator Telephone Number – Required –Up to 10 numbers or 15 letters or numbers
- Initiator Fax Number Required – Up to 10 numbers

- Design/Engineering Contact Name – Required when **Design Routing Code** is populated by LENS. Up to 15 letters or numbers.
- Design/Engineering Address – Up to 25 letters or numbers
- Design/Engineering Telephone Number – Up to 10 numbers, or 15 letters or numbers.
- Design/Engineering Fax Number – Up to 10 numbers
- Implementation Contact (IMPCON) – Required –Up to 15 letters or numbers.
- Implementation Contact Telephone Number – Required –Up to 10 numbers, or 15 letters or numbers (first 10 characters must be numbers).
- Remarks – Up to 240 letters/numbers/symbol characters, excluding forward slashes (/) and asterisks (*).

When ready, click the link taking you back to the Details Screen, or to any other screen you would like to view.

6.4.5 Location and Access Section

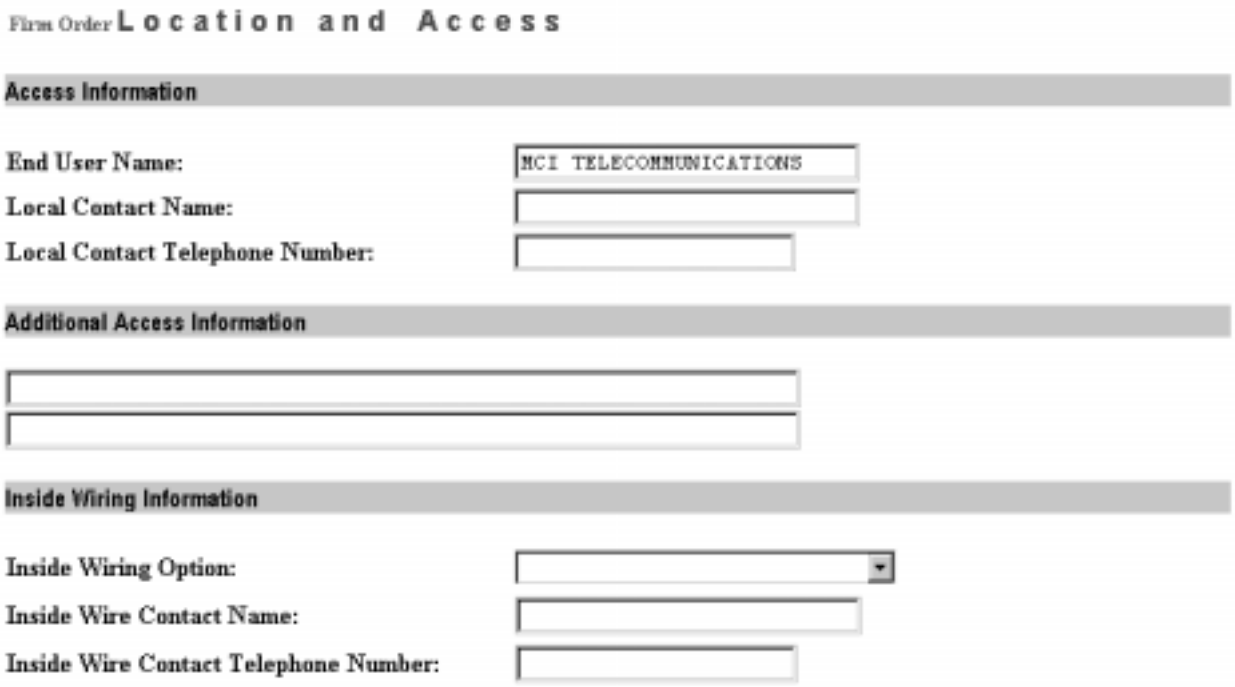


Figure 87 Location And Access Section Screen

This screen allows you to provide information related to end-user location and access.

Access Information – Provides basic information such as End User Name and Local Contact Name. Complete or edit the following as needed:

- End User Name (required) – This field will be prepopulated. You may edit it as needed. This field can contain up to 25 letters or numbers.
- Local Contact Name –This person is the end-user whom will be contacted during installation if there is a problem with access to the service location. This field can contain up to 15 letters or numbers.
- Local Contact Telephone Number – 10 numbers, and if desired, up to an additional 10 letters or numbers.

When ready, click Return to Firm Order Details, or click the link to any other screen you would like to view.

6.4.6 End User Billing Section

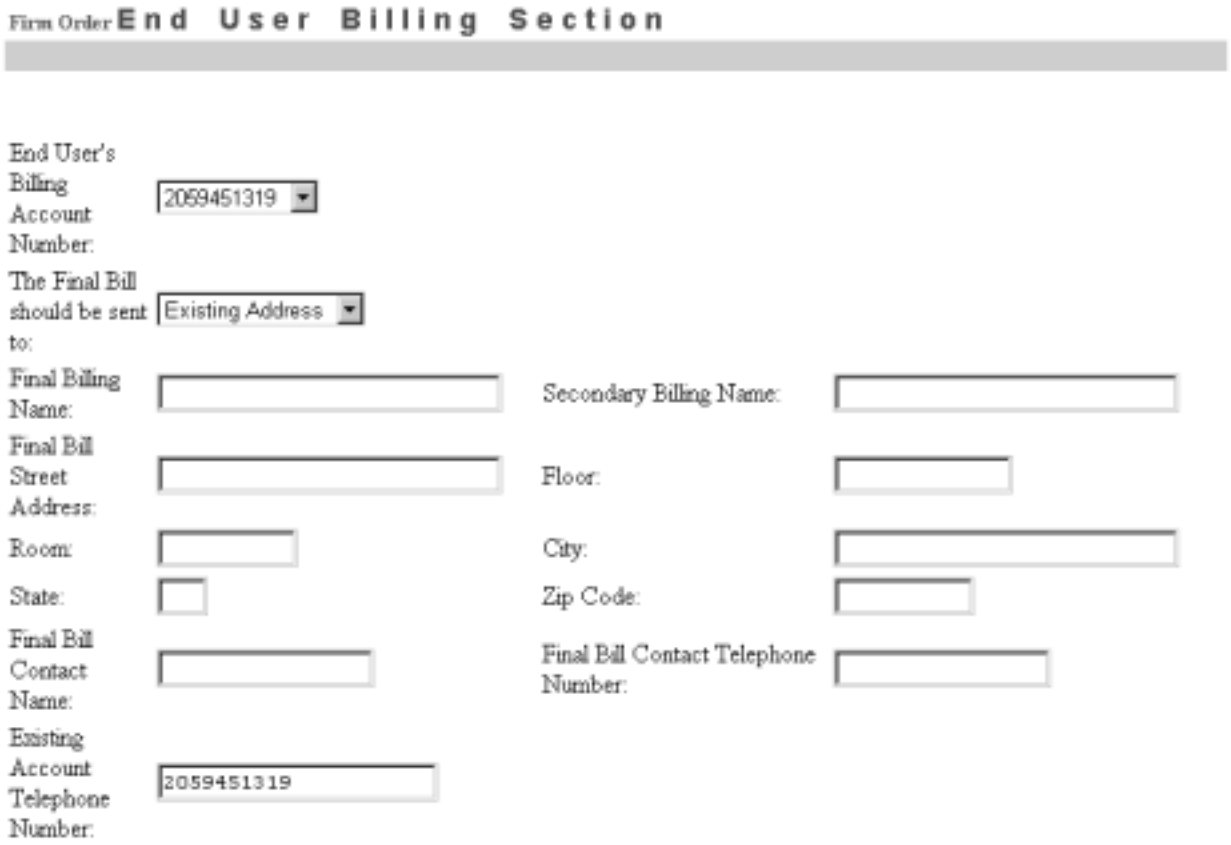


Figure 88 End User Billing Section Screen

This screen contains information related to the End-User. Complete or edit the fields below as relevant to this Firm Order activity. Note that not all fields will be displayed for all Firm Order activity types.

Final Bill – Next to the text "The Final Bill should be sent to", use the pull down menu to select the appropriate option.

- Existing Address
- Different Address

If you choose "Different Address", you must provide that address information here. Note the following **required fields:**

- Final Billing Name – Up to 25 letters or numbers
- Street Address – Up to 25 letters or numbers
- City
- State
- Zip Code
- Final Bill Contact Name – Up to 15 letters or numbers
- Final Bill Contact Telephone Number – 10 numbers or up to 15 letters or numbers

In addition, you may populate the following **optional** fields:

- Secondary Billing Name – up to 25 letters or numbers
- Floor – Up to 12 letters or numbers
- Room – Up to 9 letters or numbers
- City – Up to 25 letters or numbers
- State – 2 letters
- Zip – 5 or 9 numerals

When ready, click the link taking you back to the Details Screen, or to any other screen you would like to view.

6.4.7 Bill Section

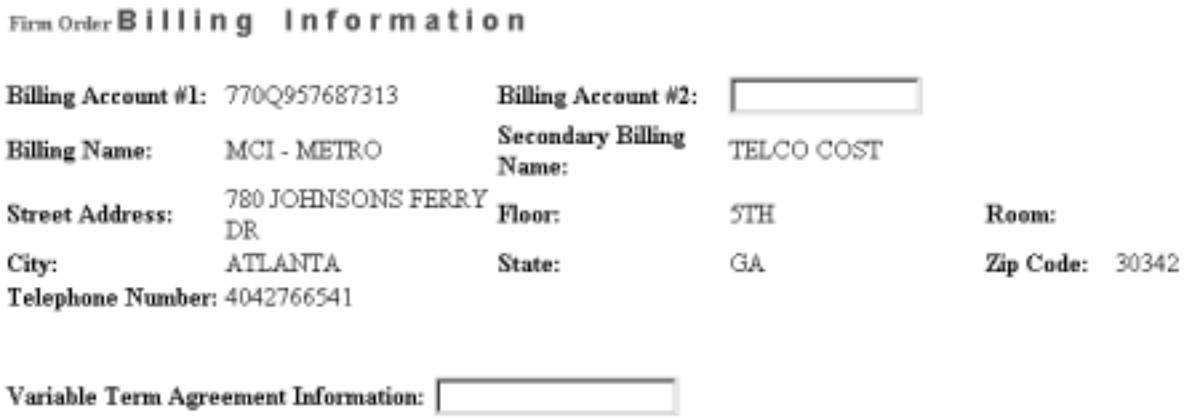


Figure 89 Bill Section

This screen will be prepopulated with information on your (the CLEC's) billing name and address. Be sure to note the following fields:

- Billing Account Number 1 – This field will be pre-populated and cannot be edited. This number is also known as your "Q Account" number.
- Billing Account Number 2 – This field will be pre-populated but can be edited. Entry must contain 13 letters or numbers.
- Variable Term Agreement (VTA) – You may populate this field with up to 17 letters or numbers.

When ready, click the link taking you back to the Details Screen, or to any other screen you would like to view.

7. Firm Order — Conversion New

7.1 Conversion New

Note: This activity replaces the Firm Order Activity "Conversion As Specified" offered by LENS 5.8.

Conversion New is used to convert accounts with the option of changes (adding or removing TNs, adding or removing line details, etc.). This is in contrast to the Firm Order activity Conversion As Is, which is for converting accounts with no changes whatsoever.

Conversion New does not necessarily apply to ALL products and services. Please review the Products and Services web site at *http://www.interconnection.bellsouth.com/products/index.html* for details.

In addition, Conversion New should be used to convert **entire** accounts. Partial conversions should be performed using the Firm Order activities Partial Migration Initial, or Partial Migration Subsequent.

Please note the following:

- This chapter relates to Requests for Resale (Non-Complex) and Port/Loop UNEs. For Loop UNE Requests, please see the chapter "Firm Order – Loop UNEs".
- For Port/Loop UNEs, make sure you are in the right Firm Order activity:
  - Firm Order Conversion As Is – This actvitiy only converts **UNE to UNE.**
  - Firm Order Conversion New, Partial Migration Initial, and Partial Migration Subsequent – These activities only convert **Retail/Resale to UNE.**
- For more information on orders related to Port/Loop UNEs, please see the BellSouth Business Rules for Local Ordering .
- Currently LENS supports activities for requests of **twenty-five (25) lines** or less.

To create an LSR for Conversion New, follow the steps below:

Step 1 - Main Menu Screen – Click Firm Orders.

Step 2 – Firm Order Menu Screen –

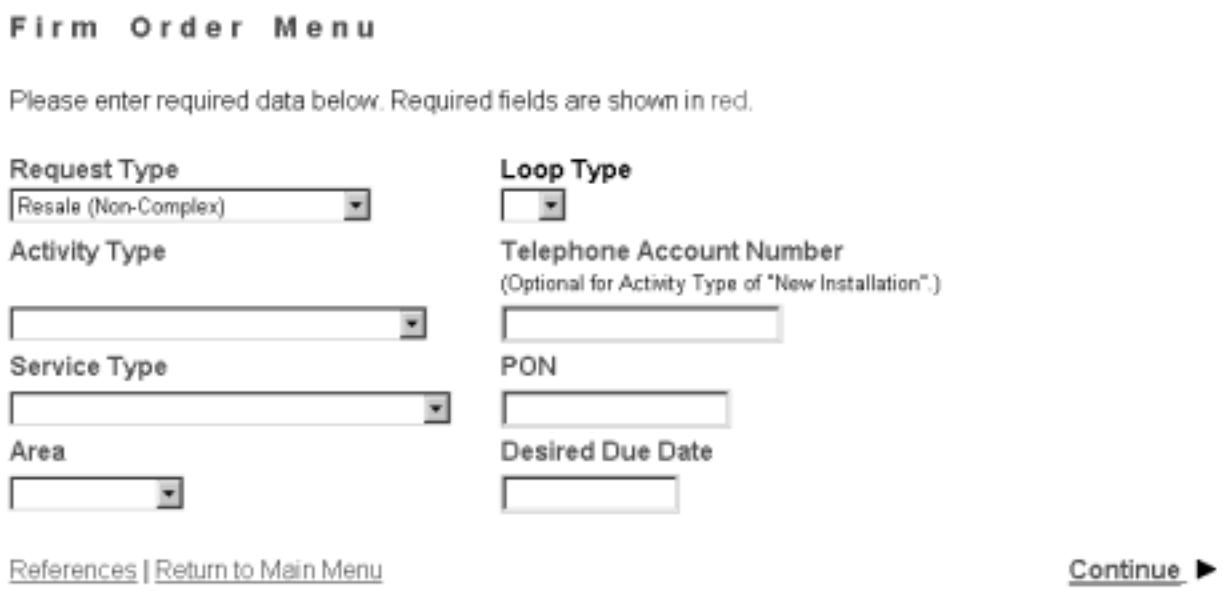


Figure 90 Firm Order Menu Screen

Complete the **required fields** indicated below. Remember, required fields are indicated in red on LENS screens. (Required fields for LENS are the same as those used on paper LSRs. For additional information on required fields, please refer to the BellSouth Business Rules for Local Ordering.)

Required Fields:

- Request Type: Choose from one of the following:
  - Resale (Non Complex)
  - Port/Loop Combination
- Activity Type: Go to the Activity Type pull-down menu and select **Conversion New.**
- Telephone Account Number:
  - Provide the 10-digit Existing Account Telephone Number (EATN). This is the account telephone number for the account you are going to work with. This account is also called the “originating account”.
  - If you are migrating many (2-4) accounts, type in the EATN for one of those accounts. (This EATN is also known as a Line Existing Account Telephone Number, or LEATN).
- Service Type:
  - Options: Select the appropriate entry. Each is a combination of one of three factors:
    - Residence, Business, or Government
    - Single or Multi Line

- Flat, Measured, or Message Rate
- Definitions:
  - If you plan to create a new account, then Service Type refers to that account.
  - If you plan to append to an existing account, then Service Type refers to the originating account whose EATN or LEATN you just typed in the field "Telephone Account Number".

- PON: Input a PON of your choice. It can be a maximum of **16 (sixteen)** characters. The parameters for entries are as follows:
  - Allowed:
    - Uppercase letters (ABCDEFGHIJKLMNO. . .)
    - Numbers (0123456789)
    - Period (.)
    - Comma (,)
    - Hyphen (-)
    - Apostrophe (')
  - Not Allowed:
    - Spaces
    - Forward Slashes
- Area: Select the appropriate entry.
- Desired Due Date: Input your desired due date. It must be:
  - Either the current or future date
  - Within one year of the current date
  - In one of the following formats:
    - MM/DD/YYYY
    - MMDDYYYY
    - MM-DD-YYYY
    - MM DD YYYY
    - MM.DD.YYYY

Step 2A – Click Continue .

Duplicate PON: If the PON you entered is a duplicate of a PON that already exists, you will have to provide another PON before you can continue.

Note: For Request Types of Port/Loop, Type A, or Type B, this activity only converts **Resale to UNE.**

Step 3 – Address Validation Screen –

Note: Starting here on the Address Validation Screen, the upper right-hand corner of most screens will display the following information for your reference:

- Your Customer Carrier Name Abbreviation (CCNA)
- Your Company Code
- The PON of the LSR

The TN you provided on the previous screen will be used to validate the address. LENS will show here if the address was validated. If it was not, you can try again by editing the address entries and clicking "Validate".

You should edit the address information as follows:

- Complete the screen with as much information as is available to you.
- Use the pull down menus provided for some fields.
- Upper and lower case letters are both acceptable.

Please see the **Appendix** "Address Validation Screen Fields" for more detailed information on completing these fields.

Step 3A – When you have finished providing information, click "Validate."

- **If validation fails:**
  - Verify the address information, or use the telephone number of a nearby neighbor, or business. You can also refer to the trouble shooting appendix of the LENS Guide. LENS may provide an error message and/or a list of information, depending on the type of error or omission.
  - Make any needed changes, and click Validate again.
  - **If repeated attempts are unsuccessful,** and the address has had **no prior BellSouth telephone service,** then you should submit a paper LSR to the LCSC.
- **If validation succeeds:**
  - You will be given the message "Valid Address".
  - "Zone Rate Mileage Applies": This message will also appear if applicable.
  - CT (Connect Through): This field will appear and be populated with a "Y" ("Yes") if the address is Connect Through (CT) eligible. This means that facilities are in place for a given address and a premise visit will not be required.
  - QS (QuickService): This field will appear and will have a value of "Y" ("Yes") for validated addresses of Residential Single Line accounts that are QuickService eligible. QuickService is the availability of dialtone and a TN in a unit that can be used to establish service. A premise visit is not required.

- QSTN (QuickService Telephone Number): When the QS field appears, this field will also appear. This is the TN associated with the unit having QuickService. This field cannot be edited.

Step 3B – When ready, click Continue to Conversion/Partial.

Step 4 – Conversion/Partial Options Page –

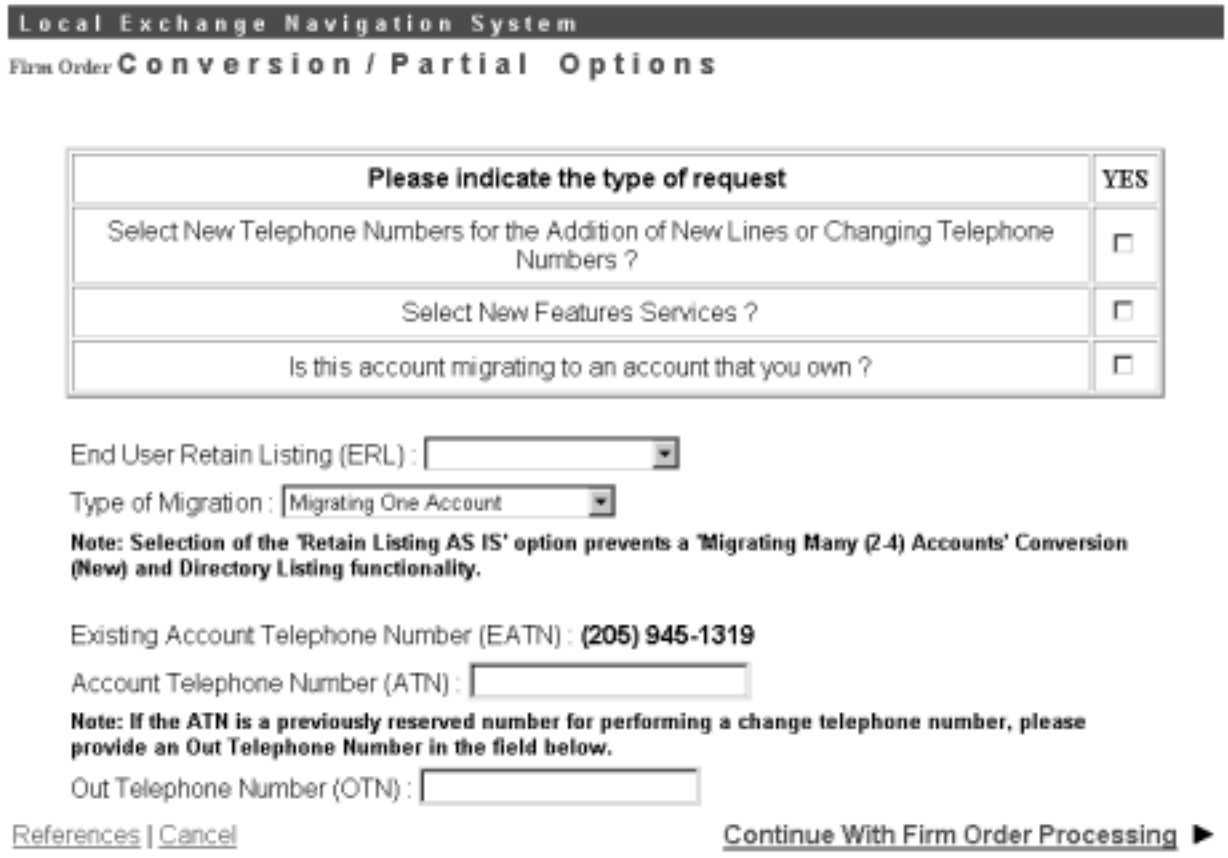


Figure 91 Conversion/Partial Options Page

Three terms to note from now on: "Line", "TN" (or Telephone Number), and "Details".

- **Line** refers to a TN and its accompanying details.
- **TN** refers to just that, the Telephone Number itself, and not the details that may come with it.
- **Details** refers to the different specifications that may apply to a Line, such as features, PIC/ LPIC, Blocking, etc.

The reasons for these distinctions will become apparent in the sections to follow.

Note: This chapter section discusses the screen's fields in an order related to their usage, not to their appearance on the screen.

Step 4A – Existing Account Telephone Number (EATN) – Required – This is the account telephone number for the account you are converting. It will be prepopulated with the TN you typed back on the Firm Order Menu Screen. Confirm this is correct.

Step 4B – Account Telephone Number (ATN) – Required – The TN you type in this field will be considered by LENS to be the ATN for the account you are creating, or appending to. You should populate this field now. The parameters are as follows:

- If you are creating a new account, and:
  - if your current account is single-line, then type in:
    - that TN
  - or a TN you previously reserved ("PRTN")
  - if your current account is multi-line, then type in:
    - one of the account's TNs
    - or, a PRTN
- If you are appending to an existing account, then type here the ATN of that destination account, and click a check into the small box for "Is this account migrating to an account that you own?"

Further details on creating a new account:

- If in the ATN field you type in one of the account's TNs, then that TN 's line will be understood by LENS to be the ATN line for the new account. The line – its details and TN – will be converted over.
- If, however, you type in a PRTN, this can mean one of two things:
  - **Creating a new line:** You are using the PRTN to create a new line to be the ATN line, which means you will have to indicate all its line details from scratch. You can use the Features Process to select its features, and you must use its Secondary Line Details Screen to indicate everything else (PIC/LPIC, blocking, etc.). This screen is explained later in this chapter.
  - **Replacing a TN:** You are using the PRTN to replace the TN of one of the existing lines to be converted, and that line will become the ATN line for the new account. If this is what you want, **you must now indicate which line that is.** To do so, go to the next field.

Step 4C – Old Telephone Number (Options Page OTN) – Let's say the TN to be replaced by the PRTN is 1234, and the PRTN is 5678. You have already typed 5678 in the ATN field. Now type 1234 here in the Options Page OTN field. The system will now understand that 1234's line is to be the ATN

line of the new account, and the line will be converted over with all its attending details. Its TN, however, will be changed from 1234 to the PRTN: 5678.

This Options Page OTN field is only needed if you want the PRTN to replace the TN of the line that will be the new ATN line.

The Options Page OTN will be displayed on the Initial Line Details Screen, as explained later in this chapter.

Step 4D – Click a check into the box next to the action(s) you want to perform:

- Select New Telephone Numbers for the Addition of New Lines or Changing Telephone Numbers
- Select New Features and Services

The option for selecting new TNs allows you to obtain currently unused TNs that can be used for creating new lines, or for replacing the TNs of existing lines that will be converted over.

Depending on the options you have chosen, you will see the sections of LENS relevant to those choices. Each of these sections is explained further below.

Step 4D – End User Retain Listing (ERL) – Choose one of the following:

- Retain Listing AS IS
- Do Not Retain Listing

As indicated on the screen, choosing "Retain Listing AS IS" will keep you from migrating many accounts, as described next. It will also keep you from making changes to the Directory Listings for this account, so later on you will not see the Directory Listings Section.

Step 4E – Type of Migration – The options for this menu are affected by what you chose for End User Retain Listing (ERL).

- Migrating One Account – migrates one existing account
- Migrating Many (2-4) Accounts – migrates 2-4 of an end-user's accounts. This is only available for Residence and Business accounts, and if ERL is set to "Do Not Retain Listing" (see above).

EATN blank for Migrating Many Accounts – If you select Migrating Many Accounts, the EATN field will be blanked out. This is because you provide LEATNs (see next), not an EATN, when Migrating Many Accounts.

Step 4F – Click "Continue with Firm Order Processing."

7.2 Migrating Many (2-4) Accounts

Step 5 – "Migrate From Account" Screen

Firm Order **Migrate From Account**

Enter Line Existing Account TN (LEATN)	Migrate Entire Account Like this Telephone Number ?
(205) 945-1319	☐
	☐
	☐
	☐

Figure 92 "Migrate From Account" Screen

Note Regarding Eligible Accounts: Accounts are eligible for "Migrating Many" Migrations if the following is true:

- They all have the same Service Address.
- They have their Service Type as follows:
  - The Service Types are either all Residence, or all Business
  - And, the Service Types are either all Flat Rate, all Measured Rate, or all Message Rate

Regarding the requirement about Service Type, an example would be as follows:

- One account is Residence Single-Line Flat Rate, and another is Residence Multi-Line Flat Rate, but since they both have some form of Residence Flat Rate service type, they can be used together for a Migrating Many migration.
- If however, one of the accounts was Residence Single-Line **Measured** Rate, they could not be used together for the migration.

Procedure for "Migrating Many" Migrations: If you selected Migrating Many Accounts on the Conversion/Partials Options Screen, then the screen above will appear. You should type in the Line Existing Account Telephone Numbers (LEATNs) for the accounts from which you are converting TNs. (An LEATN is the account telephone number for an account being converted.) Note the following:

- The first LEATN field at the top will be pre-populated with the EATN you provided at the start on the Firm Order Menu Screen.

- Each LEATN must be unique.
- You must provide **a mimimum of two (2) and a maximum of three (3)** LEATNs.
- An entry must be 10 numbers, and up to an additional 10 letters or numbers.

The LEATNs you provide here will be converted. All other lines for the LEATNs' accounts will also be converted.

- *If you check the box* for "Migrate Entire Account Like This TN", the conversion will be automatic.
- *If you do not check this box,* the conversion will not be automatic, and you will have to type in each line at the Initial Line Details Screen.

Either way, no lines can remain on the LEATNs' accounts, since Firm Order Conversion New is used to convert **entire** accounts.

Migrate Entire Account Like This TN

- **This refers to line details** and can be indicated for each LEATN. All lines for that LEATN's account, including the LEATN itself, will be migrated with the LEATN's line details, plus any additions or changes you indicate on the LEATN's Secondary Line Details Screen.
- LEATNs marked this way will be displayed on the Initial Line Details Screen with a red asterisk (*).

Note that you cannot check this box if the following is true: You are converting a multi-line account, and on the Conversion/Partials Options Page, you had indicated one of the account's lines to be the ATN line for the new account. Let's say that 1234 is the line you want to become the ATN line. Recall that this can be done in two ways:

- You could have typed 1234 into the ATN field.
- Or, you could have typed a PRTN into the ATN field, and typed 1234 into the OTN field.

Either way, 1234 will be displayed on the Initial Line Details Screen, which will let you modify the line's details. Its details would then be different from the details of **its LEATN. So, for that LEATN**, when you type it in here, you cannot check "Migrate Entire Account Like This TN".

Step 5A – Continue by clicking the indicated link (Continue to TN Reservation, Continue to Features and Services, etc.). This link will vary according to the options you chose back on the Conversion/ Partials Options Page.

Customer Service Record (CSR) – You will probably need this as a reference when selecting new features and services. This is accessible with a link from most pages here in Firm Order. If you have not yet printed out a copy, you should do so now.

7.3 Telephone Number Selection

You will be taken to the Telephone Number Selection process if, on the Conversion/Partials Options Page, you had selected the option "Select New Telephone Numbers". These TNs can be used to create completely new lines, or they can be used to replace the TNs of existing lines that are to be converted over.

Step 6 – TN Selection Options Screen

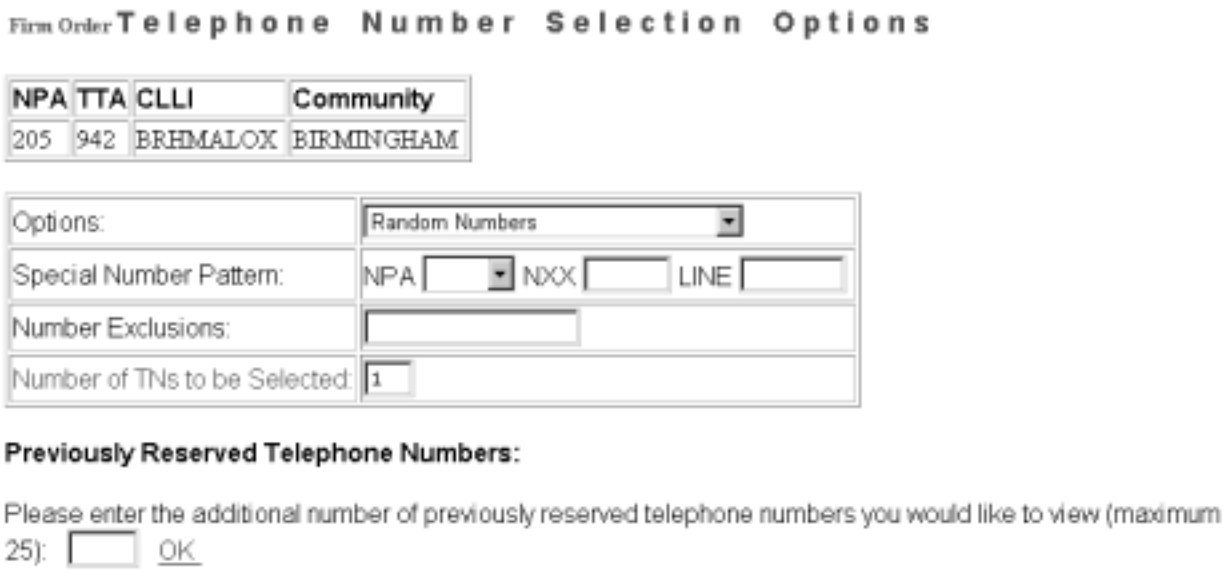


Figure 93 TN Selection Options Screen

The NPA, TTA, CLLI, and Community for the address are listed at the top.

In the TN Selection Process you have two choices:

1. **Option 1 –** You can type in 25 of the telephone numbers you reserved previously in Inquiry.
2. **Option 2 –** You can have LENS provide you with a set of numbers to choose from.

Option 1 – Typing in Previously Reserved Telephone Numbers (PRTNs):

- **Type a number (0 – 25) into the box provided** for indicating the quantity of PRTNs you want to provide. The maximum is 25 because LENS processes multi-line accounts having up to 25 lines.

- **Click OK.** According to the number you just typed in, LENS will display empty boxes on the screen into which you can type the TNs you reserved earlier in Inquiry. Note the following:
  - Enter one TN per box.
  - You may want to refer to the hard copy of the Inquiry Select Telephone Numbers screen you printed earlier.
  - The format is NPA-NXX-LINE.
- **Click** Continue to TN Selection. The next screen will depend on what options you checked on the Conversion/Partials Options page.
  - If you checked only "Select New Telephone Numbers", and nothing else, you will be taken to the Initial Line Details Screen. You should skip down to the section of this chapter covering that option.
  - If you checked "Select New Telephone Numbers" and also "Select New Features and Services", you will be taken to the Features and Services process. The next section of this chapter covers this, so skip down to that section.

Option 2 – On this screen you can also have LENS provide you with a set of numbers to choose from.

Number of TNs to be Selected – In this field, type in a number (1 to 25) to indicate the quantity of telephone numbers that you want LENS to provide. The **maximum is 25** because LENS processes multi-line accounts having up to 25 lines.

Next, input your preferences for those phone numbers as follows:

- **Options** – From this pull down menu, select one of the following:
  - Random Numbers – For TNs from different exchanges under the NXX/TTA's umbrella. **Note that if you select any option other than Random numbers, you may notice slow response time.** This is caused by the back-end application that searches the database to fulfill the request.
  - Easy Numbers – For TNs that are are easy to remember. For example: 205-945-2468
  - Sequential Line Digits – For TNs in a numeric sequence, according to their Line Digits (the last four digits). For example: 205-945-6400, 205-945-6401
  - Ascending Consecutive Line Digits – For TNs whose Line Digits are in an ascending numeric sequence. For example: 205-945-1234
  - Descending Consecutive Line Digits – For TNs whose Line Digits are in a descending numeric sequence. For example: 205-945-4321
  - Identical Line Digits – For TNs whose Line Digits are identical. For example: 205-945-1111
  - Vanity Numbers – For a special number pattern of your choice
- **Special Number Pattern** – In the Options Menu described above, if you selected "Vanity Numbers", you should then go to the field Special Number Pattern and complete one or more of the following subfields:
  - NXX – Enter the NXX of the appropriate switch (if known) or leave blank.

  - LINE – Enter any numbers or letters you want. Note the following:
    - Asterisks (*): You can enter up to three asterisks (*) as wildcard symbols, meaning any digit can be placed in that position.
    - Pound Sign (#): You can enter up to **two** pound signs (#) to exclude digits from those positions. A pound sign in a position indicates the position is not to be populated with the digit(s) listed in the Number Exclusions field (see next).
- **Number Exclusions** – Here you can type in digits (0–9) that are to be excluded from the Line Digits of the TNs.
  - You can type up to nine digits.
  - This field can be used if you select Random Numbers, Easy Numbers, or Vanity Numbers in the Options Menu.
- **Reset –** Click here to clear entries for all fields and start over.

RingMaster TNs: If you want RingMaster Service, you must make sure all the lines (the primary line, and up to two other lines) are from the **same switch**, whether you type in Previously Reserved TNs, or have LENS provide you with TNs.

Step 6A – Click Continue to TN Selection.

Step 7 – TN Selection Screen – The "Selected" window will display telephone numbers according to the quantity you had specified, up to a maximum of 25. The "Available" window will display additional numbers you can choose from.

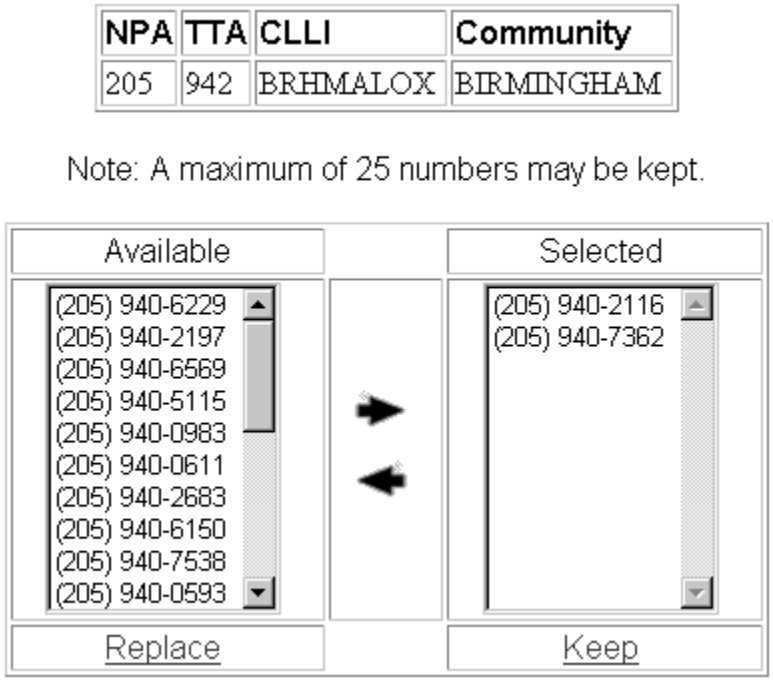


Figure 94 TN Selection Screen

If you decide you want other numbers, you can add or remove TNs through the following steps:

1. **To select a number,** go to the Available window and click once on a number to highlight it.
2. Click the right arrow to move it to the Selected window.
3. **To remove a number** from the Selected window, click on it once to highlight it, and then click the left arrow to move it to the Available window.
4. **To view new numbers** in the Available box, highlight any you want to replace, then click Replace. LENS will provide new TNs to replace them.

Step 7A – When finished, click Keep to select them for your LSR.

In addition, note the following:

- **Twenty-five (25) is the maximum quantity of phone numbers you can place in the Selected window and keep for your LSR.**
- These numbers are not guaranteed as being the number that will appear on the completed order. They only become yours when the service is actually operational.

The next screen will depend on the options you had chosen on the Conversion/Partials Options Page. The case is the same as if you typed in Previously Reserved Telephone Numbers (see above):

- If you checked only "Select New Telephone Numbers", and nothing else, you will be taken to the Initial Line Details Screen. You should skip down to the section of this chapter covering that option.
- If you checked "Select New Telephone Numbers" and also "Select New Features and Services", you will be taken to the Features and Services process. This will be covered next.

7.4 Features and Services

In this section, you can choose features and services for the lines you have already indicated for the LSR.

- **For existing lines you have already indicated to be converted,** such as an EATN, LEATN, and ATN, their features will be converted automatically. **You DO NOT have to recap them here.** However, you can select features to be added or changed. ("Change" refers to an existing feature whose FID is to be changed. This is done by selecting a feature here and specifying a different FID .)
- **For multi-line accounts,** any lines that you have not already indicated will not be shown here. They will have to be typed in later on the Initial Line Details Screen, and features chosen here will not apply to those lines.
- **For new lines** such a TN you just kept from the Select TN Process, or a PRTN you provided on the Options Page to be a new line (i.e. you left Old Telephone Number blank), the features you select here will be the features for the line, though you can always change this later at the Secondary Line Details Screen.

In addition, note the following:

- **The PIC and LPIC Carriers section** has been relocated to the Secondary Line Details Screen.
- **In North Carolina,** flat rate service is only available in areas where the NPA–NXX is 336–388 or 336–234 (i.e., the communities of Gatewood and Milton). The Basic Classes of Service available are 1FR, 1FRCL, 1FB, 1FBCL.

Step 8 – Select Reserved Telephone Number Screen – This is the first screen for Features and Services.

TNs you have already provided for the LSR will be displayed, including the EATN, ATN, any TNs provided as LEATNs, and any TNs selected from the Select TN Process (see previous). Note that the ATN will not be shown if it is for an existing account to which you are appending the current account.

Also not shown are the other lines of a multi-line account. They must be added manually later at the Intial Line Details Screen. Their features will be converted automatically, though you can add to or modify them on the Secondary Line Details Screen.

Figure 95 Select Reserved Telephone Number Screen

Choose one of the following actions:

- **Click a Telephone Number in blue.** This will allow you to use the LENS feature selection process to choose features for this line. **If there is more than one TN displayed,** click on the first number listed. After you finish selecting features for it, you can then proceed to select features for each of the other numbers.
- **Or, click** Select Features and Services for All Lines Not Configured. All the TNs displayed here will receive the same features. You will be taken to the feature selection process, as explained next, and the features you select will apply for all of the lines whose TNs are shown here.
- **Or, click** Continue Creating LSR to skip the LENS feature selection process and input feature codes manually. You will be taken to the **Initial Line Details Screen**, where you may begin proceeding through the final screens related to the LSR. When you reach the **Secondary Line Details Screen**, you may manually enter feature codes for your lines.

Step 9 – If you chose to click a TN in blue, or the link Select Features and Services for All Lines Not Configured, you will be at the **Features and Services Listings Screen.** Note the window listing the available services. This window will only list services available in the switch serving the address for this account.

Figure 96 Features and Services Listings Screen

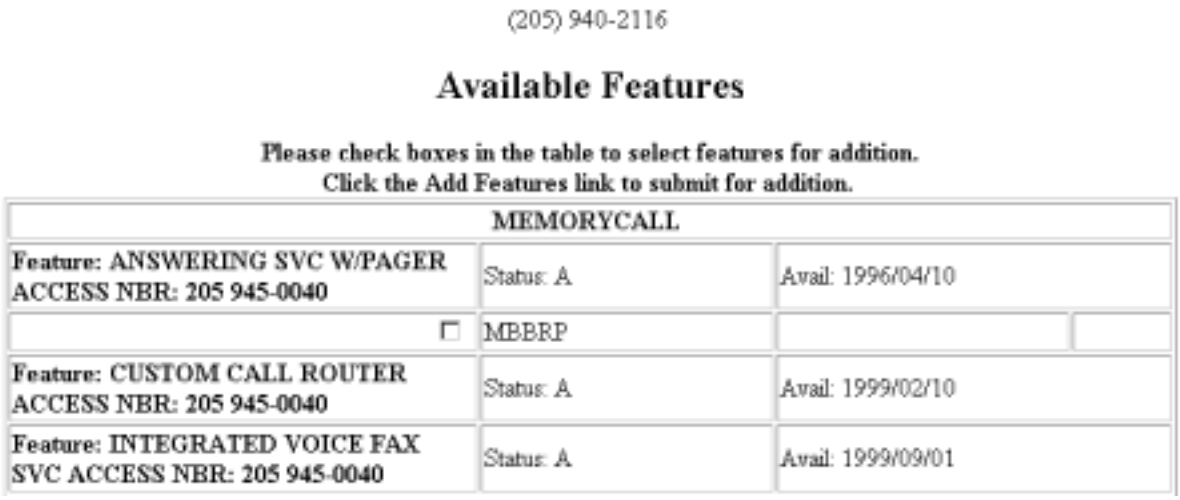
You should now choose one of the following:

- **Highlight in the window** the service you would like to select, then click Display Features for Selected Service. This link will only show those features available with the current Type of Service.
- **Or, click and drag in the window** to select up to five adjacent services, then click Display Features for Selected Service to view the features for these services simultaneously. This link will only show those features available with the current Type of Service.
- **Or, click the link labeled** Features for TouchTone, TouchStar, RingMaster, Custom Calling Customized Code Restrictions to view the features for these particular services.

Choosing any of these options will take you to the **Available Features Screen**, shown next.

Step 10 – Available Features Screen – This screen displays the following fields as applicable:

- Feature Name
- Extended Name
- Status
- Date Available
- USOC
- Access Number
- Tariff Notes



(205) 940-2116

Available Features

Please check boxes in the table to select features for addition.
Click the Add Features link to submit for addition.

MEMORYCALL		
Feature: ANSWERING SVC W/PAGER ACCESS NBR: 205 945-0040	Status: A	Avail: 1996/04/10
☐	MBBRP	
Feature: CUSTOM CALL ROUTER ACCESS NBR: 205 945-0040	Status: A	Avail: 1999/02/10
Feature: INTEGRATED VOICE FAX SVC ACCESS NBR: 205 945-0040	Status: A	Avail: 1999/09/01

Figure 97 Available Features Screen

Note regarding Status: This field has four values:

- N – Not available,
- A – Available,
- R – Restricted from sale,
- RE – Restricted to Existing customers, and not available to new customers.

Step 10A – Mark Features –Click in the small box below each feature you want to select. A check mark will appear in the box to mark the service as selected.

Step 10B – Add Features – After marking your desired features, click Add Features to add them to your LSR. You will be taken to the **Selected Features Screen**.

Step 11 – Selected Features Screen – This screen will display the features you have selected for this TN. You can now confirm them.

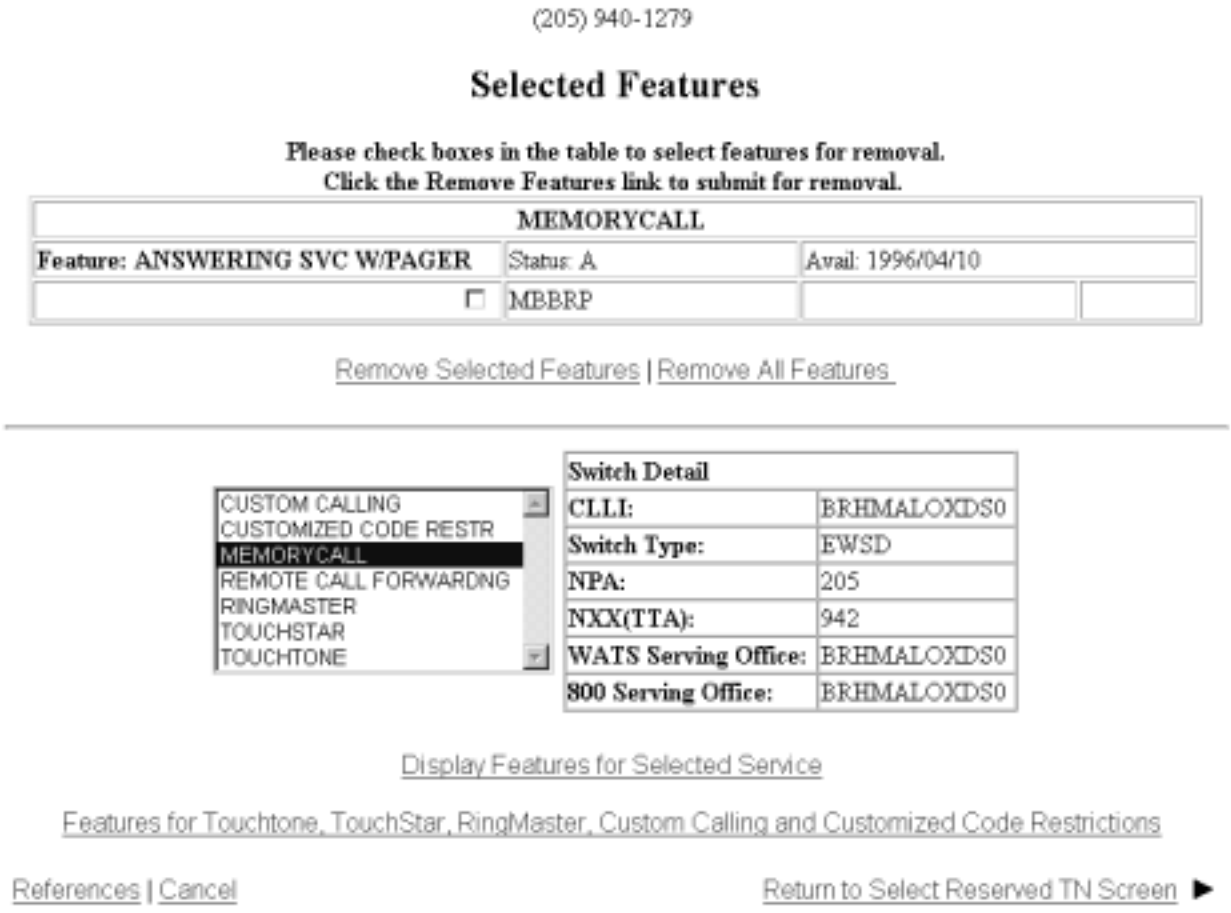


Figure 98 Selected Features Screen

- **To remove** any or all of the features, click a check in the small box for the specific feature, and then click Remove Selected Features or Remove All Features.
- You may browse the features listings again, as many times as you wish, to select features you wish to have for this line. To do so, scroll to the bottom of the screen and click Display Features for Selected Service, or any of the other links as before.

Step 11A – Confirm Features –When you are ready, confirm the features by clicking Return to Select Reserved TN Screen.

Step 12 – Red Check Mark – What you see here depends on how you started the Features process.

- **If you had clicked** Select Features and Services for All Lines Not Configured, then the features you just confirmed will be applied to all lines whose TNs are displayed, and they

will all have red check marks next to them. **Recall, however,** that the screen will not show the other lines of a multi-line account. Their features will be converted automatically, though you can add to or modify them later at the Secondary Line Details Screen.

- **If you had clicked only one TN in blue,** a red check mark will now be displayed in the box next to the TN. You can now go on and click each of the other TNs and select features for them. As each one is completed, they also will receive red check marks.

Step 12A – Continue – When you are ready, click Continue Creating LSR. (You can continue even if you have not selected features for each TN.)

7.5 Initial Line Details Screen

Figure 99 Initial Line Details Screen

Initial Line Details Screen vs. Secondary Line Details Screen – The **Initial** Line Details Screen helps you manage the process of determining the final set of lines for this LSR. The **Secondary** Line Details Screen is for confirming the specific details for each line.

Note: In Firm Order Conversion New, you DO NOT have to recap a line's details. They will be converted automatically, except for any additions, changes, or deletions that you indicate on the Secondary Line Details Screen.

Step 13 – Initial Line Details Screen – Here you will see telephone numbers (TNs) for the account listed in blue. These will include the following, though they will **not** be labeled as such:

- ATN – The TN you typed in as the ATN back on the Conversion/Partial Options Page.
- EATN – The TN you originally provided back on the Firm Order Menu Screen, and which you then confirmed on the Conversion/Partials Options page.
- Options Page OTN – The TN you typed in the OTN field back on the Options Page. The LNA will be set at Change TN (LNAs are explained further below). If the Options Page OTN is the same as the EATN, the EATN will only be shown once on this screen, as the Options Page OTN.
- Any LEATNs you have provided if Migrating Many Accounts
- Any TN chosen through the Select TN process

Note the following:

- **For a multi-line account:**
  - Only the lines listed above will be shown here automatically. No other existing TN you want to migrate will be shown here automatically. They must be typed in manually in the field "Other Telephone Numbers from Existing Accounts" (see next).
  - The one exception to this is an LEATN for which you checked "Migrate Entire Account Like This TN", back on the Migrate From Account screen. All the lines for the LEATN's account will be converted automatically. **You do not have to type them in here.** The lines will be converted with the details for the LEATN that you finalize here.
- **The ATN** will not be shown if it is for an existing account. This would be the case if you were converting lines by migrating them to that existing account.
- **The ATN** will not be shown if it is replacing the Options Page OTN . Instead, click the Options Page OTN, and its Secondary Line Details Screen will display the new ATN at top. The Options Page OTN will be displayed again in the field "OTN" (see further below).
- **A red asterisk (*)** will mark those LEATNs whose entire accounts are to be converted with the same line details. However, as stated above, the TNs for those accounts will have to be typed in manually.

Step 13A – Other Telephone Numbers from Existing Accounts: Go to this box and type in a TN from an account being converted. Click **Enter TN**. The TN will be added to the screen, and it will have the LNA options Disconnect (D), Conversion As Is (W), Conversion New (V), and PIC Change (P). Note the following:

- You must type in **all lines for all accounts.** No lines can be left behind if you are performing Firm Order Conversion New.

- You can repeat this process until the account reaches **25 TNs.**
- **Line Details** for these lines will be converted automatically, and do NOT have to be indicated manually. However, if LNA (see next) is set to Conversion New or Change PIC, you can go to the Secondary Line Details Screen and provide information that edits or adds to the line's existing details. These TNs will not receive any features you picked out in the Features section.
- You do not have to type in any TN that is being replaced. Such a TN will be handled on the Secondary Line Details Screen of its replacement. Its replacement will be a TN whose LNA you set to Change TN (X).

Step 13B – Line Level Activity (LNA) – Go to the pull-down menu next to each TN and select the LNA for that TN's line. Possible options here in Firm Order Conversion New are as follows:

- New (N) – This means the line is to be new for the account, and is not one of the existing lines being converted. You will have to indicate all details for this line.

You would select New if you obtained a TN from the Select TN Process and want to use it to create a new line. Or, on the Conversion/Partials Options Page, you typed a PRTN in the ATN field, and left OTN blank, indicating that the PRTN would be used to create a new line, and would not simply replace the TN of an existing line.

- Disconnect (D) – The line will no longer exist and will not be converted.
- Conversion New (V) – The line and its details will be converted automatically, and you do not have to recap the line's existing details. All you have to show are any additions, changes, or deletions that will be needed. You will show these on the Secondary Line Details Screen.
- Conversion As Specified (G) – The line will be converted with **only** the line details you indicate on the Secondary Line Details Screen.
- Conversion As Is (W) – The line will be converted As Is, with no modifications at all to its details. You do not have to recap the line's details.
- PIC Change (P) – The line and its details will be converted automatically, and you do not have to recap the line's existing details. All you have to show is the PIC and LPIC. This will be done on the Secondary Line Details Screen.
- Telephone Number Change (X) – The TN will replace the TN for one of the lines to be converted. You will indicate the TN being replaced on the Secondary Line Details Screen. The line will be be converted automatically with its existing details, and you do not have to recap those details. All you have to show are any additions, changes, or deletions that will be needed. You will show these on the Secondary Line Details Screen.

LNA options will vary according to the nature of the particular line. The cases for LNA options are listed as follows

If the TN is:	Then the LNA options available will be:
The ATN	New (N), Conversion New (V), Conversion As Specified (G), Conversion As Is (W), PIC Change (P)
The EATN - and it is the ATN	Same as ATN scenario above
The EATN - and it is NOT the ATN	Disconnect (D), Conversion New (V), Conversion As Specified (G), Conversion As Is (W), and PIC Change (P).
LEATN for Request Type Resale (Non-Complex)	Disconnect (unless you clicked "Migrate Entire Account Like This TN), Conversion New (V), Conversion As Specified (G), Conversion As Is (W), and PIC Change (P).
LEATN for Request Type Port/Loop Combo	Conversion New (V), Conversion As Specified (G)
A TN you added here manually using "Other TN From Existing Accounts"	Disconnect (D), Conversion New (V), Conversion As Specified (G), Conversion As Is (W), and PIC Change (P).
A new TN that you selected from TN Selection Process	New (N), TN Change (X)

Automatic vs. manual conversion of line details:

- **Automatic conversion of line details:** If you set LNA for a line to W, V, or P, the line's existing details will be converted automatically. However, LNA V or P will also allow you to access the Secondary Line Details Screen and specify information to modify or add to these existing details.
- **Manual conversion of line details:** LNA of G will allow you to specify the exact details you want for a line being converted. The line will be converted with **only** the details you specify.

If the TN is a new TN that you selected from the TN process, you can do one of the following:

- Use the TN to create a totally new line.
  - Set LNA to N.
  - Go to the Secondary Line Details Screen and specify all the details for the line.
- Or, you can use the TN to replace the TN of one of the lines being converted.
  - Set LNA to X.
  - Go to the Secondary Line Details Screen and populate the Out Telephone Number field with the TN being replaced.

- The new TN has now been assigned to one of the lines being converted. The line's details will be converted automatically. However, the Secondary Line Details Screen will let you modify or add to these details.

Note: If you choose LNA of G for a line, then the only LNAs that can be on the account are G, N, and D.

Step 13C – End User Name (required) – If this field is displayed, the End User Name has not yet been provided and is being requested from you now. This field must be populated before you can move on. You may type in up to 25 letters or numbers.

Step 13D – Final Bill – Next to the text "The Final Bill should be sent to", use the pull down menu to select the appropriate option.

- Existing Address
- Different Address

If you choose "Different Address", you will be taken to the End User Billing Screen to provide that address information. You can then return to the Initial Line Details Screen. (The End User Billing Screen is discussed further below in the section for Optional Toolbar Screens.)

Step 13E – Click on a TN to begin the required process of finalizing its details on the Secondary Line Details Screen, as explained below.

If account is multi-line, you will work on each TN one at a time.

If LNA is W, the Secondary Line Details Screen may not be shown.

- If you're Migrating One Account, the Secondary Line Details Screen will **not** be shown. Instead, when you click on the TN, it will immediately receive a red check mark, indicating that its Line Details have been successfully incorporated into the LSR.
- If you're Migrating Many Accounts, the screen **will** be shown, but the LEATN menu will be the only item that will be displayed, since you must indicate the LEATN for the line.

Toolbar: In addition, you have the option of viewing and editing the entries for information screens related to the LSR. To do so, go to the toolbar at the bottom of the screen and click the appropriate link. Details on these screens are given further in this user guide chapter, in the section "Optional Toolbar Screens".

Note: In certain circumstances, some fields on these screens may not be shown, required, or have certain options.

7.6 Secondary Line Details Screen

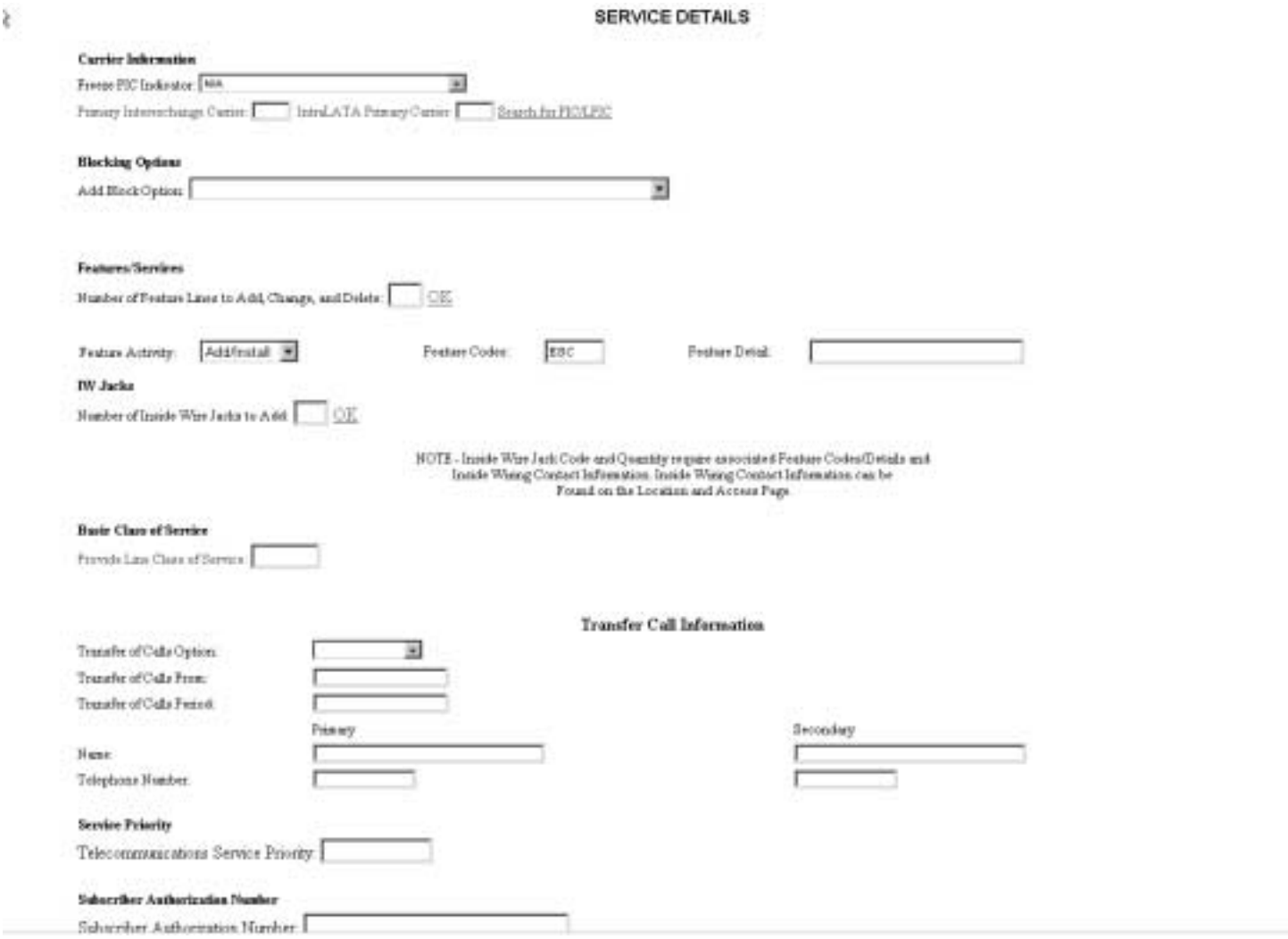


Figure 100 Secondary Line Details Screen

REQUIRED FIELDS: Be sure to take note of the following required fields:

- Line Existing Telephone Number (LEATN)
- Primary Interexchange Carrier (PIC)
- IntraLATA Primary Carrier (LPIC)
- Basic Class of Service: Required for all LNAs except D (Disconnect).

Proceed to populate the following fields as needed or required. The LNA will determine the options and necessity of some of these fields.

Step 14A – Line Existing Telephone Number (LEATN) pull-down menu – Required – This will be seen if Migrating Many Accounts. On the Initial Line Details Screen, click on any number that is not an LEATN, and here on the Secondary Line Details Screen you will see a pull-down menu labeled Line Existing Telephone Number. Use the menu to select the desired LEATN.

The menu lists the LEATNs you had provided back on the "Migrate From Account" Screen. However, the menu will exclude an LEATN for which you had checked "Migrate Entire Account Like This TN", because that option meant the LEATN's entire account would be converted with the LEATN's line details.

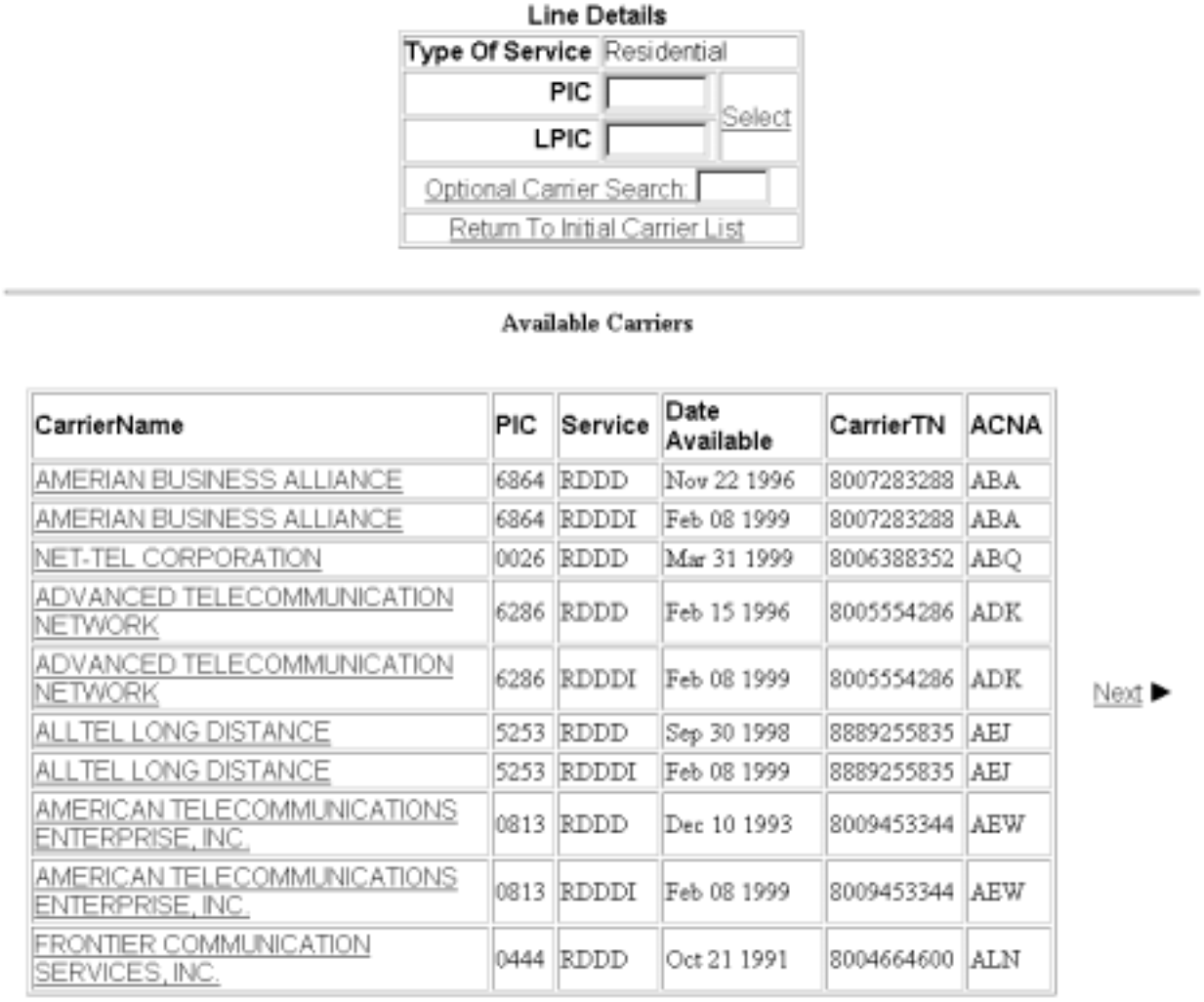
Step 14B – Old Telephone Number (OTN) – This field will be shown if you had clicked a TN with LNA of X (TN Change), which means the TN is replacing the TN of one of the lines being converted. You should type here the TN being replaced.

Step 14C – Freeze PIC– If LNA is New, Conversion New, Change PIC, or Change TN, you can use the pull-down menu labeled Freeze PIC to enter a Freeze PIC indicator if desired.

Step 14D – PIC/LPIC – Required if LNA equals N, V, or P. Here you indicate the carriers for the TN by doing one of the following:

- Type in an entry manually. Valid entries are as follows:
  - A Carrier Code
  - NC (No Change) – Only valid if LNA is P
  - NONE (No PIC chosen)
  - UNDC (Undecided)
- Or, use the **Carrier Search Screen** (explained next) by clicking Search for PIC/LPIC.

Carrier Search Screen– This screen is as follows:



Line Details

Type Of Service	Residential
PIC	Select
LPIC	
Optional Carrier Search:	
Return To Initial Carrier List	

Available Carriers

CarrierName	PIC	Service	Date Available	CarrierTN	ACNA
AMERIAN BUSINESS ALLIANCE	6864	RDDD	Nov 22 1996	8007283288	ABA
AMERIAN BUSINESS ALLIANCE	6864	RDDDI	Feb 08 1999	8007283288	ABA
NET-TEL CORPORATION	0026	RDDD	Mar 31 1999	8006388352	ABQ
ADVANCED TELECOMMUNICATION NETWORK	6286	RDDD	Feb 15 1996	8005554286	ADK
ADVANCED TELECOMMUNICATION NETWORK	6286	RDDDI	Feb 08 1999	8005554286	ADK
ALLTEL LONG DISTANCE	5253	RDDD	Sep 30 1998	8889255835	AEJ
ALLTEL LONG DISTANCE	5253	RDDDI	Feb 08 1999	8889255835	AEJ
AMERICAN TELECOMMUNICATIONS ENTERPRISE, INC.	0813	RDDD	Dec 10 1993	8009453344	AEW
AMERICAN TELECOMMUNICATIONS ENTERPRISE, INC.	0813	RDDDI	Feb 08 1999	8009453344	AEW
FRONTIER COMMUNICATION SERVICES, INC.	0444	RDDD	Oct 21 1991	8004664600	ALN

Next ▶

Figure 101 Carrier Search Screen

- **Line Details** – This section provides the following items:
  - Type of Service – This will be set to Business or Residential, depending on the Service Type you chose at the beginning, on the Firm Order Menu. This will determine the carriers listed in the "Available Carriers" table (see next).
  - PIC – Here indicate your selection for PIC (InterLATA carrier).
  - LPIC – Here indicate your selection for LPIC (IntraLATA carrier).
  - Select – Click this link after PIC and LPIC are populated to have LENS accept your choices.

- Optional Carrier Search – This function allows you to search for a specific carrier. This function is explained further below.
- Return to Initial Carrier List – Click this link whenever you wish to see the original carrier list that was first shown to you here.

- **"Available Carriers" Table –** This provides you with the following information for carriers available in the switch:
  - Carrier Name – the name of the carrier.
  - PIC – the Carrier Code. This field is labeled "PIC", but it can contain the codes for both IntraLATA ("LPIC") as well as InterLATA ("PIC") carriers.
  - Service – a code indicating whether a carrier is a PIC or LPIC. The code operates as follows:
    - "R" at front indicates residential carrier, "B" at front indicates business carrier. Example: RDDD is residential, BDDD is business.
    - "D" at end indicates PIC, "I" at end indicates LPIC. Example: RDDD is PIC, RDDDI is LPIC.
  - Date Available – the date the carrier was or will be available for the switch
  - Carrier TN – a contact telephone number for the carrier
  - ACNA – the carrier's Access Carrier Name Abbreviation
- **LPICs Always Shown:** Note that LPICs are to be offered for all BellSouth states, so the carrier list will always include LPICs.
- **Selecting a carrier:** You can search for a carrier in one or more ways:
  - **Option 1 – Page through the Carriers Table–** You can page through the Carriers Table manually to find a certain carrier and its code. Use the "Previous" or "Next" buttons to locate the carrier you want, then click on the carrier's name. Its code and name will be automatically entered into the PIC or LPIC field. Or, you can type the code manually into the PIC or LPIC field. Click Select to have LENS accept your chosen PIC and LPIC.
  - **Option 2 – Type in an entry and click Select –**Valid entries are as follows:
    - A Carrier Code
    - NONE (No PIC chosen)
    - UNDC (Undecided)
  - **Option 3 – Use the Carrier Search Function –** You can use this function to quickly locate a particular carrier in the list. The steps are as follows:
    - Step 1 – Type into the field **Carrier Search** the first four characters of the PIC/ LPIC name you are seeking. These characters can be numbers, symbols, or letters. Letters are not affected by case. In addition, a space will be considered a character if it is among or after (but not before) a series of actual typed characters.
    - Step 2 – Click "Optional Carrier Search." You will be told if carriers match these criteria. If matches do exist, they will be listed at the bottom of the screen, sorted in alphabetical-numerical order.

  - Step 3 – Choose a carrier – Do this by clicking on its name. Its name and code will be automatically entered into the PIC or LPIC field. Or you may type in the code manually into the PIC or LPIC field.
  - Step 4 – Accept your carriers – To have LENS accept your chosen carriers, click Select. The search may be conducted as many times as you wish before you finally accept your carriers.

- **When you have accepted your PIC and LPIC,** you will be returned automatically to the Secondary Line Details Screen. There the codes for the PIC and LPIC you have selected will be displayed in the PIC/LPIC section.

Step 14E – Blocking – Here you may enter information related to blocking as relevant to your LSR.

To Add a Block Option, populate the following fields:

- Add Block Option:
  - No Collect and Third Party
  - No Third Party
  - No Collect
  - No Directory Assistance Call Completion
  - No Collect and Third Party and No Directory Assistance Call Completion
  - No Third Party and No Directory Assistance Call Completion
  - No Collect and No Directory Assistance Call Completion
- Block Activity:
  - Add
  - No Change

To Remove a Block Option, populate the following fields:

- Remove Block Option:
  - No Collect and Third Party
  - No Third Party
  - No Collect
  - No Directory Assistance Call Completion
  - No Collect and Third Party and No Directory Assistance Call Completion
  - No Third Party and No Directory Assistance Call Completion
  - No Collect and No Directory Assistance Call Completion
- Block Activity:
  - Delete
  - Remove All Blocking

Both Adding and Removing Block Options: You can have both areas populated at once if you wish to add and remove different block options.

Note: This section replaces the item **Toll Billing Exception.**

Step 14F – Features/Services –Here you can indicate or edit the features for this line.

Note:

- **A maximum of 20 features** can be indicated for any one TN.
- **Jack codes,** if applicable, must be entered in this section.

Overview:

- **If you had selected features** for this line back in the Features Process, this section will display the USOCs and Feature Details (FIDs) for those features. Any existing features will be converted automatically. They will not be shown here, and they DO NOT have to be recapped here. However, you can make further indications to add, change, or disconnect features for the line as described below.
- **If you had just typed in this line** on the Initial Line Details Screen, that means the line was already existing and is to be converted. So, all its features will be converted automatically. They will not be shown here, and you DO NOT have to recap them here. However, you can add, change, or disconnect features for the line as described below.

Fields:

- **Number of Feature Lines to Add:**
  - Purpose:
    - This field refers to the **rows of fields on the screen** for you to provide features information.
    - Each row will have **three** fields, described below: Feature Activity, Feature Code, and Feature Detail.
    - These rows would be displayed on the screen through the use of the "Number of Feature Lines to Add" field.
  - To use this field:
    - Go to the box next to the text "Number of Feature Lines to Add."
    - Type in a number indicating how many more feature lines you want.
    - Click OK.
    - You will be given additional lines you can enter feature information into.
- **Feature Activity** – Choose the relevant entry as appropriate:
  - Add/Install – For new features being added. This is the default entry for any feature you had chosen earlier in the Features and Services process.

- Change to Feature Detail – For modifying existing features with a change to the feature detail.
- Disconnect – For existing features being disconnected

- **Feature Code** – Enter here the USOC for a feature
- **Feature Detail** – Enter here the FID for a feature if needed. For additional information, please refer to the LEO Implementation Guide, Volume 2. Note the following:
  - Length: The Feature Detail field can hold up to 24 letters or numbers.
  - USOCs with Multiple FIDs – If you have a USOC for which you wish to indicate multiple FIDs, simply do the following:
    - On the Secondary Line Details Screen, type the USOC into the Feature field once.
    - Then, in the Feature Detail field, type in the desired FIDs, *each separated by a forward slash (/).*
    - So, for example, in the Feature field you would type in "1FR", and in the Feature Detail field you would type in "/RCU TWC/NMC/BLKD".
  - Oversize FID Entry– If a FID entry cannot fit in the FID field, do the following:
    - Type in as much of the FID as you can.
    - Then go to the very next feature line, retype the USOC, and provide the rest of the FID in the FID field.
    - *The two feature lines must be sequential on the screen.*

For additional information on features, please refer to the LEO Implementation Guide, Volume 2.

Step 14G – IW Jacks (Inside Wire Jacks) – For Request Type **Resale**, you can indicate Inside Wire Jack information as follows:

- Number of Inside Wire Jacks to Add – Go to this field and type in a number (maximum 20), then click OK. According to this number, LENS will display pairs of IWJQ/IWJK fields (see next), one pair per jack.
- Inside Wire Jack Code (IWJK) – Populate as needed. This field indicates the standard code for the type of jack requested for inside wiring. Required if IWJQ is populatd. Requires five letters or numerals.
- Inside Wire Jack Quantity (IWJQ) – Populate as needed. This field indicates the number of jacks requested for inside wiring. Required if IWJK (see next) is populatd. Requires two numerals.
- The associated Feature Codes/Details – These should be entered on the Secondary Line Details Screen.
- Inside Wiring Contact Information – This should be entered on the Location and Access Page.

Note the following parameters:

- IWJQ, and IWJK are valid for Residence (single and multi-line) and Business (single and multi-line) accounts.

- Jacks are ordered on a **line by line** basis.
- A line can have **multiple** jacks.

Step 14H – Basic Class of Service (required) – Populate this field as appropriate. For more information on this field, please refer to the LEO Implementation Guide, Volume 2.

Step 14I – Transfer of Call Section – Here you have the option of populating fields related to Transfer of Call. They are as follows:

- Transfer of Call Option (TC OPT)
- Transfer of Calls Until Date
- Name and TN Fields
  - Transfer of Calls From TN
  - Transfer of Calls to Primary Name
  - Transfer of Calls to Primary Number
  - Transfer of Calls to Secondary Name
  - Transfer of Calls to Secondary Number

Transfer of Call Option (TC OPT) is the first field. Its choices are as follows:

- Split (ST)
- None (NO)
- Transfer of Call (TC)
- Cancel (if LNA = New or Conversion New)

Transfer of Calls Until Date – You have the option of populating this field with a date if you chose "Split" or "Transfer of Call". Date format should be in MM/DD/YYYY. Date must be a **future date.**

Name and TN Fields – These fields are as follows:

- Transfer of Calls From TN – 10 numbers, and up to an additional 10 letters or numbers
- Transfer of Calls to Primary Name – Up to 35 letters, numbers, or embedded or trailing spaces (no leading spaces)
- Transfer of Calls to Primary Number – 10 numbers, and up to an additional 10 letters or numbers
- Transfer of Calls to Secondary Name – Up to 35 letters, numbers, or embedded or trailing spaces (no leading spaces)
- Transfer of Calls to Secondary Number – 10 numbers, and up to an additional 10 letters or numbers

These fields may be required according to different scenarios. Recall the LNA options available on the previous screen (the Initial Line Details Screen):

- New (N)
- Disconnect (D)
- Conversion New (V)
- Conversion As Is (W)
- PIC Change (P)
- Telephone Number Change (X)

Depending on the LNA you selected, if you populate TC OPT, then the Name and TN Fields may become required. The cases are as follows:

If TC OPT contains:	And LNA is:	Then you must populate:
Any entry	N, V	Transfer of Calls From TN
ST	N, D, V, X	Transfer of Calls to Primary Name, Primary Number, Secondary Name, and Secondary Number
TC	N, D, V, X	Transfer of Calls to Primary Number

Note the following:

- If TC OPT is None or Cancel, you cannot populate any of the Name and TN Fields, except for Transfer of Calls From TN.
- If LNA is D or X, you cannot populate Transfer of Calls From.

Step 14J – In addition, you can populate the following fields:

- Telecommunications Service Priority (TSP) – Up to 12 letters or numbers. The 10th character must be a hyphen.
- Subscriber Authorization Number (SAN) – Up to 30 letters or numbers

Step 14K – Accepting Line Details – When you are satisfied with the information on this screen, you can do one of the following:

- **Click** Accept Line Details for Selected Telephone Number. If everything is correct, a red check mark should appear next to the TN in blue. **If account is multi-line,** you can then repeat the process for each of the other TNs, clicking each one and finalizing their details so that they each receive a red check mark.
- **Or, click** Accept Line Details for All Telephone Numbers. This will apply the details of this one line (features, PIC, blocking, etc.) to **all** the lines **with the same LNA**. They will all receive a red check mark. However, this will not affect those TNs whose details you have already accepted.

Changing LNA again: If you change the LNA for a TN after you have already submitted the TN's details, you will see a message warning you that doing so will make you lose all those details for that TN. Click Cancel if you do not wish to proceed.

Step 15 – Continue – When all TNs have received a red check mark, you will be able to continue on. *The way you continue*, however, depends on what you had indicated on the Conversion /Partials Options Page for End-User Retain Listing.

- If you had indicated **Retain End-User Listings,** you will now be shown the link Continue to Calculate Due Date. Click this link, and you will be taken to the Calculate Due Date screen.
- If you had indicated **Do Not Retain End-User Listing,** you will be shown the link Continue to Directory Listings. Click this link, and you will be taken to the Directory Listings Section, where you can provide the desired information for directory listing. It is when you have completed that section that you will be able to continue on to Calculate Due Date.

7.7 Directory Listings Section

7.7.1 Overview

This section allows you to create and edit directory listings for this LSR. You can order up to **ninety-nine (99)** listings per line.

Screen Flow –The screen flow for this section is as follows:

- First Screen for Directory Listings
- Second Screen for Directory Listings
- Summary Screen for Directory Listings

You go through the First and Second screens to build each of your requests to create or change a listing. The Summary Screen gives you just that, a summary of the listing requests that you have built to that point. It also allows you to revisit your work if you decide to make changes.

Basic Concepts – The concepts below will guide you in working with directory listings.

- **Terms:**
  - **Two accounts** – There are two accounts involved:
    - "From" Account – The account being migrated completely
    - "To" Account – The account to which the migrated account or lines are being migrated. The To Account can be created new, or can be an existing account.
  - **Main Account Telephone Numbers** – The To and From accounts have or will have main account telephone numbers:
    - EATN – The From Account's main account telephone number, when Migrating One Account

  - LEATN – A From Account's main account telephone number, when Migrating Many Accounts
  - ATN – The To Account's main account telephone number
- **Listing Activities ("LNAs")** – The four LNAs and their meaning in regards to migrations are as follows:
  - New Listing ("New") – Add a new listing on the To account.
  - Delete Listing ("Delete") – Delete a listing from the From account, or from the To account if it already exists.
  - Change Listing ("Change") – Migrate a listing and make changes to it at the same time.
  - No Change to Listing ("No Change") – Migrate a listing exactly as is.

• **Principles to Remember:**

- **Main Listing Required**
  - A Main Listing is required for a new account being created. The ATN will be that Main Listing's Listed Telephone Number.
  - Each account can only have one Main Listing.
- **Required Listing Requests** – You **must** create a Listing Request for the following:
  - Any listing you want migrated
  - All listings for the ATN line, when you are creating a new account
  - All listings for a line that has **any** of its listings being changed in any way
  - However, on the Initial Line Details Screen, if you set the line's LNA to "Conversion As Is", and the line will not be the ATN, then you do not have to create a Listing Requests for its listings. The line and its listings will be converted As Is.
- **EATNs and LEATNs**
  - For an EATN or LEATN , if you set its LNA to Conversion As Is, then you do not have to indicate listings for it or its associated lines.
  - For an LEATN, if you check "Migrate Entire Account Like This TN", then you do not have to indicate listings for it or its associated lines.
  - However, it is still true that you must show the listings for the line that will become the ATN.
- **Alpha Listing Identifier Codes** ("Alpha Codes" for short) have the following principles:
  - Main Listings do not have Alpha Codes.
  - Non-Main Listings must have Alpha Codes – one per listing.
  - Alpha Codes consist of up to 3 letters of your choice, such as A, AB, or ABC.
  - Invalid Combinations: These include but may not be limited to the following: DEI, DNA, DNL, DNO, DST, BOX, FOL, HFX, PFX, PRE, PLA, LNB, LNR, NFL, OAD, OV, SFX or N. These entries are invalid because they are used elsewhere in the operation of the system.

- Uniqueness: Alpha Codes must be **unique for each listing within an account**. So if you are migrating a listing to an existing To account, you must change that listing's Alpha Code if it is the same as the Alpha Code of a listing on that To account.
- Customer Record: You should refer to the Customer Record to obtain the From account's Alpha Code(s).

- **Change** cannot be used to change the Alpha Code or Record Type. Instead, you must Delete the old listing, and recreate it using New. When you recreate it, you then indicate the new Alpha Code or Record Type.

• **Some Basic Scenarios:**

- **EATN or LEATN will be the ATN** – An EATN or LEATN has its account's Main Listing. This "From Account Main Listing" must be migrated to become the Main Listing of the To account, if you intend the EATN/LEATN to be the To Account's main account telephone number (the "ATN").
  - To perform this migration, you can use "No Change" or "Change".
  - Also, remember that you must migrate the EATN/LEATN's other listings as well, since the line will be the ATN.
- **EATN or LEATN will not be the ATN** – As stated above, an EATN or LEATN has the From Account Main Listing. This listing must be removed or migrated if the EATN/LEATN will be migrated as a non-ATN line for the To account.
  - To remove the From Account Main Listing, use Delete.
  - Or, to migrate the listing, use Delete, and then use New to recreate it as a Non-Main Listing. You would give it an Alpha Code, since it will be a Non-Main Listing.
  - In general, you should perform this process for any EATN/LEATN that will be migrated and will not be the ATN. Delete the From Account Main Listing. Then, if you wish, use New to recreate it as a Non-Main Listing.
  - Also, remember that if you wish, you can migrate the EATN/LEATN's other listings as well.
- **Non-EATN or Non-LEATN will be the ATN** – If you're creating a new To account, and a non-EATN or non-LEATN line is to be the ATN, then you must set up the new Main Listing.
  - The line you've designated to be the ATN may have an existing Non-Main Listing. If you want this to be the new Main Listing, then migrate it using two steps: one with "Delete", and one with "New". These two steps are needed because you are changing the Record Type and Alpha Code.
    - First, use Delete to remove the existing Non-Main Listing.
    - Then, use New to recreate it as the new Main Listing. You will give it no Alpha Code, since it is a Main Listing.
  - If the line does not have an old listing to Delete, then just use New to set up the new Main Listing.

- Also, if this line has any other listings, you must migrate those as well, since the line will be the ATN.

- **Other Details:**

  - **Delete and Change on an Existing To Account** – When appending to an existing To account, Delete and Change can be used on that To account's listings. This is for your convenience, should you wish to Delete or Change any of those listings.
  - **No Directory Listings on Contact Screen** – No directory listings information needs to be entered on the Contact Screen.

This completes the overview. Please continue reading below to begin working with directory listings for this LSR.

7.7.2 First Screen for Directory Listings

Step 1 – First Screen for Directory Listings –

Note: Starting with this screen, the upper right-hand corner will display the following information for your reference:

- Your Customer Carrier Name Abbreviation (CCNA)
- Your Company Code
- The PON of the LSR

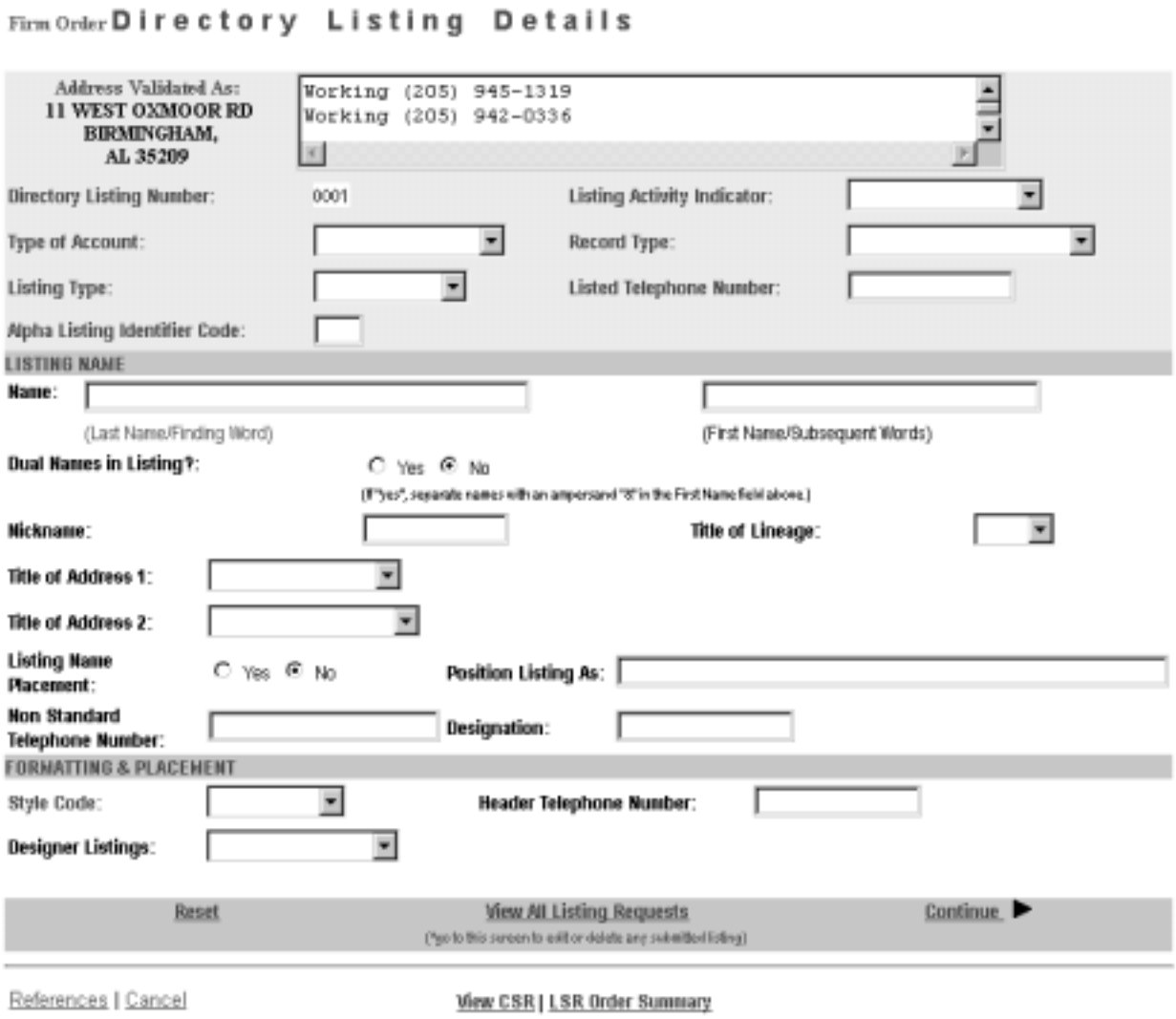


Figure 102 First Screen for Directory Listings

General Screen Commands – The following screen commands at the bottom of the screen can be helpful to you in working with directory listings.

- Reset – Clears screen of previous settings for all fields except Listing Activity Indicator.
- View All Listing Requests – Allows you to access the Directory Listing Summary Screen (explained further below) that summarizes all the listing information you have compiled up to that point.
- Continue – Takes you to the next screen.

- View CSR – Allows you to view the Customer Service Record to help in creating your listing requests.
- LSR Order Summary – Allows you to view a summary of the details of your LSR up to this point. For more information on the LSR Order Summary, please see the Firm Order Introduction section of this manual.

Sections – There are three sections for this screen. You should input information for each as described below.

- Header – The area at the top of the screen – contains basic organizing information for the listing.
- Listing Name – Contains information on the listing's content, including Listing Name.
- Formatting and Placement – Contains information on the visual appearance of the content's text.

The directory listings activity screens contain a number of fields. This guide will give a general overview of some of the more important ones necessary for building the order. You should populate all fields as required for your directory listing purposes.

Note: Not all the fields described here will be displayed in every single case. Their presence and available options will vary according to the settings given to other fields.

You can order up to **ninety-nine (99)** listings per line.

Step 1A – Header

- **Directory Listing Number** – Already populated – This is the identification number for each listing you create. You should refer to it on the Listing Summary Screen (explained further below).
- **Listing Activity Indicator** – required – Setting this field will cause the entire screen to refresh, with various fields modified or removed as needed. Choose from the following:
  - New Listing ("New") – Add a new listing on the "To" account.
  - Delete Listing ("Delete") – Delete a listing from the From account, or from the "To" account if it already exists. Screen will refresh and most of the fields will be removed, because they are not needed if listing is deleted.
  - Change Listing ("Change") – Migrate a listing and make changes to it at the same time.
  - No Change to Listing ("No Change") – Migrate a listing exactly as is. Screen will refresh and unneeded fields will be removed.
- **Type of Account** – required
- **Record Type** – required
- **Listing Type** – required if Listing Activity set to "New Listing" – choose from the following:
  - Listed

  - Non-Listed – The listing will be omitted from the telephone directory, but will still be obtainable through Directory Assistance.
  - Non-Published – The listing will be omitted from both the directory and Directory Assistance.
- **Listed Telephone Number** – This field is required in most cases.
- **Alpha Listing Identifier Code (Alpha Code)** – Up to 3 letters of your choice. Note the following:
  - If you are Changing a listing, you must type in the Alpha Code of that listing.
  - If you are adding a New listing, the Alpha Code must be different from the code of the existing listing.
  - Invalid codes include but may not be limited to the following: DEI, DNA, DNL, DNO, DST, BOX, FOL, HFX, PFX, PRE, PLA, LNB, LNR, NFL, OAD, OV, SFX or N. These entries are invalid because they are used elsewhere in the operation of the system.
- The Alpha Code of an existing listing can be found in the CSR, which can be accessed by clicking View CSR.

Note that a **Valid Listing Type/Record Type combination** must be indicated. These are as follows:

If Record Type is:	Then Listing Type Must Be:
Local Alternate Call	Listed
Local Additional Listing	Listed, Non-Listed, Or Non-Published
Local Additional Main	Listed Or Non-Listed
Local Answer Service	Listed Or Non-Listed
Local Client Main	Listed Or Non-Listed
Local Cross Reference	Listed
Local Special Text Listing	Listed
Local Main Listing	Listed, Non-Listed, Or Non-Published
Foreign Alternate Call Listing	Listed
Foreign Additional Listing	Listed, Non-Listed, Or Non-Published
Foreign Answer Service	Listed Or Non-Listed
Foreign Cross Reference	Listed
Foreign Special Text Listing	Listed
Secondary Additional Main	Listed Or Non-Listed
Secondary Additional Listing	Listed Or Non-Listed
Secondary Main Listing	Listed Or Non-Listed

Figure 103 Valid Listing Type/Record Type Combinations

Step 1B – Listing Name – IMPORTANT: – Enter this information exactly as you want it to appear in the directory.

- **Name** – Name of the end-user – In addition, any indented listings will be shown under this name.
  - Last Name / Finding Word – This field is required in most cases.
  - First Name / Subsequent Words – Populate as desired.
- **Dual Names in Listing** – "Yes" or "No" – If Yes, then the First Name field requires an ampersand (&). Not allowed if Service Type (from Firm Order Menu Screen) is Government.
- **Nickname** – An alternate name for the end-user, to be placed in parentheses after the First Name / Subsequent Words. For example, if the end-user is named “John Smith”, and his nickname is “Ace”, then type “Ace” into this field. The listing will be shown as “Smith, John (Ace)”.
- **Title of Lineage** – Choose a value from the drop-down menu.
- **Title of Address 1** – Choose a value from the drop-down menu.
- **Title of Address 2** – Choose a value from the drop-down menu.
- **Listing Name Placement** – "Yes" or "No"
- **Position Listing As** – Allowed if Listing Name Placement set to “No” – Type up to 150 letters and/or numbers
- **Non Standard Telephone Number** – You can enter up to 20 letters and/or numbers, except for Q and Z. The pound sign (#) and asterisk (*) are also not allowed.
- **Designation** – A descriptive word or phrase for a business listing. For example, if the end user name is “David Jones MD,” and you type “Surgeon” into the Designation field, then the listing will be shown as “Jones David MD Surgeon.”

Step 1C – Formatting and Placement

- **Style Code**
  - Required if Listing Activity is New or Change.
  - Will be preset to “Straight Line” if Listing Type is Non-Listed or Non-Published.
- **Header Telephone Number**– Required if you want to add an indented listing. This Header TN is the TN under which the indented listing will be shown.
- **Yellow Page Heading Code**
  - Required in some cases if Service Type (on Firm Order Menu Screen) was set at Business or Government.
  - Yellow Page Heading Codes may be obtained from BellSouth Advertising and Publishing Company (BAPCO).

- Field length is six (6) numeric characters.

- **Designer Listings** – This refers to White Pages Products and will incur additional charges. Designer listings are only allowed if:
  - Type of Account is set to a Residence entry
  - Listing Type is set to "Listed"
  - Record Type is set to a "Local" option (Local Main, Local Additional, etc.)
  - End user address is outside of North Carolina

Step 1D – Click Continue. If you had set Listing Activity to New or Change, you will be given a message reminding you that you need to have Listed Name and Address typed exactly as you want them to look in the Directory. If you have not done so, click Cancel and makes your changes, otherwise click OK. Entries must be in either all upper case, or upper and lower case.

7.7.3 Second Screen for Directory Listings

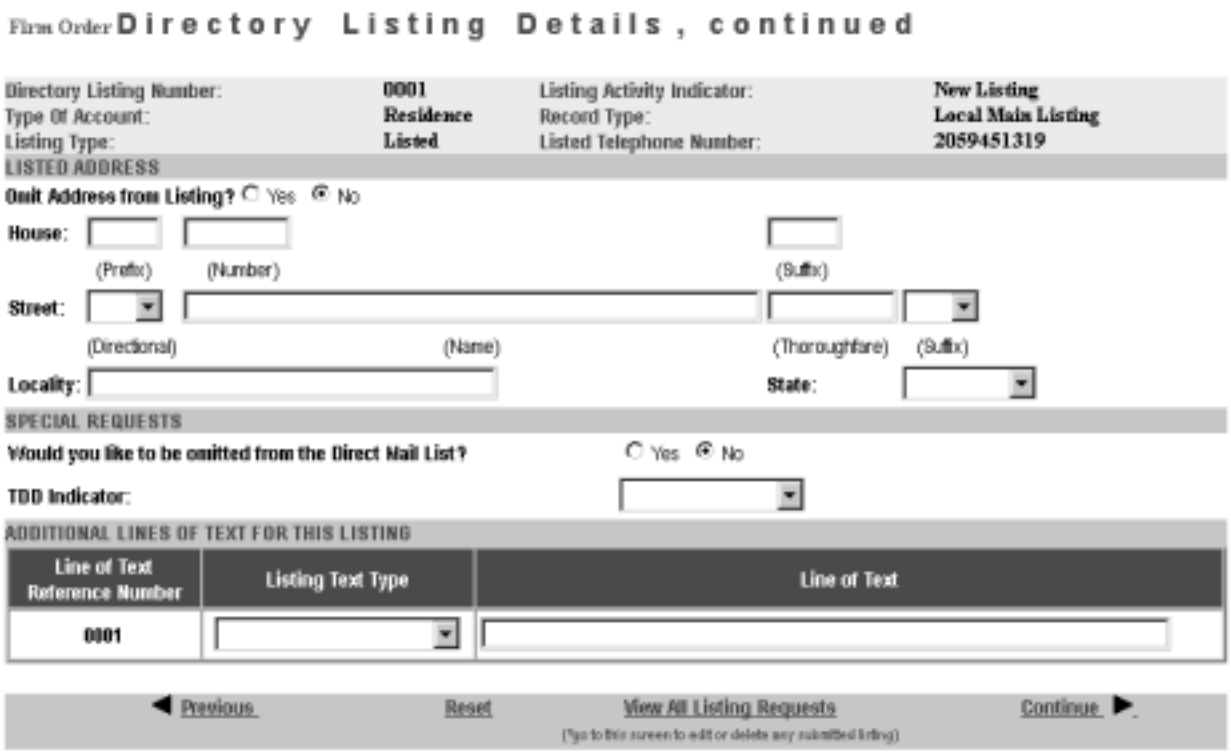


Figure 104 Second Screen for Directory Listings

Step 2 – Sections for this screen are as follows:

- Listed Address – Contains address information for the listing

- Special Requests – For various items related to the listing
- Additional Lines of Text for this Listing – For additional text you wish to have displayed
- Foreign and Secondary Listings – For listings outside of the end-user's current directory area

Step 2A – Listed Address – Here you may complete address information for the listing.

IMPORTANT: Provide the Listed Address information here exactly as you want it to appear in the directory.

In addition, note the following:

- Omit Address from Listing: If you mark "Yes" for this option, the address will not be shown in the listing, and you should leave the address fields blank. You should mark Yes if you are adding a New listing that is **indented.**
- House Prefix, Number and Suffix – Indicate these as needed.
- Street Directional, Name, Thoroughfare, Suffix – Indicate these as needed.
- Locality and State – Populate as needed. These fields are required for Foreign Listings.

Step 2B – Special Requests

- Would you like to be omitted from the Direct Mail List? – Check "Yes" or "No".
- TDD Indicator – Select from the following:
  - TDD Only
  - TDD and Voice
  - Blank
- Business / Residence Placement Override – Indicate your selection. This field will only be shown if Type of Account is Business Personal.

Step 2C – Additional Lines of Text for this Listing – Populate these fields if you are adding a New listing that is indented. In addition, designer listings can have up to 3 Additional Lines of Text.

- Line of Text Reference Number – This is assigned by LENS uniquely within each Listing Request and increases in increments of one with each line of text you add.
- Listing Text Type – Required if you populate Line of Text (see next). Some options may cause the screen to refresh and add lines here for this information. If you are adding a New listing that is indented, you should select "Indented Text" here.
- Line of Text – Required for some settings of Listing Text Type.

Step 2D – Foreign and Secondary Listings

This section is for listings outside the end-user's current directory area. The distinctions are as follows:

	Foreign Listings	Secondary Listings
Fee	Yes	No in some circumstances
Geographical Range	Anywhere within BellSouth region	Near your current directory area

The following fields should be completed as appropriate:

- Directory Name – The directory where the listing is to be placed.
- Directory Subsection – The directory subsection, if relevant, where the listing is to be placed.

Step 2E – Click Continue.

7.7.4 Summary Screen for Directory Listings

Step 3 – Summary Screen for Directory Listings – This screen gives a summary of all the listing requests you have built so far.

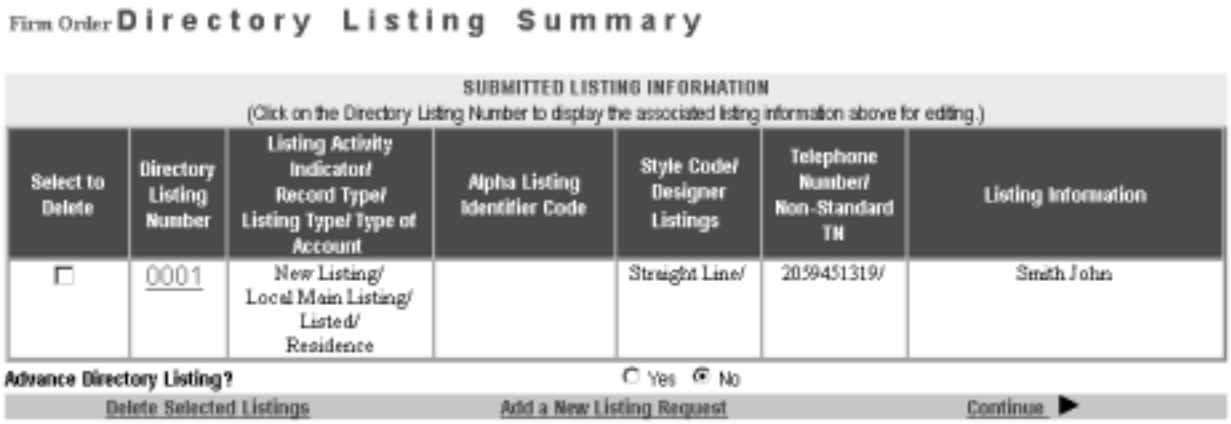


Figure 105 Summary Screen for Directory Listings

Your listings will be displayed in the table labeled **Submitted Listing Information**. The table will display the Directory Listing Number (DLNUM) and other information for each listing. (Recall that you first saw the DLNUM back on the First Screen for Directory Listings.)

Step 3A – If needed, make any changes you decide are necessary.

- **To edit a listing request,** click its DLNUM. You will be taken back to the First Screen, where you can review and edit the information for the request. For the edits to take effect, you must click Continue on each of the screens until you return to the Summary Screen here.
- **To delete a listing request** that you decide you no longer want, go to the small box labeled **Select to Delete** for that listing and click a check into it. Then go to the bottom of the screen and click Delete Selected Listings. This will not delete any existing listings; it will only delete the listings request(s) you have marked.
- **To add another listing,** click Add a New Listing Request. This will take you back into the process, where you can create another listing request.

In addition, note the following:

- **Advance Directory Listing –** Mark "Yes" or "No". You should mark Yes if end-user service is to start after **Business Office Close (BOC)**, and there is an urgent need for the listing to be published. Note the following:
  - Designer listings cannot be advanced.
  - There is a limited window after BOC for advancing listings.
  - BAPCO can provide information on closing and BOC dates.
  - LENS does not provide the schedule for advancing listings.
- **SIC –** Standard Industry Classification
  - Enter a four-digit code
  - For Firm Order New Install, Conversion New, and Partial Migration Initial
  - Required if Service Type (on Firm Order Menu Screen) was set at Business or Government.
  - SIC Codes may be obtained from BellSouth Advertising and Publishing Company (BAPCO).
- **If you had set Listing Activity to "Change Listing"** , the Summary Screen here will show **two** listing requests.
  - One will represent the "old" listing being changed, and will be labeled "Old".
  - The other will contain the changes you indicated and will be will be labeled "New".
  - The New request's Directory Listing Number (DLNUM) will be one greater than the Old request's DLNUM. (For example, the New request's DLNUM will be 0002 if the Old request's DLNUM is 0001.)

Step 3B – When ready, click Continue.

Note: If you return to Directory Listings after this point during this LSR process, you will be shown first the Listings Summary Screen, so you can select which listing you would like to edit, or begin creating an additional listing.

7.8 Calculate Due Date

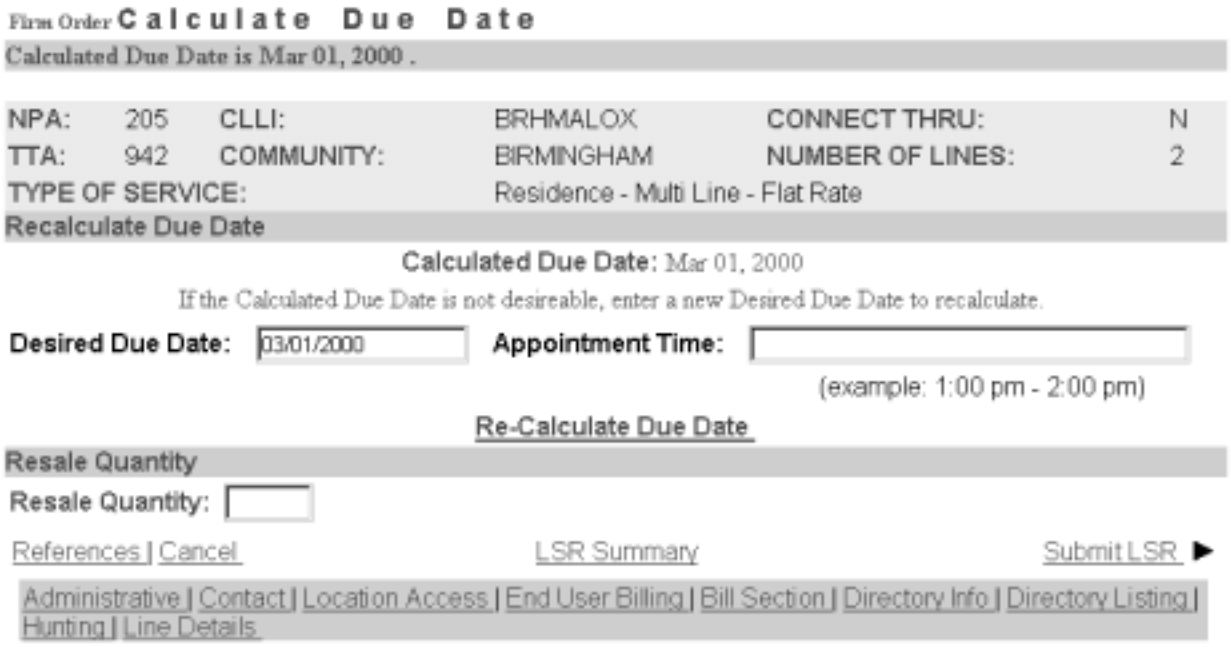


Figure 106 Calculate Due Date Screen

A Calculated Due Date is already provided for you based on the information you provided earlier.

Step 24A – If you desire another due date, type this information into the field **Desired Due Date**, and click Re-Calculate Due Date.

Step 24B – Other fields

- Appointment Time: If you wish you may input a desired appointment time interval, such as "8:00 am – 5:00 pm". Note the following parameters:
  - Times must be for the end-user's time zone
  - The interval must cover at least one hour.
  - The earliest time that can be entered is 8:00 am, and the latest time is 5:00 pm.
- Resale Quantity (required): For LSRs for Resale. Enter up to 3 digits for this field. The entry must be greater than 000.
- Port Type (required) – For LSRs for Port/Loop Combinations. This field identifies the type of unbundled port being ordered. Select from one of the following:
  - Line Port

- Trunk Port

• Port Quantity (required) – For LSRs for Port/Loop Combinations. This field identifies the quantity of ports involved in this service request. Enter a maximum of three numerals.

Step 24C – Toolbar: As mentioned earlier, you have the option of accessing information screens related to the LSR if you want to view and edit their entries. If you do, you should access them now. Go to the toolbar at the bottom of the screen and click the appropriate link. Details on these screens are given further in this user guide chapter, in the section "Optional Toolbar Screens".

Note: In certain circumstances, some fields on these screens may not be shown, required, or have certain options.

Step 24D - When you are satisfied with all aspects of your LSR, click Submit LSR.

7.9 Acknowledgment

If all required fields are complete for this activity type, an Acknowledgement will be given indicating that the order was successfully completed and submitted to BellSouth. **Make sure you record the Purchase Order Number, Version Number**. You will need these later if you want to issue a Change Existing Request, or use the View LSR/Order Information option, as explained in this User Guide in the appropriate chapter.

Note: **This Acknowledgement is NOT a Firm Order Completion (FOC).** An FOC will be generated later by BellSouth's order processing systems.

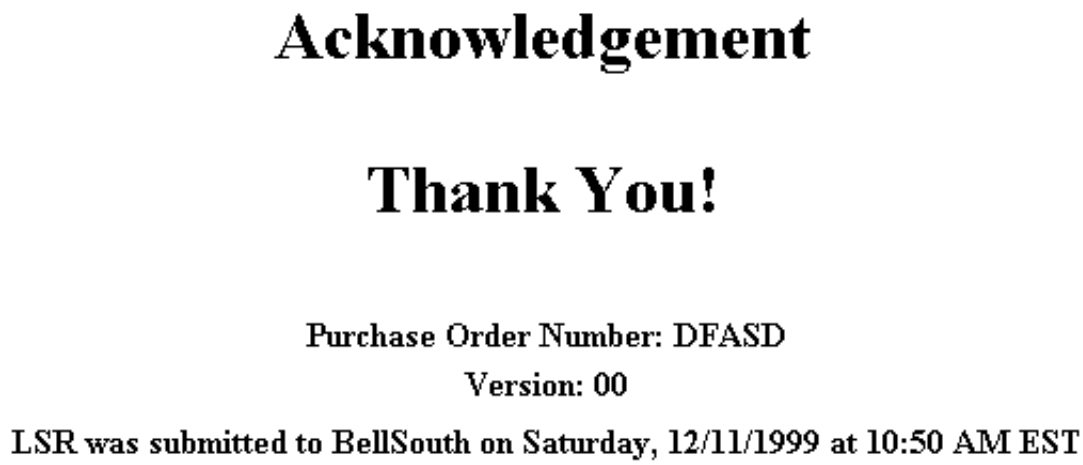


Figure 107 Acknowledgment

Duplicate PON: If the PON you had provided is a duplicate of an existing PON, you will be asked to provide a different PON and re-submit the request. For your reference, the parameters for PONs are as follows:

- **Maximum of 16 (sixteen)** characters.
- **Allowable characters:**
  - Uppercase letters (ABCDEFGHIJKLMNO. . .)
  - Numbers (0123456789)
  - Period (.)
  - Comma (,)
  - Hyphen (-)
  - Apostrophe (’)
- Not Allowable Characters:
  - Spaces
  - Forward Slashes

Errors: If there is an error with the LSR, you will be taken to an **Error List Page** that will display a message regarding the error.

- **At this point** you should do the following:
  - Click on the link to the appropriate screen where you can correct the error.
  - After correcting the error, click Return to Error List Page.
  - Click Resubmit LSR.
  - **After receiving the Acknowledgment,** click Return to Firm Order to return to the Firm Order Menu Screen and prepare another LSR.
- **For a listing of error messages** you may encounter in LENS, please see the Appendix titled "Error Message Reference List."

Error Codes: LENS error messages may come with a code. The code is related to the screen you are on at the moment, or to which you need to return.

Some error codes may come with a **"J"** in front of them. These error messages are generated within your web browser.

LENS error codes are as follows:

Codes 0001 – 0999	System Error Messages
Codes 1000 – 1999	Errors on the LSR Administrative, Billing or Contact screens
Codes 2000 – 2499	Errors on the LSR Location/Access or End User Billing screens, or errors related to Inside Wiring or Transfer of Call
Codes 2500 – 2999	Errors in Loop Information
Codes 3000 – 3999	Errors on the LSR Line Details or Hunting screens
Codes 4000 – 4999	Errors in the LSR Directory Listings or Directory Delivery Information sections.
Codes 5000 - 5999	Errors in Supplement Orders
Codes 6000 - 6999	Errors in Due Date Calculation
Codes 7000 - 7999	Errors in View LSR/Order Information
9000 - 9999	Informational/Warning Messages

7.10 Optional Toolbar Screens

The toolbar at the bottom of many screens in this Firm Order activity gives you the option of accessing various information screens related to the LSR. Details on these screens are given below.

Note: In certain circumstances, some fields on these screens may not be shown, required, or have certain options.

7.10.1 Administrative Section

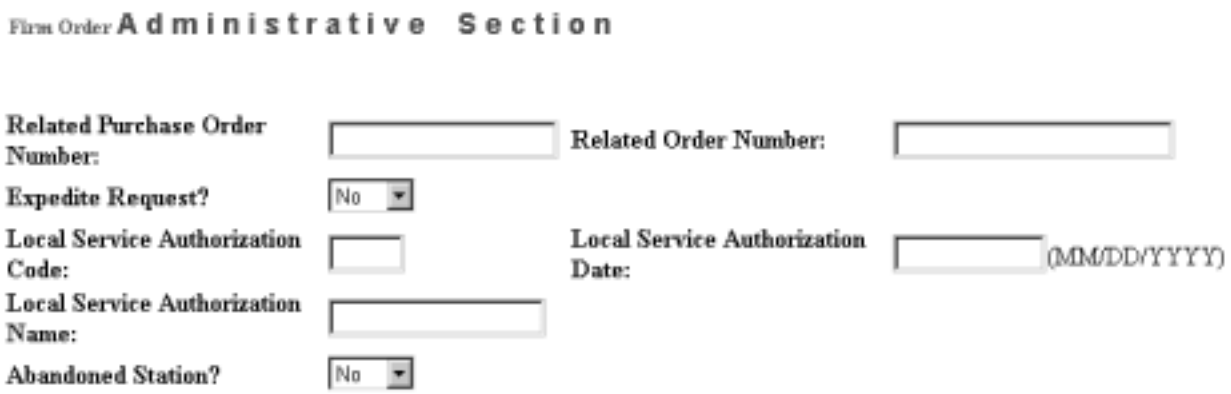


Figure 108 Administrative Section Screen

On this screen you may populate the following fields as desired:

- Related Purchase Order Number (RPON) – Up to 16 characters comprised of uppercase letters A-Z, numerals 0-9, and symbols period, comma, hyphen, and apostrophe.
- Related Order Number (RORD) – Up to 20 letters or numbers
- Expedite (EXP) – Choose “Y” (Yes) or “N” (No).
- Local Service Authorization Code (LSPAUTH) – 4 letters or numbers
- Local Service Authorization Date (LSPAUTH DATE) – Format of MM/DD/YYYY. Required when LSPAUTH is populated
- Local Service Authorization Name (LSPAUTH NAME) – Up to 15 letters/numbers. Required when LSPAUTH is populated.

When ready, click Continue to Bill Section, or the link in the toolbar for any other screen you would like to view.

7.10.2 Bill Section

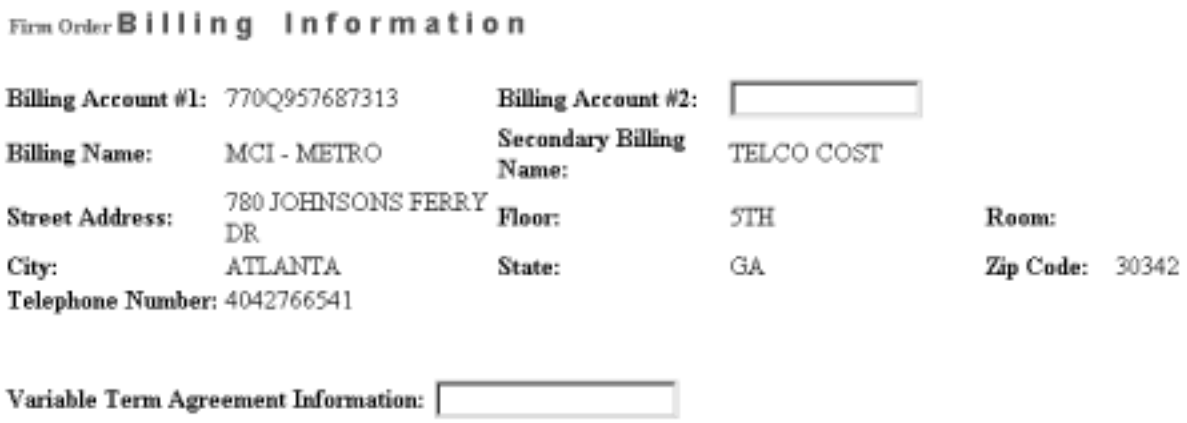


Figure 109 Bill Section

This screen will be prepopulated with information on your (the CLEC's) billing name and address. Be sure to note the following fields:

- Billing Account Number 1 – This field will be pre-populated and cannot be edited. This number is also known as your "Q Account" number.
- Billing Account Number 2 – This field will be pre-populated but can be edited. Entry must contain 13 letters or numbers.
- Variable Term Agreement (VTA) – You may populate this field with up to 17 letters or numbers.

When ready, click Continue to Contact Section, or the link in the toolbar for any other screen you would like to view.

7.10.3 Contact Section

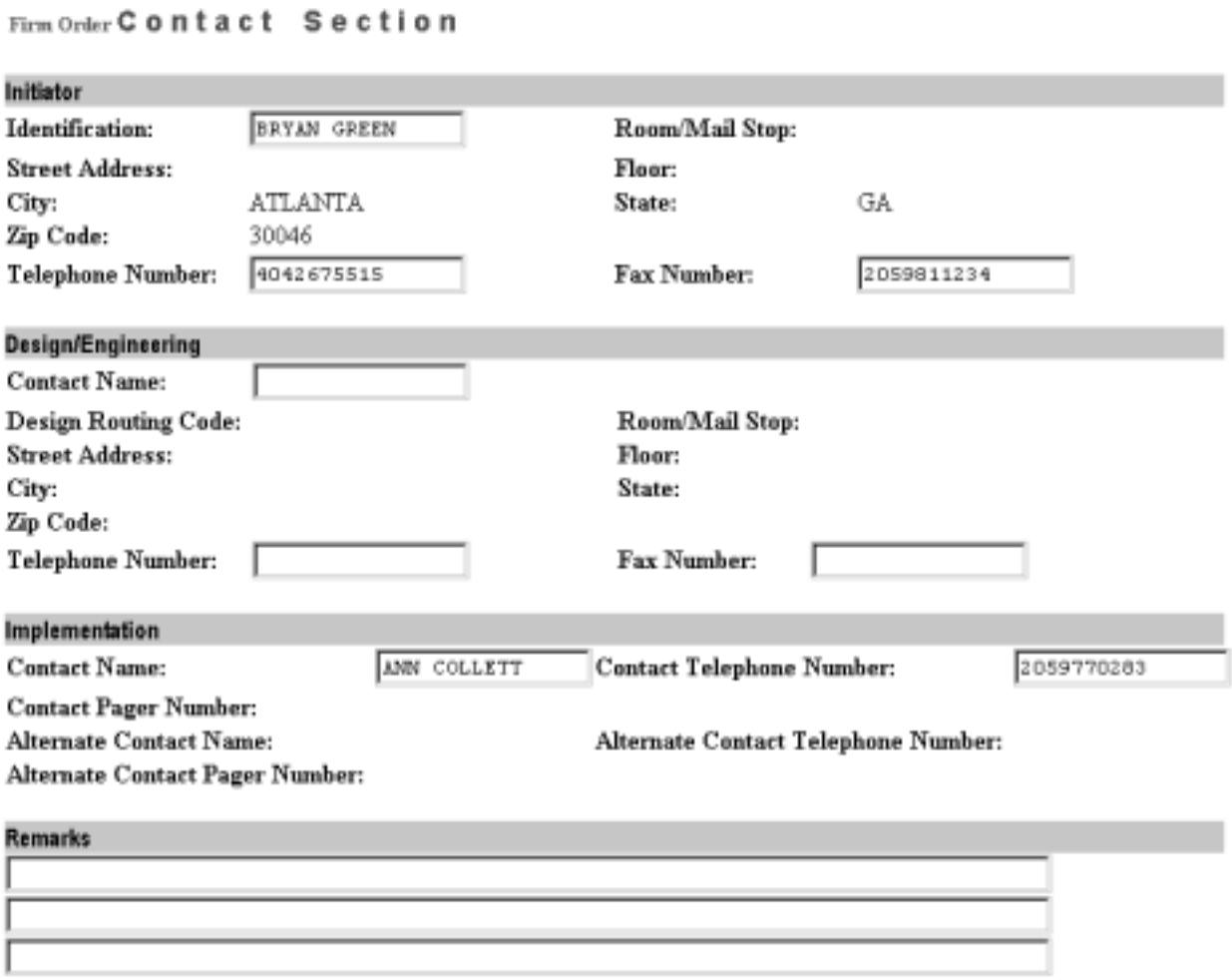


Figure 110 Contact Section Screen

All fields should be populated with information provided on your profile. **You may change the following as needed:**

- Initiator Identification – Required – This is the name of the person initiating the request. This person is who should be contacted if there are any questions. An entry for this field can contain up to 15 letters or numbers
- Initiator Telephone Number – Required –Up to 10 numbers or 15 letters or numbers
- Initiator Fax Number Required – Up to 10 numbers

- Design/Engineering Contact Name – Required when **Design Routing Code** is populated by LENS. Up to 15 letters or numbers.
- Design/Engineering Address – Up to 25 letters or numbers
- Design/Engineering Telephone Number – Up to 10 numbers, or 15 letters or numbers.
- Design/Engineering Fax Number – Up to 10 numbers
- Implementation Contact (IMPCON) – Required –Up to 15 letters or numbers.
- Implementation Contact Telephone Number – Required –Up to 10 numbers, or 15 letters or numbers (first 10 characters must be numbers).
- Remarks – Up to 240 letters/numbers/symbol characters, excluding forward slashes (/) and asterisks (*).

When ready, click Continue to Location and Access, or the link in the toolbar for any other screen you would like to view.

7.10.4 Location and Access Section

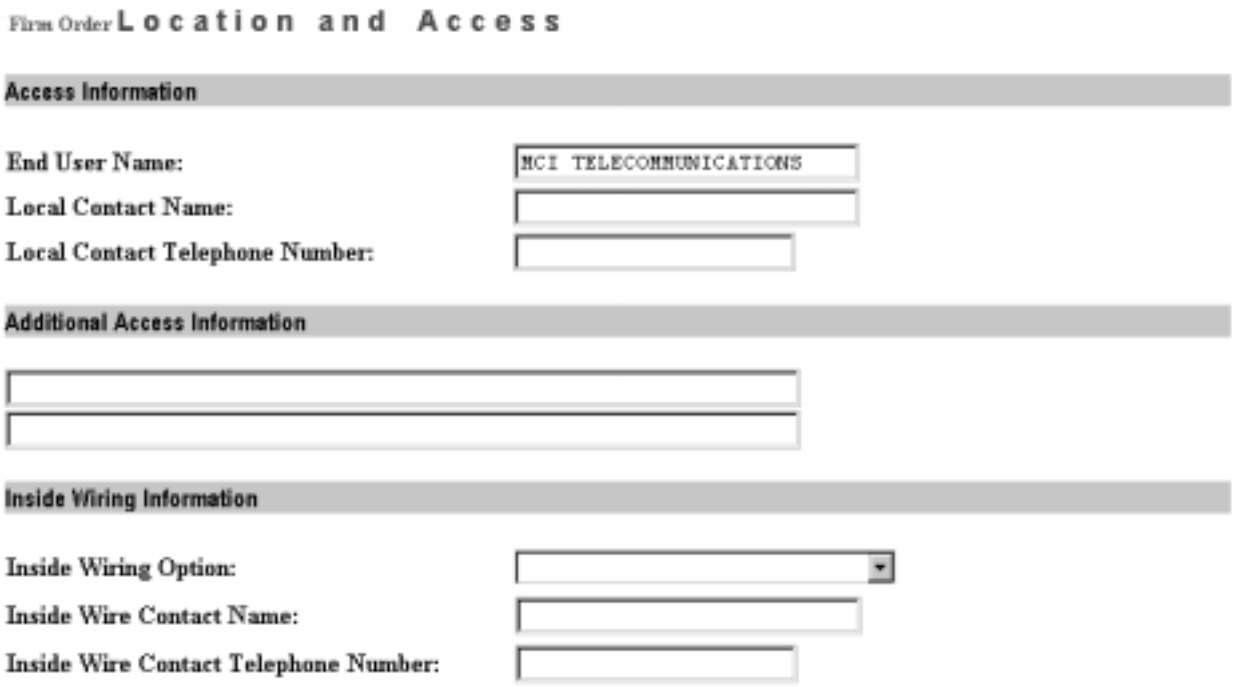


Figure 111 Location And Access Section Screen

This screen allows you to provide information related to end-user location and access. The screen's sections are as follows:

- **Access Information –** Basic information such as End User Name and Local Contact Name.
- **Additional Access Information –** For additional information related to access.
- **Inside Wiring –** For information related to Inside Wiring.

Access Information – Complete or edit the following as needed:

- End User Name (required) – This field will be prepopulated. You may edit it as needed. This field can contain up to 25 letters or numbers.
- Local Contact Name –This person is the end-user whom will be contacted during installation if there is a problem with access to the service location. This field can contain up to 15 letters or numbers.
- Local Contact Telephone Number – 10 numbers, and if desired, up to an additional 10 letters or numbers.

Additional Access Information – Here you may provide additional information related to access. You can provide up to 115 letters or numbers.

Inside Wiring – Inside Wiring Information can be entered here.

- Inside Wiring Option (IWO) – Choose one of the following options:
  - Provide inside wiring repair plan (S)
  - Provide inside wiring and repair plan (U)
  - Provide inside wiring (W) – Required entry for Request Types Port/Loop, Type A, and Type B.
- Inside Wire Contact Name (IWCON) – If IWO equals U or W, then this field is **required**. Entries can have up to 25 letters or numbers.
- Inside Wire Contact Telephone Number – If IWCON is populated, then this field is **required.** An entry must be either 10 numbers or up to 15 letters and numbers.

Click Continue to End User Billing, or the link in the toolbar for any other screen you would like to view.

7.10.5 End User Billing Section

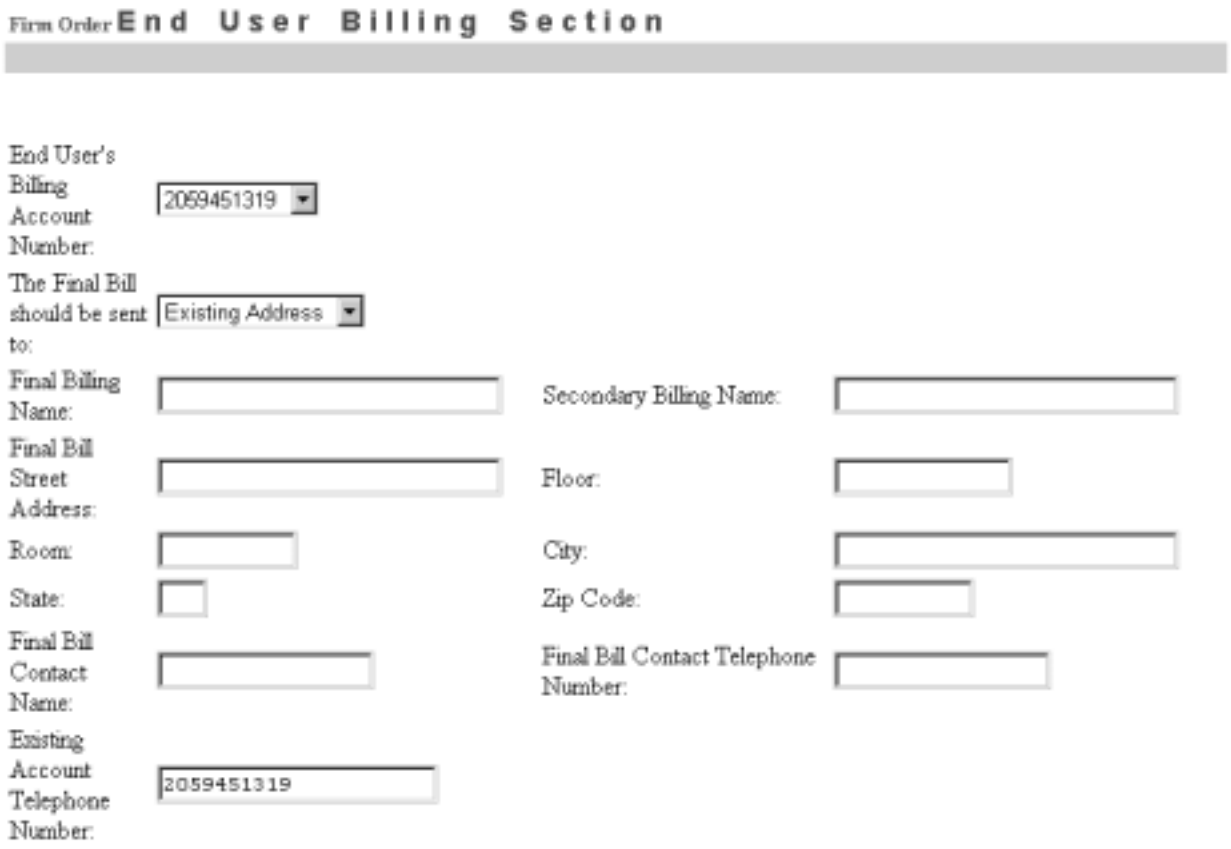


Figure 112 End User Billing Section Screen

This screen contains information related to the End-User. Complete or edit the fields below as relevant to this Firm Order activity. Note that not all fields will be displayed for all Firm Order activity types.

Final Bill – Next to the text "The Final Bill should be sent to", use the pull down menu to select the appropriate option.

- Existing Address
- Different Address

If you choose "Different Address", you must provide that address information here. Note the following **required fields:**

- Final Billing Name – Up to 25 letters or numbers

- Street Address – Up to 25 letters or numbers
- City
- State
- Zip Code
- Final Bill Contact Name – Up to 15 letters or numbers
- Final Bill Contact Telephone Number – 10 numbers or up to 15 letters or numbers

In addition, you may populate the following **optional** fields:

- Secondary Billing Name – up to 25 letters or numbers
- Floor – Up to 12 letters or numbers
- Room – Up to 9 letters or numbers
- City – Up to 25 letters or numbers
- State – 2 letters
- Zip – 5 or 9 numerals

Local Service Freeze – If desired, you can indicate Local Service Freeze (LSF) for end-users in all states except Tennessee.

Note: LSF not available for Request Type **Port/Loop.**

Select one of the following options:

- Add End User Local Service Freeze
- Add Local Provider Local Service Freeze
- Change End User to Local Provider Local Service Freeze
- Change Local Provider to End User Local Service Freeze

Click Continue to Directory Information , or the link in the toolbar for any other screen you would like to view.

7.10.6 Directory Delivery Information

Figure 113 Directory Delivery Information Screen

Note: This section should only be completed if the directories are to be delivered to an address other than the Listed Address.

Edit the information for this screen as needed:

- **Delivery Name –**This will be pre-populated with the End-User's name, but you may edit as needed. Entry can have up to 25 letters or numbers.
- **Delivery address fields (House Number, Street Name, etc.)** – Edit these as needed.

Click the link in the toolbar for any other screen you would like to view.

7.10.7 Hunting

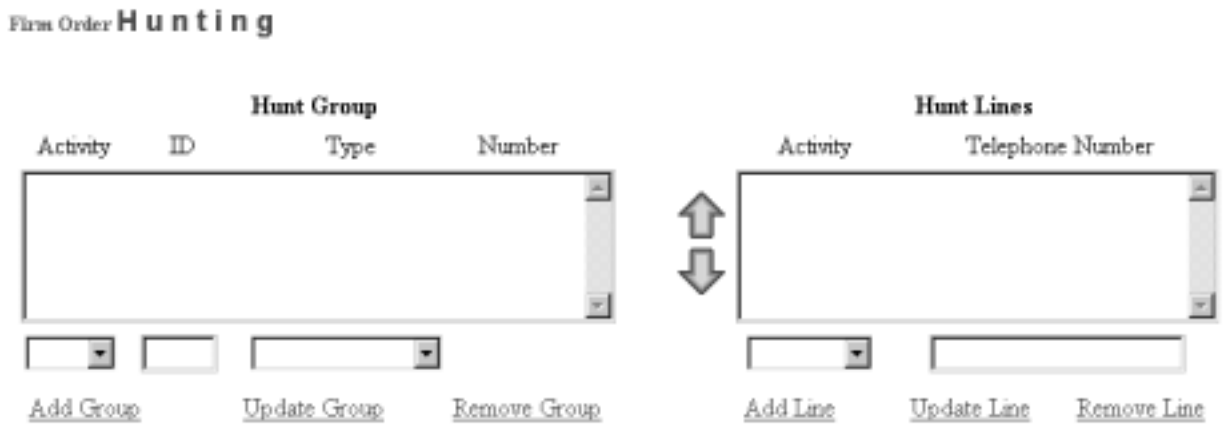


Figure 114 Hunting Section

Here you can provide information for any hunting you wish to have converted with the account. Notice the two windows, "Hunt Group" and "Hunt Lines". These will be where information will be displayed as you proceed.

Hunt Groups: Create hunt groups as follows:

- **Go to the fields below the Hunt Group window** and complete the following fields:
  - Hunt Group Activity (HA) – **Required field.** Choose one of the following entries:
    - New (N)
    - Existing (E)
    - Change (C)
    - Delete(D)
  - Hunt Group Identifier (HID) – **Required field.** You must enter up to 3 letters or up to 4 numbers characters of your choice. If you populate HA with New, HID will be automatically populated with the letter "N". The letter "N" entered alone is not valid at any other time.
  - Hunt Type Code – **Required field.** Choose one of the following:
    - Sequential
    - Non-Sequential
    - Circular
- **Click Add Group** to add the group to the LSR. The entries in the fields will be displayed in the Hunt Group window.

- **Repeat as needed** to create the desired number of hunt groups. As you add each one to the window, notice that the column "Number" will increase for each new group. So, the first group would be numbered 00001, the second one would be 00002, and so on.
- **To edit** the information for a group, **click** on it in the Hunt Group window to highlight it, and then go to the fields below the window and edit the entries. The hunt lines (see next) for the group will be displayed in the Hunt Line window, and these can be updated as well (see next). When ready, click Update Group. The new entries will be displayed in the window for the group.
- **To remove** a hunt group, highlight its row in the Hunt Group window, and click Remove Group. The hunt group will disappear from the window. All associated lines for the hunt group will be deleted as well. Note that the column "Number" in the window will be renumbered for the groups that remain. **Multiple groups** can be highlighted at once to be removed; however, only one group at a time can be edited.

Hunt Lines: After creating Hunt Groups, now you must give them the TNs to be used in the hunting process.

- **Click on a Hunt Group in the Hunt Group window** to highlight it.
- **Go to the fields below the Hunt Line window** and provide the following information:
  - Pull-down menu: Hunt Line Activity (HLA) – **Required field.** Here you indicate the HLA of the Hunt Line (see next). The options for HLA will vary according to the Hunt Group Activity you had chosen.
    - **If Hunt Group Activity (HA) is New,** then HLA will be New.
    - **If HA is Existing,** then HLA will be Existing.
    - **If HA is Change,** then HLA will be New, Existing, or Delete.
    - **If HA is Delete,** then HLA will be Delete.
  - Text Entry Box: Hunt Line
    - **Required** if HA is New, Existing, and Change.
    - **Optional** if HA is Delete.
    - Type in a TN that is to be in the hunt group.
  - The format for the lines is 10 digits. However, when HA and HLA are both set at "New", you can enter a **TN range** by typing a 10-digit number, followed by a hyphen, and then a four-digit number representing the end of the range. So, for example, 4044695000–5011 indicates a range of TNs that end in 5000, 5001, 5002, and so on, up to 5011.
- **Click Add Line** to add the line to the hunt group. The Hunt Line Activity and the line itself will be displayed in the Hunt Line window.
- **Hunt sequence:** You can enter additional lines for the hunt group. They will be displayed in the Hunt Line window in the order you added them, and the hunting sequence will follow that order. So, the TN at the very top will be first, followed by the next TN below, and so on. A **TN range** (see above) that you entered will be considered as one unit for hunt sequence. So if the number 4044695000–5011 is displayed second from the top in the

window, that means it will be second in the hunt sequence. (And the hunt sequence will then proceed to follow the lines in their numerical order: 5000, 5001, 5002, and so on.)

- **To change the hunt sequence** of the lines, highlight one or more lines and click the up or down arrows next to the Hunt Line window. These arrows will move the highlighted line(s) up or down in the window, and therefore in the hunt sequence as well.
- **16 (sixteen) Line Maximum:** you can enter up to **16 (sixteen)** lines for any one hunt group.
- **To edit** a hunt line, highlight it in the Hunt Line window, and then go to the fields below the window and edit them as needed. When ready, click Update Line. The new entries will be displayed in the Hunt Line window.
- **To remove** a hunt line, highlight it in the Hunt Group window, and click Remove Line. The hunt line will disappear from the window. Note that the lines remaining will be in the new hunt sequence. **Multiple lines** can be highlighted at once to be removed; however, only one line at a time can be edited.

When finished with Hunting, click the link in the toolbar for any other screen you would like to view.

8. Firm Order — Disconnect

8.1 Disconnect

Note:

- This chapter relates to Requests for Resale (Non-Complex) and Port/Loop UNEs. For Loop UNE Requests, please see the chapter "Firm Order – Loop UNEs".
- For more information on orders related to Port/Loop UNEs, please see the BellSouth Business Rules for Local Ordering .

Disconnect is used to end service for an entire account. The parameters for this activity are as follows:

- You must be the CLEC owner of the account to be able to perform this activity.
- This activity disconnects the entire account and should not be used to attempt partial disconnects.
- This activity can be used for requests involving **twenty-five (25) lines** or less.
- If you submit a Firm Order to Disconnect an account that has been Denied for **up to fifteen (15)** days, the billing will be calculated as if the service was Disconnected on the date of Denial.

To create an LSR for Disconnect, follow the steps below.

Step 1 – Main Menu – Select Firm Orders.

Step 2 – Firm Order Menu Screen –

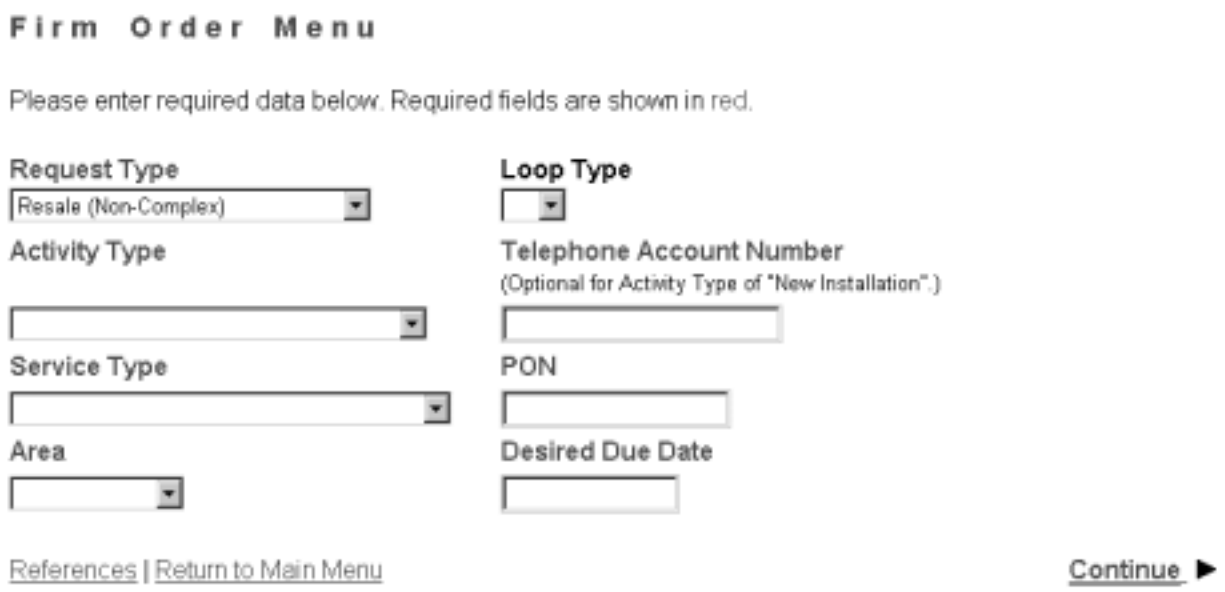


Figure 115 Firm Order Menu Screen

Complete the fields as indicated below. Remember, **required fields** are indicated in red on LENS screens. (The required fields for LENS are the same as those used on paper LSRs. For additional information on required fields, please refer to the BellSouth Business Rules for Local Ordering.)

- Request Type: Choose from one of the following:
  - Resale (Non Complex)
  - Port/Loop Combination
- Activity Type: Go to the Activity Type pull-down menu and select **Disconnect.**
- Telephone Account Number: Provide the 10-digit Existing Account Telephone Number (EATN). This is the account telephone number for the account you are going to work with.
- Service Type: Select the appropriate entry.
  - Residence, Business, or Government
  - Single or Multi Line
  - Flat, Measured, or Message Rate
- PON: Input a PON of your choice. It can be a maximum of **16 (sixteen)** characters. The parameters for entries are as follows:
  - Allowed:
    - Uppercase letters (ABCDEFGHIJKLMNO. . .)
    - Numbers (0123456789)

    - Period (.)
    - Comma (,)
    - Hyphen (-)
    - Apostrophe (’)
  - Not Allowed:
    - Spaces
    - Forward Slashes
- Area: Select the appropriate entry.
- Desired Due Date: Input your desired due date. It must be:
  - Either the current or future date
  - Within one year of the current date
  - In one of the following formats:
    - MM/DD/YYYY
    - MMDDYYYY
    - MM-DD-YYYY
    - MM DD YYYY
    - MM.DD.YYYY

Step 3 – Click Continue .

8.2 Details Screen

Step 4 – Here you may confirm the details for your order.

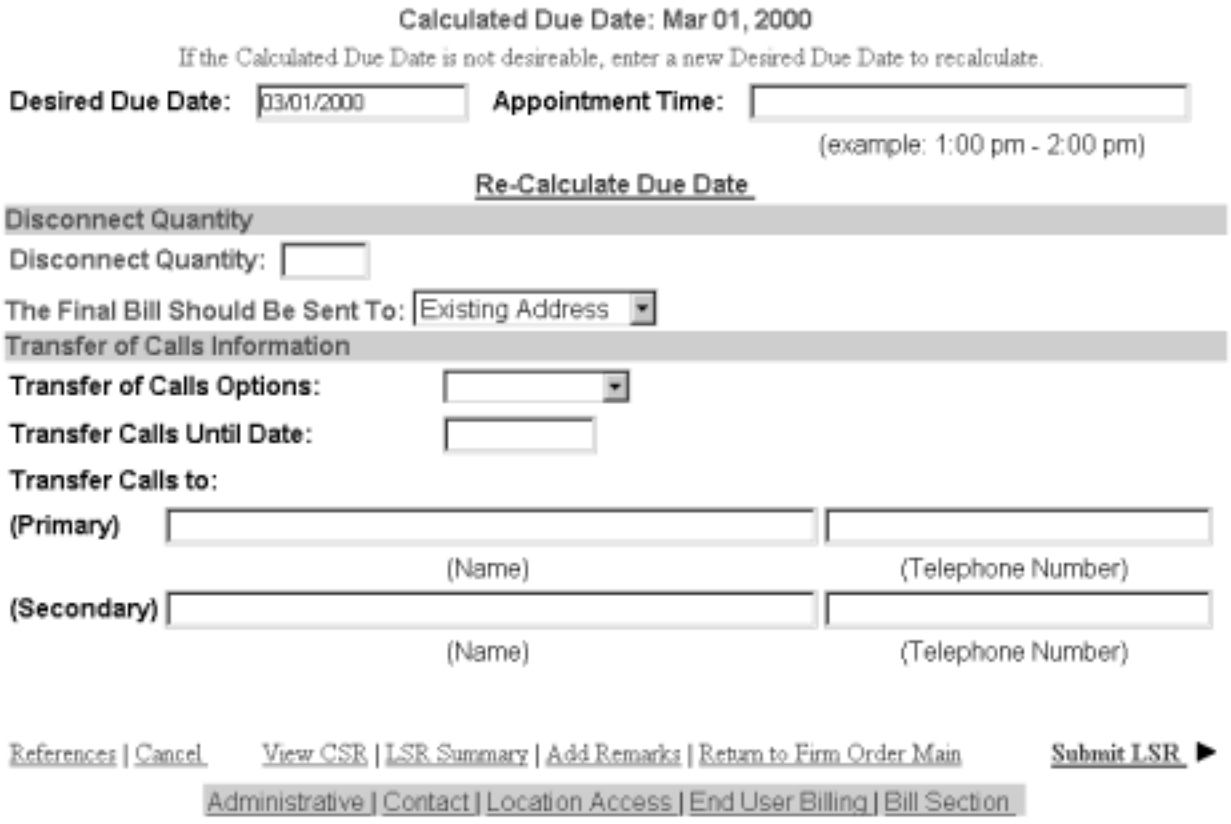


Figure 116 Details Screen

Step 4A – Due Date:

- A Calculated Due Date (CDD) is already shown here based on the Desired Due Date (DDD) you provided earlier.
- You will be given a warning message if the CDD is after the DDD, in which case the Effective Bill Date will be set at the DDD. Click OK to be able to make changes on this screen.
- If you want another Due Date, type it in the box next to "Desired Due Date" and click that link.

Step 4B – Appointment Time – If you wish you may input a desired appointment time interval, such as "8:00 am – 5:00 pm". Note the following parameters:

- Times must be for the end-user's time zone

- The interval must cover at least one hour.
- The earliest time that can be entered is 8:00 am, and the latest time is 5:00 pm.

Step 4C – Disconnect Quantity (required) –

- This field indicates the quantity of TNs that will be disconnected.
- Enter up to 3 digits for this field. The entry must be greater than 0. (For example, if there are 5 lines on the account being disconnected, you should type in the number "5".)

Step 4D – Final Bill (required) – Next to the text "The Final Bill Should Be Sent to", select "Existing Address" or "Different Address". If you select Different Address, you will have be taken to the End User Billing Screen to provide this address. This screen is discussed further below in the section for Optional Toolbar Screens.

Step 4E – Transfer of Call Option – Complete this section if needed. You can choose from the following:

- Split
- None
- Transfer of Call

Note the following:

If TC OPT contains:	Then you must populate:
ST	Transfer of Calls to Primary Name and Primary Number
ST	Transfer of Calls to Secondary Name and Secondary Number
TC	Transfer of Calls to Primary Number

Transfer of Calls Until Date – In addition, you have the option of populating this field with a date if you chose "Split" or "Transfer of Call". Date format should be in MM/DD/YYYY. Date must be a **future date.**

Name and TN Fields – These fields are as follows:

- Transfer of Calls From TN – 10 numbers, and up to an additional 10 letters or numbers
- Transfer of Calls to Primary Name – Up to 35 letters, numbers, or embedded or trailing spaces (no leading spaces)
- Transfer of Calls to Primary Number – 10 numbers, and up to an additional 10 letters or numbers

- Transfer of Calls to Secondary Name – Up to 35 letters, numbers, or embedded or trailing spaces (no leading spaces)
- Transfer of Calls to Secondary Number – 10 numbers, and up to an additional 10 letters or numbers

Step 4E – Add Remarks –Click here if there are remarks you need to provide regarding the LSR.

Step 4F – Port Type – For LSRs for Port/Loop Combinations. This field identifies the type of unbundled port being ordered. Select from one of the following:

- Line Port
- Trunk Port

Step 4G – Toolbar Screens – You have the option of reviewing the entries for information screens related to the LSR. To do so, go to the toolbar at the bottom of the screen and click the appropriate link. Details on these screens are given further in this user guide chapter, in the section "Optional Toolbar Screens".

Note: In certain circumstances, some fields on these screens may not be shown, required, or have certain options.

Step 4H – Submit LSR – When you are satisfied with all aspects of your LSR, click Submit LSR.

REMEMBER: This LSR will disconnect ALL lines for the account. You will receive a dialog box indicating this. Click OK to proceed. You will be taken to the Acknowledgement Screen (see below).

8.3 Acknowledgment

If all required fields are complete for this activity type, an Acknowledgement will be given indicating that the order was successfully completed and submitted to BellSouth. **Make sure you record the Purchase Order Number (PON) and Version Number**. You will need these later if you want to issue a Change Existing Request, or use the View LSR/Order Information option, as explained elsewhere in this User Guide.

Note: **This Acknowledgement is NOT a Firm Order Completion (FOC).** An FOC will be generated later by BellSouth's order processing systems.

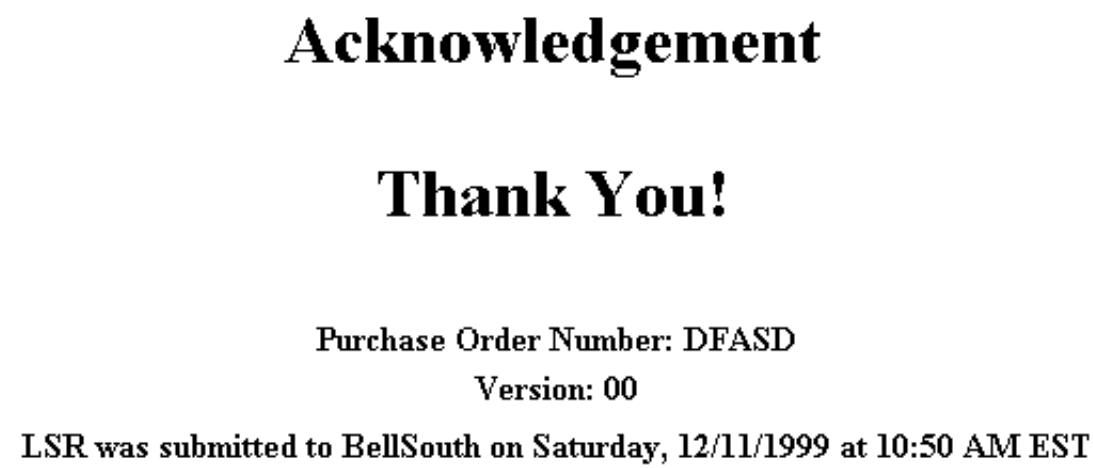


Figure 117 Acknowledgment

Duplicate PON: If the PON you had provided is a duplicate of an existing PON, you will be asked here to provide a different PON and re-submit the request.

Errors: If there is an error with the LSR, you will be taken to an **Error List Page** that will display a message regarding the error.

- **At this point** you should do the following:
  - Click on the link to the appropriate screen where you can correct the error.
  - After correcting the error, click Return to Error List Page.
  - Click Resubmit LSR.
  - **After receiving the Acknowledgment,** click Return to Firm Order to return to the Firm Order Menu Screen and prepare another LSR.
- **For a listing of error messages** you may encounter in LENS, please see the Appendix titled "Error Message Reference List."

Error Codes: LENS error messages may come with a code. The code is related to the screen you are on at the moment, or to which you need to return.

Some error codes may come with a **"J"** in front of them. These error messages are generated within your web browser.

LENS error codes are as follows:

Codes 0001 – 0999	System Error Messages
Codes 1000 – 1999	Errors on the LSR Administrative, Billing or Contact screens
Codes 2000 – 2499	Errors on the LSR Location/Access or End User Billing screens, or errors related to Inside Wiring or Transfer of Call
Codes 2500 – 2999	Errors in Loop Information
Codes 3000 – 3999	Errors on the LSR Line Details or Hunting screens
Codes 4000 – 4999	Errors in the LSR Directory Listings or Directory Delivery Information sections.
Codes 5000 - 5999	Errors in Supplement Orders
Codes 6000 - 6999	Errors in Due Date Calculation
Codes 7000 - 7999	Errors in View LSR/Order Information
9000 - 9999	Informational/Warning Messages

8.4 Optional Toolbar Screens

The toolbar at the bottom of the Details Screen in this Firm Order activity gives you the option of accessing various information screens related to the LSR. Details on these screens are given below.

Note: In certain circumstances, some fields on these screens may not be shown, required, or have certain options.

8.4.1 Add Remarks

Here you may provide information related to Order Contact and Location and Access.

When done, click Return to Firm Order Details.

8.4.2 Administrative Section

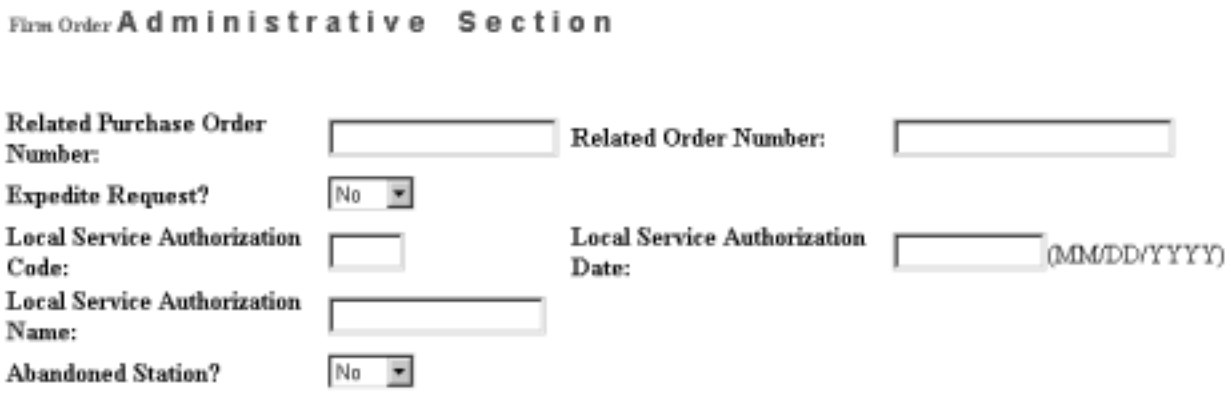


Figure 118 Administrative Section Screen

On this screen you may populate the following fields as desired:

- Related Purchase Order Number (RPON) – Up to 16 characters comprised of uppercase letters A-Z, numerals 0-9, and symbols period, comma, hyphen, and apostrophe.
- Related Order Number (RORD) – Up to 20 letters or numbers
- Expedite (EXP) – Choose “Y” (Yes) or “N” (No).
- Local Service Authorization Code (LSPAUTH) – 4 letters or numbers
- Local Service Authorization Date (LSPAUTH DATE) – Format of MM/DD/YYYY. Required when LSPAUTH is populated
- Local Service Authorization Name (LSPAUTH NAME) – Up to 15 letters/numbers. Required when LSPAUTH is populated.

When ready, click Continue to Bill Section, or the link in the toolbar for any other screen you would like to view.

8.4.3 Bill Section

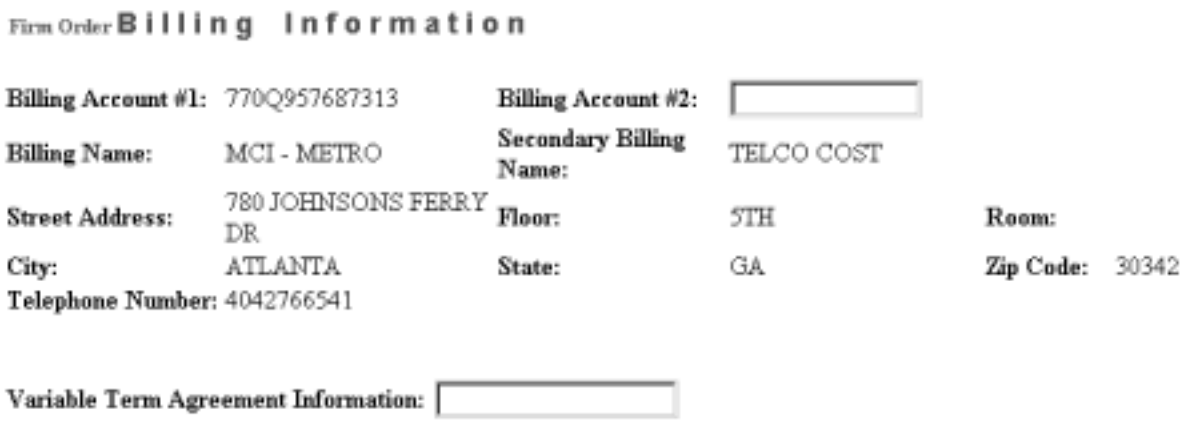


Figure 119 Bill Section

This screen will be prepopulated with information on your (the CLEC's) billing name and address. Be sure to note the following fields:

- Billing Account Number 1 – This field will be pre-populated and cannot be edited. This number is also known as your "Q Account" number.
- Billing Account Number 2 – This field will be pre-populated but can be edited. Entry must contain 13 letters or numbers.
- Variable Term Agreement (VTA) – You may populate this field with up to 17 letters or numbers.

When ready, click Continue to Contact Section, or the link in the toolbar for any other screen you would like to view.

8.4.4 Contact Section

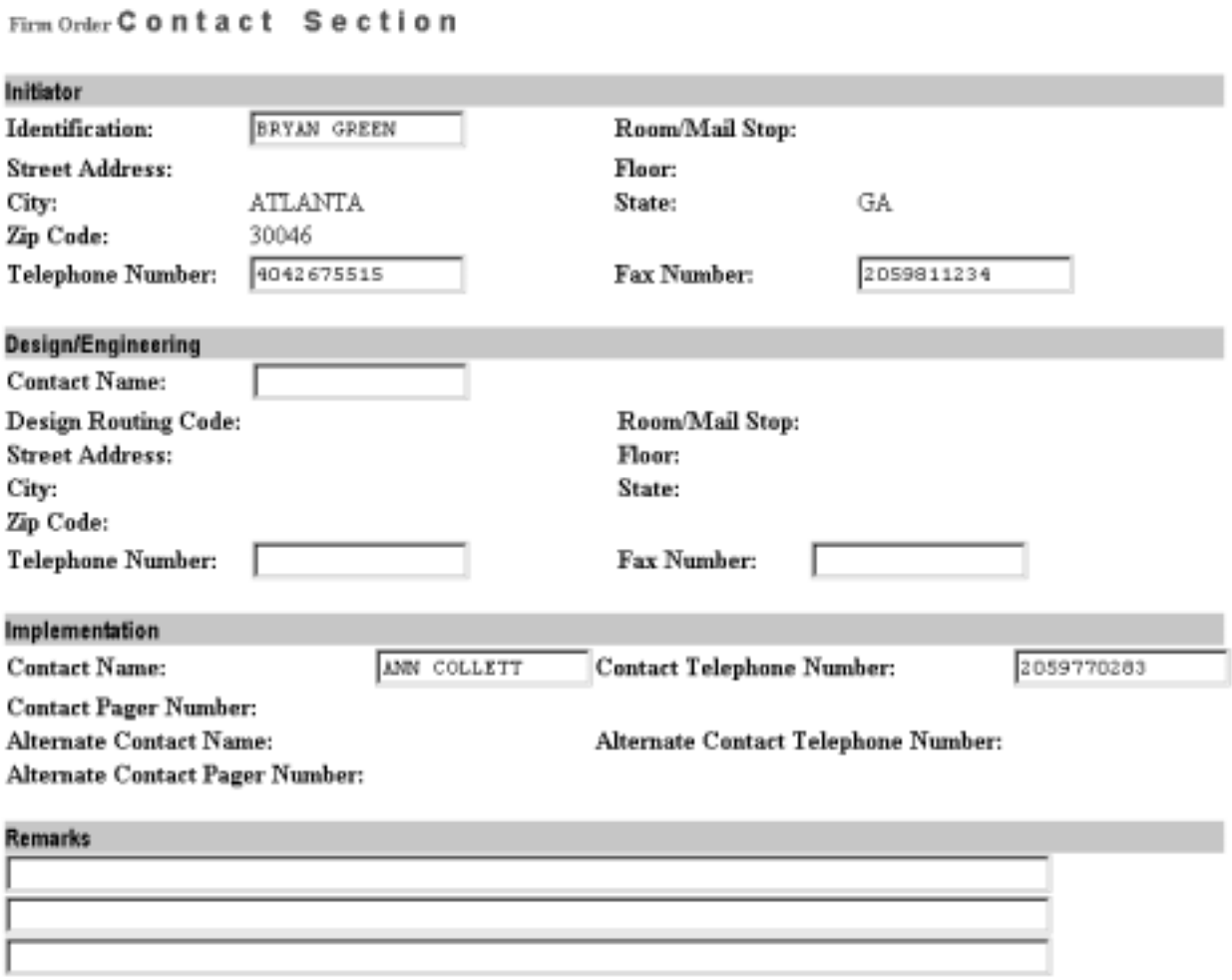


Figure 120 Contact Section Screen

Many of these fields will be populated with information from your profile. **You may change the following as needed:**

- Initiator Identification – Required – This is the name of the person initiating the request. This person is who should be contacted if there are any questions. An entry for this field can contain up to 15 letters or numbers
- Initiator Telephone Number – Required –Up to 10 numbers or 15 letters or numbers
- Initiator Fax Number Required – Up to 10 numbers

- Design/Engineering Contact Name – Required when **Design Routing Code** is populated by LENS. Up to 15 letters or numbers.
- Design/Engineering Address – Up to 25 letters or numbers
- Design/Engineering Telephone Number – Up to 10 numbers, or 15 letters or numbers.
- Design/Engineering Fax Number – Up to 10 numbers
- Implementation Contact (IMPCON) – Required –Up to 15 letters or numbers.
- Implementation Contact Telephone Number – Required –Up to 10 numbers, or 15 letters or numbers (first 10 characters must be numbers).
- Remarks – Up to 240 letters/numbers/symbol characters, excluding forward slashes (/) and asterisks (*).

Click Continue to Location and Access Section , or the link in the toolbar for any other screen you would like to view.

8.4.5 Location and Access Section

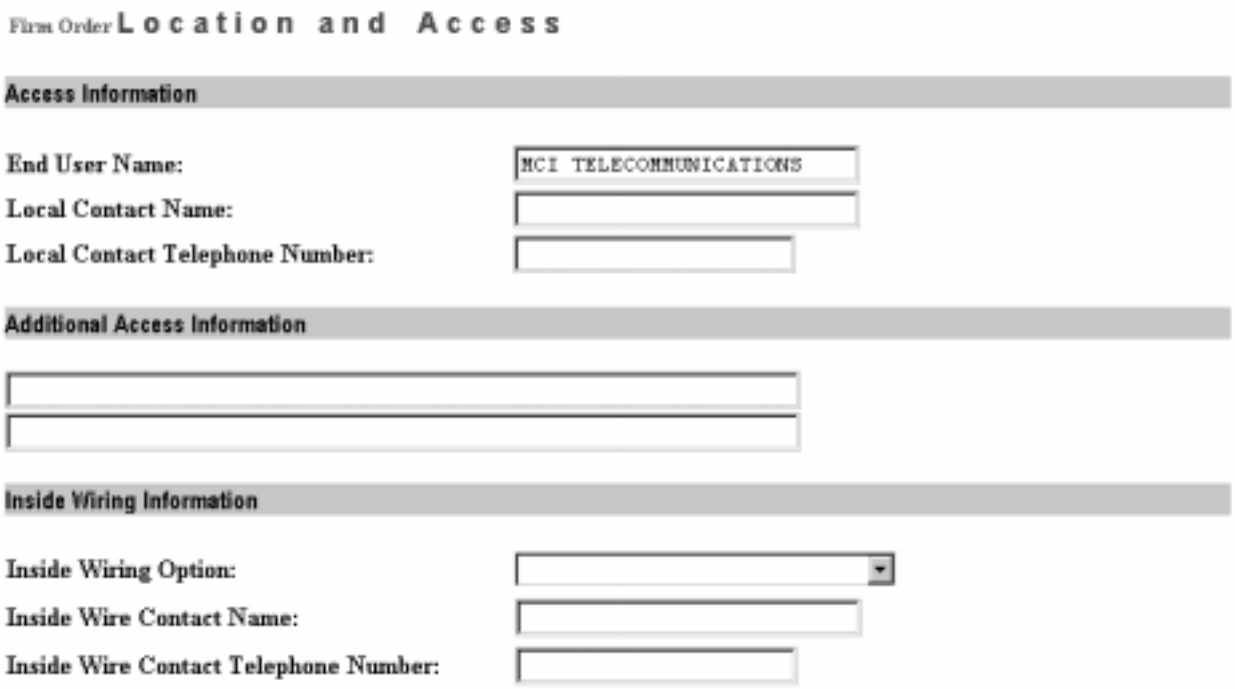


Figure 121 Location And Access Section Screen

This screen allows you to provide information related to end-user location and access.

Access Information – Provides basic information such as End User Name and Local Contact Name. Complete or edit the following as needed:

- End User Name (required) – This field will be prepopulated. You may edit it as needed. This field can contain up to 25 letters or numbers.
- Local Contact Name –This person is the end-user whom will be contacted during installation if there is a problem with access to the service location. This field can contain up to 15 letters or numbers.
- Local Contact Telephone Number – 10 numbers, and if desired, up to an additional 10 letters or numbers.

Click Continue to End User Billing, or the link in the toolbar for any other screen you would like to view.

8.4.6 End User Billing Section

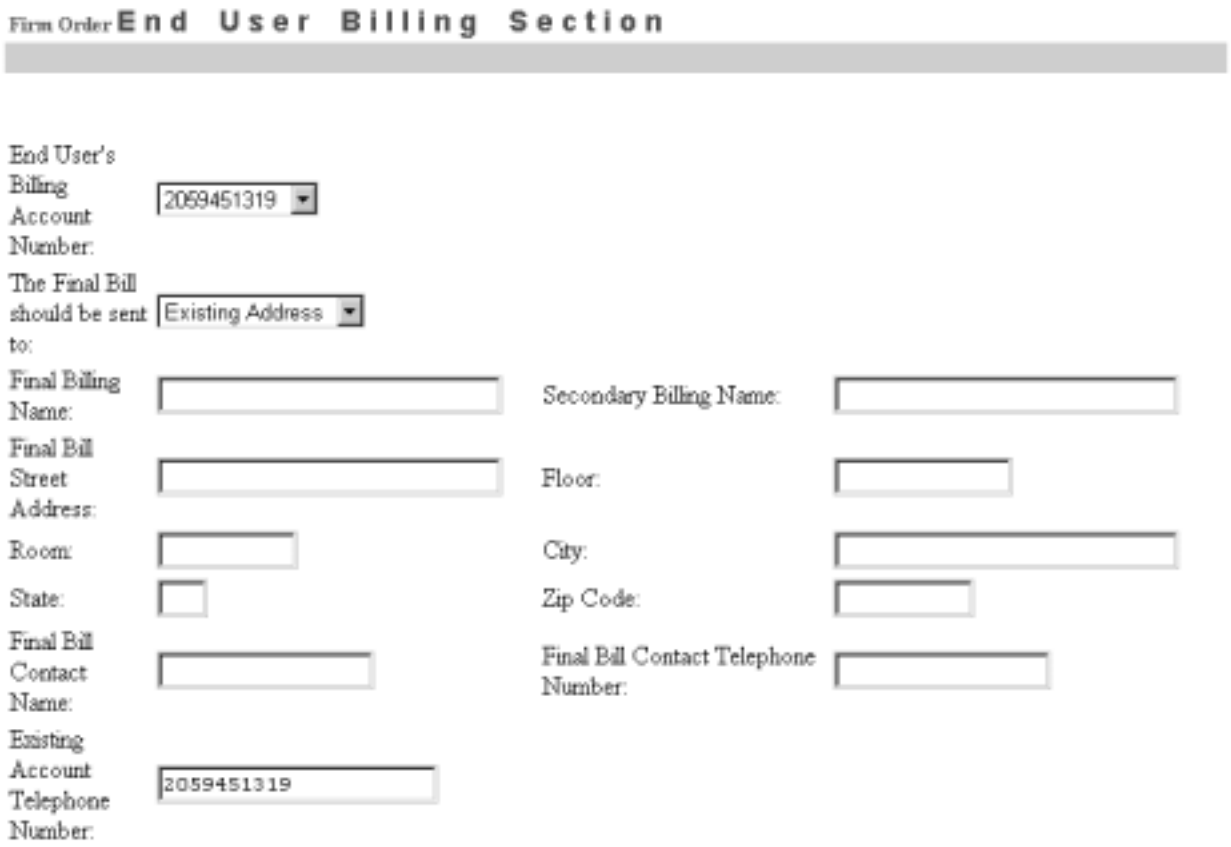


Figure 122 End User Billing Section Screen

This screen contains information related to the End-User. Complete or edit the fields below as relevant to this Firm Order activity. Note that not all fields will be displayed for all Firm Order activity types.

Final Bill – Next to the text "The Final Bill should be sent to", use the pull down menu to select the appropriate option.

- Existing Address
- Different Address

If you choose "Different Address", you must provide that address information here. Note the following **required fields:**

- Final Billing Name – Up to 25 letters or numbers
- Street Address – Up to 25 letters or numbers
- City
- State
- Zip Code
- Final Bill Contact Name – Up to 15 letters or numbers
- Final Bill Contact Telephone Number – 10 numbers or up to 15 letters or numbers

In addition, you may populate the following **optional** fields:

- Secondary Billing Name – up to 25 letters or numbers
- Floor – Up to 12 letters or numbers
- Room – Up to 9 letters or numbers
- City – Up to 25 letters or numbers
- State – 2 letters
- Zip – 5 or 9 numerals

Click the link in the toolbar for any other screen you would like to view.

9. Firm Order — Change

9.1 Changes – Introduction

Note:

- This chapter relates to Requests for Resale (Non-Complex) and Port/Loop UNEs. For Loop UNE Requests, please see the chapter "Firm Order – Loop UNEs".
- For more information on orders related to Port/Loop UNEs, please see the BellSouth Business Rules for Local Ordering .

The Change activity of LENS allows you to make changes to your existing end-user accounts. Be sure to note the following:

- You must be the CLEC owner of the account to perform this activity.
- The account must be either a **Residential** or **Business** account.
- These accounts may contain up to **25 lines**.

Functions

Three types of changes are possible:

- **Change or Delete Features, Lines, and Telephone Numbers**
- **Change PIC/LPIC**
- **Change Telephone Number (Single-Line accounts only)**

As indicated, Change Telephone Number can only be done on Single-Line accounts. The other two changes can be done for both Single and Multi-Line accounts.

9.2 First Steps

Important: You will need to perform these steps before proceeding on to any of the three types of changes (Change or Delete Features, Lines, and Telephone Numbers; Change PIC/LPIC; or Change Telephone Number).

Step 1 - Main Menu Screen – Click Firm Orders.

Step 2 – Firm Order Menu Screen

Complete the fields as indicated below. Remember, **required fields** are indicated in red on LENS screens. (The required fields for LENS are the same as those used on paper LSRs. For additional information on required fields, please refer to the BellSouth Business Rules for Local Ordering.)

- Request Type: Choose from one of the following:
  - Resale (Non Complex)
  - Port/Loop Combination
- Activity Type: Go to the Activity Type pull-down menu and select **Change.**
- Telephone Account Number: Provide the 10-digit Existing Account Telephone Number (EATN). This is the account telephone number for the account to be addressed by this activity.
- Service Type (required field): Select the appropriate entry.
  - Residence, Business, or Government
  - Single or Multi Line
  - Flat, Measured, or Message Rate
- PON: Input a PON of your choice. It can be a maximum of **16 (sixteen)** characters. The parameters for entries are as follows:
  - Allowed:
    - Uppercase letters (ABCDEFGHIJKLMNO. . .)
    - Numbers (0123456789)
    - Period (.)
    - Comma (,)
    - Hyphen (-)
    - Apostrophe (’)
  - Not Allowed:
    - Spaces
    - Forward Slashes
- Area: Select the appropriate entry.
- Desired Due Date: Input your desired due date. It must be:
  - Either the current or future date
  - Within one year of the current date
  - MM/DD/YYYY
  - MMDDYYYY
  - MM-DD-YYYY
  - MM DD YYYY
  - MM.DD.YYYY

Step 3 – Click Continue .

Step 4 – Change Order Type Screen – At this point LENS has automatically determined whether the telephone number is part of a *Single-Line* or *Multi-Line* account. Note the Change Order Type menu box shown on the screen.

Single-Line: If the account is Single-Line, the menu box will have **three** radio buttons indicating mutually exclusive options:

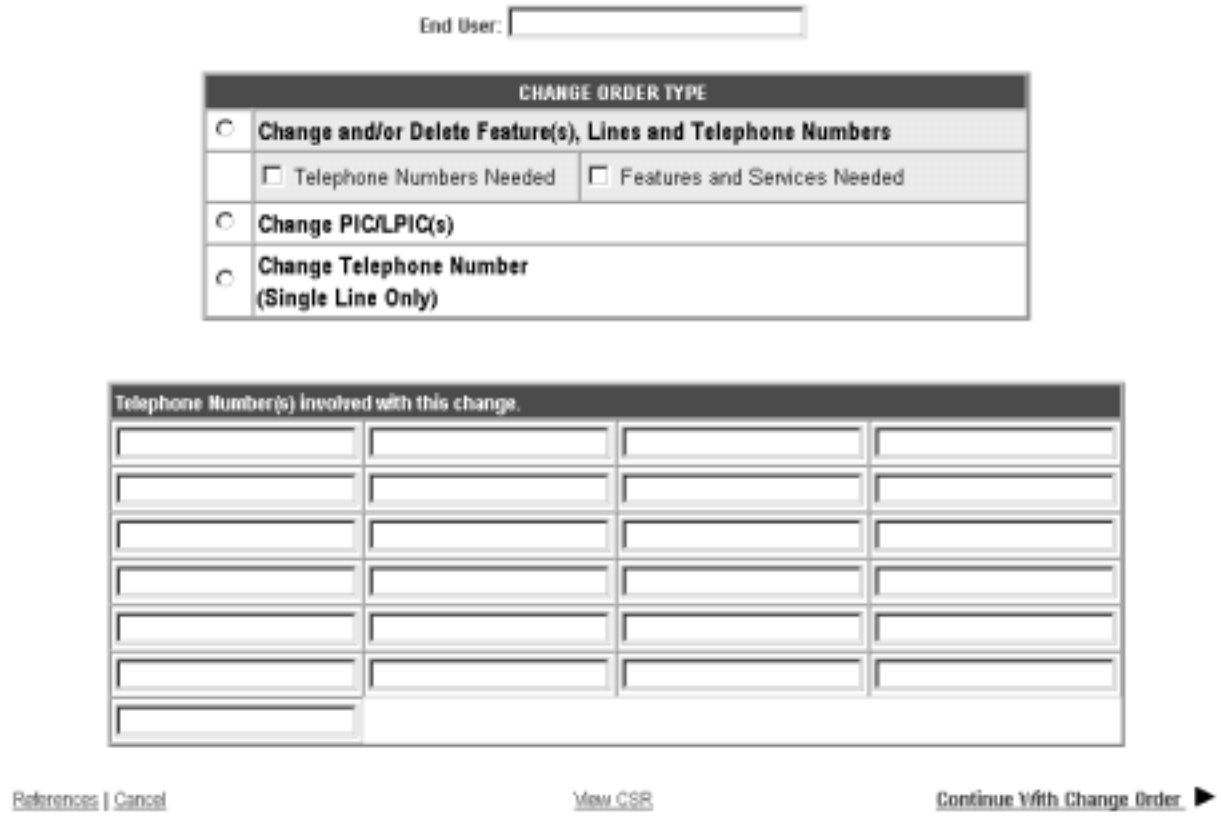


Figure 123 Single-Line Options

Multi-Line: If the account is Multi-Line, the menu box will have only **two** radio buttons indicating mutually exclusive options:

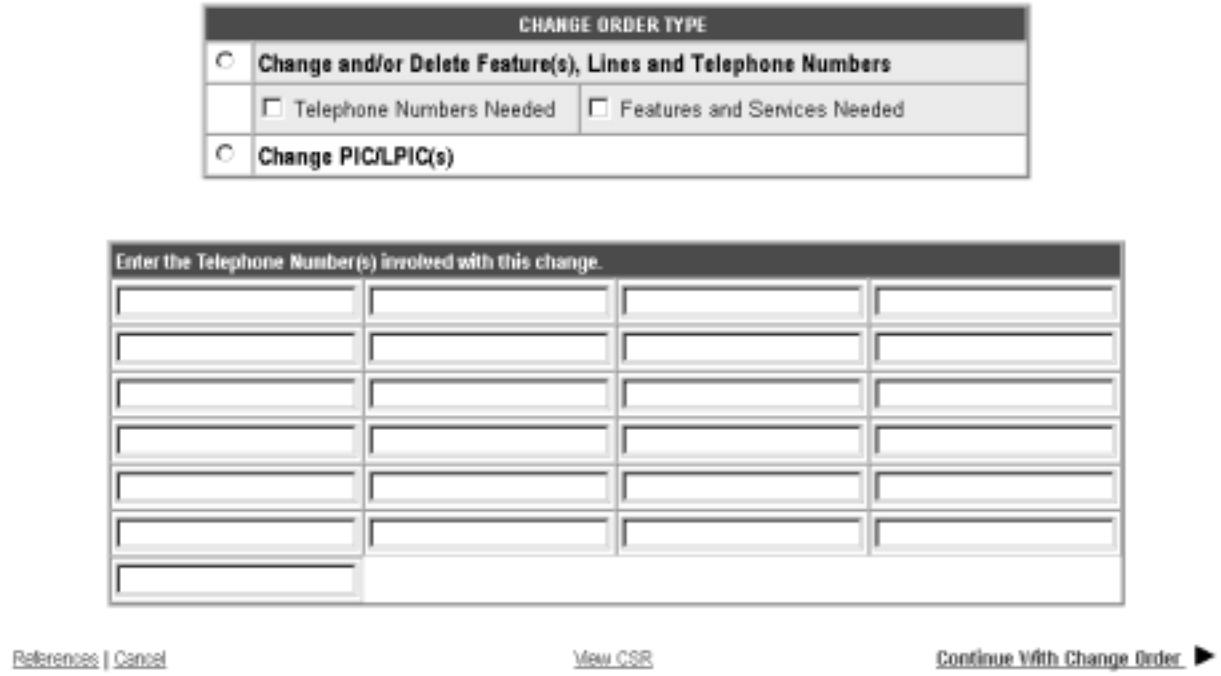


Figure 124 Multi-Line Options

Step 5 – Choose one of the options by clicking in the radio button next to it.

If you select "Change and/or Delete Feature(s), Lines and Telephone Numbers" (hereon "**FLT**" for short), then you should also click a check for one or more **FLT options** as needed:

- Telephone Numbers Needed
- Features and Services Needed

According to the FLT options you have chosen, you will be taken to the relevant TN Selection or Features and Services screens to perform those options.

Step 6 – TN boxes – In addition, for both Single-Line and Multi-Line accounts, you will be shown **twenty-five (25)** blank TN input boxes. Enter the TN(s) to be affected by the Firm Order into these boxes (one TN per box). Each entry must contain at least 10 numbers, and can have up to 20 letters or numbers.

Note the following:

- You may type in TNs already existing on the account, or previously reserved TNs.

- If you select FLT and only a click a check for “Features and Services Needed”, then you must enter a TN into one of the boxes.
- If you select “Change TN”, the TN you type in a box here will become the new TN. The TN you provided on the Firm Order Menu Screen will be considered the Old Telephone Number (OTN), though as explained later, you can change this if needed.

Step 7 – End User Name (Required) – Complete this field as appropriate. Entry is up to 25 letters or numbers.

Step 8 – Continue – Click Continue with Change Order. You will be taken to the appropriate screen for the change option you have chosen, as outlined in the sections below.

Note: You may view the Customer Service Record (CSR) if you wish by clicking View CSR. For more information on CSRs, please see the Appendix “Customer Records”.

9.3 Change or Delete Features, Lines, and Telephone Numbers

Here in the “FLT” option you can add, change or delete features, lines, and TNs for single or multi-line accounts. Be sure you have completed the steps in the previous section titled **“First Steps”** . Then follow the procedure as listed below.

According to the **FLT options** you chose back on the **Change Order Type Screen,** you will be shown the screens for the TN selection process, and/or the features and services process. These screens are similar to elsewhere in Firm Order.

If you chose both options, the TN Selection Process will be shown first.

9.3.1 TN Selection Process

Step 1 – TN Selection Options Screen –

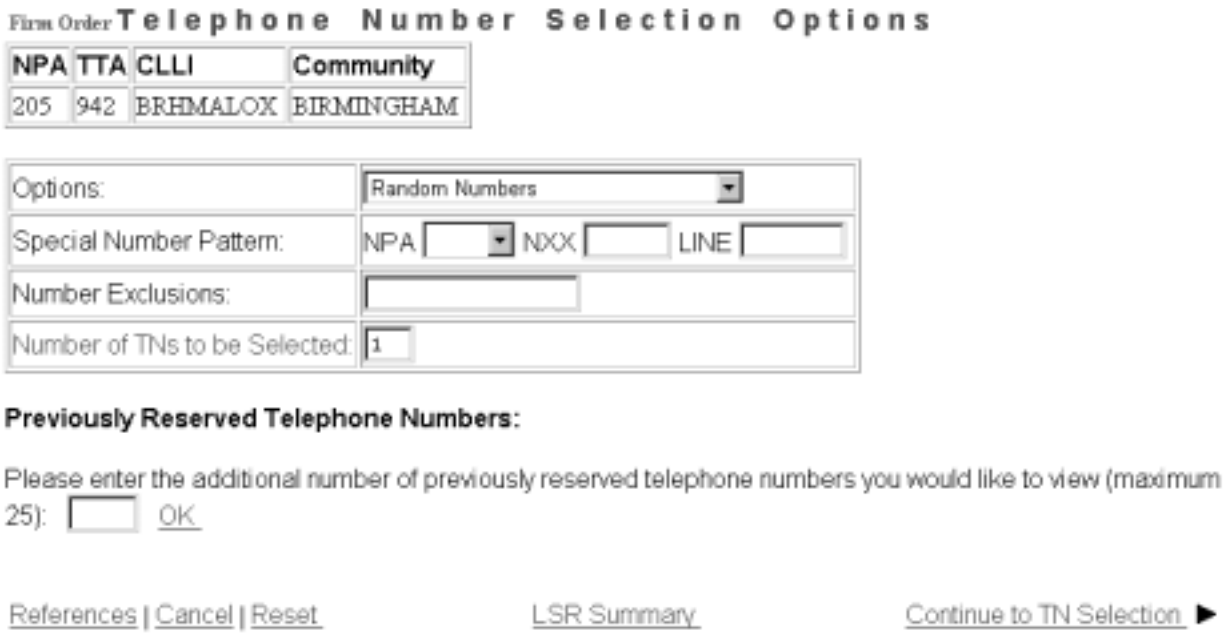


Figure 125 TN Selection Options Screen

The NPA, TTA, CLLI, and Community for the address are listed at the top.

On this screen you have two choices:

1. **Option 1 –** You can type in telephone numbers you reserved previously in Inquiry.
2. **Option 2 –** You can have LENS provide you with a set of numbers to choose from.

Option 1 –Typing in previously reserved numbers:

- Go to the indicated field and type in your Previously Reserved Telephone Number.
- You will be taken to the **Previously Reserved Telephone Number Screen**, where you can go to the empty box and type in the previously reserved numbers you desire. (You may want to refer to the hard copy of the Inquiry Select Telephone Number screen that you printed out for this purpose).
- Click Continue to TN Selection, and you will be taken to the Line Details Screen to finalize your order, as explained below.

Option 2 – On this screen you can also have LENS provide you with a set of numbers to choose from.

In the field Number of TNs to be Selected, you must type in a number (1 to 25) to indicate the quantity of telephone numbers that LENS will provide you.

You can also input your preferences for those phone numbers as follows:

- **Options** – From this pull down menu, select one of the following:
  - Random Numbers – For TNs from different exchanges under the NXX/TTA's umbrella. **Note that if you select any option other than Random numbers, you may notice slow response time.** This is caused by the back-end application that searches the database to fulfill the request.
  - Easy Numbers – For TNs that are are easy to remember. For example: 205-945-2468
  - Sequential Line Digits – For TNs in a numeric sequence, according to their Line Digits (the last four digits). For example: 205-945-6400, 205-945-6401
  - Ascending Consecutive Line Digits – For TNs whose Line Digits are in an ascending numeric sequence. For example: 205-945-1234
  - Descending Consecutive Line Digits – For TNs whose Line Digits are in a descending numeric sequence. For example: 205-945-4321
  - Identical Line Digits – For TNs whose Line Digits are identical. For example: 205-945-1111
  - Vanity Numbers – For a special number pattern of your choice
- **Special Number Pattern** – In the Options Menu described above, if you selected "Vanity Numbers", you should then go to the field Special Number Pattern and complete one or more of the following subfields:
  - NXX – Enter the NXX of the appropriate switch (if known) or leave blank.
  - LINE – Enter any numbers or letters you want. Note the following:
    - Asterisks (*): You can enter up to three asterisks (*) as wildcard symbols, meaning any digit can be placed in that position.
    - Pound Sign (#): You can enter up to **two** pound signs (#) to exclude digits from those positions. A pound sign in a position indicates the position is not to be populated with the digit(s) listed in the Number Exclusions field (see next).
- **Number Exclusions** – Here you can type in digits (0–9) that are to be excluded from the Line Digits of the TNs.
  - You can type up to nine digits.
  - This field can be used if you select Random Numbers, Easy Numbers, or Vanity Numbers in the Options Menu.

Step 1A – Continue – Click Continue to TN Selection.

Step 1B – TN Selection Screen – You will be taken to the screen shown below. The **"Selected"** window will already display one telephone number. The **"Available"** window will also display additional numbers you can choose from.

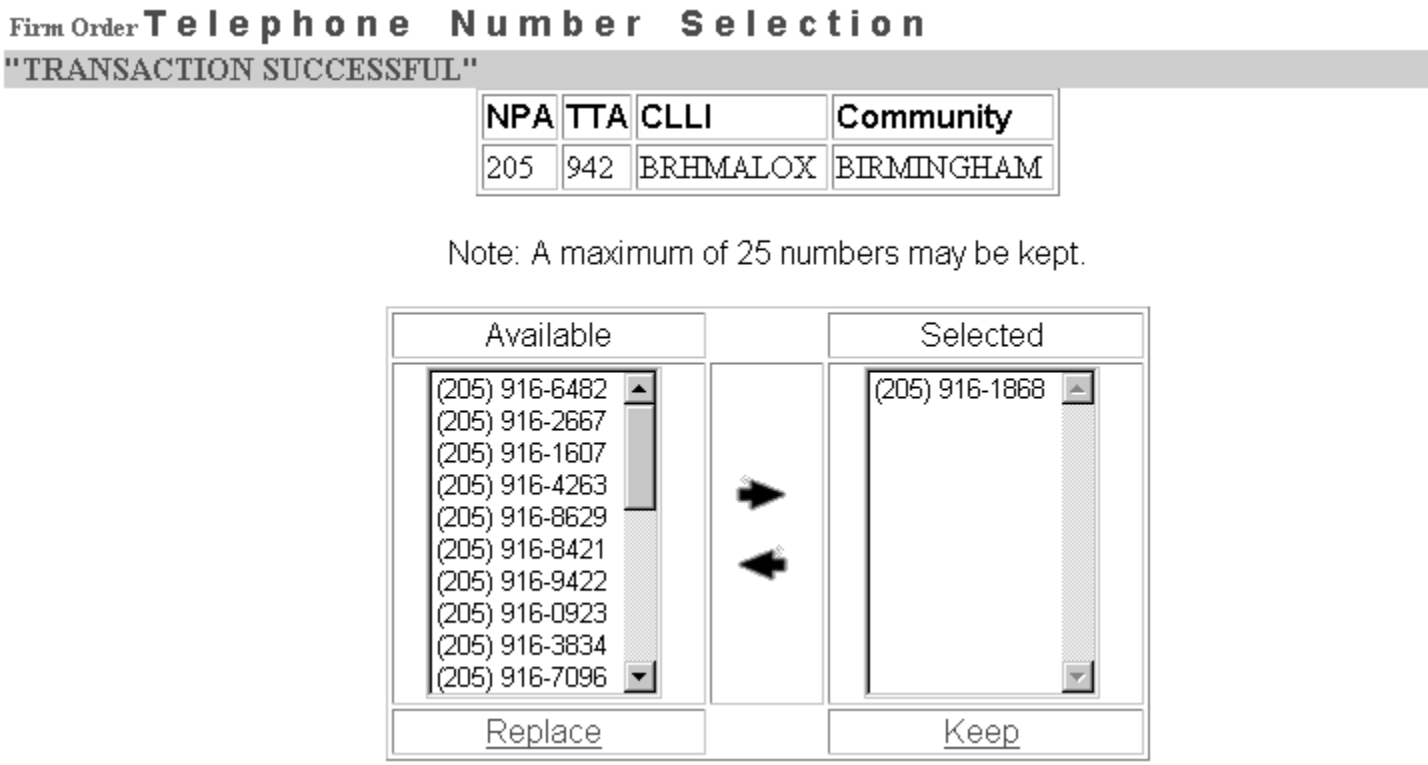


Figure 126 TN Selection Screen

If you decide you want another number, perform the following steps:

1. **To select a number,** go to the Available window and click once on a number to highlight it.
2. Click the right arrow to move it to the Selected window.
3. **To remove a number** from the Selected window, click on it once to highlight it, and then click the left arrow to move it to the Available window.
4. **To view a new list of numbers** in the Available box, highlight any you do not want to keep, then click on the Replace button. LENS will provide up to 10 additional numbers.

Step 1C – When finished, click Keep to select them for your LSR.

Note: These TNs are not guaranteed as being the TNs that will appear on the completed order. It only become yours when the service is actually operational.

If you had chosen the FLT option of “Features and Services Needed”, that section will be next.

9.3.2 Features and Services Process

Here you can add, change, or delete a feature by displaying the feature, and then telling LENS to either add it to the account, change its FID to a value you specify, or delete it from the account.

Note the following:

- To **"Change"** a feature means you are changing its **FID** .
- **In North Carolina,** flat rate service is only available in areas where the NPA–NXX is 336–388 or 336–234 (i.e., the communities of Gatewood and Milton). The Basic Classes of Service available are 1FR, 1FRCL, 1FB, 1FBCL.

Step 2 – Select TN for Features and Services Screen – The screen will display TNs you provided back on the Change Order Type Screen, or that you obtained from the TN Selection Process (see previous).

Figure 127 Select TN for Features and Services Screen

You should do one of the following:

- **If you do NOT wish to browse the Features listings** because you already know your needed features, click Continue to Service Details to go to the last screen in the FLT process, the **Line Details Screen.** There you can manually type in the feature codes you desire.
- **Or, if you DO wish to browse the Features listings,** click on the TN in blue. If account is multi-line, click the first TN to begin the process of working with each TN in turn. You can also click View Features and Services for All Lines Not Configured to indicate feature changes for all the TNs at once.

Step 2A – Features and Services Listings Screen – Here you see the some familiar elements, such as the feature listing window to the left, and the links Display Features for Selected Service and Features for Touchtone, Touchstar, RingMaster, Custom Calling, and Customized Code Restrictions.

As you would elsewhere in Firm Order, **choose one** of the following:

- **Highlight** the service you would like to select, then click Display Features for Selected Service .
- **Or, click and drag** to select up to five adjacent services, then click Display Features for Selected Service to view the features for these services simultaneously.
- **Or, click the link labeled** Features for TouchTone, TouchStar, RingMaster, Custom Calling Customized Code Restrictions to view these particular features.

Whichever option you choose, you will see the screen shown next.

Step 2B – Available Features Screen

- The table you see shows the following information for each feature as applicable:
  - Feature Name
  - Extended Name
  - Status
  - Date Available
  - USOC
  - Access Number
  - Tariff Notes
- **Status –** This field has four values; N for not available, A for available, R for restricted from sale, and RE for restricted for existing customers, not available to new customers.

(843) 971-5103

Available Features

Please check boxes in the table to select features for addition.
Click the Add Features link to submit for addition.

CUSTOMIZED CODE RESTR			
Feature: INTERNATIONAL CALL BLOCK	Status: A	Avail: 1993/04/15	
☐	CREXV		BLOCKS INTERNATIONAL DIRECT-DIALED SEQUENCES (011+ & 10XXX(+011+)
☐	CREXW	WITH CREX2	BLOCKS INTERNATIONAL DIRECT-DIALED SEQUENCES (011+ & 10XXX(+011+)
☐	CREXX	WITH CREX4	BLOCKS INTERNATIONAL DIRECT-DIALED SEQUENCES (011+ & 10XXX(+011+)
Feature: OPTION DIALING 1	Status: A	Avail: 1991/08/09	
☐	CREX1		
Feature: OPTION DIALING 2	Status: A	Avail: 1991/08/09	
☐	CREX2		
Feature: OPTION DIALING 3	Status: A	Avail: 1991/08/09	
☐	CREX3		
Feature: OPTION DIALING 4	Status: A	Avail: 1991/08/09	
☐	CREX4		

Add Features | Change Features | Delete Features

Figure 128 Available Features Screen

Scroll down the screen to locate the features you want, and place check marks in the small boxes next to their names. Then click Add Features, Change Features, or Delete Features to tell LENS whether your indicated features are to be Added, Changed, or Deleted.

Step 2C – Confirm Selected Features Screen – Here you see the features you've just chosen, as well as the action being done with them (Add, Change, or Delete).

Figure 129 Confirm Selected Features Screen

- **To remove** any or all of the features, click a check in the small box for the specific feature, and then click Remove Selected Features or Remove All Features. You will be returned to the *First Screen for Select Features and Services.*
- There you may browse the features listings again to select features you wish to Add, Change, or Delete for this TN . Any features you choose will all be listed in the Selected Features table.

Step 2D – When you have confirmed the features and their change actions, click Return to Select TN for Features and Services.

- If you had clicked one TN at the beginning to select features for it, you will now see a red check mark next to that TN. You can proceed to click any of the other TNs displayed to select features for them as well.
- Or, if you were selecting features for all the TNs at once, they will all have red check marks now.

Step 2E – When ready, click Continue to Service Details.

9.3.3 Final Steps

Whichever FLT option you performed – whether "Telephone Numbers Needed" or "Features and Services Needed" – the final steps are the same: Initial Line Details Screen, Secondary Line Details screen, Calculate Due Date Screen, and Acknowledgement.

Step 3 – Initial Line Details Screen – Here you will see the TNs for the LSR listed.

Figure 130 Initial Line Details Screen

Step 3A – Line Activity (LNA) – Go to the first TN and set its Line Activity (LNA). The LNA is needed because, here in the FLT option of Firm Order Change, you can use the TNs you obtained to create new lines, or to replace the TNs of existing lines.

For TNs you obtained from the Select TN process, the LNA options are as follows:

- New
- Telephone Number Change

For TNs you originally provided on the Change Order Type Screen, the LNA options are as follows:

- New – Uses the TN to create a new line.
- Disconnect – For an existing line. Disconnects the line from the account.
- Change – For an existing line. Allows you to change the line's details (features, blocking etc.).
- PIC Change – For an existing line. Allows you to change the PIC/LPIC for the line.
- Telephone Number Change – Uses the TN to replace the TN of an existing line. The outgoing TN will be typed in the *Old Telephone Number* field on the Secondary Line Details Screen (see below).

Note: "Change" and "PIC Change" will be the only options available for a TN if it was the TN entered on the Firm Order Menu Screen.

Step 3B – After setting the LNA, click the TN to begin finalizing its details. You will do this for each TN in turn.

When you click on a TN, you will be shown the **Secondary Line Details Screen** (see next). According to the LNA you chose, this screen will display certain line details that you can edit as needed.

Toolbar: In addition, you have the option of viewing and editing the entries for information screens related to the LSR. To do so, go to the toolbar at the bottom of the screen and click the appropriate link. Details on these screens are given further in this user guide chapter, in the section "Optional Toolbar Screens".

Note: In certain circumstances, some fields on these screens may not be shown, required, or have certain options.

Step 4 – Secondary Line Details Screen – For the TN in blue that you just clicked, you will see the screen below. The sections and fields may vary according to the LNA you have chosen.

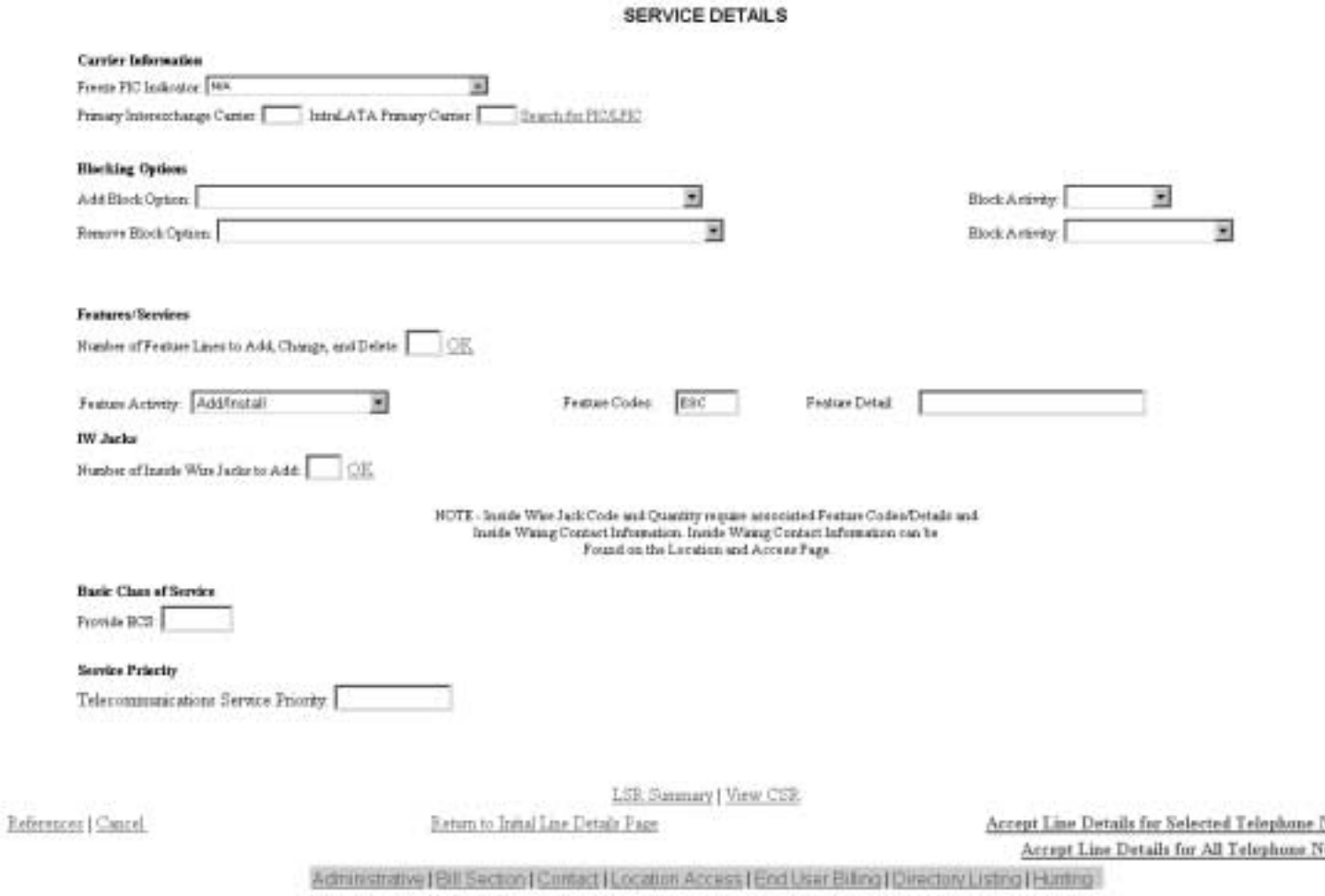


Figure 131 Secondary Line Details Screen

Step 4A – Old Telephone Number – If you set LNA to Telephone Number Change, the Old Telephone Number field will be displayed for you to type in the TN being replaced.

Step 4B – Freeze PIC Indicator – Use the pull-down menu to indicate a Freeze PIC option if desired.

Step 4C – PIC/LPIC Codes – Here you can choose to provide new carrier information if you wish. You can do one of the following:

- Type in the carrier codes manually. Valid entries are as follows:
  - A Carrier Code
  - NC (No Change)

- NONE (No PIC chosen)
- UNDC (Undecided)

• Or, use the **Carrier Search Screen** (explained next) by clicking Search for PIC/LPIC.

Carrier Search Screen:

• **Line Details** – This section provides the following items:
  - Type of Service – This will be set to Business or Residential, depending on the Service Type you chose at the beginning, on the Firm Order Menu. This will determine the carriers listed in the "Available Carriers" table (see next).
  - PIC – Here indicate your selection for PIC (InterLATA carrier).
  - LPIC – Here indicate your selection for LPIC (IntraLATA carrier).
  - Select – Click this link after PIC and LPIC are populated to have LENS accept your choices.
  - Optional Carrier Search – This function allows you to search for a specific carrier. This function is explained further below.
  - Return to Initial Carrier List – Click this link whenever you wish to see the original carrier list that was first shown to you here.
• **"Available Carriers" Table –** This provides you with the following information for carriers available in the switch:
  - Carrier Name – the name of the carrier.
  - PIC – the Carrier Code. This field is labeled "PIC", but it can contain the codes for both IntraLATA ("LPIC") as well as InterLATA ("PIC") carriers.
  - Service – a code indicating whether a carrier is a PIC or LPIC. The code operates as follows:
    - "R" at front indicates residential carrier, "B" at front indicates business carrier. Example: RDDD is residential, BDDD is business.
    - "D" at end indicates PIC, "I" at end indicates LPIC. Example: RDDD is PIC, RDDDI is LPIC.
  - Date Available – the date the carrier was or will be available for the switch
  - Carrier TN – a contact telephone number for the carrier
  - ACNA – the carrier's Access Carrier Name Abbreviation
• **LPICs Always Shown:** Note that LPICs are to be offered for all BellSouth states, so the carrier list will always include LPICs.
• **Selecting a carrier:** You can search for a carrier in one or more ways:
  - **Option 1 – Page through the Carriers Table–** You can page through the Carriers Table manually to find a certain carrier and its code. Use the "Previous" or "Next" buttons to locate the carrier you want, then click on the carrier's name. Its code and name will be automatically entered into the PIC or LPIC field. Or, you can type the code manually into the PIC or LPIC field. Click Select to have LENS accept your chosen PIC and LPIC.

- **Option 2 – Type in an entry and click Select –**Valid entries are as follows:
  - A Carrier Code
  - NONE (No PIC chosen)
  - UNDC (Undecided)
- **Option 3 – Use the Carrier Search Function –** You can use this function to quickly locate a particular carrier in the list. The steps are as follows:
  - Step 1 – Type into the field **Carrier Search** the first four characters of the PIC/ LPIC name you are seeking. These characters can be numbers, symbols, or letters. Letters are not affected by case. In addition, a space will be considered a character if it is among or after (but not before) a series of actual typed characters.
  - Step 2 – Click "Optional Carrier Search." You will be told if carriers match these criteria. If matches do exist, they will be listed at the bottom of the screen, sorted in alphabetical-numerical order.
  - Step 3 – Choose a carrier – Do this by clicking on its name. Its name and code will be automatically entered into the PIC or LPIC field. Or you may type in the code manually into the PIC or LPIC field.
  - Step 4 – Accept your carriers – To have LENS accept your chosen carriers, click Select. The search may be conducted as many times as you wish before you finally accept your carriers.

- **When you have accepted your PIC and LPIC,** you will be returned automatically to the Secondary Line Details Screen. There the codes for the PIC and LPIC you have selected will be displayed in the PIC/LPIC section.

Step 4D – Blocking – Here you may enter information related to blocking as relevant to your LSR.

To Add a Block Option, populate the following fields:

- Add Block Option:
  - No Collect and Third Party
  - No Third Party
  - No Collect
  - No Directory Assistance Call Completion
  - No Collect and Third Party and No Directory Assistance Call Completion
  - No Third Party and No Directory Assistance Call Completion
  - No Collect and No Directory Assistance Call Completion
- Block Activity:
  - Add
  - No Change

To Remove a Block Option, populate the following fields:

- Remove Block Option:
  - No Collect and Third Party
  - No Third Party
  - No Collect
  - No Directory Assistance Call Completion
  - No Collect and Third Party and No Directory Assistance Call Completion
  - No Third Party and No Directory Assistance Call Completion
  - No Collect and No Directory Assistance Call Completion
- Block Activity:
  - Delete
  - Remove All Blocking

Doing both Adding and Removing: You can have both areas populated at once if you wish to add and remove different block options.

Note: This section replaces the item **Toll Billing Exception.**

Step 4E – Features/Services: This section will already display any features you have already selected in the Features Process to be added, changed, or deleted. You can also manually add any more features you want added, changed, or deleted.

The process is similar to elsewhere in Firm Order:

- **Number of Feature Lines to Add, Change, and Delete:**
  - Purpose:
    - This field refers to **rows of fields on the screen** for you to provide features information. In each row, you would be providing a USOC and then indicating whether it is to be added, changed, or deleted. This field **does not** refer to only adding features.
    - Each row will have **three** fields, described below: Feature Activity, Feature Code, and Feature Detail.
    - These rows would be displayed on the screen through the use of the "Number of Feature Lines to Add" field.
  - To use this field:
    - Go to the box next to the text "Number of Feature Lines to Add."
    - Type in a number indicating how many more feature lines you want.
    - Click OK.
    - You will be given additional lines you can enter feature information into.
- **Feature Activity** – Choose the relevant entry as appropriate:

- Add/Install – For new features being added. This is the default entry for any feature you had chosen earlier in the Features and Services process.
- Change to Feature Detail – For modifying existing features with a change to the feature detail.
- Disconnect – For existing features being disconnected

- **Feature Code** – Enter here the USOC for a feature
- **Feature Detail** – Enter here the FID for a feature if needed. For additional information, please refer to the LEO Implementation Guide, Volume 2. Note the following:
  - Length: The Feature Detail field can hold up to 24 letters or numbers.
  - USOCs with Multiple FIDs – If you have a USOC for which you wish to indicate multiple FIDs, simply do the following:
    - On the Secondary Line Details Screen, type the USOC into the Feature field once.
    - Then, in the Feature Detail field, type in the desired FIDs, *each separated by a forward slash (/).*
    - So, for example, in the Feature field you would type in "1FR", and in the Feature Detail field you would type in "/RCU TWC/NMC/BLKD".
  - Oversize FID Entry– If a FID entry cannot fit in the FID field, do the following:
    - Type in as much of the FID as you can.
    - Then go to the very next feature line, retype the USOC, and provide the rest of the FID in the FID field.
    - *The two feature lines must be sequential on the screen.*

Note the following:

- **A maximum of 20 features** can be indicated for any one TN.
- **Jack codes,** if applicable, must be entered in this section.
- If you change your mind about a feature, you can change its Feature Activity and/or FID, or even erase it completely from the fields. It will not be added, changed, or deleted.
- **Change to Feature Detail –** For this Feature Activity, you must provide an entry for the field Feature Detail .

For additional information on features, please refer to the LEO Implementation Guide, Volume 2.

Step 4F – IW Jacks (Inside Wire Jacks) – For Request Type **Resale**, you can indicate Inside Wire Jack information as follows:

- Number of Inside Wire Jacks to Add – Go to this field and type in a number (maximum 20), then click OK. According to this number, LENS will display pairs of IWJQ/IWJK fields (see next), one pair per jack.
- Inside Wire Jack Code (IWJK) – Populate as needed. This field indicates the standard code for the type of jack requested for inside wiring. Required if IWJQ is populatd. Requires five letters or numerals.

- Inside Wire Jack Quantity (IWJQ) – Populate as needed. This field indicates the number of jacks requested for inside wiring. Required if IWJK (see next) is populatd. Requires two numerals.
- The associated Feature Codes/Details – These should be entered on the Secondary Line Details Screen.
- Inside Wiring Contact Information – This should be entered on the Location and Access Page.

Note the following parameters:

- IWJQ, and IWJK are valid for Residence (single and multi-line) and Business (single and multi-line) accounts.
- Jacks are ordered on a **line by line** basis.
- A line can have **multiple** jacks.

Step 4G – Basic Class of Service – If you are changing the basic class of service, type the new class of service here.

Step 4H – Transfer of Call Section – Here you have the option of populating fields related to Transfer of Call. They are as follows:

- Transfer of Call Option (TC OPT)
- Transfer of Calls Until Date
- Name and TN Fields
  - Transfer of Calls From TN
  - Transfer of Calls to Primary Name
  - Transfer of Calls to Primary Number
  - Transfer of Calls to Secondary Name
  - Transfer of Calls to Secondary Number

Transfer of Call Option (TC OPT) is the first field. Its choices are as follows:

- Split (ST)
- None (NO)
- Transfer of Call (TC)
- Cancel (if LNA = New or Conversion New)

Transfer of Calls Period – You have the option of populating this field with a date if you chose “Split” or “Transfer of Call”. Date format should be in MM/DD/YYYY. Date must be a **future date.**

Name and TN Fields – These fields are as follows:

- Transfer of Calls From TN – 10 numbers, and up to an additional 10 letters or numbers

- Transfer of Calls to Primary Name – Up to 35 letters, numbers, or embedded or trailing spaces (no leading spaces)
- Transfer of Calls to Primary Number – 10 numbers, and up to an additional 10 letters or numbers
- Transfer of Calls to Secondary Name – Up to 35 letters, numbers, or embedded or trailing spaces (no leading spaces)
- Transfer of Calls to Secondary Number – 10 numbers, and up to an additional 10 letters or numbers

These fields may be required according to different scenarios. Recall the LNA options available on the previous screen (the Initial Line Details Screen):

- New (N)
- Disconnect (D)
- Change (C)
- PIC Change (P)
- Telephone Number Change (X)

Depending on the LNA you selected, if you populate TC OPT, then the Name and TN Fields may become required. The cases are as follows:

If TC OPT contains:	**And LNA is:**	**Then you must populate:**
Any entry	N,	Transfer of Calls From TN
ST	N, D, X	Transfer of Calls to Primary Name, Primary Number, Secondary Name, and Secondary Number
TC	N, D, X	Transfer of Calls to Primary Number

Note the following:

- If TC OPT is None or Cancel, you cannot populate any of the Name and TN Fields, except for Transfer of Calls From TN.
- If LNA is D or X, you cannot populate Transfer of Calls From.

Step 4I – Telecommunications Service Priority (TSP) – Shown if LNA is "Change". Populate if desired. Entry can have up to 12 letters or numbers. The 10th character must be a hyphen.

Step 4J – Accepting Line Details – When you are satisfied with the information on this screen, you can do one of the following:

- **Click** Accept Line Details for Selected Telephone Number. If everything is correct, a red check mark should appear next to the TN in blue. **If account is multi-line,** you can then

repeat the process for each of the other TNs, clicking each one and finalizing their details so that they each receive a red check mark.

- **Or, click** Accept Line Details for All Telephone Numbers. This will apply the details of this one line (features, PIC, blocking, etc.) to **all** the lines for the account. They will all receive a red check mark. However, this will not affect those TNs whose details you have already accepted.

Changing LNA again: If you change the LNA for a TN after you have already accepted its details, you will see a message warning you that doing so will make you lose all those details for that TN. Click "Cancel" if you do not wish to proceed.

Step 4J – Continue to Due Date – When all TNs have received a red check mark, the Continue to Due Date Calculationlink will appear. Click this link, and you will be taken to the Calculate Due Date screen.

Step 5 – Calculate Due Date Screen – A Calculated Due Date will already be provided for you based on the information you provided earlier.

If you you desire another due date, type this information into the field **Desired Due Date**, and click Re-Calculate Due Date.

Other fields:

- Appointment Time: If you wish you may input a desired appointment time interval, such as "8:00 am – 5:00 pm". Note the following parameters:
  - Times must be for the end-user's time zone
  - The interval must cover at least one hour.
  - The earliest time that can be entered is 8:00 am, and the latest time is 5:00 pm.
- Resale Quantity (required): Enter up to 3 digits for this field. The entry must be greater than 000.

Step 6 – Toolbar Screens: As mentioned earlier, you have the option of accessing information screens related to the LSR if you want to view and edit their entries. If you do, you should access them now. Go to the toolbar at the bottom of the screen and click the appropriate link. Details on these screens are given further in this user guide chapter, in the section "Optional Toolbar Screens".

Note: In certain circumstances, some fields on these screens may not be shown, required, or have certain options.

Step 7 – Submit LSR – When you are satisfied with all aspects of your LSR, click Submit LSR.

Step 8 – Acknowledgement –

If all required fields are complete for this activity type, an Acknowledgement will be given indicating that the order was successfully completed and submitted to BellSouth. **Make sure you record the Purchase Order Number and Version Number**. You will need these later if you want to issue a

Change Existing Request, or use the View LSR/Order Information option, as explained elsewhere in this User Guide.

Note: **This Acknowledgement is NOT a Firm Order Completion (FOC).** An FOC will be generated later by by BellSouth's order processing systems.

Duplicate PON: If the PON you had provided is a duplicate of an existing PON, you will be asked here to provide a different PON and re-submit the request.

Errors: If there is an error with the LSR, you will be taken to an **Error List Page** that will display a message regarding the error.

- **At this point** you should do the following:
  - Click on the link to the appropriate screen where you can correct the error.
  - After correcting the error, click Return to Error List Page.
  - Click Resubmit LSR.
  - **After receiving the Acknowledgment,** click Return to Firm Order to return to the Firm Order Menu Screen and prepare another LSR.
- **For a listing of error messages** you may encounter in LENS, please see the Appendix titled "Error Message Reference List."

Error Codes: LENS error messages may come with a code. The code is related to the screen you are on at the moment, or to which you need to return.

Some error codes may come with a **"J"** in front of them. These error messages are generated within your web browser.

LENS error codes are as follows:

Codes 0001 – 0999	System Error Messages
Codes 1000 – 1999	Errors on the LSR Administrative, Billing or Contact screens
Codes 2000 – 2499	Errors on the LSR Location/Access or End User Billing screens, or errors related to Inside Wiring or Transfer of Call
Codes 2500 – 2999	Errors in Loop Information
Codes 3000 – 3999	Errors on the LSR Line Details or Hunting screens
Codes 4000 – 4999	Errors in the LSR Directory Listings or Directory Delivery Information sections.

Codes 5000 - 5999	Errors in Supplement Orders
Codes 6000 - 6999	Errors in Due Date Calculation
Codes 7000 - 7999	Errors in View LSR/Order Information
9000 - 9999	Informational/Warning Messages

9.4 Change PIC/LPIC

Be sure you have completed the steps outlined in the section titled “First Steps”. Then follow the procedure as listed below. Here you can Change PIC/LPIC for accounts containing up to 25 lines.

Step 1 – If you had chosen the radio button for this option in the Change Order Type menu back on the Change Order Selection Screen, you will be taken to the **Change PIC/LPIC Screen**.

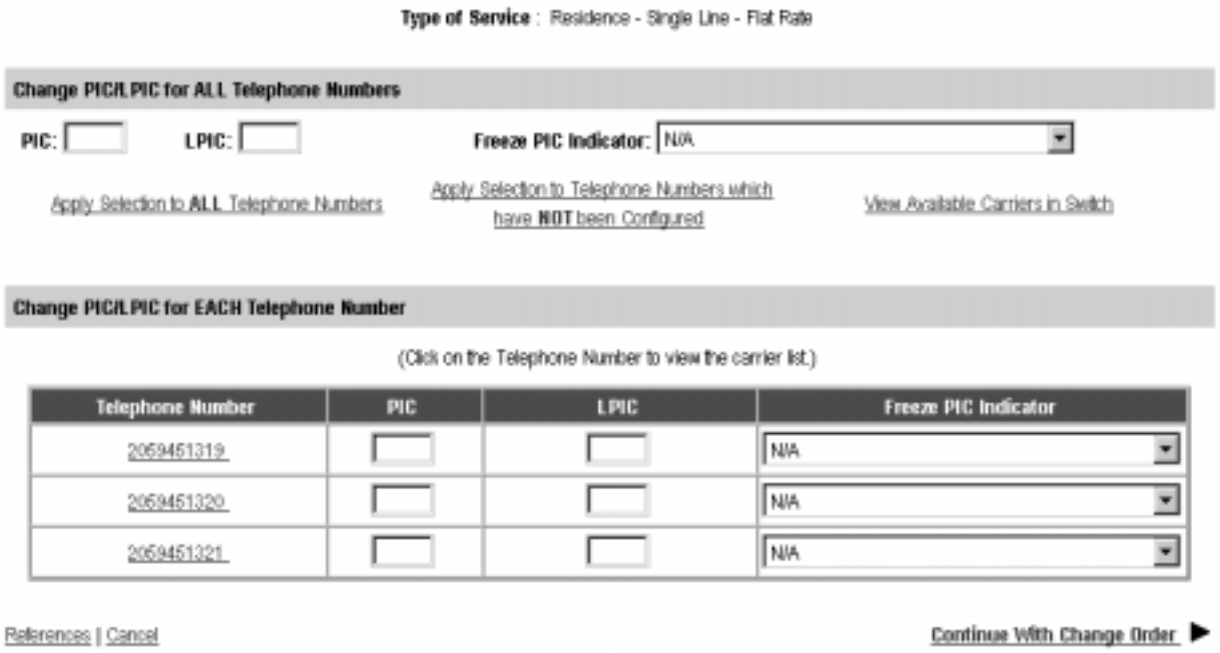


Figure 132 Change PIC/LPIC Screen

If account is Single-Line, the TN you provided will be shown here. You may then do one of the following:

- Option 1: Manually type the new PIC and/or LPIC codes into the boxes next to the TN, and indicate the Freeze PIC Option (see below).
- Option 2: Click the TN to use the **Carrier Search Screen** (see below), and indicate the Freeze PIC Option.

If account is Multi-Line, all the TNs you had typed on the previous screen will be displayed, and your choices are as follows:

- **Option 1: Change PIC/LPIC for ALL Telephone Numbers:** Go to this section to change the carriers for all the TNs at once.
  - Step 1 – Indicate the carriers by doing one of the following:
    - Type in an entry manually. Valid entries are as follows:
      - A Carrier Code
      - NC (No Change)
      - NONE (No PIC chosen)
      - UNDC (Undecided)
    - Or, use the **Carrier Search Screen** (explained further below) by clicking View Available Carriers in Switch.
  - Step 2 – Indicate Freeze PIC Option, if desired. The options will be the following:
    - N/A
    - CLEC Freezes IntraLATA PIC
    - CLEC Freezes InterLATA PIC
    - CLEC Freezes Both
    - End User Freezes InterLATA PIC
    - End User Freezes IntraLATA PIC
    - End User Freezes Both
    - CLEC Freezes Inter and End User Freezes Intra
    - End User Freezes Inter and CLEC Freezes Intra
    - Remove InterLATA PIC Freeze
    - Remove IntraLATA PIC Freeze
    - Remove Both Freezes
  - Step 3 – Have LENS accept the carriers and Freeze PIC Option by doing one of the following:
    - **Click** Apply Selection to ALL Telephone Numbers – This will apply your carrier settings (the codes and Freeze Option) to all the TNs in the section "Change PIC/ LPIC for EACH Telephone Number" (explained next). The carrier settings will be displayed in the relevant fields for these TNs. Any previous entries will be overwritten.

  - **Or, click** Apply Selection to Telephone Numbers which have NOT been Configured. In this case, the settings will only apply to those TNs whose settings you have not yet chosen.
- Step 4 – Click Continue With Change Order.

• **Option 2: Change PIC/LPIC for EACH Telephone Number:** Go to this section to change the carriers for each TN, one at a time.

- Step 1 – Indicate the carriers by doing one of the following:
  - Type in an entry manually. Valid entries are as follows:
    - A Carrier Code
    - NC (No Change)
    - NONE (No PIC chosen)
    - UNDC (Undecided)
  - Or, use the **Carrier Search Screen** (explained next) by clicking the TN itself (underlined in blue).
- Step 2 – Indicate Freeze PIC Option, if desired.
- Step 3 – Proceed to the next TN, or if have finished all of them, have LENS accept the carriers and Freeze PIC Options by clicking Continue With Change Order.

Carrier Search Screen – This screen will be seen as elsewhere in Firm Order.

• **Line Details** – This section provides the following items:

- Type of Service – This will be set to Business or Residential, depending on the Service Type you chose at the beginning, on the Firm Order Menu. This will determine the carriers listed in the "Available Carriers" table (see next).
- PIC – Here indicate your selection for PIC (InterLATA carrier).
- LPIC – Here indicate your selection for LPIC (IntraLATA carrier).
- Select – Click this link after PIC and LPIC are populated to have LENS accept your choices.
- Optional Carrier Search – This function allows you to search for a specific carrier. This function is explained further below.
- Return to Initial Carrier List – Click this link whenever you wish to see the original carrier list that was first shown to you here.

• **"Available Carriers" Table –** This provides you with the following information for carriers available in the switch:

- Carrier Name – the name of the carrier.
- PIC – the Carrier Code. This field is labeled "PIC", but it can contain the codes for both IntraLATA ("LPIC") as well as InterLATA ("PIC") carriers.
- Service – a code indicating whether a carrier is a PIC or LPIC. The code operates as follows:

  - "R" at front indicates residential carrier, "B" at front indicates business carrier. Example: RDDD is residential, BDDD is business.
  - "D" at end indicates PIC, "I" at end indicates LPIC. Example: RDDD is PIC, RDDDI is LPIC.
- Date Available – the date the carrier was or will be available for the switch
- Carrier TN – a contact telephone number for the carrier
- ACNA – the carrier's Access Carrier Name Abbreviation

- **LPICs Always Shown:** Note that LPICs are to be offered for all BellSouth states, so the carrier list will always include LPICs.
- **Selecting a carrier:** You can search for a carrier in one or more ways:
  - **Option 1 – Page through the Carriers Table–** You can page through the Carriers Table manually to find a certain carrier and its code. Use the "Previous" or "Next" buttons to locate the carrier you want, then click on the carrier's name. Its code and name will be automatically entered into the PIC or LPIC field. Or, you can type the code manually into the PIC or LPIC field. Click Select to have LENS accept your chosen PIC and LPIC.
  - **Option 2 – Type in an entry and click Select –**Valid entries are as follows:
    - A Carrier Code
    - NC (No Change)
    - NONE (No PIC chosen)
    - UNDC (Undecided)
  - **Option 3 – Use the Carrier Search Function –** You can use this function to quickly locate a particular carrier in the list. The steps are as follows:
    - Step 1 – Type into the field **Carrier Search** the first four characters of the PIC/LPIC name you are seeking. These characters can be numbers, symbols, or letters. Letters are not affected by case. In addition, a space will be considered a character if it is among or after (but not before) a series of actual typed characters.
    - Step 2 – Click "Optional Carrier Search." You will be told if carriers match these criteria. If matches do exist, they will be listed at the bottom of the screen, sorted in alphabetical-numerical order.
    - Step 3 – Choose a carrier – Do this by clicking on its name. Its name and code will be automatically entered into the PIC or LPIC field. Or you may type in the code manually into the PIC or LPIC field.
    - Step 4 – Accept your carriers – To have LENS accept your chosen carriers, click Select. The search may be conducted as many times as you wish before you finally accept your carriers.
- **When you have accepted your PIC and LPIC,** you will be returned to the PIC/LPIC screen. The carriers you selected will have their codes displayed in the boxes next to the TN . **For multi-line accounts,** you can now click the next TN to pick its carriers as well.

Step 2 – When you are done, click Continue With Change Order.

Note: The PIC and LPIC fields must be populated for all TNs before you can continue.

Step 3 – Calculate Due Date Screen – A Calculated Due Date will be already be provided for you based on the information you provided earlier.

If you desire another due date, type this information into the field **Desired Due Date**, and click Re-Calculate Due Date.

Other fields

- Appointment Time: If you wish you may input a desired appointment time interval, such as "8:00 am – 5:00 pm". Note the following parameters:
  - Times must be for the end-user's time zone
  - The interval must cover at least one hour.
  - The earliest time that can be entered is 8:00 am, and the latest time is 5:00 pm.
- Resale Quantity (required): Enter up to 3 digits for this field. The entry must be greater than 000.

Step 4 – Submit LSR – When you are satisfied with all aspects of your LSR, click Submit LSR.

Step 5 – Acknowledgement

If all required fields are complete for this activity type, an Acknowledgement will be given indicating that the order was successfully completed and submitted to BellSouth. **Make sure you record the Purchase Order Number and Version Number**. You will need these later if you want to issue a Change Existing Request, or use the View LSR/Order Information option, as explained elsewhere in this User Guide.

Note: **This Acknowledgement is NOT a Firm Order Completion (FOC).** An FOC will be generated later by BellSouth's order processing systems.

Duplicate PON: If the PON you had provided is a duplicate of an existing PON, you will be asked here to provide a different PON and re-submit the request.

Errors: If there is an error with the LSR, you will be taken to an **Error List Page** that will display a message regarding the error.

- **At this point** you should do the following:
  - Click on the link to the appropriate screen where you can correct the error.
  - After correcting the error, click Return to Error List Page.
  - Click Resubmit LSR.

- **After receiving the Acknowledgment,** click Return to Firm Order to return to the Firm Order Menu Screen and prepare another LSR.

• **For a listing of error messages** you may encounter in LENS, please see the Appendix titled "Error Message Reference List."

Error Codes: LENS error messages may come with a code. The code is related to the screen you are on at the moment, or to which you need to return.

Some error codes may come with a **"J"** in front of them. These error messages are generated within your web browser.

LENS error codes are as follows:

Codes 0001 – 0999	System Error Messages
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Codes 2500 – 2999	Errors in Loop Information
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Codes 5000 - 5999	Errors in Supplement Orders
Codes 6000 - 6999	Errors in Due Date Calculation
Codes 7000 - 7999	Errors in View LSR/Order Information
9000 - 9999	Informational/Warning Messages

9.5 Change Telephone Number (Single-Line Account Only)

Be sure you have completed the steps outlined in the section titled "First Steps". Then follow the procedure as listed below.

Note: This function is only available for single-line accounts.

Step 1 – If you had chosen the radio button for this option on the Change Order Type Screen, and your account is Single-Line (Residential or Business), you can change the TN for the account as follows.

- If you had typed a Previously Reserved TN (PRTN) into a TN box on the Change Order Type Screen, then you will be taken to the Line Details Screen, explained further below.
- If you had **not** typed a PRTN into a TN box on the Change Order Type Screen, then you will be taken to the **TN Selection Options Screen,** explained next.

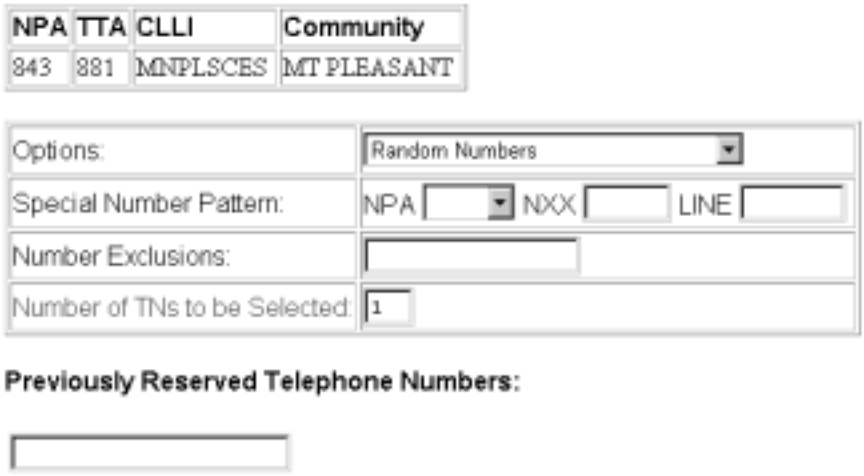


Figure 133 TN Selection Options Screen

The NPA, TTA, CLLI, and Community for the address are listed at the top.

On this screen you have two choices:

1. **Option 1 –** You can type in a PRTN you previously reserved in Inquiry.
2. **Option 2 –** You can have LENS provide you with a set of numbers to choose from.

Option 1 –Typing in a PRTN:

- Go to the indicated field and type in your PRTN. Note that you can only type in one TN, since Change TN is only available for single-line accounts.
- You will be taken to the Previously Reserved Telephone Number Screen, where you can go to the empty box and type in the previously reserved number you desire. (You may want to refer to the hard copy of the Inquiry Select Telephone Number screen that you printed out for this purpose).
- Click Continue to TN Selection, and you will be taken to the Line Details Screen to finalize your order, as explained below.

Option 2 – On this screen you can also have LENS provide you with a set of numbers to choose from.

In the field **Number of TNs to be Selected**, you must type in a number (1 to 25) to indicate the quantity of telephone numbers that LENS will provide you.

You can also input your preferences for those phone numbers as follows:

- **Options** – From this pull down menu, select one of the following:
  - Random Numbers – For TNs from different exchanges under the NXX/TTA's umbrella. **Note that if you select any option other than Random numbers, you may notice slow response time.** This is caused by the back-end application that searches the database to fulfill the request.
  - Easy Numbers – For TNs that are are easy to remember. For example: 205-945-2468
  - Sequential Line Digits – For TNs in a numeric sequence, according to their Line Digits (the last four digits). For example: 205-945-6400, 205-945-6401
  - Ascending Consecutive Line Digits – For TNs whose Line Digits are in an ascending numeric sequence. For example: 205-945-1234
  - Descending Consecutive Line Digits – For TNs whose Line Digits are in a descending numeric sequence. For example: 205-945-4321
  - Identical Line Digits – For TNs whose Line Digits are identical. For example: 205-945-1111
  - Vanity Numbers – For a special number pattern of your choice
- **Special Number Pattern** – In the Options Menu described above, if you selected "Vanity Numbers", you should then go to the field Special Number Pattern and complete one or more of the following subfields:
  - NXX – Enter the NXX of the appropriate switch (if known) or leave blank.
  - LINE – Enter any numbers or letters you want. Note the following:
    - Asterisks (*): You can enter up to three asterisks (*) as wildcard symbols, meaning any digit can be placed in that position.
    - Pound Sign (#): You can enter up to **two** pound signs (#) to exclude digits from those positions. A pound sign in a position indicates the position is not to be populated with the digit(s) listed in the Number Exclusions field (see next).
- **Number Exclusions** – Here you can type in digits (0–9) that are to be excluded from the Line Digits of the TNs.
  - You can type up to nine digits.
  - This field can be used if you select Random Numbers, Easy Numbers, or Vanity Numbers in the Options Menu.

Step 1A – Click Continue to TN Selection.

Step 2 – TN Selection Screen – You will be taken to the screen shown below. The **"Selected"** window will already display one telephone number. The **"Available"** window will also display additional numbers you can choose from.

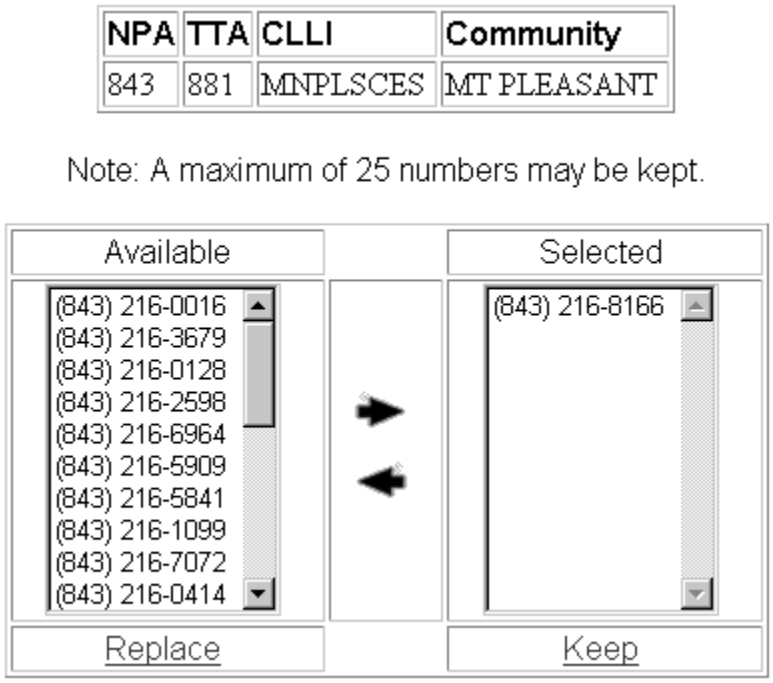


Figure 134 TN Selection Screen

If you decide you want another number, you can add or remove TNs through the following steps:

1. **To select a number,** go to the Available window and click once on a number to highlight it.
2. Click the right arrow to move it to the Selected window.
3. **To remove a number** from the Selected window, click on it once to highlight it, and then click the left arrow to move it to the Available window.
4. **To view a new list of numbers** in the Available box, highlight any you do not want to keep, then click on the Replace button. LENS will provide up to 10 additional numbers.
5. **When finished,** click Keep to select them for your LSR.

Note the following:

- **Since this is a Single-Line account, you can only keep one Telephone Number as the new number.**
- This number is not guaranteed as being the number that will appear on the completed order. It only becomes yours when the service is actually operational.

Step 3 – Line Details Screen –Here you may confirm the details for the TN for the account. The new TN you have just provided (as a previously reserved number) or obtained (from the TN Selection Screen) will be displayed at the top.

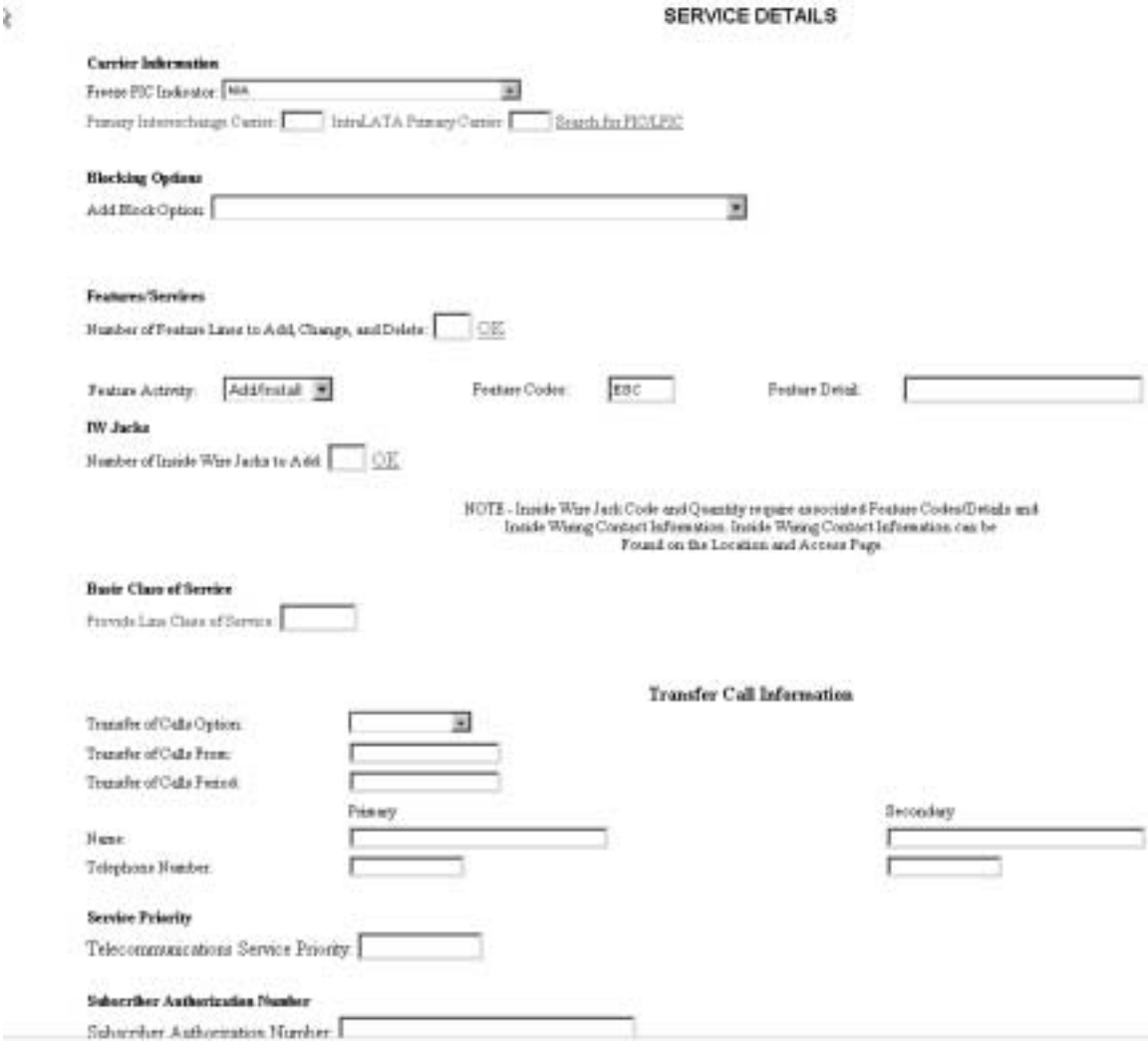


Figure 135 Line Details Screen

Step 3A – Old Telephone Number (OTN) – This field will be prepopulated with the TN you provided on the Firm Order Menu Screen. Edit the entry as needed.

Step 3B – Transfer of Call Information Section – Here you have the option of populating fields related to Transfer of Call. They are as follows:

- Transfer of Call Option (TC OPT)
- Transfer of Calls Until Date
- Name and TN Fields
  - Transfer of Calls From TN
  - Transfer of Calls to Primary Name
  - Transfer of Calls to Primary Number
  - Transfer of Calls to Secondary Name
  - Transfer of Calls to Secondary Number

Transfer of Call Option (TC OPT) is the first field. Its choices are as follows:

- Split (ST)
- None (NO)
- Transfer of Call (TC)

Transfer of Calls Period – You have the option of populating this field with a date if you chose "Split" or "Transfer of Call". Date format should be in MM/DD/YYYY. Date must be a **future date.**

Name and TN Fields – These fields are as follows:

- Transfer of Calls From TN – 10 numbers, and up to an additional 10 letters or numbers
- Transfer of Calls to Primary Name – Up to 35 letters, numbers, or embedded or trailing spaces (no leading spaces)
- Transfer of Calls to Primary Number – 10 numbers, and up to an additional 10 letters or numbers
- Transfer of Calls to Secondary Name – Up to 35 letters, numbers, or embedded or trailing spaces (no leading spaces)
- Transfer of Calls to Secondary Number – 10 numbers, and up to an additional 10 letters or numbers

These fields may be required according to different scenarios. Recall the LNA options available on the previous screen (the Initial Line Details Screen):

If you populate TC OPT, then the Name and TN Fields may become required. The cases are as follows:

If TC OPT contains:	Then you must populate:
ST	Transfer of Calls to Primary Name, Primary TN, Secondary Name, and Secondary TN
TC	Transfer of Calls to Primary Number

Note the following:

- If TC OPT is None or Cancel, you cannot populate any of the Name and TN Fields, except for Transfer of Calls From TN.
- If LNA is D or X, you cannot populate Transfer of Calls From.

Step 3C – Toolbar – In addition, you have the option of viewing and editing the entries for information screens related to the LSR. To do so, go to the toolbar at the bottom of the screen and click the appropriate link. Details on each of the screens are given at the end of this chapter, in the section "Optional Toolbar Screens".

Note: In certain circumstances, some fields on these screens may not be shown, required, or have certain options.

Step 3D – When you are satisfied with the information on this screen, click **Submit Line Details** . A red check mark will appear next to the TN in blue. Go to the toolbar at the bottom of the screen and click Directory Listings.

Step 4 – Directory Listings Screens – Here you can indicate the directory listing needed because of the TN Change, as well as provide other related information. Edit the fields as you would in the Firm Order activity Directory Listings. (For more information, please see the section "Directory Listings" within this chapter .)

When you are done you will be taken to the Calculate Due Date Screen.

Step 5 – Calculate Due Date Screen – A Calculated Due Date is already provided for you based on the information you provided earlier.

If you desire another due date, type this information into the field **Desired Due Date**, and click Re-Calculate Due Date.

Other fields

- Appointment Time: If you wish you may input a desired appointment time interval, such as "8:00 am – 5:00 pm". Note the following parameters:
  - Times must be for the end-user's time zone
  - The interval must cover at least one hour.

  - The earliest time that can be entered is 8:00 am, and the latest time is 5:00 pm.
- Resale Quantity (required): Enter up to 3 digits for this field. The entry must be greater than 000.

Step 6 – Toolbar Screens – As mentioned earlier, you have the option of accessing information screens related to the LSR if you want to view and edit their entries. If you do, you should access them now. Go to the toolbar at the bottom of the screen and click the appropriate link. Details on these screens are given further in this user guide chapter, in the section "Optional Toolbar Screens".

Note: In certain circumstances, some fields on these screens may not be shown, required, or have certain options.

Step 7 – Submit LSR – When you are satisfied with all aspects of your LSR, click Submit LSR.

Step 8 – Acknowledgement – If all required fields are complete for this activity type, an Acknowledgement will be given indicating that the order was successfully completed and submitted to BellSouth. **Make sure you record the Purchase Order Number and Version Number**. You will need these later if you want to issue a Change Existing Request, or use the View LSR/Order Information option, as explained elsewhere in this User Guide.

Note: **This Acknowledgement is NOT a Firm Order Completion (FOC).** An FOC will be generated later by BellSouth's order processing systems.

Duplicate PON: If the PON you had provided is a duplicate of an existing PON, you will be asked here to provide a different PON and re-submit the request.

Errors: If there is an error with the LSR, you will be taken to an **Error List Page** that will display a message regarding the error.

- **At this point** you should do the following:
  - Click on the link to the appropriate screen where you can correct the error.
  - After correcting the error, click Return to Error List Page.
  - Click Resubmit LSR.
  - **After receiving the Acknowledgment,** click Return to Firm Order to return to the Firm Order Menu Screen and prepare another LSR.
- **For a listing of error messages** you may encounter in LENS, please see the Appendix titled "Error Message Reference List."

Error Codes: LENS error messages may come with a code. The code is related to the screen you are on at the moment, or to which you need to return.

Some error codes may come with a **"J"** in front of them. These error messages are generated within your web browser.

LENS error codes are as follows:

Codes 0001 – 0999	System Error Messages
Codes 1000 – 1999	Errors on the LSR Administrative, Billing or Contact screens
Codes 2000 – 2499	Errors on the LSR Location/Access or End User Billing screens, or errors related to Inside Wiring or Transfer of Call
Codes 2500 – 2999	Errors in Loop Information
Codes 3000 – 3999	Errors on the LSR Line Details or Hunting screens
Codes 4000 – 4999	Errors in the LSR Directory Listings or Directory Delivery Information sections.
Codes 5000 - 5999	Errors in Supplement Orders
Codes 6000 - 6999	Errors in Due Date Calculation
Codes 7000 - 7999	Errors in View LSR/Order Information
9000 - 9999	Informational/Warning Messages

9.6 Optional Toolbar Screens

The toolbar at the bottom of many screens in this Firm Order activity gives you the option of accessing various information screens related to the LSR. Details on these screens are given below.

Note: In certain circumstances, some fields on these screens may not be shown, required, or have certain options.

9.6.1 Administrative Section

On this screen you may populate the following fields as desired:

- Related Purchase Order Number (RPON) – Up to 16 characters comprised of uppercase letters A-Z, numerals 0-9, and symbols period, comma, hyphen, and apostrophe.
- Related Order Number (RORD) – Up to 20 letters or numbers
- Expedite (EXP) – Choose “Y” (Yes) or “N” (No).
- Local Service Authorization Code (LSPAUTH) – 4 letters or numbers

- Local Service Authorization Date (LSPAUTH DATE) – Format of MM/DD/YYYY. Required when LSPAUTH is populated
- Local Service Authorization Name (LSPAUTH NAME) – Up to 15 letters/numbers. Required when LSPAUTH is populated.

When ready, click Continue to Bill Section, or the link in the toolbar for any other screen you would like to view.

9.6.2 Bill Section

This screen will be prepopulated with information on your (the CLEC's) billing name and address. Be sure to note the following fields:

- Billing Account Number 1 – This field will be pre-populated and cannot be edited. This number is also known as your "Q Account" number.
- Billing Account Number 2 – This field will be pre-populated but can be edited. Entry must contain 13 letters or numbers.
- Variable Term Agreement (VTA) – You may populate this field with up to 17 letters or numbers.

When ready, click Continue to Contact Section, or the link in the toolbar for any other screen you would like to view.

9.6.3 Contact Section

All fields should be populated with information provided on your profile. **You may change the following as needed:**

- Initiator Identification – Required – This is the name of the person initiating the request. This person is who should be contacted if there are any questions. An entry for this field can contain up to 15 letters or numbers
- Initiator Telephone Number – Required –Up to 10 numbers or 15 letters or numbers
- Initiator Fax Number Required – Up to 10 numbers
- Design/Engineering Contact Name – Required when **Design Routing Code** is populated by LENS. Up to 15 letters or numbers.
- Design/Engineering Address – Up to 25 letters or numbers
- Design/Engineering Telephone Number – Up to 10 numbers, or 15 letters or numbers.
- Design/Engineering Fax Number – Up to 10 numbers
- Implementation Contact (IMPCON) – Required –Up to 15 letters or numbers.
- Implementation Contact Telephone Number – Required –Up to 10 numbers, or 15 letters or numbers (first 10 characters must be numbers).
- Remarks – Up to 240 letters/numbers/symbol characters, excluding forward slashes (/) and asterisks (*).

Click Continue to Location and Access Section , or the link in the toolbar for any other screen you would like to view.

9.6.4 Location and Access Section

This screen allows you to provide information related to end-user location and access. The screen's sections are as follows:

- **Access Information –** Basic information such as End User Name and Local Contact Name.
- **Additional Access Information –** For additional information related to access.
- **Inside Wiring –** For information related to Inside Wiring.

Access Information – Complete or edit the following as needed:

- End User Name (required) – This field will be prepopulated. You may edit it as needed. This field can contain up to 25 letters or numbers.
- Local Contact Name –This person is the end-user whom will be contacted during installation if there is a problem with access to the service location. This field can contain up to 15 letters or numbers.
- Local Contact Telephone Number – 10 numbers, and if desired, up to an additional 10 letters or numbers.

Additional Access Information – Here you may provide additional information related to access. You can provide up to 115 letters or numbers.

Inside Wiring – Inside Wiring Information can be entered here.

- Inside Wiring Option (IWO) – Choose one of the following options:
  - Provide inside wiring repair plan (S)
  - Provide inside wiring and repair plan (U)
  - Provide inside wiring (W) – Required entry for Request Types Port/Loop, Type A, and Type B.
- Inside Wire Contact Name (IWCON) – If IWO equals U or W, then this field is **required**. Entries can have up to 25 letters or numbers.
- Inside Wire Contact Telephone Number – If IWCON is populated, then this field is **required.** An entry must be either 10 numbers or up to 15 letters and numbers.

Click Continue to End User Billing, or the link in the toolbar for any other screen you would like to view.

9.6.5 End User Billing Section

Note: In this Firm Order Activity, this screen is not applicable to end users in Tennessee.

This screen contains information related to the End-User. Complete or edit the fields below as relevant to this Firm Order activity. Note that not all fields will be displayed for all Firm Order activity types.

Local Service Freeze – If desired, you can indicate Local Service Freeze (LSF) for end-users in all states except Tennessee.

Note: LSF not available for Request Type **Port/Loop.**

Select one of the following options:

- Add End User Local Service Freeze
- Add Local Provider Local Service Freeze
- Change End User to Local Provider Local Service Freeze
- Change Local Provider to End User Local Service Freeze
- Delete Local Service Freeze

Click the link in the toolbar for any other screen you would like to view.

9.6.6 Directory Listings

9.6.6.1 Overview

This section allows you to create and edit directory listings for the existing account.

Note the following:

- You must be the CLEC owner of the account to perform this activity.
- This activity can be used for requests involving **twenty-five (25) lines** or less.
- You can order up to **ninety-nine (99)** listings per line.

The screen flow is as follows:

- First Screen for Directory Listings
- Second Screen for Directory Listings
- Summary Screen for Directory Listings

You go through the First and Second screens to build each of your requests to create or change a listing. The Summary Screen gives you just that, a summary of the listing requests that you have built to that point. It also allows you to revisit your work if you decide to make changes.

Some Concepts to Remember – The concepts below will guide you in working with directory listings.

- **Main Listing Required**

  - A Main Listing is required for a new account being created. The main account telephone number will be this listing's Listed Telephone Number.
  - Each account can only have one Main Listing.
- **Alpha Listing Identifier Codes** ("Alpha Codes" for short) may be obtained from the CSR and have the following principles:
  - Main Listings do not have Alpha Codes.
  - Non-Main Listings must have Alpha Codes – one per listing.

This completes the overview. Please continue reading below to begin working with directory listings for this LSR.

9.6.6.2 First Screen for Directory Listings

The following steps will guide you in completing an LSR to create and edit directory listings. You can order up to **ninety-nine (99)** listings per line.

Step 1 – First Screen for Directory Listings –

Note: Starting with this screen, the upper right-hand corner will display the following information for your reference:

- Your Customer Carrier Name Abbreviation (CCNA)
- Your Company Code
- The PON of the LSR

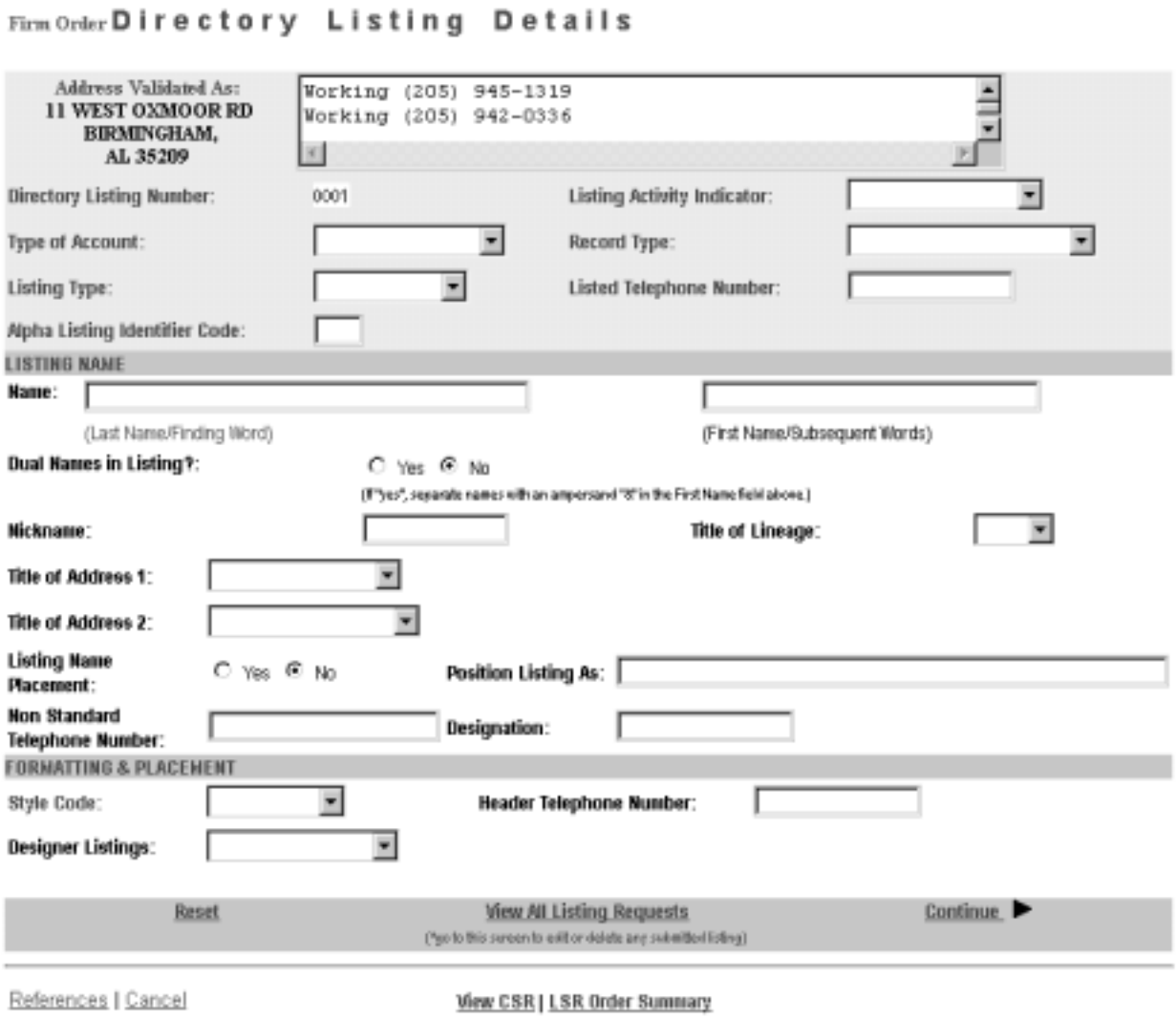


Figure 136 First Screen for Directory Listings

General Screen Commands – The following screen commands at the bottom of the screen can be helpful to you in working with directory listings.

- Reset – Clears screen of previous settings for all fields except Listing Activity Indicator.
- View All Listing Requests – Allows you to access the Directory Listing Summary Screen (explained further below) that summarizes all the listing information you have compiled up to that point.
- Continue – Takes you to the next screen.

- View CSR – Allows you to view the Customer Service Record to help in creating your listing requests.
- LSR Order Summary – Allows you to view a summary of the details of your LSR up to this point. For more information on the LSR Order Summary, please see the Firm Order Introduction section of this manual.

Sections – There are three sections for this screen. You should input information for each as described below.

- Header – The area at the top of the screen – contains basic organizing information for the listing.
- Listing Name – Contains information on the listing's content, including Listing Name.
- Formatting and Placement – Contains information on the visual appearance of the content's text.

The directory listings activity screens contain a number of fields. This guide will give a general overview of some of the more important ones necessary for building the order. You should populate all fields as required for your directory listing purposes.

Note: Not all the fields described here will be displayed in every single case. Their presence and available options will vary according to the settings given to other fields.

You can order up to **ninety-nine (99)** listings per line.

Step 1A – Header

- **Directory Listing Number** – Already populated – This is the identification number for each listing you create. You should refer to it on the Listing Summary Screen (explained further below).
- **Listing Activity Indicator** – required – Setting this field will cause the entire screen to refresh, with various fields modified or removed as needed. Choose from the following:
  - New Listing – Add a new listing to the account
  - Delete Listing – Delete a listing from the account. Screen will refresh and most of the fields will be removed, because they are not needed if listing is deleted.
  - Change Listing – Make changes to an existing listing on the account.
- **Type of Account** – required
- **Record Type** – required
- **Listing Type** – required if Listing Activity set to "New Listing" – choose from the following:
  - Listed
  - Non-Listed – The listing will be omitted from the telephone directory, but will still be obtainable through Directory Assistance.

- Non-Published – The listing will be omitted from both the directory and Directory Assistance.

- **Listed Telephone Number** – This field is required in most cases.
- **Alpha Listing Identifier Code (Alpha Code)** – Up to 3 letters of your choice. Note the following:
  - If you are Changing a listing, you must type in the Alpha Code of the listing
  - If you are adding a New listing, the Alpha Code must be different from the code of the existing listing.
  - Invalid codes include but may not be limited to the following: DEI, DNA, DNL, DNO, DST, BOX, FOL, HFX, PFX, PRE, PLA, LNB, LNR, NFL, OAD, OV, SFX or N. These entries are invalid because they are used elsewhere in the operation of the system.
- The Alpha Code of an existing listing can be found in the CSR, which can be accessed by clicking View CSR.

Note that a **Valid Listing Type/Record Type combination** must be indicated. These are as follows:

If Record Type is:	Then Listing Type Must Be:
Local Alternate Call	Listed
Local Additional Listing	Listed, Non-Listed, Or Non-Published
Local Additional Main	Listed Or Non-Listed
Local Answer Service	Listed Or Non-Listed
Local Client Main	Listed Or Non-Listed
Local Cross Reference	Listed
Local Special Text Listing	Listed
Local Main Listing	Listed, Non-Listed, Or Non-Published
Foreign Alternate Call Listing	Listed
Foreign Additional Listing	Listed, Non-Listed, Or Non-Published
Foreign Answer Service	Listed Or Non-Listed
Foreign Cross Reference	Listed
Foreign Special Text Listing	Listed
Secondary Additional Main	Listed Or Non-Listed
Secondary Additional Listing	Listed Or Non-Listed
Secondary Main Listing	Listed Or Non-Listed

Figure 137 Valid Listing Type/Record Type Combinations

Step 1B – Listing Name – IMPORTANT: – Enter this information exactly as you want it to appear in the directory.

- **Name** – Name of the end-user – In addition, any indented listings will be shown under this name.
  - Last Name / Finding Word – This field is required in most cases.
  - First Name / Subsequent Words – Populate as desired.
- **Dual Names in Listing** – "Yes" or "No" – If Yes, then the First Name field requires an ampersand (&). Not allowed if Service Type (from Firm Order Menu Screen) is Government.
- **Nickname** – An alternate name for the end-user, to be placed in parentheses after the First Name / Subsequent Words. For example, if the end-user is named "John Smith", and his nickname is "Ace", then type "Ace" into this field. The listing will be shown as "Smith, John (Ace)".
- **Title of Lineage** – Choose a value from the drop-down menu.
- **Title of Address 1** – Choose a value from the drop-down menu.
- **Title of Address 2** – Choose a value from the drop-down menu.
- **Listing Name Placement** – "Yes" or "No"
- **Position Listing As** – Allowed if Listing Name Placement set to "No" – Type up to 150 letters and/or numbers
- **Non Standard Telephone Number** – You can enter up to 20 letters and/or numbers, except for Q and Z. The pound sign (#) and asterisk (*) are also not allowed.
- **Designation** – A descriptive word or phrase for a business listing. For example, if the end user name is "David Jones MD," and you type "Surgeon" into the Designation field, then the listing will be shown as "Jones David MD Surgeon."

Step 1C – Formatting and Placement

- **Style Code**
  - Required if Listing Activity is New or Change.
  - Will be preset to "Straight Line" if Listing Type is Non-Listed or Non-Published.
- **Header Telephone Number**– Required if you want to add an indented listing. This Header TN is the TN under which the indented listing will be shown.
- **Yellow Page Heading Code**
  - Required in some cases if Service Type (on Firm Order Menu Screen) was set at Business or Government.
  - Yellow Page Heading Codes may be obtained from BellSouth Advertising and Publishing Company (BAPCO).
  - Field length is six (6) numeric characters.
- **Designer Listings** – This refers to White Pages Products and will incur additional charges. Designer listings are only allowed if:
  - Type of Account is set to a Residence entry
  - Listing Type is set to "Listed"

- Record Type is set to a "Local" option (Local Main, Local Additional, etc.)
- End user address is outside of North Carolina

Step 1D – Click Continue. If you had set Listing Activity to New or Change, you will be given a message reminding you that you need to have Listed Name and Address typed exactly as you want them to look in the Directory. If you have not done so, click Cancel and makes your changes, otherwise click OK. Entries must be in either all upper case, or upper and lower case.

9.6.6.3 Second Screen for Directory Listings

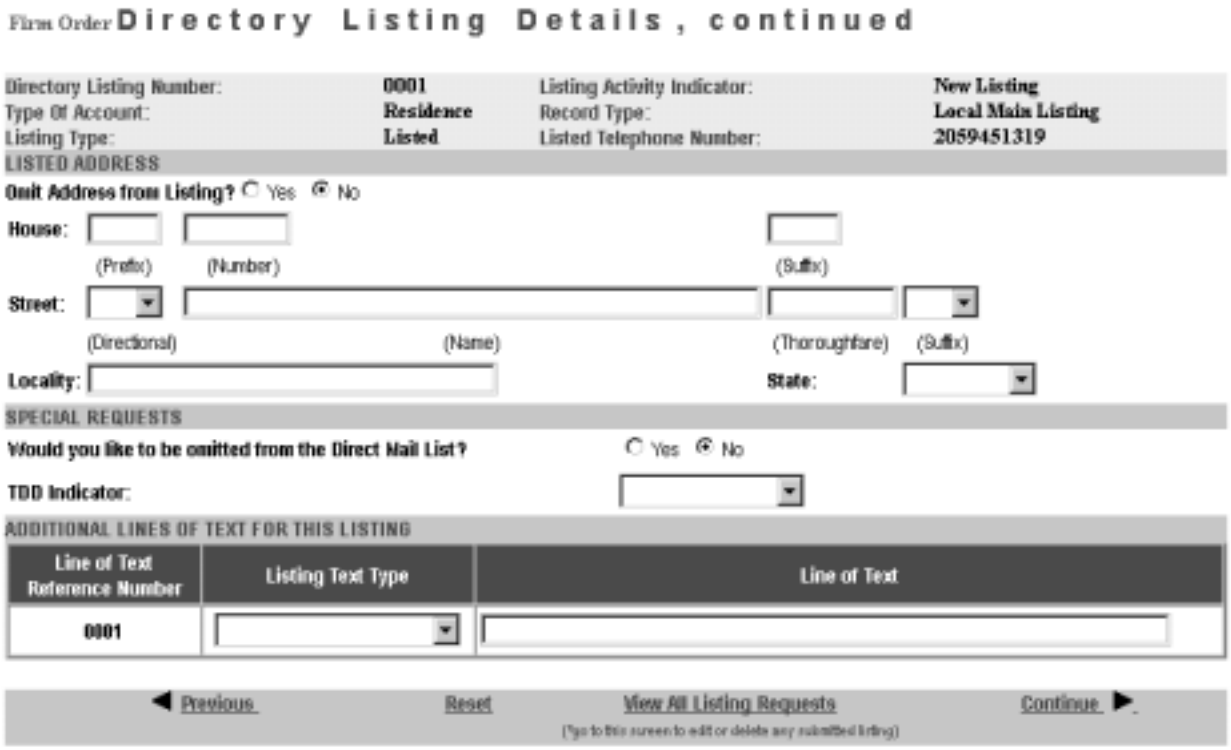


Figure 138 Second Screen for Directory Listings

Step 2 – Sections for this screen are as follows:

- Listed Address – Contains address information for the listing
- Special Requests – For various items related to the listing
- Additional Lines of Text for this Listing – For additional text you wish to have displayed
- Foreign and Secondary Listings – For listings outside of the end-user's current directory area

Step 2A – Listed Address – Here you may complete address information for the listing.

IMPORTANT: Provide the Listed Address information here exactly as you want it to appear in the directory.

In addition, note the following:

- Omit Address from Listing: If you mark "Yes" for this option, the address will not be shown in the listing, and you should leave the address fields blank. You should mark Yes if you are adding a New listing that is **indented.**
- House Prefix, Number and Suffix – Indicate these as needed.
- Street Directional, Name, Thoroughfare, Suffix – Indicate these as needed.
- Locality and State – Populate as needed. These fields are required for Foreign Listings.

Step 2B – Special Requests

- Would you like to be omitted from the Direct Mail List? – Check "Yes" or "No".
- TDD Indicator – Select from the following:
  - TDD Only
  - TDD and Voice
  - Blank
- Business / Residence Placement Override – Indicate your selection. This field will only be shown if Type of Account is Business Personal.

Step 2C – Additional Lines of Text for this Listing – Populate these fields if you are adding a New listing that is indented. In addition, designer listings can have up to 3 Additional Lines of Text.

- Line of Text Reference Number – This is assigned by LENS uniquely within each Listing Request and increases in increments of one with each line of text you add.
- Listing Text Type – Required if you populate Line of Text (see next). Some options may cause the screen will refresh and add lines here for this information. If you are adding a New listing that is indented, you should select "Indented Text" here.
- Line of Text – Required for some settings of Listing Text Type.

Step 2D – Foreign and Secondary Listings

This section is for listings outside the end-user's current directory area. The distinctions are as follows:

	Foreign Listings	**Secondary Listings**
Fee	Yes	No in some circumstances
Geographical Range	Anywhere within BellSouth region	Near your current directory area

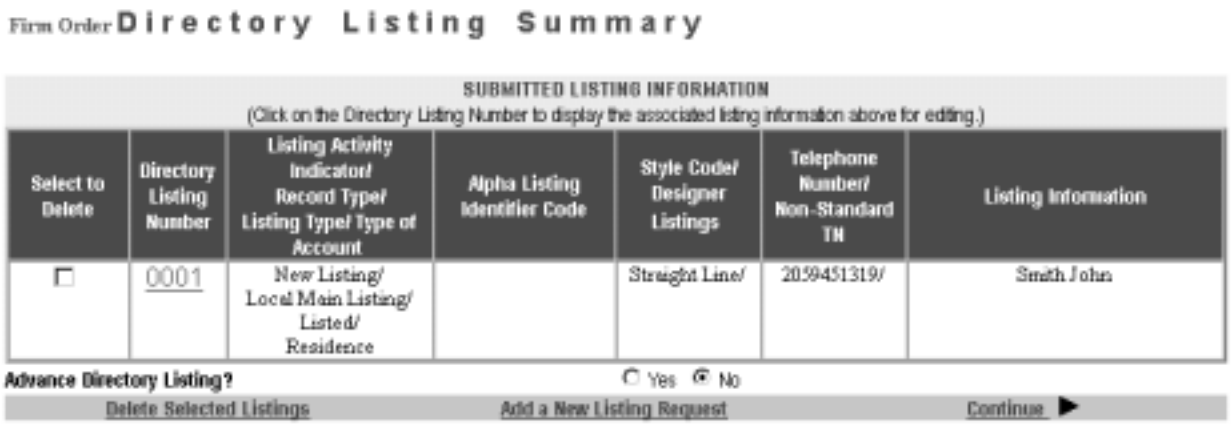
The following fields should be completed as appropriate:

- Directory Name – The directory where the listing is to be placed.
- Directory Subsection – The directory subsection, if relevant, where the listing is to be placed.

Step 2E – Click Continue.

9.6.6.4 Summary Screen for Directory Listings

Step 3 – Summary Screen for Directory Listings – This screen gives a summary of all the listing requests you have built so far.


Firm Order Directory Listing Summary

SUBMITTED LISTING INFORMATION
(Click on the Directory Listing Number to display the associated listing information above for editing.)

Select to Delete	Directory Listing Number	Listing Activity Indicator/ Record Type/ Listing Type/ Type of Account	Alpha Listing Identifier Code	Style Code/ Designer Listings	Telephone Number/ Non-Standard TN	Listing Information
☐	0001	New Listing/ Local Main Listing/ Listed/ Residence		Straight Line/	2059451319/	Smith John

Advance Directory Listing? ○ Yes ◉ No

Delete Selected Listings | Add a New Listing Request | Continue ▶

Figure 139 Summary Screen for Directory Listings

Your listings will be displayed in the table labeled **Submitted Listing Information**. The table will display the Directory Listing Number (DLNUM) and other information for each listing. (Recall that you first saw the DLNUM back on the First Screen for Directory Listings.)

Step 3A – If needed, make any changes you decide are necessary.

- **To edit a listing request,** click its DLNUM. You will be taken back to the First Screen, where you can review and edit the information for the request. For the edits to take effect, you must click Continue on each of the screens until you return to the Summary Screen here.
- **To delete a listing request** that you decide you no longer want, go to the small box labeled **Select to Delete** for that listing and click a check into it. Then go to the bottom of the screen and click Delete Selected Listings. This will not delete any existing listings; it will only delete the listings request(s) you have marked.
- **To add another listing,** click Add a New Listing Request. This will take you back into the process, where you can create another listing request.

In addition, note the following:

- **Advance Directory Listing –** Mark Yes or No. You should mark Yes if end-user service is to start after **Business Office Close (BOC)**, and there is an urgent need for the listing to be published. Note the following:
  - Designer listings cannot be advanced.
  - There is a limited window after BOC for advancing listings.
  - BAPCO can provide information on closing and BOC dates.
  - LENS does not provide the schedule for advancing listings.
- **SIC –** Standard Industry Classification
  - Enter a four-digit code
  - For Firm Order New Install, Conversion New, and Partial Migration Initial
  - Required if Service Type (on Firm Order Menu Screen) was set at Business or Government.
  - SIC Codes may be obtained from BellSouth Advertising and Publishing Company (BAPCO).
- **If you had set Listing Activity to "Change Listing"** , the Summary Screen here will show **two** listing requests.
  - One will represent the "old" listing being changed, and will be labeled "Old".
  - The other will contain the changes you indicated and will be will be labeled "New".
  - The New request's Directory Listing Number (DLNUM) will be one greater than the Old request's DLNUM. (For example, the New request's DLNUM will be 0002 if the Old request's DLNUM is 0001.)

Step 3B – When ready, click Continue.

Note: If you return to Directory Listings after this point during this LSR process, you will be shown first the Listings Summary Screen, so you can select which listing you would like to edit, or begin creating an additional listing.

9.6.7 Hunting

Here you can provide information for any hunting you wish to have converted with the account. Notice the two windows, "Hunt Group" and "Hunt Lines". These will be where information will be displayed as you proceed.

Hunt Groups: Create hunt groups as follows:

- **Go to the fields below the Hunt Group window** and complete the following fields:
  - Hunt Group Activity (HA) – **Required field.** Choose one of the following entries:
    - New (N)

  - Existing (E)
  - Change (C)
  - Delete(D)
- Hunt Group Identifier (HID) – **Required field.** You must enter up to 3 letters or up to 4 numbers characters of your choice. If you populate HA with New, HID will be automatically populated with the letter "N". The letter "N" entered alone is not valid at any other time.
- Hunt Type Code – **Required field.** Choose one of the following:
  - Sequential
  - Non-Sequential
  - Circular

- **Click Add Group** to add the group to the LSR. The entries in the fields will be displayed in the Hunt Group window.
- **Repeat as needed** to create the desired number of hunt groups. As you add each one to the window, notice that the column "Number" will increase for each new group. So, the first group would be numbered 00001, the second one would be 00002, and so on.
- **To edit** the information for a group, **click** on it in the Hunt Group window to highlight it, and then go to the fields below the window and edit the entries. The hunt lines (see next) for the group will be displayed in the Hunt Line window, and these can be updated as well (see next). When ready, click Update Group. The new entries will be displayed in the window for the group.
- **To remove** a hunt group, highlight its row in the Hunt Group window, and click Remove Group. The hunt group will disappear from the window. All associated lines for the hunt group will be deleted as well. Note that the column "Number" in the window will be renumbered for the groups that remain. **Multiple groups** can be highlighted at once to be removed; however, only one group at a time can be edited.

Hunt Lines: After creating Hunt Groups, now you must give them the TNs to be used in the hunting process.

- **Click on a Hunt Group in the Hunt Group window** to highlight it.
- **Go to the fields below the Hunt Line window** and provide the following information:
  - Pull-down menu: Hunt Line Activity (HLA) – **Required field.** Here you indicate the HLA of the Hunt Line (see next). The options for HLA will vary according to the Hunt Group Activity you had chosen.
    - **If Hunt Group Activity (HA) is New,** then HLA will be New.
    - **If HA is Existing,** then HLA will be Existing.
    - **If HA is Change,** then HLA will be New, Existing, or Delete.
    - **If HA is Delete,** then HLA will be Delete.
  - Text Entry Box: Hunt Line
    - **Required** if HA is New, Existing, and Change.

  - **Optional** if HA is Delete.
  - Type in a TN that is to be in the hunt group.
- The format for the lines is 10 digits. However, when HA and HLA are both set at "New", you can enter a **TN range** by typing a 10-digit number, followed by a hyphen, and then a four-digit number representing the end of the range. So, for example, 4044695000–5011 indicates a range of TNs that end in 5000, 5001, 5002, and so on, up to 5011.

- **Click Add Line** to add the line to the hunt group. The Hunt Line Activity and the line itself will be displayed in the Hunt Line window.
- **Hunt sequence:** You can enter additional lines for the hunt group. They will be displayed in the Hunt Line window in the order you added them, and the hunting sequence will follow that order. So, the TN at the very top will be first, followed by the next TN below, and so on. A **TN range** (see above) that you entered will be considered as one unit for hunt sequence. So if the number 4044695000–5011 is displayed second from the top in the window, that means it will be second in the hunt sequence. (And the hunt sequence will then proceed to follow the lines in their numerical order: 5000, 5001, 5002, and so on.)
- **To change the hunt sequence** of the lines, highlight one or more lines and click the up or down arrows next to the Hunt Line window. These arrows will move the highlighted line(s) up or down in the window, and therefore in the hunt sequence as well.
- **16 (sixteen) Line Maximum:** you can enter up to **16 (sixteen)** lines for any one hunt group.
- **To edit** a hunt line, highlight it in the Hunt Line window, and then go to the fields below the window and edit them as needed. When ready, click Update Line. The new entries will be displayed in the Hunt Line window.
- **To remove** a hunt line, highlight it in the Hunt Group window, and click Remove Line. The hunt line will disappear from the window. Note that the lines remaining will be in the new hunt sequence. **Multiple lines** can be highlighted at once to be removed; however, only one line at a time can be edited.

When finished with Hunting, click the link in the toolbar for any other screen you would like to view.

10. Firm Order — Suspend Full Account

10.1 Suspend Full Account

Note:

- This chapter relates to Requests for Resale (Non-Complex) and Port/Loop UNEs. For Loop UNE Requests, please see the chapter "Firm Order – Loop UNEs".
- For more information on orders related to Port/Loop UNEs, please see the BellSouth Business Rules for Local Ordering .

Suspend Full Account allows you to suspend an account temporarily for vacation periods or other non-billing reasons. Some parameters for this activity are as follows:

- You must be the CLEC owner of the account to perform this activity.
- Currently LENS supports activities for requests of **twenty-five (25) lines** or less.

To create an LSR for Suspend Full Account, follow the steps below:

Step 1 – Main Menu – Select Firm Orders.

Step 2 – Firm Order Menu Screen –

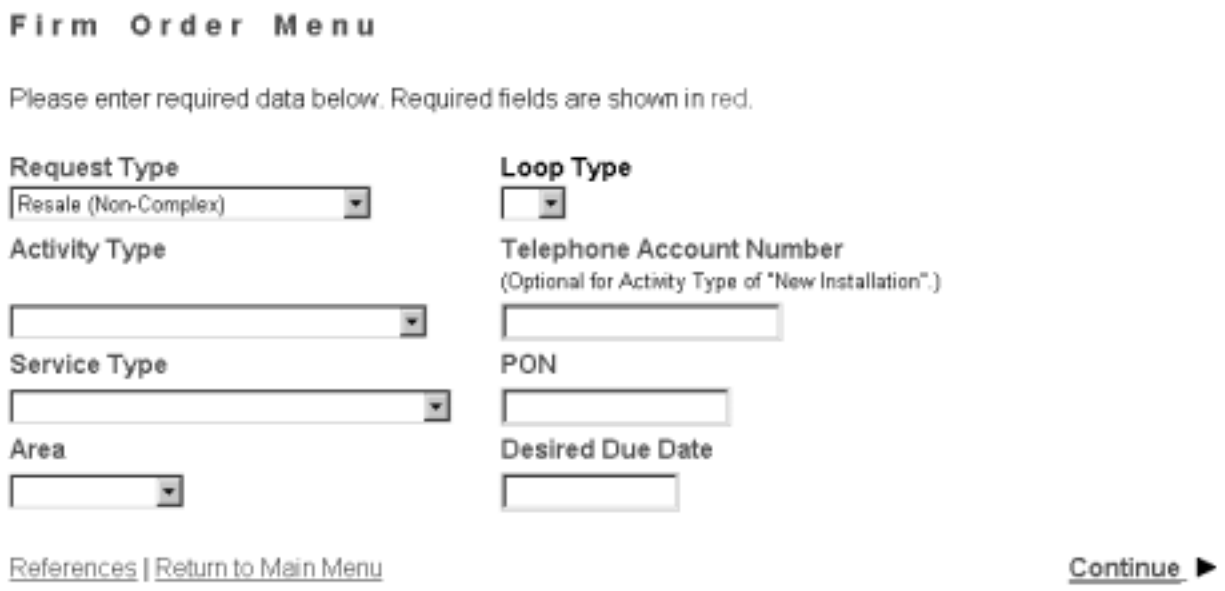


Figure 140 Firm Order Menu Screen

Complete the fields as indicated below. Remember, **required fields** are indicated in red on LENS screens. (The required fields for LENS are the same as those used on paper LSRs. For additional information on required fields, please refer to the BellSouth Business Rules for Local Ordering.)

- Request Type: Choose from one of the following:
  - Resale (Non Complex)
  - Port/Loop Combination
- Activity Type: Go to the Activity Type pull-down menu and select **Suspend.**
- Telephone Account Number: Provide the 10-digit Existing Account Telephone Number (EATN). This is the account telephone number for the account to be addressed by this activity.
- Service Type: Select the appropriate entry.
  - Residence, Business, or Government
  - Single or Multi Line
  - Flat, Measured, or Message Rate
- PON: Input a PON of your choice. It can be a maximum of **16 (sixteen)** characters. The parameters for entries are as follows:
  - Allowed:
    - Uppercase letters (ABCDEFGHIJKLMNO. . .)
    - Numbers (0123456789)
    - Period (.)
    - Comma (,)
    - Hyphen (-)
    - Apostrophe (’)
  - Not Allowed:
    - Spaces
    - Forward Slashes
- Area: Select the appropriate entry.
- Desired Due Date: Input your desired due date. It must be:
  - Either the current or future date
  - Within one year of the current date
  - In one of the following formats:
    - MM/DD/YYYY
    - MMDDYYYY
    - MM-DD-YYYY
    - MM DD YYYY
    - MM.DD.YYYY

Step 3 – Click Continue .

10.2 Details Screen

Step 4 – Here you may confirm the details for your order.

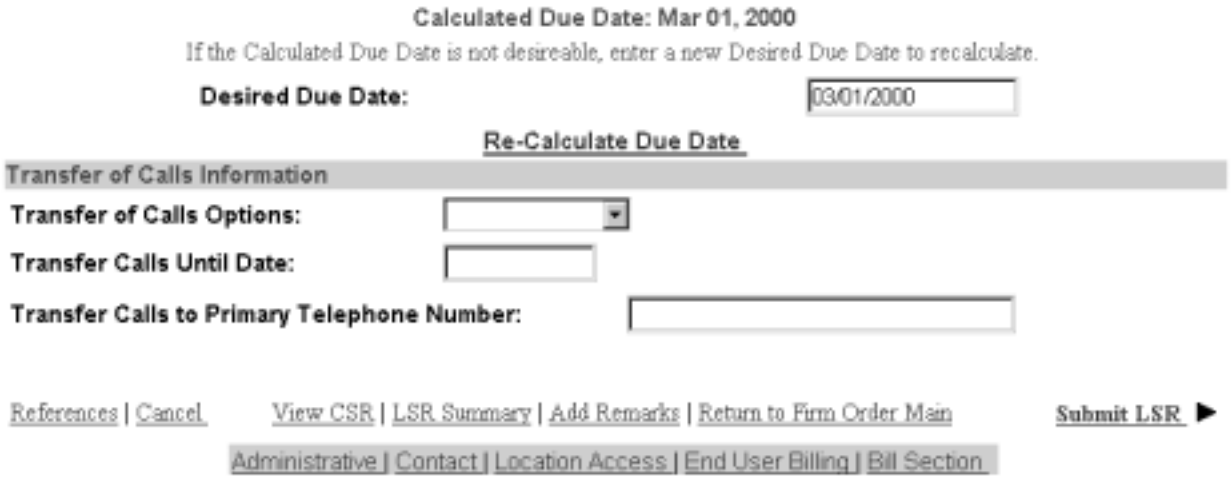


Figure 141 Details Screen

A Calculated Due Date will already be provided for you based on the information you provided earlier.

Step 4A – If you desire another due date, type this information into the field **Desired Due Date**, and click Re-Calculate Due Date.

Step 4B – End User Name (required) – Populate this field as appropriate. Entry is up to 25 letters or numbers.

Step 4C – Transfer of Call Option – Complete this section if needed. You can choose from the following:

- None
- Transfer of Call

If you choose **Transfer of Call**:

- You **must** populate Transfer to Primary Number (10-digit phone number)
- You **can** populate Transfer Calls Until Date (date format MM/DD/YYYY). Date must be a **current or future date.**

Step 4D – Add Remarks –Click here if there are remarks you need to provide regarding the LSR.

Step 4E – Port Type – For LSRs for Port/Loop Combinations. This field identifies the type of unbundled port being ordered. Select from one of the following:

- Line Port
- Trunk Port

Step 4F – Toolbar Screens – You have the option of reviewing the entries for information screens related to the LSR. To do so, go to the toolbar at the bottom of the screen and click the appropriate link. Details on these screens are given further in this user guide chapter, in the section "Optional Toolbar Screens".

Note: In certain circumstances, some fields on these screens may not be shown, required, or have certain options.

Step 4G – Submit LSR – When you are satisfied with all aspects of your LSR, click Submit LSR.

10.3 Acknowledgment

If all required fields are complete for this activity type, an Acknowledgement will be given indicating that the order was successfully completed and submitted to BellSouth. **Make sure you record the Purchase Order Number (PON) and Version Number**. You will need these later if you want to issue a Change Existing Request, or use the View LSR/Order Information option, as explained elsewhere in this User Guide.

Note: **This Acknowledgement is NOT a Firm Order Completion (FOC).** An FOC will be generated later by BellSouth's order processing systems.

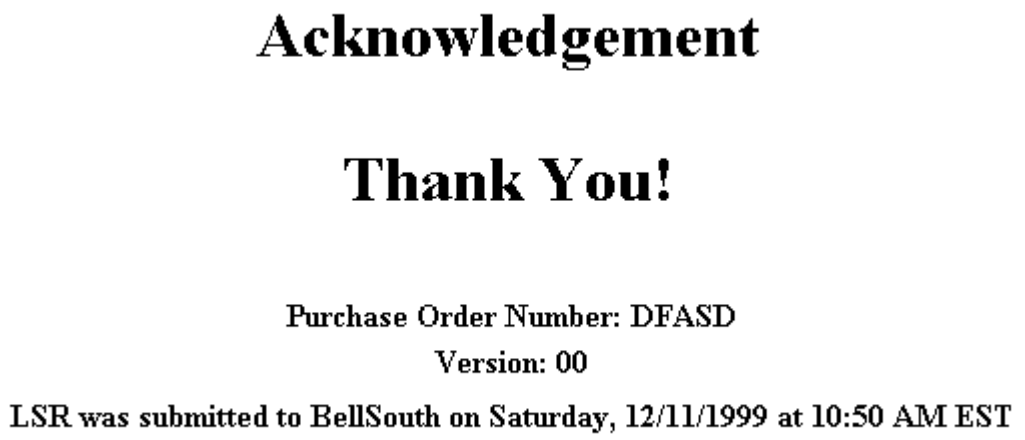


Figure 142 Acknowledgment

Duplicate PON: If the PON you had provided is a duplicate of an existing PON, you will be asked here to provide a different PON and re-submit the request.

Errors: If there is an error with the LSR, you will be taken to an **Error List Page** that will display a message regarding the error.

- **At this point** you should do the following:
  - Click on the link to the appropriate screen where you can correct the error.
  - After correcting the error, click Return to Error List Page.
  - Click Resubmit LSR.
  - **After receiving the Acknowledgment,** click Return to Firm Order to return to the Firm Order Menu Screen and prepare another LSR.
- **For a listing of error messages** you may encounter in LENS, please see the Appendix titled "Error Message Reference List."

Error Codes: LENS error messages may come with a code. The code is related to the screen you are on at the moment, or to which you need to return.

Some error codes may come with a **"J"** in front of them. These error messages are generated within your web browser.

LENS error codes are as follows:

Codes 0001 – 0999	System Error Messages
Codes 1000 – 1999	Errors on the LSR Administrative, Billing or Contact screens
Codes 2000 – 2499	Errors on the LSR Location/Access or End User Billing screens, or errors related to Inside Wiring or Transfer of Call
Codes 2500 – 2999	Errors in Loop Information
Codes 3000 – 3999	Errors on the LSR Line Details or Hunting screens
Codes 4000 – 4999	Errors in the LSR Directory Listings or Directory Delivery Information sections.
Codes 5000 - 5999	Errors in Supplement Orders
Codes 6000 - 6999	Errors in Due Date Calculation
Codes 7000 - 7999	Errors in View LSR/Order Information
9000 - 9999	Informational/Warning Messages

10.4 Optional Toolbar Screens

The toolbar at the bottom of the Details Screen in this Firm Order activity gives you the option of accessing various information screens related to the LSR. Details on these screens are given below.

Note: In certain circumstances, some fields on these screens may not be shown, required, or have certain options.

10.4.1 Add Remarks

Here you may provide information related to Order Contact and Location and Access.

When done, click Return to Firm Order Details.

10.4.2 Administrative Section

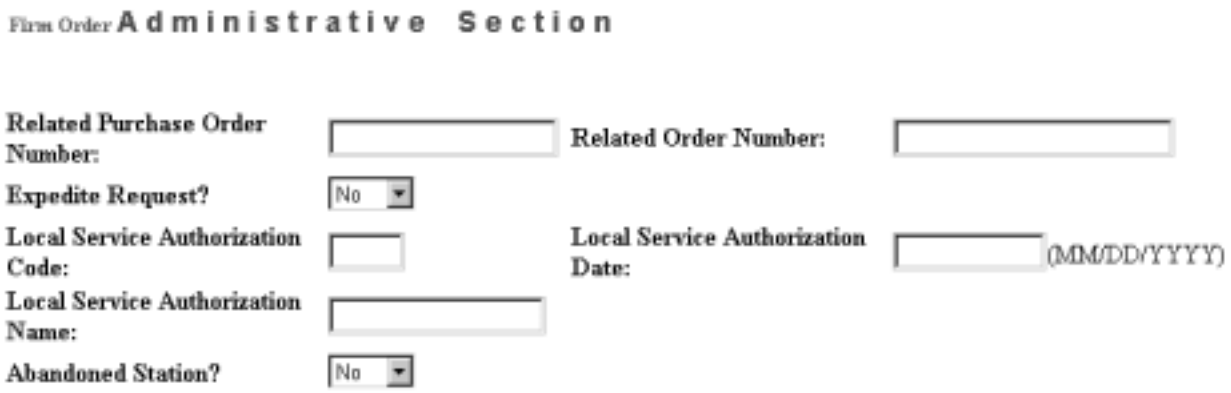


Figure 143 Administrative Section Screen

On this screen you may populate the following fields as desired:

- Related Purchase Order Number (RPON) – Up to 16 characters comprised of uppercase letters A-Z, numerals 0-9, and symbols period, comma, hyphen, and apostrophe.
- Related Order Number (RORD) – Up to 20 letters or numbers
- Expedite (EXP) – Choose “Y” (Yes) or “N” (No).
- Local Service Authorization Code (LSPAUTH) – 4 letters or numbers
- Local Service Authorization Date (LSPAUTH DATE) – Format of MM/DD/YYYY. Required when LSPAUTH is populated
- Local Service Authorization Name (LSPAUTH NAME) – Up to 15 letters/numbers. Required when LSPAUTH is populated.

When ready, click the link taking you back to the Details Screen, or to any other screen you would like to view.

10.4.3 Contact Section

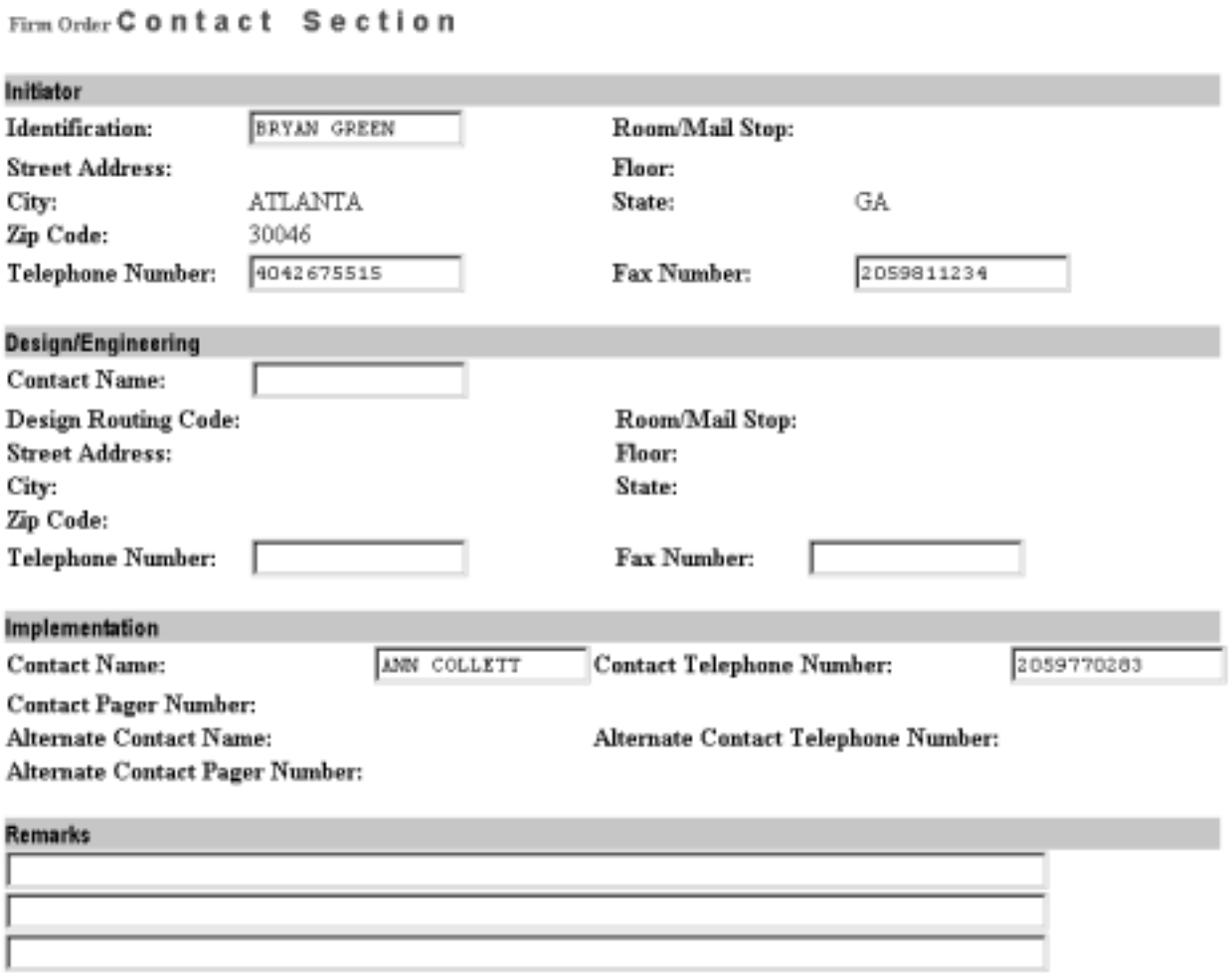


Figure 144 Contact Section Screen

Many of these fields will be populated with information from your profile. **You may change the following as needed:**

- Initiator Identification – Required – This is the name of the person initiating the request. This person is who should be contacted if there are any questions. An entry for this field can contain up to 15 letters or numbers
- Initiator Telephone Number – Required –Up to 10 numbers or 15 letters or numbers
- Initiator Fax Number Required – Up to 10 numbers

- Implementation Contact (IMPCON) – Required –Up to 15 letters or numbers.
- Implementation Contact Telephone Number – Required –Up to 10 numbers, or 15 letters or numbers (first 10 characters must be numbers).
- Remarks – Up to 240 letters/numbers/symbol characters, excluding forward slashes (/) and asterisks (*).

When ready, click the link taking you back to the Details Screen, or to any other screen you would like to view.

10.4.4 Location and Access Section

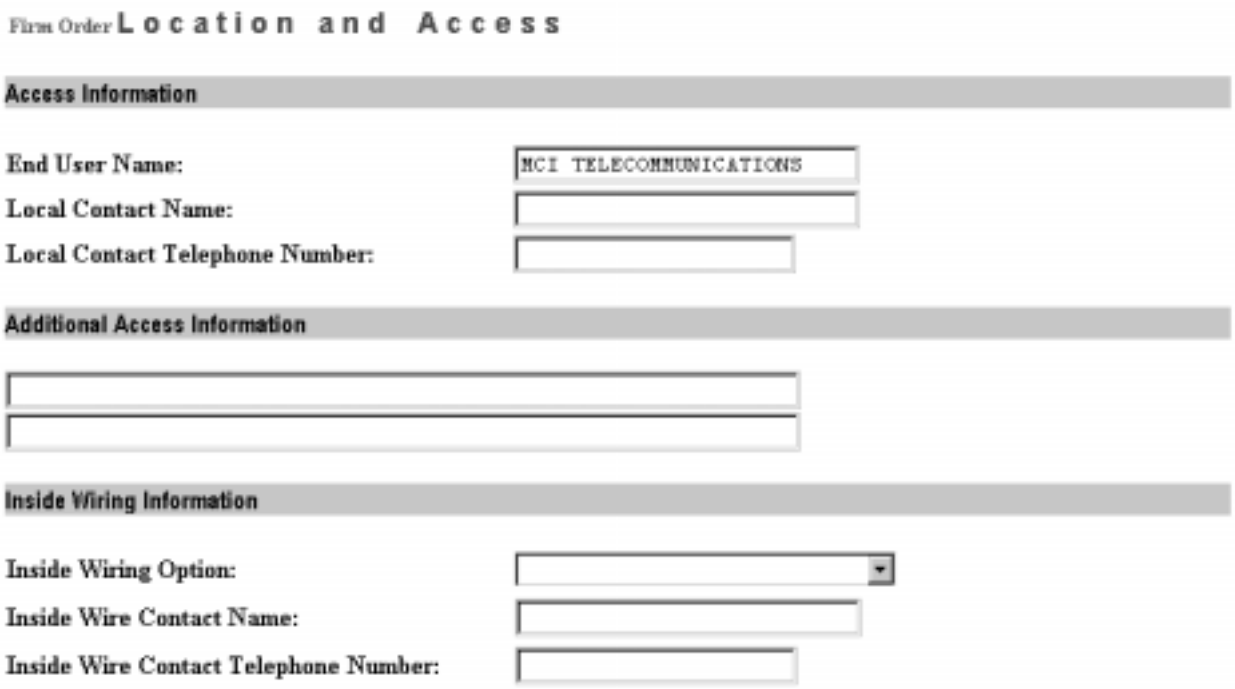


Figure 145 Location And Access Section Screen

This screen allows you to provide information related to end-user location and access.

Access Information – Provides basic information such as End User Name and Local Contact Name. Complete or edit the following as needed:

- End User Name (required) – This field will be prepopulated. You may edit it as needed. This field can contain up to 25 letters or numbers.

- Local Contact Name –This person is the end-user whom will be contacted during installation if there is a problem with access to the service location. This field can contain up to 15 letters or numbers.
- Local Contact Telephone Number – 10 numbers, and if desired, up to an additional 10 letters or numbers.

When ready, click Return to Firm Order Details, or the link to any other screen you would like to view.

10.4.5 Bill Section

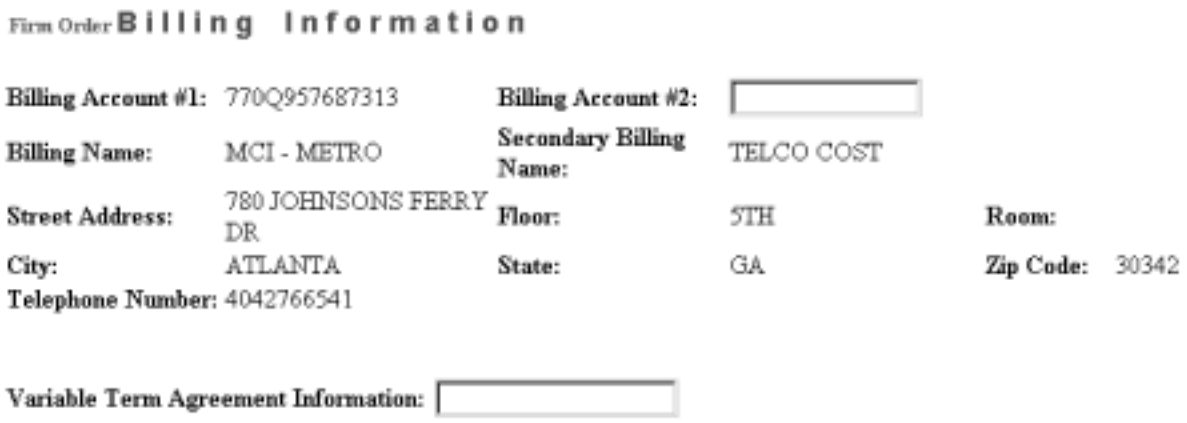


Figure 146 Bill Section

This screen will be prepopulated with information on your (the CLEC's) billing name and address. Be sure to note the following fields:

- Billing Account Number 1 – This field will be pre-populated and cannot be edited. This number is also known as your "Q Account" number.
- Billing Account Number 2 – This field will be pre-populated but can be edited. Entry must contain 13 letters or numbers.
- Variable Term Agreement (VTA) – You may populate this field with up to 17 letters or numbers.

When ready, click the link taking you back to the Details Screen, or to any other screen you would like to view.

11. Firm Order — Restore Full or Restore Denied Account

11.1 Restore Full or Restore Denied Account

Note:

- This chapter relates to Requests for Resale (Non-Complex) and Port/Loop UNEs. For Loop UNE Requests, please see the chapter "Firm Order – Loop UNEs".
- For more information on orders related to Port/Loop UNEs, please see the BellSouth Business Rules for Local Ordering .

Restore Full or Restore Denied Account is used to restore an end-user's service that was either:

- Suspended temporarily for vacation or other non-billing reasons;
- or, that was Denied for non-payment.

Some parameters for this activity are as follows:

- Ownership – You must be the CLEC owner of the account to perform this activity.
- 25 lines – Currently LENS supports activities for requests of **twenty-five (25) lines** or less.
- Immediacy – Firm Orders for Restore for Denial should be submitted no earlier than the day the action is to take effect.
  - This is because the nature of these orders generally allows them to be implemented the same day they are submitted.
  - Because of this, Desired Due Date for these orders must be set at the current date, and cannot be changed. Likewise, you cannot issue Supplemental Requests to Cancel these orders.

To create an LSR for Restore Full or Restore Denied Account, follow the steps below:

Step 1 – Main Menu – Select Firm Orders.

Step 2 – Firm Order Menu Screen –

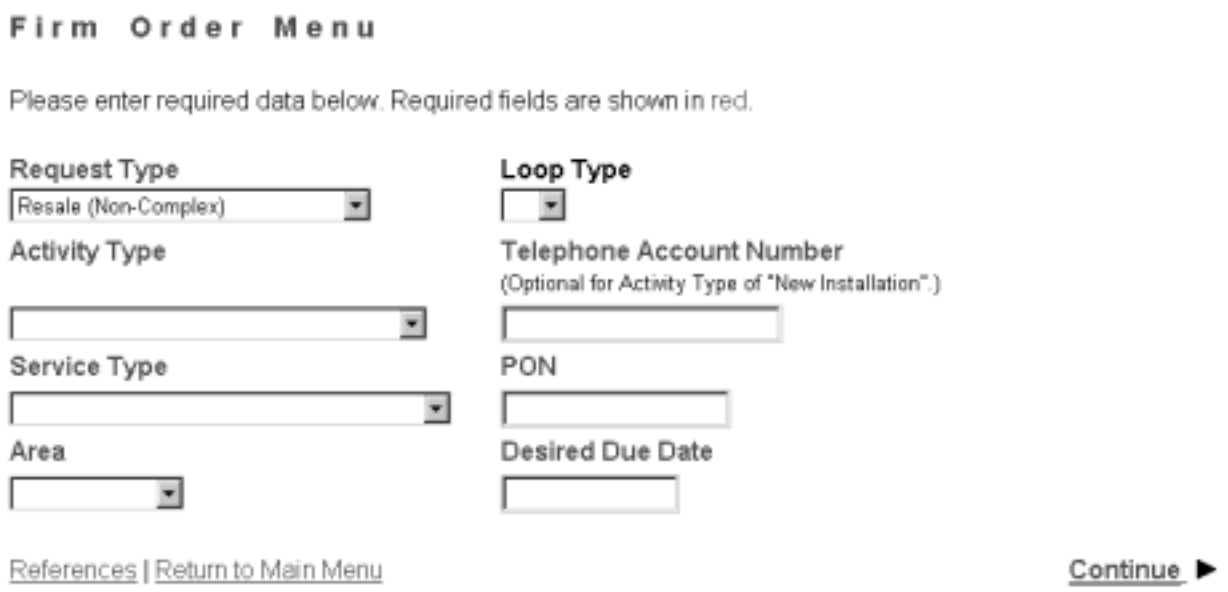


Figure 147 Firm Order Menu Screen

Complete the fields as indicated below. Remember, **required fields** are indicated in red on LENS screens. (The required fields for LENS are the same as those used on paper LSRs. For additional information on required fields, please refer to the BellSouth Business Rules for Local Ordering.)

- Request Type: Choose from one of the following:
  - Resale (Non Complex)
  - Port/Loop Combination
- Activity Type: Go to the Activity Type pull-down menu and select **Restore Full or Denied Account.**
- Telephone Account Number: Provide the 10-digit Existing Account Telephone Number (EATN). This is the account telephone number for the account to be addressed by this activity.
- Service Type: Select the appropriate entry.
  - Residence, Business, or Government
  - Single or Multi Line
  - Flat, Measured, or Message Rate
- PON: Input a PON of your choice. It can be a maximum of **16 (sixteen)** characters. The parameters for entries are as follows:
  - Allowed:
    - Uppercase letters (ABCDEFGHIJKLMNO. . .)

  - Numbers (0123456789)
  - Period (.)
  - Comma (,)
  - Hyphen (-)
  - Apostrophe (’)
- Not Allowed:
  - Spaces
  - Forward Slashes

- Area: Select the appropriate entry.
- Desired Due Date: Input your desired due date. It must be:
  - Either the current or future date
  - Within one year of the current date
  - In one of the following formats:
    - MM/DD/YYYY
    - MMDDYYYY
    - MM-DD-YYYY
    - MM DD YYYY
    - MM.DD.YYYY

Step 3 – Click Continue .

11.2 Details Screen

Step 4 – Here you may confirm the details for your order.

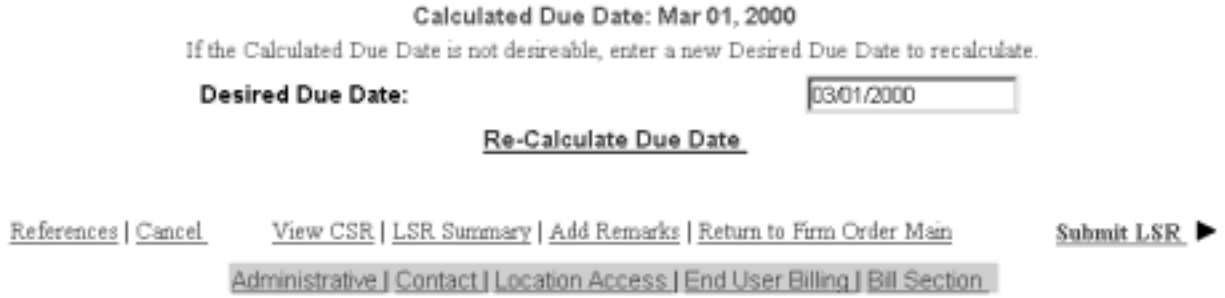


Figure 148 Details Screen

A Calculated Due Date will already be provided for you based on the information you provided earlier.

Note: Due Dates for Restoring a Denied account will be today or next business day when request is received after 5:00 PM or weekends.

Step 4A – If you desire another due date, type this information into the field **Desired Due Date**, and click Re-Calculate Due Date.

Step 4B – End User Name (required) – Populate this field as appropriate. Entry is up to 25 letters or numbers.

Step 4C – Add Remarks –Click here if there are remarks you need to provide regarding the LSR.

Step 4D – Port Type – For LSRs for Port/Loop Combinations. This field identifies the type of unbundled port being ordered. Select from one of the following:

- Line Port
- Trunk Port

Step 4E – Toolbar Screens – You have the option of reviewing the entries for information screens related to the LSR. To do so, go to the toolbar at the bottom of the screen and click the appropriate link. Details on these screens are given further in this user guide chapter, in the section "Optional Toolbar Screens".

Note: In certain circumstances, some fields on these screens may not be shown, required, or have certain options.

Step 4F – Submit LSR – When you are satisfied with all aspects of your LSR, click Submit LSR.

11.3 Acknowledgment

If all required fields are complete for this activity type, an Acknowledgement will be given indicating that the order was successfully completed and submitted to BellSouth. **Make sure you record the Purchase Order Number (PON) and Version Number**. You will need these later if you want to issue a Change Existing Request, or use the View LSR/Order Information option, as explained elsewhere in this User Guide.

Note: **This Acknowledgement is NOT a Firm Order Completion (FOC).** An FOC will be generated later by BellSouth's order processing systems.

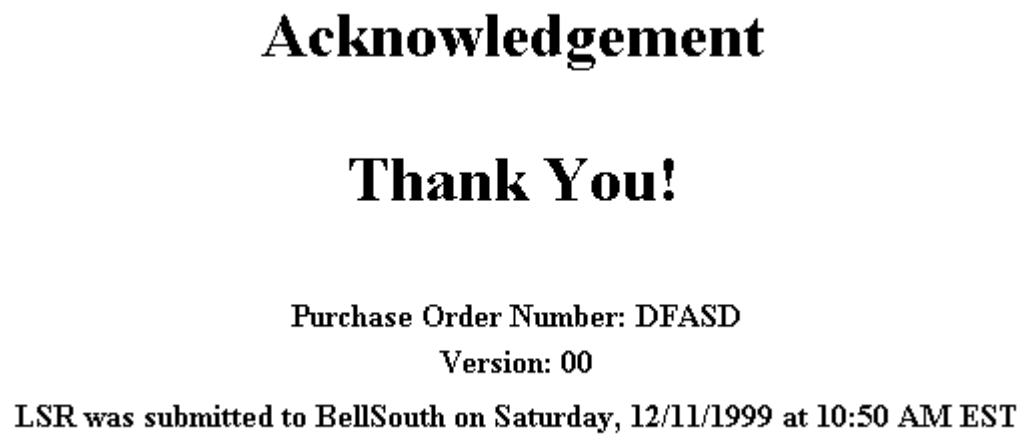


Figure 149 Acknowledgment

Duplicate PON: If the PON you had provided is a duplicate of an existing PON, you will be asked here to provide a different PON and re-submit the request.

Errors: If there is an error with the LSR, you will be taken to an **Error List Page** that will display a message regarding the error.

- **At this point** you should do the following:
  - Click on the link to the appropriate screen where you can correct the error.
  - After correcting the error, click Return to Error List Page.
  - Click Resubmit LSR.
  - **After receiving the Acknowledgment,** click Return to Firm Order to return to the Firm Order Menu Screen and prepare another LSR.
- **For a listing of error messages** you may encounter in LENS, please see the Appendix titled "Error Message Reference List."

Error Codes: LENS error messages may come with a code. The code is related to the screen you are on at the moment, or to which you need to return.

Some error codes may come with a **"J"** in front of them. These error messages are generated within your web browser.

LENS error codes are as follows:

Codes 0001 – 0999	System Error Messages
Codes 1000 – 1999	Errors on the LSR Administrative, Billing or Contact screens
Codes 2000 – 2499	Errors on the LSR Location/Access or End User Billing screens, or errors related to Inside Wiring or Transfer of Call
Codes 2500 – 2999	Errors in Loop Information
Codes 3000 – 3999	Errors on the LSR Line Details or Hunting screens
Codes 4000 – 4999	Errors in the LSR Directory Listings or Directory Delivery Information sections.
Codes 5000 - 5999	Errors in Supplement Orders
Codes 6000 - 6999	Errors in Due Date Calculation
Codes 7000 - 7999	Errors in View LSR/Order Information
9000 - 9999	Informational/Warning Messages

11.4 Optional Toolbar Screens

The toolbar at the bottom of the Details Screen in this Firm Order activity gives you the option of accessing various information screens related to the LSR. Details on these screens are given below.

Note: In certain circumstances, some fields on these screens may not be shown, required, or have certain options.

11.4.1 Add Remarks

Here you may provide information related to Order Contact and Location and Access.

When done, click Return to Firm Order Details.

11.4.2 Administrative Section

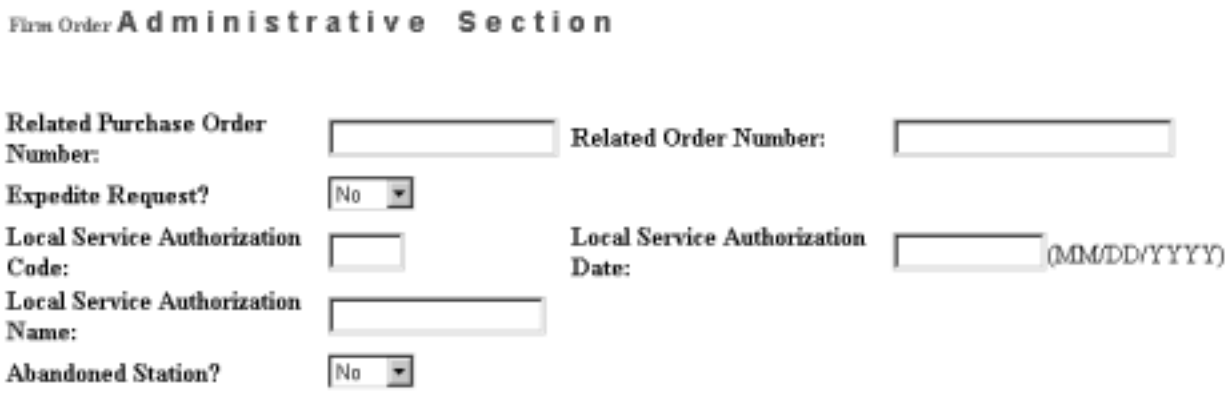


Figure 150 Administrative Section Screen

On this screen you may populate the following fields as desired:

- Related Purchase Order Number (RPON) – Up to 16 characters comprised of uppercase letters A-Z, numerals 0-9, and symbols period, comma, hyphen, and apostrophe.
- Related Order Number (RORD) – Up to 20 letters or numbers
- Expedite (EXP) – Choose “Y” (Yes) or “N” (No).
- Local Service Authorization Code (LSPAUTH) – 4 letters or numbers
- Local Service Authorization Date (LSPAUTH _DATE) – Format of MM/DD/YYYY. Required when LSPAUTH is populated
- Local Service Authorization Name (LSPAUTH NAME) – Up to 15 letters/numbers. Required when LSPAUTH is populated.

When ready, click the link taking you back to the Details Screen, or to any other screen you would like to view.

11.4.3 Contact Section

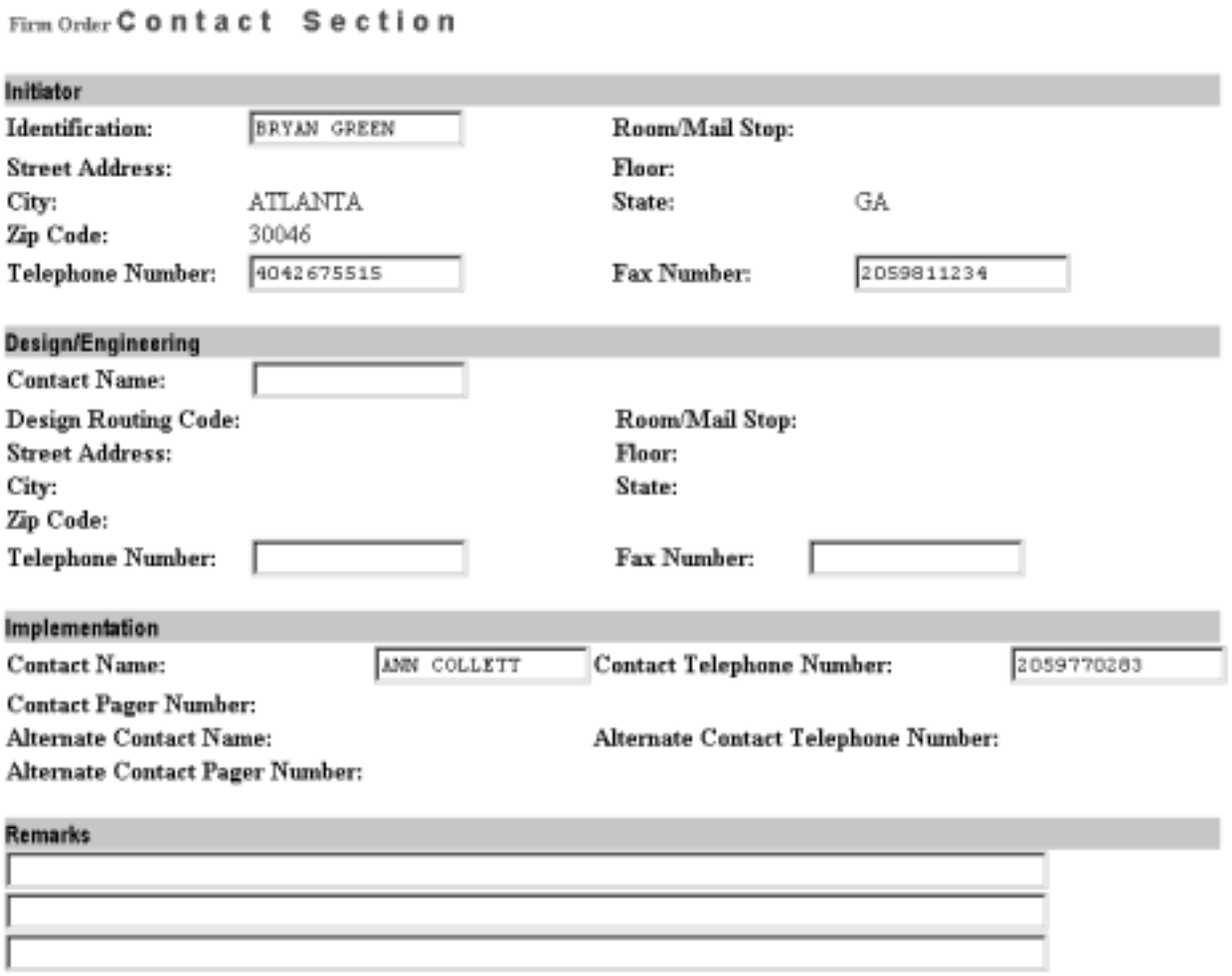


Figure 151 Contact Section Screen

Many of these fields will be populated with information from your profile. **You may change the following as needed:**

- Initiator Identification – Required – This is the name of the person initiating the request. This person is who should be contacted if there are any questions. An entry for this field can contain up to 15 letters or numbers
- Initiator Telephone Number – Required –Up to 10 numbers or 15 letters or numbers
- Initiator Fax Number Required – Up to 10 numbers

- Implementation Contact (IMPCON) – Required –Up to 15 letters or numbers.
- Implementation Contact Telephone Number – Required –Up to 10 numbers, or 15 letters or numbers (first 10 characters must be numbers).
- Remarks – Up to 240 letters/numbers/symbol characters, excluding forward slashes (/) and asterisks (*).

When ready, click the link taking you back to the Details Screen, or to any other screen you would like to view.

11.4.4 Location and Access Section

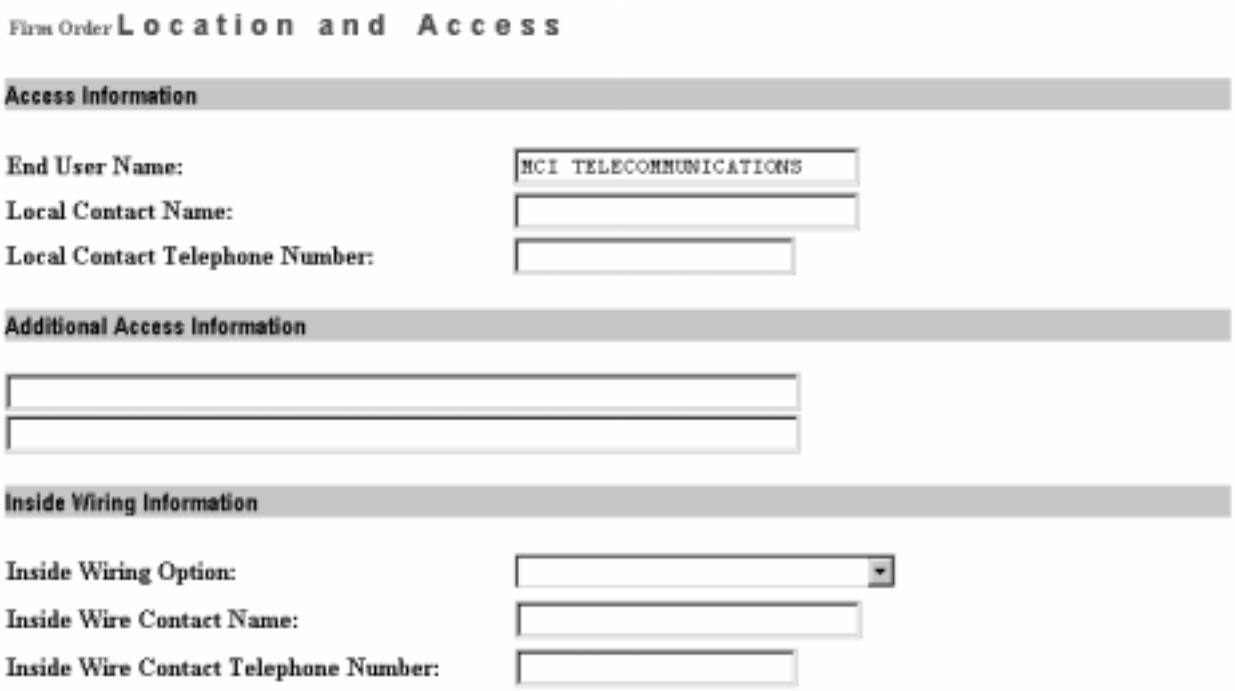


Figure 152 Location And Access Section Screen

This screen allows you to provide information related to end-user location and access.

Access Information – Provides basic information such as End User Name and Local Contact Name. Complete or edit the following as needed:

- End User Name (required) – This field will be prepopulated. You may edit it as needed. This field can contain up to 25 letters or numbers.

- Local Contact Name –This person is the end-user whom will be contacted during installation if there is a problem with access to the service location. This field can contain up to 15 letters or numbers.
- Local Contact Telephone Number – 10 numbers, and if desired, up to an additional 10 letters or numbers.

When ready, click Return to Firm Order Details, or the link to any other screen you would like to view.

11.4.5 Bill Section

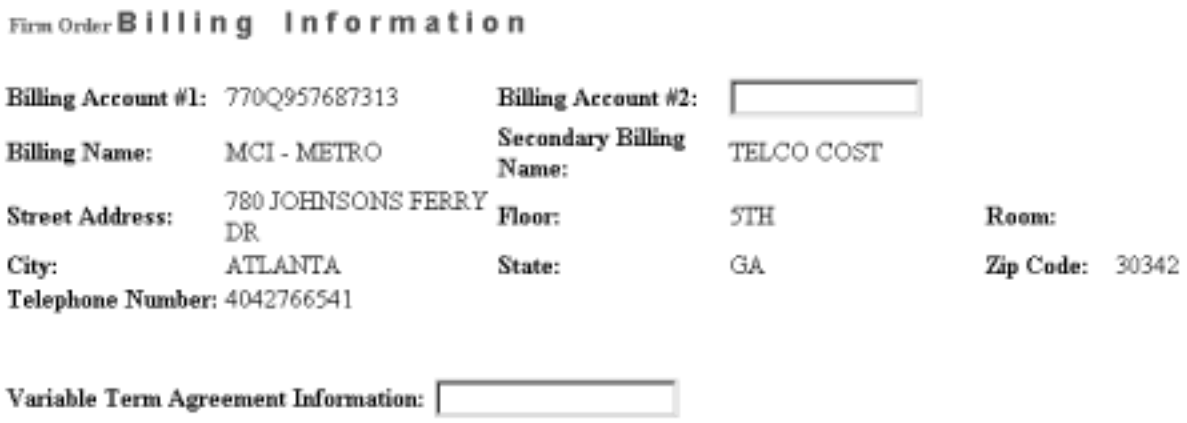


Figure 153 Bill Section

This screen will be prepopulated with information on your (the CLEC's) billing name and address. Be sure to note the following fields:

- Billing Account Number 1 – This field will be pre-populated and cannot be edited. This number is also known as your "Q Account" number.
- Billing Account Number 2 – This field will be pre-populated but can be edited. Entry must contain 13 letters or numbers.
- Variable Term Agreement (VTA) – You may populate this field with up to 17 letters or numbers.

When ready, click the link taking you back to the Details Screen, or to any other screen you would like to view.

12. Firm Order — Deny

12.1 Deny

Note:

- This chapter of the User Guide relates to Requests for Resale (Non-Complex) and Port/ Loop UNEs. For Loop UNE Requests, please see the chapter "Firm Order – Loop UNEs".
- For more information on orders related to Port/Loop UNEs, please see the BellSouth Business Rules for Local Ordering .

This activity is used to deny service temporarily for non-payment.

Some parameters for this activity are as follows:

- Ownership – You must be the CLEC owner of the account to perform this activity.
- 25 lines – Currently LENS supports activities for requests of **twenty-five (25) lines** or less.
- Immediacy – Firm Orders for Deny should be submitted no earlier than the day the action is to take effect.
  - This is because the nature of these orders generally allows them to be implemented the same day they are submitted.
  - Because of this, Desired Due Date for these orders must be set at the current date, and cannot be changed. Likewise, you cannot issue Supplemental Requests to Cancel these orders.

To create an LSR for Deny, follow the steps below:

Step 1 – Main Menu – Select Firm Orders.

Step 2 – Firm Order Menu Screen –

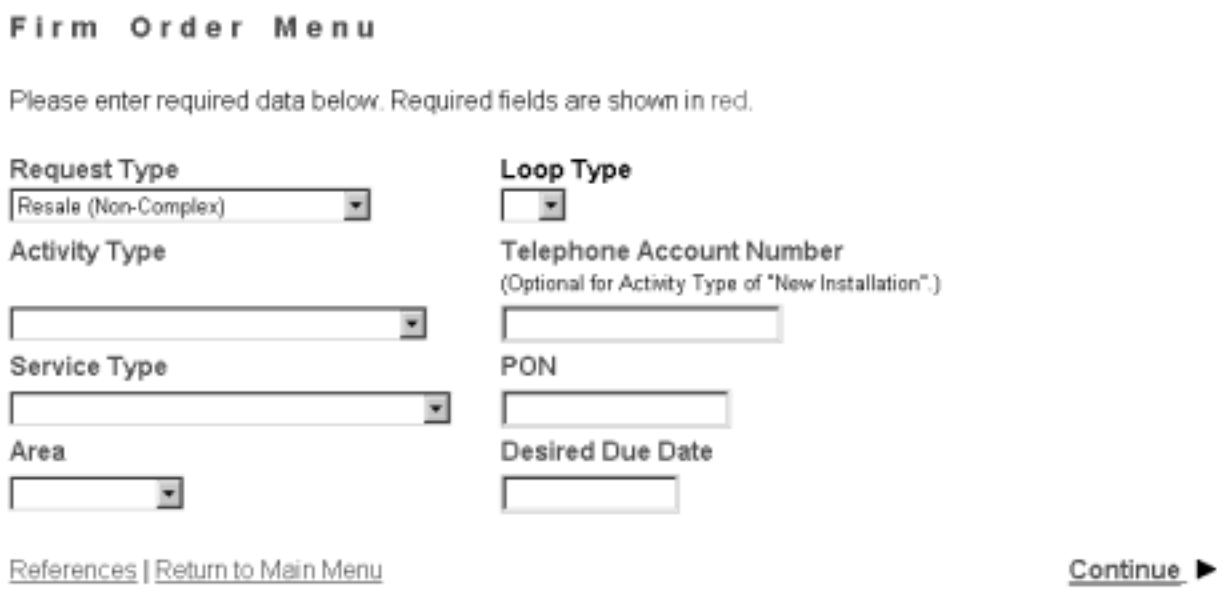


Figure 154 Firm Order Menu Screen

Complete the fields as indicated below. Remember, **required fields** are indicated in red on LENS screens. (The required fields for LENS are the same as those used on paper LSRs. For additional information on required fields, please refer to the BellSouth Business Rules for Local Ordering.)

- Request Type: Choose from one of the following:
  - Resale (Non Complex)
  - Port/Loop Combination
- Activity Type: Go to the Activity Type pull-down menu and select **Deny.**
- Telephone Account Number: Provide the 10-digit Existing Account Telephone Number (EATN). This is the account telephone number for the account to be addressed by this activity.
- Service Type: Select the appropriate entry.
  - Residence, Business, or Government
  - Single or Multi Line
  - Flat, Measured, or Message Rate
- PON: Input a PON of your choice. It can be a maximum of **16 (sixteen)** characters. The parameters for entries are as follows:
  - Allowed:
    - Uppercase letters (ABCDEFGHIJKLMNO. . .)
    - Numbers (0123456789)

  - Period (.)
  - Comma (,)
  - Hyphen (-)
  - Apostrophe (’)
- Not Allowed:
  - Spaces
  - Forward Slashes

- Area: Select the appropriate entry.
- Desired Due Date: Input your desired due date. It must be:
  - Either the current or future date
  - Within one year of the current date
  - In one of the following formats:
    - MM/DD/YYYY
    - MMDDYYYY
    - MM-DD-YYYY
    - MM DD YYYY
    - MM.DD.YYYY

Step 3 – Click Continue .

12.2 Details Screen

Step 4 – Here you may confirm the details for your order.

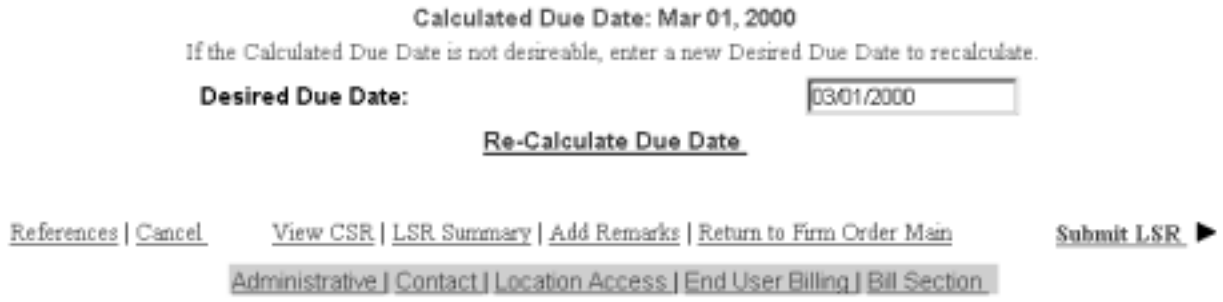


Figure 155 Details Screen

A Calculated Due Date will already be provided for you based on the information you provided earlier.

Note: Due Dates for Denials will be today or next business day when request is received after 5:00 PM or weekends.

Step 4A – If you desire another due date, type this information into the field **Desired Due Date**, and click Re-Calculate Due Date.

Step 4B – Appointment Time – If you wish you may input a desired appointment time interval, such as "8:00 am – 5:00 pm". Note the following parameters:

- Times must be for the end-user's time zone
- The interval must cover at least one hour.
- The earliest time that can be entered is 8:00 am, and the latest time is 5:00 pm.

Step 4C – Add Remarks –Click here if there are remarks you need to provide regarding the LSR.

Step 4D – Port Type – For LSRs for Port/Loop Combinations. This field identifies the type of unbundled port being ordered. Select from one of the following:

- Line Port
- Trunk Port

Step 4E – Toolbar Screens – You have the option of reviewing the entries for information screens related to the LSR. To do so, go to the toolbar at the bottom of the screen and click the appropriate link. Details on these screens are given further in this user guide chapter, in the section "Optional Toolbar Screens".

Note: In certain circumstances, some fields on these screens may not be shown, required, or have certain options.

Step 4F – Submit LSR – When you are satisfied with all aspects of your LSR, click Submit LSR.

12.3 Acknowledgment

If all required fields are complete for this activity type, an Acknowledgement will be given indicating that the order was successfully completed and submitted to BellSouth. **Make sure you record the Purchase Order Number (PON) and Version Number**. You will need these later if you want to issue a Change Existing Request, or use the View LSR/Order Information option, as explained elsewhere in this User Guide.

Note: **This Acknowledgement is NOT a Firm Order Completion (FOC).** An FOC will be generated later by BellSouth's order processing systems.

Duplicate PON: If the PON you had provided is a duplicate of an existing PON, you will be asked here to provide a different PON and re-submit the request.

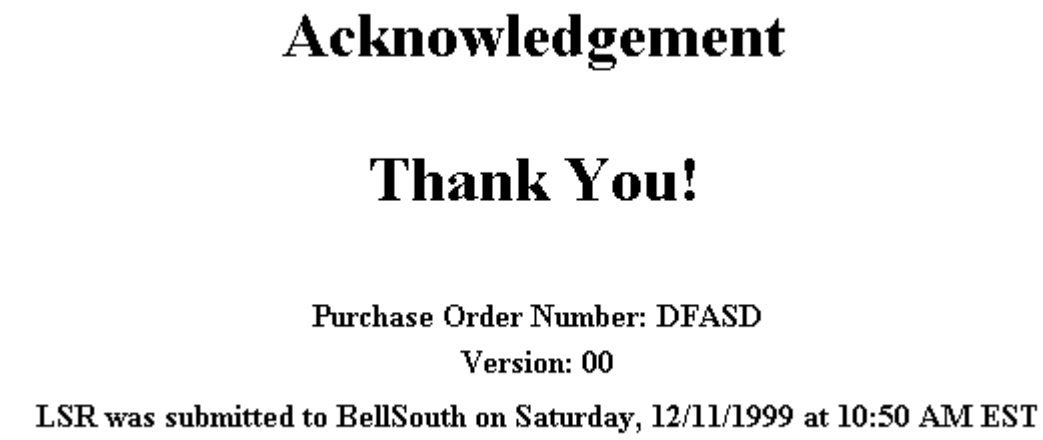


Figure 156 Acknowledgment

Errors: If there is an error with the LSR, you will be taken to an **Error List Page** that will display a message regarding the error.

- **At this point** you should do the following:
  - Click on the link to the appropriate screen where you can correct the error.
  - After correcting the error, click Return to Error List Page.
  - Click Resubmit LSR.
  - **After receiving the Acknowledgment,** click Return to Firm Order to return to the Firm Order Menu Screen and prepare another LSR.
- **For a listing of error messages** you may encounter in LENS, please see the Appendix titled "Error Message Reference List."

Error Codes: LENS error messages may come with a code. The code is related to the screen you are on at the moment, or to which you need to return.

Some error codes may come with a **"J"** in front of them. These error messages are generated within your web browser.

LENS error codes are as follows:

Codes 0001 – 0999	System Error Messages
Codes 1000 – 1999	Errors on the LSR Administrative, Billing or Contact screens
Codes 2000 – 2499	Errors on the LSR Location/Access or End User Billing screens, or errors related to Inside Wiring or Transfer of Call
Codes 2500 – 2999	Errors in Loop Information
Codes 3000 – 3999	Errors on the LSR Line Details or Hunting screens
Codes 4000 – 4999	Errors in the LSR Directory Listings or Directory Delivery Information sections.
Codes 5000 - 5999	Errors in Supplement Orders
Codes 6000 - 6999	Errors in Due Date Calculation
Codes 7000 - 7999	Errors in View LSR/Order Information
9000 - 9999	Informational/Warning Messages

12.4 Optional Toolbar Screens

The toolbar at the bottom of the Details Screen in this Firm Order activity gives you the option of accessing various information screens related to the LSR. Details on these screens are given below.

Note: In certain circumstances, some fields on these screens may not be shown, required, or have certain options.

12.4.1 Add Remarks

Here you may provide information related to Order Contact and Location and Access.

When done, click Return to Firm Order Details.

12.4.2 Administrative Section

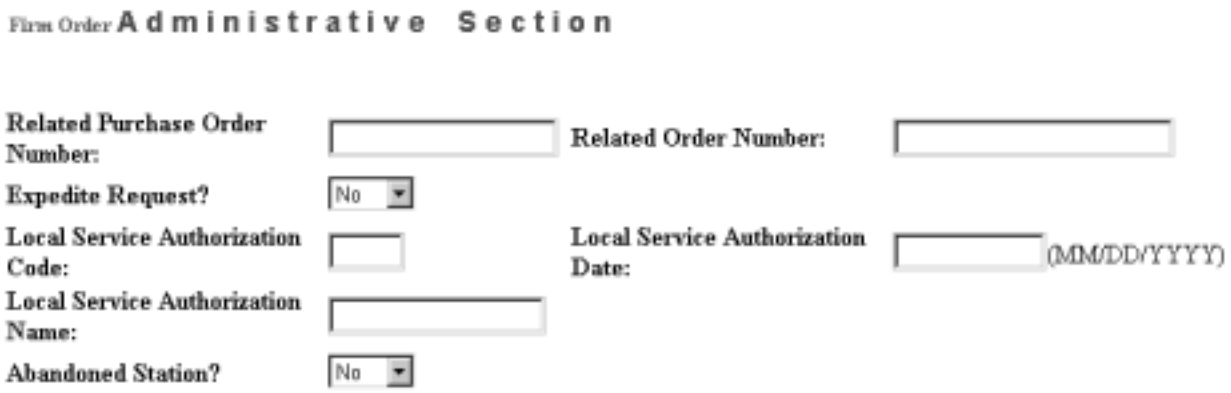


Figure 157 Administrative Section Screen

On this screen you may populate the following fields as desired:

- Related Purchase Order Number (RPON) – Up to 16 characters comprised of uppercase letters A-Z, numerals 0-9, and symbols period, comma, hyphen, and apostrophe.
- Related Order Number (RORD) – Up to 20 letters or numbers
- Expedite (EXP) – Choose “Y” (Yes) or “N” (No).
- Local Service Authorization Code (LSPAUTH) – 4 letters or numbers
- Local Service Authorization Date (LSPAUTH DATE) – Format of MM/DD/YYYY. Required when LSPAUTH is populated
- Local Service Authorization Name (LSPAUTH NAME) – Up to 15 letters/numbers. Required when LSPAUTH is populated.

When ready, click the link taking you back to the Details Screen, or to any other screen you would like to view.

12.4.3 Contact Section

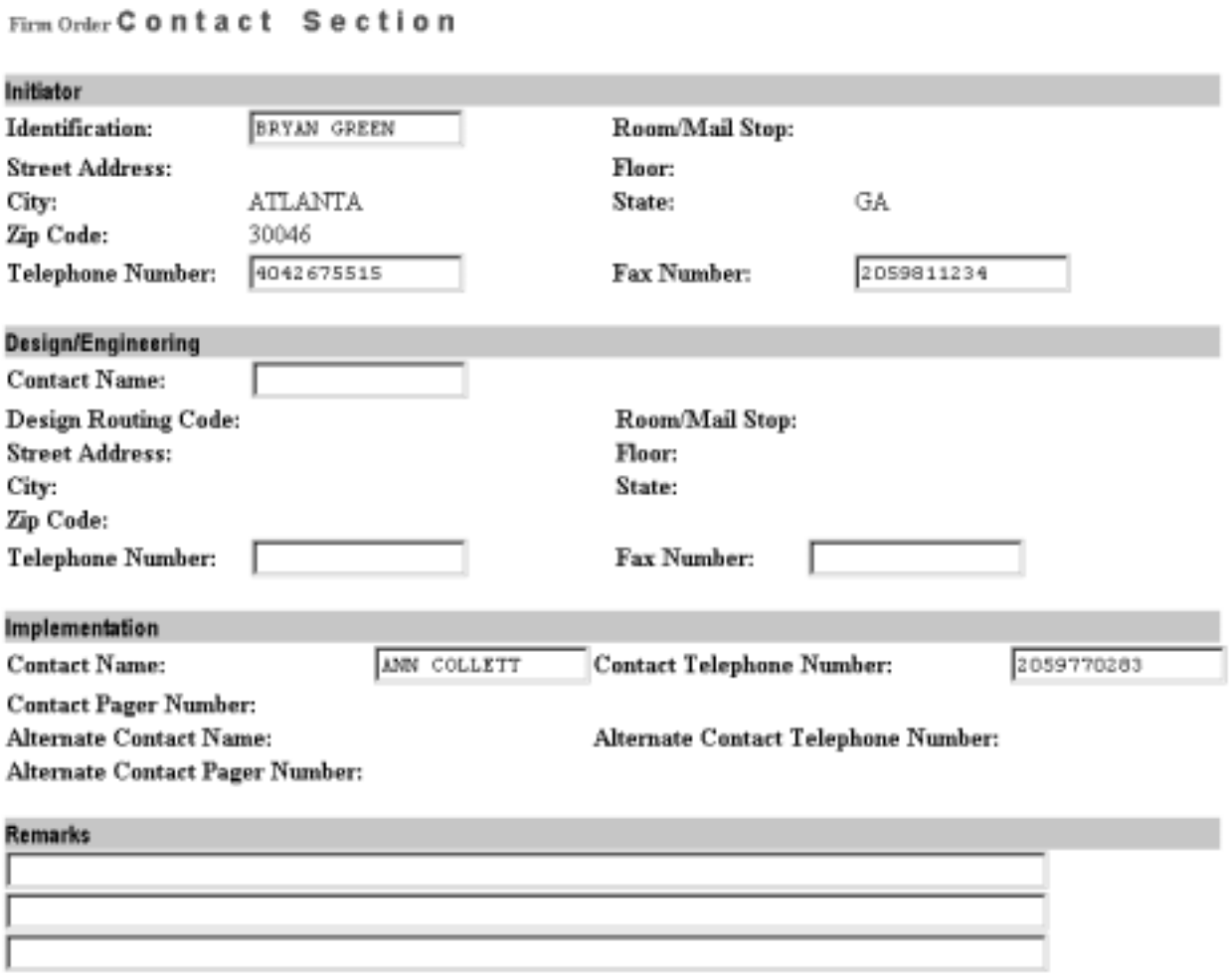


Figure 158 Contact Section Screen

Many of these fields will be populated with information from your profile. **You may change the following as needed:**

- Initiator Identification – Required – This is the name of the person initiating the request. This person is who should be contacted if there are any questions. An entry for this field can contain up to 15 letters or numbers
- Initiator Telephone Number – Required –Up to 10 numbers or 15 letters or numbers
- Initiator Fax Number Required – Up to 10 numbers

- Implementation Contact (IMPCON) – Required –Up to 15 letters or numbers.
- Implementation Contact Telephone Number – Required –Up to 10 numbers, or 15 letters or numbers (first 10 characters must be numbers).
- Remarks – Up to 240 letters/numbers/symbol characters, excluding forward slashes (/) and asterisks (*).

When ready, click the link taking you back to the Details Screen, or to any other screen you would like to view.

12.4.4 Location and Access Section

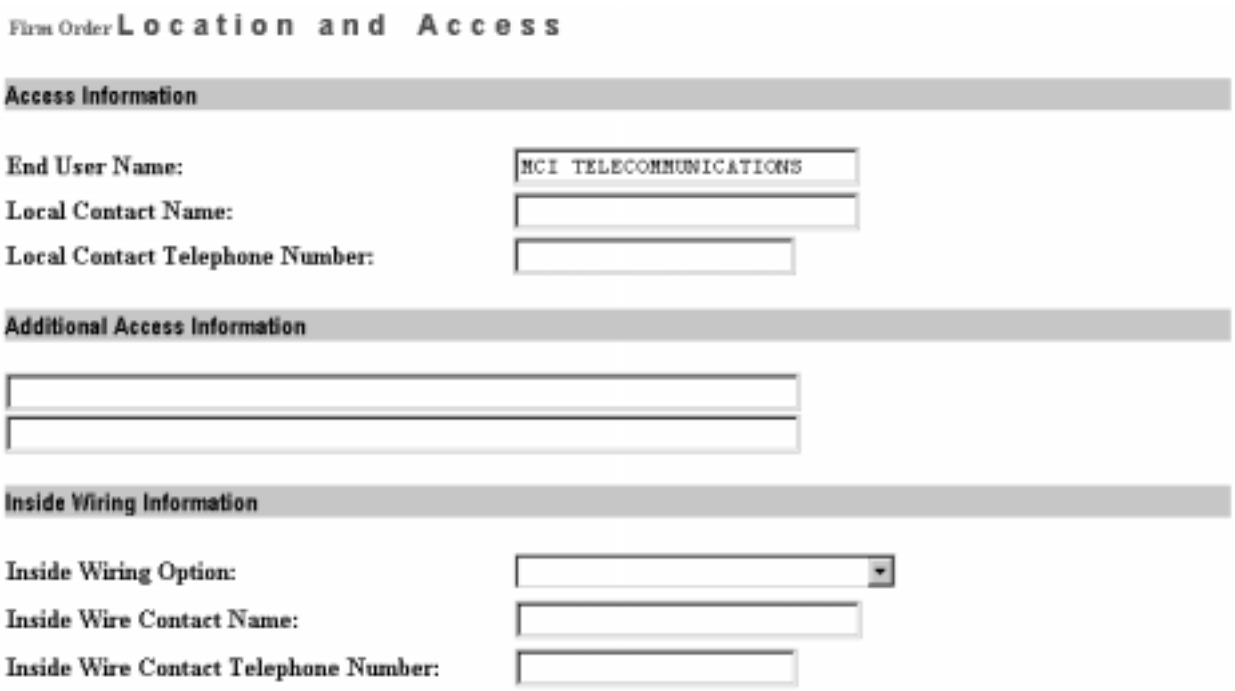


Figure 159 Location And Access Section Screen

This screen allows you to provide information related to end-user location and access.

Access Information – Provides basic information such as End User Name and Local Contact Name. Complete or edit the following as needed:

- End User Name (required) – This field will be prepopulated. You may edit it as needed. This field can contain up to 25 letters or numbers.

- Local Contact Name –This person is the end-user whom will be contacted during installation if there is a problem with access to the service location. This field can contain up to 15 letters or numbers.
- Local Contact Telephone Number – 10 numbers, and if desired, up to an additional 10 letters or numbers.

When ready, click Return to Firm Order Details, or the link to any other screen you would like to view.

12.4.5 Bill Section

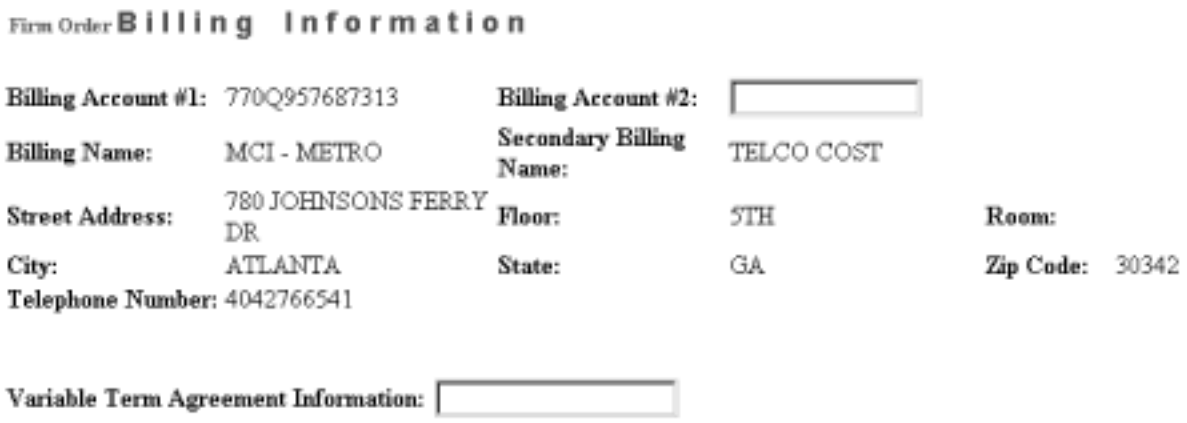


Figure 160 Bill Section

This screen will be prepopulated with information on your (the CLEC's) billing name and address. Be sure to note the following fields:

- Billing Account Number 1 – This field will be pre-populated and cannot be edited. This number is also known as your "Q Account" number.
- Billing Account Number 2 – This field will be pre-populated but can be edited. Entry must contain 13 letters or numbers.
- Variable Term Agreement (VTA) – You may populate this field with up to 17 letters or numbers.

When ready, click the link taking you back to the Details Screen, or to any other screen you would like to view.

13. Firm Order — Partial Migration – Initial

13.1 Partial Migration – Initial

Please note the following:

- This chapter relates to Requests for Resale (Non-Complex) and Port/Loop UNEs. For Loop UNE Requests, please see the chapter "Firm Order – Loop UNEs".
- For Port/Loop UNEs, make sure you are in the right Firm Order activity:
  - Firm Order Conversion As Is – This actvitiy only converts **UNE to UNE.**
  - Firm Order Conversion New, Partial Migration Initial, and Partial Migration Subsequent – These activities only convert **Retail/Resale to UNE.**
- For more information on orders related to Port/Loop UNEs, please see the BellSouth Business Rules for Local Ordering .
- Currently LENS supports activities for requests of **twenty-five (25) lines** or less.

A Partial Migration is the conversion of one or more, but not all, of the lines of an existing multi-line account. There are two types of Partial Migrations:

- Initial Partial Migration – The action of using the taken lines to create a new account
- Subsequent Partial Migration – The action of appending the taken lines to an existing account

This Firm Order activity allows you to perform Initial Partial Migrations.

Because the Partial Migration activities **do not** convert entire accounts, you should use Firm Order Conversion New to convert entire accounts.

To create an LSR for Partial Migration Initial, follow the steps below:

Step 1 - Main Menu Screen – Click Firm Orders.

Step 2 – Firm Order Menu Screen –

Complete the **required fields** indicated below. Remember, required fields are indicated in red on LENS screens. (Required fields for LENS are the same as those used on paper LSRs. For additional information on required fields, please refer to the BellSouth Business Rules for Local Ordering.)

Required Fields:

- Request Type: Choose from one of the following:
  - Resale (Non Complex)
  - Port/Loop Combination

- Activity Type: Go to the Activity Type pull-down menu and select **Partial Migration – Initial.**
- Telephone Account Number:
  - Provide the 10-digit Existing Account Telephone Number (EATN). This is the account telephone number for the account you are going to work with. This account is also called the "originating account".
  - If you are migrating many (2-4) accounts, type in the EATN for one of those accounts. (This EATN is also known as a Line Existing Account Telephone Number, or LEATN).
- Service Type:
  - *Options:* Select the appropriate entry. Each is a combination of one of three factors:
    - Residence, Business, or Government
    - Single or Multi Line
    - Flat, Measured, or Message Rate
  - *Definition:* Service Type refers to the account being created.
- PON: Input a PON of your choice. It can be a maximum of **16 (sixteen)** characters. The parameters for entries are as follows:
  - Allowed:
    - Uppercase letters (ABCDEFGHIJKLMNO. . .)
    - Numbers (0123456789)
    - Period (.)
    - Comma (,)
    - Hyphen (-)
    - Apostrophe (')
  - Not Allowed:
    - Spaces
    - Forward Slashes
- Area: Select the appropriate entry.
- Desired Due Date: Input your desired due date. It must be:
  - Either the current or future date
  - Within one year of the current date
  - In one of the following formats:
    - MM/DD/YYYY
    - MMDDYYYY
    - MM-DD-YYYY
    - MM DD YYYY
    - MM.DD.YYYY

Step 2A – Click Continue .

Duplicate PON: If the PON you entered is a duplicate of a PON that already exists, you will have to provide another PON before you can continue.

Note: For Request Types of Port/Loop, Type A, or Type B, this activity only converts **Resale to UNE.**

Step 3 – Address Validation Screen –

Note: Starting here on the Address Validation Screen, the upper right-hand corner of most screens will display the following information for your reference:

- Your Customer Carrier Name Abbreviation (CCNA)
- Your Company Code
- The PON of the LSR

The TN you provided on the previous screen will be used to validate the address. LENS will show here if the address was validated. If it was not, you can try again by editing the address entries and clicking Validate.

You should edit the address information as follows:

- Complete the screen with as much information as is available to you.
- Use the pull down menus provided for some fields.
- Upper and lower case letters are both acceptable.

Please see the **Appendix** "Address Validation Screen Fields" for more detailed information on completing these fields.

Step 3A – When you have finished providing information, click Validate.

- **If validation fails:**
  - Verify the address information, or use the telephone number of a nearby neighbor, or business. You can also refer to the trouble shooting appendix of the LENS Guide. LENS may provide an error message and/or a list of information, depending on the type of error or omission.
  - Make any needed changes, and click Validate again.
  - **If repeated attempts are unsuccessful,** and the address has had **no prior BellSouth telephone service,** then you should submit a paper LSR to the LCSC.
- **If validation succeeds:**
  - You will be given the message "Valid Address".
  - "Zone Rate Mileage Applies": This message will also appear if applicable.

- CT (Connect Through): This field will appear and be populated with a "Y" ("Yes") if the address is Connect Through (CT) eligible. This means that facilities are in place for a given address and a premise visit will not be required.
- QS (QuickService): This field will appear and will have a value of "Y" ("Yes") for validated addresses of Residential Single Line accounts that are QuickService eligible. QuickService is the availability of dialtone and a TN in a unit that can be used to establish service. A premise visit is not required.

- QSTN (QuickService Telephone Number): When the QS field appears, this field will also appear. This is the TN associated with the unit having QuickService. This field cannot be edited.

Step 3B – When ready, click Continue to Conversion/Partial.

Step 4 – Conversion/Partial Options Page –

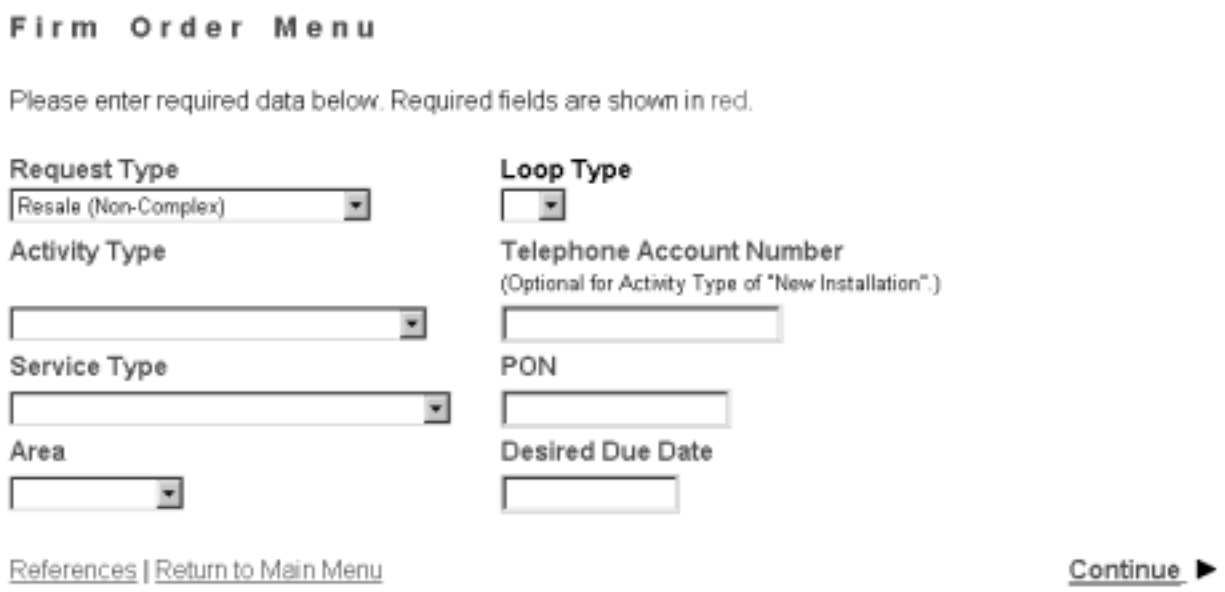


Figure 161 Conversion/Partial Options Page

Three terms to note from now on: "Line", "TN" (or Telephone Number), and "Details".

- **Line** refers to a TN and its accompanying details.
- **TN** refers to just that, the Telephone Number itself, and not the details that may come with it.
- **Details** refers to the different specifications that may apply to a Line, such as features, PIC/LPIC, Blocking, etc.

The reasons for these distinctions will become apparent in the sections to follow.

Note: This chapter section discusses the screen's fields in an order related to their usage, not to their appearance on the screen.

Step 4A – Existing Account Telephone Number (EATN) – Required – This is the account telephone number for the account you are migrating from. It will be prepopulated with the TN you typed back on the Firm Order Menu Screen. Confirm this is correct.

"Migrate the EATN Telephone Number"

- Click in this box to have the system migrate the EATN.
- You must click this box if you are creating a new account, and the EATN line is to be the **ATN line for the new account.** This will ensure that the EATN line is converted over.

Step 4B – Account Telephone Number (ATN) – Required – The TN you type in this field will be considered by LENS to be the ATN for the account you are creating, or appending to. You should populate this field now. The parameters are as follows:

- If your current account is **single-line**, then type in:
  - that TN
  - or a TN you previously reserved ("PRTN")
- If your current account is **multi-line**, then type in:
  - one of the account's TNs
  - or, a PRTN

Further details on creating a new account:

- If in the ATN field you type in one of the account's TNs, then that TN's line will be understood by LENS to be the ATN line for the new account. The line – its details and TN – will be converted over.
- If, however, you type in a PRTN, this can mean one of two things:
  - **Creating a new line:** You are using the PRTN to create a new line to be the ATN line, which means you will have to indicate all its line details from scratch. You can use the Features Process to select its features, and you must use its Secondary Line Details Screen to indicate everything else (PIC/LPIC, blocking, etc.). This screen is explained later in this chapter.
  - **Replacing a TN:** You are using the PRTN to replace the TN of one of the existing lines to be converted, and that line will become the ATN line for the new account. If this is what you want, **you must now indicate which line that is.** To do so, go to the next field.

Step 4C – Old Telephone Number (Options Page OTN) – Let's say the TN to be replaced by the PRTN is 1234, and the PRTN is 5678. You have already typed 5678 in the ATN field. Now type 1234 here in the Options Page OTN field. The system will now understand that 1234's line is to be the

ATN line of the new account, and the line will be converted over with all its attending details. Its TN, however, will be changed from 1234 to the PRTN: 5678.

This Options Page OTN field is only needed if you want the PRTN to replace the TN of the line that will be the new ATN line.

The Options Page OTN will be displayed on the Initial Line Details Screen, as explained later in this chapter.

Step 4D – Click a check into the box next to the action(s) you want to perform:

- Select New Telephone Numbers for the Addition of New Lines or Changing Telephone Numbers
- Select New Features and Services

The option for selecting new TNs allows you to obtain currently unused TNs that can be used for creating new lines, or for replacing the TNs of existing lines that will be converted over.

Depending on the options you have chosen, you will see the sections of LENS relevant to those choices. Each of these sections is explained further below.

Step 4E – Type of Migration – Choose one of the following:

- Migrating One Account – takes lines from one existing account to create the new account
- Migrating Many (2-4) Accounts – takes lines from 2-4 of an end-user's accounts to create the new account. This is only available for Residence and Business accounts.

EATN blank for Migrating Many Accounts – If you select Migrating Many Accounts, the EATN field will be blanked out. This is because you provide LEATNs (see next), not an EATN, when Migrating Many Accounts.

Step 4F – Click Continue with Firm Order Processing.

13.2 Migrating Many (2-4) Accounts

Step 5 – "Migrate From Account" Screen

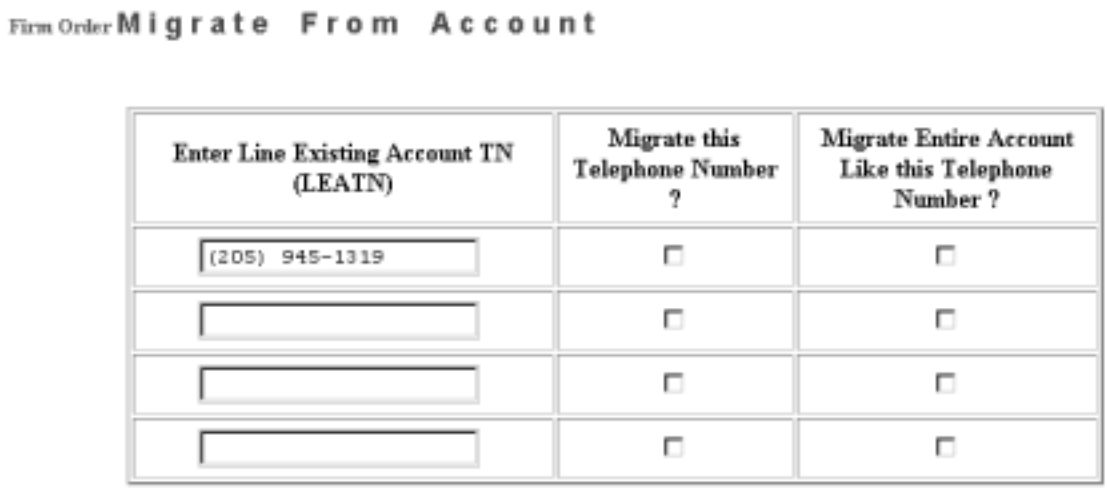


Figure 162 "Migrate From Account" Screen

Note Regarding Eligible Accounts: Accounts are eligible for "Migrating Many" Migrations if the following is true:

- They all have the same Service Address.
- They have their Service Type as follows:
  - The Service Types are either all Residence, or all Business
  - And, the Service Types are either all Flat Rate, all Measured Rate, or all Message Rate

Regarding the requirement about Service Type, an example would be as follows:

- One account is Residence Single-Line Flat Rate, and another is Residence Multi-Line Flat Rate, but since they both have some form of Residence Flat Rate service type, they can be used together for a Migrating Many migration.
- If however, one of the accounts was Residence Single-Line **Measured** Rate, they could not be used together for the migration.

Procedure for "Migrating Many" Migrations: If you selected Migrating Many Accounts on the Conversion/Partial Options Screen, then the screen above will appear. You should type in the Line Existing Account Telephone Numbers (LEATNs) for the accounts from which you are converting TNs. (An LEATN is the account telephone number for an account being converted.) LENS needs to know these LEATNs to process your order correctly. Note the following:

- The first LEATN field at the top will be pre-populated with the EATN you provided at the start on the Firm Order Menu Screen.
- Each LEATN must be unique.

- You must provide **a mimimum of two (2) and a maximum of three (3)** LEATNs.
- An entry must be 10 numbers, and up to an additional 10 letters or numbers.

For each LEATN , you should do one of the following:

- Check "Migrate This TN" – Check here if you wish to migrate the LEATN. The line will be displayed later on the Initial Line Details Screen.
- Check "Migrate Entire Account Like This TN"
  - **This refers to line details.** All lines for that LEATN's account, including the LEATN iself, will be migrated with the LEATN's line details, plus any additions or changes you indicate on the LEATN's Secondary Line Details Screen.
- LEATNs marked this way will be displayed on the Initial Line Details Screen with a red asterisk (*).
- Check neither of them – This indicates you are not migrating the LEATN, though you are migrating lines from the LEATN's account. The LEATN will not be shown on the Initial Line Details Screen.

Be sure to note the following:

- **If you are creating a new account,** and an LEATN line is to be the ATN line for the new account, then you must click one of the two choices, to make sure that the LEATN is converted over.
- **For at least one LEATN,** "Migrate Entire Account Like This TN" must be unchecked.
- **Note that you cannot check** "Migrate Entire Account Like This TN" if the following is true: You are converting a multi-line account, and on the Conversion/Partials Options Page, you had indicated one of the account's lines to be the ATN line for the new account. Let's say that 1234 is the line you want to become the ATN line. Recall that this can be done in two ways:
  - You could have typed 1234 into the ATN field
  - Or, you could have typed a PRTN into the ATN field, and typed 1234 into the OTN field.
- Either way, 1234 will be displayed on the Initial Line Details Screen, which will let you modify the line's details. Its details would then be different from the details of **its LEATN. So, for that LEATN**, when you type it in here, you cannot check "Migrate Entire Account Like This TN".

Step 5A – Continue by clicking the indicated link (Continue to TN Reservation, Continue to Features and Services, etc.). This link will vary according to the options you chose back on the Conversion/ Partials Options Page.

Customer Service Record (CSR) – You will probably need this as a reference when selecting new features and services. This is accessible with a link from most pages here in Firm Order. If you have not yet printed out a copy, you should do so now.

13.3 Telephone Number Selection

You will be taken to the Telephone Number Selection process if, on the Conversion/Partials Options Page, you had selected the option "Select New Telephone Numbers". These TNs can be used to create completely new lines, or they can be used to replace the TNs of existing lines that are to be converted over.

Step 6 – TN Selection Options Screen

The NPA, TTA, CLLI, and Community for the address are listed at the top.

On this screen you have two choices:

1. **Option 1 –** You can type in 25 of the telephone numbers you reserved previously in Inquiry.
2. **Option 2 –** You can have LENS provide you with a set of numbers to choose from.

Option 1 – Typing in Previously Reserved Telephone Numbers (PRTNs):

- **Type a number (0 – 25) into the box provided** for indicating the quantity of PRTNs you want to provide. The maximum is 25 because LENS processes multi-line accounts having up to 25 lines.
- **Click OK.** According to the number you just typed in, LENS will display empty boxes on the screen into which you can type the TNs you reserved earlier in Inquiry. Note the following:
  - Enter one TN per box.
  - You may want to refer to the hard copy of the Inquiry Select Telephone Numbers screen you printed earlier.
  - The format is NPA-NXX-LINE.
- **Click** Continue to TN Selection. The next screen will depend on what options you checked on the Conversion/Partials Options Page.
  - If you checked only "Select New Telephone Numbers", and nothing else, you will be taken to the Initial Line Details Screen. You should skip down to the section of this chapter covering that option.
  - If you checked "Select New Telephone Numbers" and also "Select New Features and Services", you will be taken to the Features and Services process. The next section of this chapter covers this, so skip down to that section.

Option 2 – On this screen you can also have LENS provide you with a set of numbers to choose from.

Number of TNs to be Selected – In this field, type in a number (1 to 25) to indicate the quantity of telephone numbers that you want LENS to provide. The **maximum is 25** because LENS processes multi-line accounts having up to 25 lines.

Next, input your preferences for those phone numbers as follows:

- **Options** – From this pull down menu, select one of the following:
  - Random Numbers – For TNs from different exchanges under the NXX/TTA's umbrella. **Note that if you select any option other than Random numbers, you may notice slow response time.** This is caused by the back-end application that searches the database to fulfill the request.
  - Easy Numbers – For TNs that are are easy to remember. For example: 205-945-2468
  - Sequential Line Digits – For TNs in a numeric sequence, according to their Line Digits (the last four digits). For example: 205-945-6400, 205-945-6401
  - Ascending Consecutive Line Digits – For TNs whose Line Digits are in an ascending numeric sequence. For example: 205-945-1234
  - Descending Consecutive Line Digits – For TNs whose Line Digits are in a descending numeric sequence. For example: 205-945-4321
  - Identical Line Digits – For TNs whose Line Digits are identical. For example: 205-945-1111
  - Vanity Numbers – For a special number pattern of your choice
- **Special Number Pattern** – In the Options Menu described above, if you selected "Vanity Numbers", you should then go to the field Special Number Pattern and complete one or more of the following subfields:
  - NXX – Enter the NXX of the appropriate switch (if known) or leave blank.
  - LINE – Enter any numbers or letters you want. Note the following:
    - Asterisks (*): You can enter up to three asterisks (*) as wildcard symbols, meaning any digit can be placed in that position.
    - Pound Sign (#): You can enter up to **two** pound signs (#) to exclude digits from those positions. A pound sign in a position indicates the position is not to be populated with the digit(s) listed in the Number Exclusions field (see next).
- **Number Exclusions** – Here you can type in digits (0–9) that are to be excluded from the Line Digits of the TNs.
  - You can type up to nine digits.
  - This field can be used if you select Random Numbers, Easy Numbers, or Vanity Numbers in the Options Menu.
- **Reset –** Click here to clear entries for all fields and start over.

RingMaster TNs: If you want RingMaster Service, you must make sure all the lines (the primary line, and up to two other lines) are from the **same switch**, whether you type in Previously Reserved TNs, or have LENS provide you with TNs.

Step 6A – Click Continue to TN Selection.

Step 7 – TN Selection Screen – The "Selected" window will display telephone numbers according to the quantity you had specified, up to a maximum of 25. The "Available" window will display additional numbers you can choose from.

If you decide you want other numbers, you can add or remove TNs through the following steps:

1. **To select a number,** go to the Available window and click once on a number to highlight it.
2. Click the right arrow to move it to the Selected window.
3. **To remove a number** from the Selected window, click on it once to highlight it, and then click the left arrow to move it to the Available window.
4. **To view new numbers** in the Available box, highlight any you want to replace, then click Replace. LENS will provide new TNs to replace them.

Step 7A – When finished, click Keep to select them for your LSR.

In addition, note the following:

- **Twenty-five (25) is the maximum quantity of phone numbers you can place in the Selected window and keep for your LSR.**
- These numbers are not guaranteed as being the number that will appear on the completed order. They only become yours when the service is actually operational.
- Back on the Conversion/Partials Options Page, if you had clicked "Change Main Account Telephone Number", and you Keep more than one TN here, you will then be asked to indicate which TN is to be the new ATN. Highlight your choice and click the link allowing you to Continue. The other TNs will still be kept as new TNs for the account.

The next screen will depend on the options you had chosen on the Conversion/Partials Options Page. The case is the same as if you typed in Previously Reserved Telephone Numbers (see above):

- If you checked only "Select New Telephone Numbers", and nothing else, you will be taken to the Initial Line Details Screen. You should skip down to the section of this chapter covering that option.
- If you checked "Select New Telephone Numbers" and also "Select New Features and Services", you will be taken to the Features and Services process. This will be covered next.

13.4 Features and Services

In this section, you can choose features and services for the lines you have already indicated for the LSR.

- **For existing lines you have already indicated to be converted,** such as an EATN, LEATN, and ATN, their features will be converted automatically. **You DO NOT have to recap them here.** However, you can select features to be added or changed. ("Change" refers to an existing feature whose FID is to be changed. This is done by selecting a feature here and specifying a different FID.)

- **For multi-line accounts,** any lines that you have not already indicated will not be shown here. They will have to be typed in later on the Initial Line Details Screen, and features chosen here will not apply to those lines.
- **For new lines** such a TN you just kept from the Select TN Process, or a PRTN you provided on the Options Page to be a new line (i.e. you left Old Telephone Number blank), the features you select here will be the features for the line, though you can always change this later at the Secondary Line Details Screen.

In addition, note the following:

- **The PIC and LPIC Carriers section** has been relocated to the Secondary Line Details Screen.
- **In North Carolina,** flat rate service is only available in areas where the NPA–NXX is 336–388 or 336–234 (i.e., the communities of Gatewood and Milton). The Basic Classes of Service available are 1FR, 1FRCL, 1FB, 1FBCL.

Step 8 – Select Reserved Telephone Number Screen – This is the first screen for Features and Services.

TNs you have already provided for the LSR will be displayed, including the EATN, ATN, any TNs provided as LEATNs, and any TNs selected from the Select TN Process (see previous).

The screen will not show the other lines of a multi-line account. They must be added manually later at the Intial Line Details Screen. Their features will be converted automatically, though you can add to or modify them on the Secondary Line Details Screen.

Choose one of the following actions:

- **Click a Telephone Number in blue.** This will allow you to use the LENS feature selection process to choose features for this line. If there is more than one TN displayed, click on the first number listed. After you finish selecting features for it, you can then proceed to select features for each of the other numbers.
- **Or, click** Select Features and Services for All Lines Not Configured. All the TNs displayed here will receive the same features. You will be taken to the feature selection process, as explained next, and the features you select will apply for all of the lines whose TNs are shown here.
- **Or, click** Continue Creating LSR to skip the LENS feature selection process and input feature codes manually. You will be taken to the **Initial Line Details Screen**, where you may begin proceeding through the final screens related to the LSR. When you reach the **Secondary Line Details Screen**, you may manually enter feature codes for your lines.

Step 9 – If you chose to click a TN in blue, or the link Select Features and Services for All Lines Not Configured, you will be at the **Features and Services Listings Screen.** Note the window listing the available services. This window will only list services available in the switch serving the address for this account.

You should now choose one of the following:

- **Highlight in the window** the service you would like to select, then click Display Features for Selected Service. This link will only show those features available with the current Type of Service.
- **Or, click and drag in the window** to select up to five adjacent services, then click Display Features for Selected Service to view the features for these services simultaneously. This link will only show those features available with the current Type of Service.
- **Or, click the link labeled** Features for TouchTone, TouchStar, RingMaster, Custom Calling Customized Code Restrictions to view the features for these particular services.

Choosing any of these options will take you to the next screen.

Step 10 – Available Features Screen – This screen displays the following fields as applicable:

- Feature Name
- Extended Name
- Status
- Date Available
- USOC
- Access Number
- Tariff Notes

Note regarding Status: This field has four values:

- N – Not available,
- A – Available,
- R – Restricted from sale,
- RE – Restricted to Existing customers, and not available to new customers.

Step 10A – Mark Features –Click in the small box below each feature you want to select. A check mark will appear in the box to mark the service as selected.

Step 10B – Add Features – After marking your desired features, click Add Features to add them to your LSR. You will be taken to the **Selected Features Screen**.

Step 11 – Selected Features Screen – This screen will display the features you have selected for this TN. You can now confirm them.

- **To remove** any or all of the features, click a check in the small box for the specific feature, and then click Remove Selected Features or Remove All Features.
- You may browse the features listings again, as many times as you wish, to select features you wish to have for this line. To do so, scroll to the bottom of the screen and click Display Features for Selected Service, or any of the other links as before.

Step 11A – Confirm Features –When you are ready, confirm the features by clicking Return to Select Reserved TN Screen.

Step 12 – Red Check Mark – What you see here depends on how you started the Features process.

- If you had clicked Select Features and Services for All Lines Not Configured, then the features you just confirmed will be applied to all lines whose TNs are displayed, and they will all have red check marks next to them. **Recall, however,** that the screen will not show the other lines of a multi-line account. Their features will be converted automatically, though you can add to or modify them later at the Secondary Line Details Screen.
- If you had clicked only one TN in blue, a red check mark will now be displayed in the box next to the TN. You can now go on and click each of the other TNs and select features for them. As each one is completed, they also will receive red check marks.

Step 12A – Continue – When you are ready, click Continue Creating LSR. (You can continue even if you have not selected features for each TN.)

13.5 Initial Line Details Screen

Figure 163 Initial Line Details Screen

Initial Line Details Screen vs. Secondary Line Details Screen – The **Initial** Line Details Screen helps you manage the process of determining the final set of lines for this LSR. The **Secondary** Line Details Screen is for confirming the specific details for each line.

Note: In Partial Migration Initial, you DO NOT have to recap a line's details. They will be converted automatically, except for any additions, changes, or deletions that you indicate on the Secondary Line Details Screen.

Step 13 – Initial Line Details Screen – Here you will see telephone numbers (TNs) for the account listed in blue. These will include the following, though they will **not** be labeled as such:

- ATN – The TN you typed in as the ATN back on the Conversion/Partial Options Page.
- EATN – The TN you originally provided back on the Firm Order Menu Screen, and which you then confirmed on the Conversion/Partials Options page.
- Options Page OTN – The TN you typed in the OTN field back on the Options Page. The LNA will be set at Change TN (LNAs are explained further below). If the Options Page

OTN is the same as the EATN, the EATN will only be shown once on this screen, as the Options Page OTN.

- Any LEATNs you have provided for Migrating Many Accounts
- Any TN chosen through the TN Selection process

Note the following:

- **For a multi-line account:**
  - Only the lines listed above will be shown here automatically. No other existing TN you want to migrate will be shown here automatically. They must be typed in manually in the field "Other Telephone Numbers from Existing Accounts" (see next).
  - The one exception to this is an LEATN for which you checked "Migrate Entire Account Like This TN", back on the Migrate From Account screen. All the lines for the LEATN's account will be converted automatically. **You do not have to type them in here.** The lines will be converted with the details for the LEATN that you finalize here.
- **The ATN** will not be shown if it is replacing the Options Page OTN . Instead, click the Options Page OTN, and its Secondary Line Details Screen will display the new ATN at top. The Options Page OTN will be displayed again in the field "OTN" (see further below).
- **A red asterisk (*)** will mark those LEATNs whose entire accounts are to be converted with the same line details. However, as stated above, the TNs for those accounts will have to be typed in manually.

Step 13A – Other Telephone Numbers from Existing Accounts – Go to this box and type in a TN from an account being converted. Click Enter TN. The TN will be added to the screen, and it will have the LNA options (see below) Disconnect (D), Conversion As Is (W), Conversion New (V), and PIC Change (P). Note the following:

- You can repeat this process until the account reaches **25 TNs.**
- **Line Details** for these lines will be converted automatically, and do NOT have to be indicated manually. However, if LNA is set to Conversion New or Change PIC (see next), you can go to the Secondary Line Details Screen and provide information that edits or adds to the line's existing details. These TNs will not receive any features you picked out in the Features section.
- You do not have to type in any TN that is being replaced. Such a TN will be handled on the Secondary Line Details Screen of its replacement. Its replacement will be a TN whose LNA you set to Change TN (X).

Step 13B – TN Line Level Activity (LNA) –Go to the pull-down menu next to each TN and select the LNA for that TN. All possible options here in Firm Order Partial Migrations Initial are as follows:

- New (N) – This means the line is to be new for the account, and is not one of the existing lines being converted. You will have to indicate all details for this line.

You would select New if you obtained a TN from the Select TN Process and want to use it to create a new line. Or, on the Conversion/Partials Options Page, you typed a PRTN in the

ATN field, and left OTN blank, indicating that the PRTN would be used to create a new line, and would not simply replace the TN of an existing line.

- Disconnect (D) – The line will no longer exist and will not be converted.
- Conversion New (V) – The line and its details will be converted automatically, and you do not have to recap the line's existing details. All you have to show are any additions, changes, or deletions that will be needed. You will show these on the Secondary Line Details Screen.
- Conversion As Specified (G) – The line will be converted with **only** the line details you indicate on the Secondary Line Details Screen.
- Conversion As Is (W) – The line will be converted As Is, with no modifications at all to its details. You do not have to recap the line's details.
- PIC Change (P) – The line and its details will be converted automatically, and you do not have to recap the line's existing details. All you have to show is the PIC and LPIC. This will be done on the Secondary Line Details Screen.
- Telephone Number Change (X) – The TN will replace the TN for one of the lines to be converted. You will indicate the TN being replaced on the Secondary Line Details Screen. The line will be be converted automatically with its existing details, and you do not have to recap those details. All you have to show are any additions, changes, or deletions that will be needed. You will show these on the Secondary Line Details Screen.

LNA options will vary according to the nature of the particular line. The cases for LNA options are listed as follows

If the TN is:	**Then the LNA options available will be:**
The ATN	New (N), Conversion New (V), Conversion As Specified (G), Conversion As Is (W), PIC Change (P)
The EATN - and it is the ATN	Same as ATN scenario above
The EATN - and it is NOT the ATN	Disconnect (D), Conversion New (V), Conversion As Specified (G), Conversion As Is (W), and PIC Change (P).
LEATN for Request Type Resale (Non-Complex)	Disconnect (unless you clicked "Migrate Entire Account Like This TN), Conversion New (V), Conversion As Specified (G), Conversion As Is (W), and PIC Change (P).
LEATN for Request Type Port/Loop Combo	Conversion New (V), Conversion As Specified (G)

- continued -

- continued -

A TN you added here manually using "Other TN From Existing Accounts"	Disconnect (D), Conversion New (V), Conversion As Specified (G), Conversion As Is (W), and PIC Change (P).
A new TN that you selected from TN Selection Process	New (N), TN Change (X)

- **Automatic conversion of line details:** If you set LNA for a line to W, V, or P, the line's existing details will be converted automatically. However, LNA V or P will also allow you to access the Secondary Line Details Screen and specify information to modify or add to these existing details.
- **Manual conversion of line details:** LNA of G will allow you to specify the exact details you want for a line being converted. The line will be converted with **only** the details you specify.

If the TN is a new TN that you selected from the TN process, you can do one of the following:

- Use the TN to create a totally new line.
  - Set LNA to N.
  - Go to the Secondary Line Details Screen and specify all the details for the line.
- Or, you can use the TN to replace the TN of one of the lines being converted.
  - Set LNA to X.
  - Go to the Secondary Line Details Screen and populate the Out Telephone Number field with the TN being replaced.
  - The new TN has now been assigned to one of the lines being converted. The line's details will be converted automatically. However, the Secondary Line Details Screen will let you modify or add to these details.

Note: If you choose LNA of G for a line, then the only LNAs that can be on the account are G, N, and D.

Step 13C – End User Name (required) – If this field is displayed, the End User Name has not yet been provided and is being requested from you now. This field must be populated before you can move on. You may type in up to 25 letters or numbers.

Step 13D – Click on a TN to begin the required process of finalizing its details on the Secondary Line Details Screen, as explained below.

If account is multi-line, you will work on each TN one at a time.

If LNA is "Conversion As Is", the Secondary Line Details Screen may not be shown.

- If you're Migrating One Account, the Secondary Line Details Screen will **not** be shown. Instead, when you click on the TN, it will immediately receive a red check mark, indicating that its Line Details have been successfully incorporated into the LSR.
- If you're Migrating Many Accounts, the screen **will** be shown, but the LEATN menu will be the only item that will be displayed, since you must indicate the LEATN for the line.

Toolbar: In addition, you have the option of viewing and editing the entries for information screens related to the LSR. To do so, go to the toolbar at the bottom of the screen and click the appropriate link. Details on these screens are given further in this user guide chapter, in the section "Optional Toolbar Screens".

Note: In certain circumstances, some fields on these screens may not be shown, required, or have certain options.

13.6 Secondary Line Details Screen

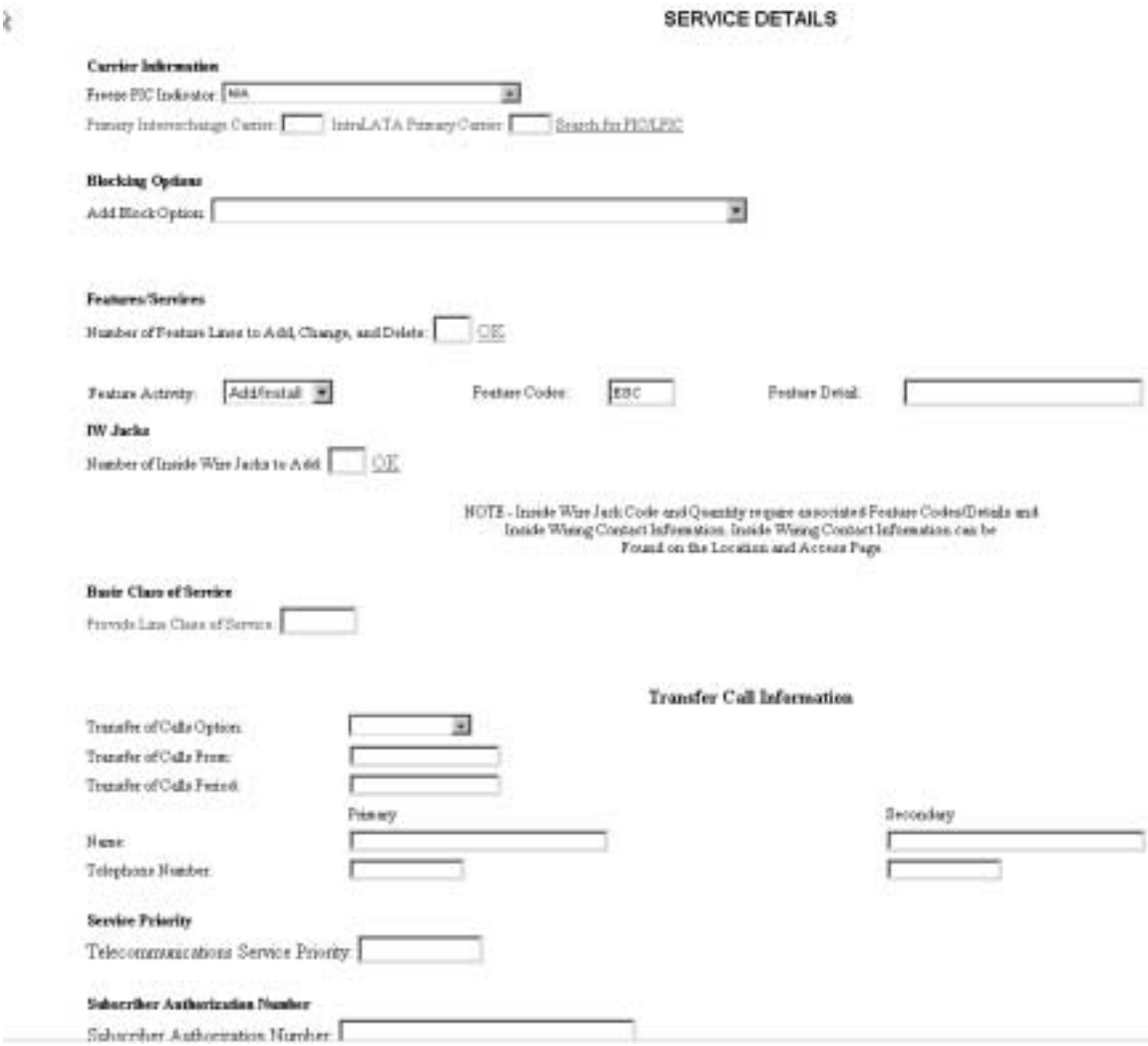


Figure 164 Secondary Line Details Screen

REQUIRED FIELDS: Be sure to take note of the following required fields:

- Line Existing Telephone Number (LEATN)
- Primary Interexchange Carrier (PIC)
- IntraLATA Primary Carrier (LPIC)
- Basic Class of Service: Required for all LNAs except Disconnect.

Proceed to populate the following fields as needed or required. The LNA will determine the options and necessity of some of these fields.

Step 14A – Line Existing Telephone Number (LEATN) pull-down menu – Required – This will be seen if Migrating Many Accounts. On the Initial Line Details Screen, click on any number that is not an LEATN, and here on the Secondary Line Details Screen you will see a pull-down menu labeled Line Existing Telephone Number. Use the menu to select the desired LEATN.

The menu lists the LEATNs you had provided back on the "Migrate From Account" Screen that you indicated you would migrate. However, the menu will exclude an LEATN for which you had checked "Migrate Entire Account Like This TN".

Step 14B – Old Telephone Number (OTN) – This field will be shown if you had clicked a TN with LNA of X (TN Change), which means the TN is replacing the TN of one of the lines being converted. You should type here the TN being replaced.

Step 14C – Freeze PIC– If LNA is New, Conversion New, Change PIC, or Change TN, you can use the pull-down menu labeled **"Freeze PIC"** to enter a Freeze PIC indicator if desired.

Step 14D – PIC/LPIC – Required if LNA equals N, V, or P. Here you indicate the carriers for the TN by doing one of the following:

- Type in an entry manually. Valid entries are as follows:
  - A Carrier Code
  - NC (No Change) – Only valid if LNA is P.
  - NONE (No PIC chosen)
  - UNDC (Undecided)
- Or, use the **Carrier Search Screen** (explained next) by clicking Search for PIC/LPIC.

Carrier Search Screen

- **Line Details** – This section provides the following items:
  - Type of Service – This will be set to Business or Residential, depending on the Service Type you chose at the beginning, on the Firm Order Menu. This will determine the carriers listed in the "Available Carriers" table (see next).
  - PIC – Here indicate your selection for PIC (InterLATA carrier).
  - LPIC – Here indicate your selection for LPIC (IntraLATA carrier).
  - Select – Click this link after PIC and LPIC are populated to have LENS accept your choices.
  - Optional Carrier Search – This function allows you to search for a specific carrier. This function is explained further below.
  - Return to Initial Carrier List – Click this link whenever you wish to see the original carrier list that was first shown to you here.

- **"Available Carriers" Table –** This provides you with the following information for carriers available in the switch:
  - Carrier Name – the name of the carrier.
  - PIC – the Carrier Code. This field is labeled "PIC", but it can contain the codes for both IntraLATA ("LPIC") as well as InterLATA ("PIC") carriers.
  - Service – a code indicating whether a carrier is a PIC or LPIC. The code operates as follows:
    - "R" at front indicates residential carrier, "B" at front indicates business carrier. Example: RDDD is residential, BDDD is business.
    - "D" at end indicates PIC, "I" at end indicates LPIC. Example: RDDD is PIC, RDDDI is LPIC.
  - Date Available – the date the carrier was or will be available for the switch
  - Carrier TN – a contact telephone number for the carrier
  - ACNA – the carrier's Access Carrier Name Abbreviation
- **LPICs Always Shown:** Note that LPICs are to be offered for all BellSouth states, so the carrier list will always include LPICs.
- **Selecting a carrier:** You can search for a carrier in one or more ways:
  - **Option 1 – Page through the Carriers Table–** You can page through the Carriers Table manually to find a certain carrier and its code. Use the "Previous" or "Next" buttons to locate the carrier you want, then click on the carrier's name. Its code and name will be automatically entered into the PIC or LPIC field. Or, you can type the code manually into the PIC or LPIC field. Click Select to have LENS accept your chosen PIC and LPIC.
  - **Option 2 – Type in an entry and click Select –**Valid entries are as follows:
    - A Carrier Code
    - NONE (No PIC chosen)
    - UNDC (Undecided)
  - **Option 3 – Use the Carrier Search Function –** You can use this function to quickly locate a particular carrier in the list. The steps are as follows:
    - Step 1 – Type into the field **Carrier Search** the first four characters of the PIC/ LPIC name you are seeking. These characters can be numbers, symbols, or letters. Letters are not affected by case. In addition, a space will be considered a character if it is among or after (but not before) a series of actual typed characters.
    - Step 2 – Click "Optional Carrier Search." You will be told if carriers match these criteria. If matches do exist, they will be listed at the bottom of the screen, sorted in alphabetical-numerical order.
    - Step 3 – Choose a carrier – Do this by clicking on its name. Its name and code will be automatically entered into the PIC or LPIC field. Or you may type in the code manually into the PIC or LPIC field.

  - Step 4 – Accept your carriers – To have LENS accept your chosen carriers, click Select. The search may be conducted as many times as you wish before you finally accept your carriers.

- **When you have accepted your PIC and LPIC,** you will be returned automatically to the Secondary Line Details Screen. There the codes for the PIC and LPIC you have selected will be displayed in the PIC/LPIC section.

Step 14E – Blocking – Here you may enter information related to blocking as relevant to your LSR.

To Add a Block Option, populate the following fields:

- Add Block Option:
  - No Collect and Third Party
  - No Third Party
  - No Collect
  - No Directory Assistance Call Completion
  - No Collect and Third Party and No Directory Assistance Call Completion
  - No Third Party and No Directory Assistance Call Completion
  - No Collect and No Directory Assistance Call Completion
- Block Activity:
  - Add
  - No Change

To Remove a Block Option, populate the following fields:

- Remove Block Option:
  - No Collect and Third Party
  - No Third Party
  - No Collect
  - No Directory Assistance Call Completion
  - No Collect and Third Party and No Directory Assistance Call Completion
  - No Third Party and No Directory Assistance Call Completion
  - No Collect and No Directory Assistance Call Completion
- Block Activity:
  - Delete
  - Remove All Blocking

Doing both Adding and Removing: You can have both areas populated at once if you wish to add and remove different block options.

Note: This section replaces the item **Toll Billing Exception.**

Step 14F – Features/Services –Here you can indicate or edit the features for this line.

Note:

- **A maximum of 20 features** can be indicated for any one TN.
- **Jack codes,** if applicable, must be entered in this section.

Overview:

- **If you had selected features** for this line back in the Features Process, this section will display the USOCs and Feature Details (FIDs) for those features. Any existing features will be converted automatically. They will not be shown here, and they DO NOT have to be recapped here. However, you can make further indications to add, change, or disconnect features for the line as described below.
- **If you had just typed in this line** on the Initial Line Details Screen, that means the line was already existing and is to be converted. So, all its features will be converted automatically. They will not be shown here, and you DO NOT have to recap them here. However, you can add, change, or disconnect features for the line as described below.

Fields:

- **Number of Feature Lines to Add:**
  - Purpose:
    - This field refers to the **rows of fields on the screen** for you to provide features information.
    - Each row will have **three** fields, described below: Feature Activity, Feature Code, and Feature Detail.
    - These rows would be displayed on the screen through the use of the "Number of Feature Lines to Add" field.
  - To use this field:
    - Go to the box next to the text "Number of Feature Lines to Add."
    - Type in a number indicating how many more feature lines you want.
    - Click OK.
    - You will be given additional lines you can enter feature information into.
- **Feature Activity** – Choose the relevant entry as appropriate:
  - Add/Install – For new features being added. This is the default entry for any feature you had chosen earlier in the Features and Services process.
  - Change to Feature Detail – For modifying existing features with a change to the feature detail.
  - Disconnect – For existing features being disconnected

- **Feature Code** – Enter here the USOC for a feature
- **Feature Detail** – Enter here the FID for a feature if needed. For additional information, please refer to the LEO Implementation Guide, Volume 2. Note the following:
  - Length: The Feature Detail field can hold up to 24 letters or numbers.
  - USOCs with Multiple FIDs – If you have a USOC for which you wish to indicate multiple FIDs, simply do the following:
    - On the Secondary Line Details Screen, type the USOC into the Feature field once.
    - Then, in the Feature Detail field, type in the desired FIDs, *each separated by a forward slash (/).*
    - So, for example, in the Feature field you would type in "1FR", and in the Feature Detail field you would type in "/RCU TWC/NMC/BLKD".
  - Oversize FID Entry– If a FID entry cannot fit in the FID field, do the following:
    - Type in as much of the FID as you can.
    - Then go to the very next feature line, retype the USOC, and provide the rest of the FID in the FID field.
    - *The two feature lines must be sequential on the screen.*

Step 14G – IW Jacks (Inside Wire Jacks) – For Request Type **Resale**, you can indicate Inside Wire Jack information as follows:

- Number of Inside Wire Jacks – Go to this field and type in a number (maximum 20), then click OK. According to this number, LENS will display pairs of IWJQ/IWJK fields (see next), one pair per jack.
- Inside Wire Jack Quantity (IWJQ) – Populate as needed. This field indicates the number of jacks requested for inside wiring. Required if IWJK (see next) is populatd. Requires two numerals.
- Inside Wire Jack Code (IWJK) – Populate as needed. This field indicates the standard code for the type of jack requested for inside wiring. Required if IWJQ is populatd. Requires five letters or numerals.
- The associated Feature Codes/Details – These should be entered on the Secondary Line Details Screen.
- Inside Wiring Contact Information – This should be entered on the Location and Access Page.

Note the following parameters:

- IWJQ, and IWJK are valid for Residence (single and multi-line) and Business (single and multi-line) accounts.
- Jacks are ordered on a **line by line** basis.
- A line can have **multiple** jacks.

Step 14H – Basic Class of Service (required) – Populate this field as appropriate. For more information on this field, please refer to the LEO Implementation Guide, Volume 2.

Step 14I – Transfer of Call Section – Here you have the option of populating fields related to Transfer of Call. They are as follows:

- Transfer of Call Option (TC OPT)
- Transfer of Calls Until Date
- Name and TN Fields
  - Transfer of Calls From TN
  - Transfer of Calls to Primary Name
  - Transfer of Calls to Primary Number
  - Transfer of Calls to Secondary Name
  - Transfer of Calls to Secondary Number

Transfer of Call Option (TC OPT) is the first field. Its choices are as follows:

- Split (ST)
- None (NO)
- Transfer of Call (TC)
- Cancel (if LNA = New or Conversion New)

Transfer of Calls Until Date – You have the option of populating this field with a date if you chose "Split" or "Transfer of Call". Date format should be in MM/DD/YYYY. Date must be a **future date.**

Name and TN Fields – These fields are as follows:

- Transfer of Calls From TN – 10 numbers, and up to an additional 10 letters or numbers
- Transfer of Calls to Primary Name – Up to 35 letters, numbers, or embedded or trailing spaces (no leading spaces)
- Transfer of Calls to Primary Number – 10 numbers, and up to an additional 10 letters or numbers
- Transfer of Calls to Secondary Name – Up to 35 letters, numbers, or embedded or trailing spaces (no leading spaces)
- Transfer of Calls to Secondary Number – 10 numbers, and up to an additional 10 letters or numbers

These fields may be required according to different scenarios. Recall the LNA options available on the previous screen (the Initial Line Details Screen):

- New (N)
- Disconnect (D)
- Conversion New (V)
- Conversion As Is (W)

- PIC Change (P)
- Telephone Number Change (X)

Depending on the LNA you selected, if you populate TC OPT, then the Name and TN Fields may become required. The cases are as follows:

If TC OPT contains:	And LNA is:	Then you must populate:
Any entry	N, V	Transfer of Calls From TN
ST	N, D, V, X	Transfer of Calls to Primary Name, Primary Number, Secondary Name, and Secondary Number
TC	N, D, V, X	Transfer of Calls to Primary Number

Note the following:

- If TC OPT is None or Cancel, you cannot populate any of the Name and TN Fields, except for Transfer of Calls From TN.
- If LNA is D or X, you cannot populate Transfer of Calls From.

Step 14J – In addition, you can populate the following fields:

- Telecommunications Service Priority (TSP) – Up to 12 letters or numbers. The 10th character must be a hyphen.
- Subscriber Authorization Number (SAN) – Up to 30 letters or numbers

Step 14K – Accepting Line Details – When you are satisfied with the information on this screen, you can do one of the following:

- **Click** Accept Line Details for Selected Telephone Number. If everything is correct, a red check mark should appear next to the TN in blue. **If account is multi-line,** you can then repeat the process for each of the other TNs, clicking each one and finalizing their details so that they each receive a red check mark.
- **Or, click** Accept Line Details for All Telephone Numbers. This will apply the details of this one line (features, PIC, blocking, etc.) to **all** the lines **with the same LNA** . They will all receive a red check mark. However, this will not affect those TNs whose details you have already accepted.

Changing LNA again: If you change the LNA for a TN after you have already submitted the TN's details, you will see a message warning you that doing so will make you lose all those details for that TN. Click "Cancel" if you do not wish to proceed.

Step 15 – Click Continue to Directory Listings to continue.

13.7 Directory Listings Section

13.7.1 Overview

This section allows you to create and edit directory listings for this LSR. You can order up to **ninety-nine (99)** listings per line.

Screen Flow –The screen flow for this section is as follows:

- First Screen for Directory Listings
- Second Screen for Directory Listings
- Summary Screen for Directory Listings

You go through the First and Second screens to build each of your requests to create or change a listing. The Summary Screen gives you just that, a summary of the listing requests that you have built to that point. It also allows you to revisit your work if you decide to make changes.

Basic Concepts – The concepts below will guide you in working with directory listings.

- **Terms:**
  - **Two accounts** – There are two accounts involved:
    - "From" Account – The account from which lines are being migrated
    - "To" Account – The account to which the migrated account or lines are being migrated. The To Account can be created new, or can be an existing account.
  - **Main Account Telephone Numbers** – The To and From accounts have or will have main account telephone numbers:
    - EATN – The From Account's main account telephone number, when Migrating One Account
    - LEATN – A From Account's main account telephone number, when Migrating Many Accounts
    - ATN – The To Account's main account telephone number
  - **Listing Activities ("LNAs")** – The four LNAs and their meaning in regards to migrations are as follows:
    - New Listing ("New") – Add a new listing on the To account.
    - Delete Listing ("Delete") – Delete a listing from the From account, or from the To account if it already exists.
    - Change Listing ("Change") – Migrate a listing and make changes to it at the same time.
    - No Change to Listing ("No Change") – Migrate a listing exactly as is.
- **Principles to Remember:**
  - **Main Listing Required**

- A Main Listing is required for a new account being created. The ATN will be that Main Listing's Listed Telephone Number.
- Each account can only have one Main Listing.

- **Required Listing Requests** – You **must** create a Listing Request for the following:
  - Any listing you want migrated
  - All listings for the ATN line, when you are creating a new account
  - All listings for a line that has **any** of its listings being changed in any way
  - However, on the Initial Line Details Screen, if you set the line's LNA to "Conversion As Is", and the line will not be the ATN, then you do not have to create a Listing Requests for its listings. The line and its listings will be converted As Is.
- **EATNs and LEATNs**
  - For an EATN or LEATN, if you set its LNA to Conversion As Is, then you do not have to indicate listings for it or its associated lines.
  - For an LEATN, if you check "Migrate Entire Account Like This TN ", then you do not have to indicate listings for it or its associated lines.
  - However, it is still true that you must show the listings for the line that will become the ATN.
- **Alpha Listing Identifier Codes** ("Alpha Codes" for short) have the following principles:
  - Main Listings do not have Alpha Codes.
  - Non-Main Listings must have Alpha Codes – one per listing.
  - Alpha Codes consist of up to 3 letters of your choice, such as A, AB, or ABC.
  - Invalid Combinations: These include but may not be limited to the following: DEI, DNA, DNL, DNO, DST, BOX, FOL, HFX, PFX, PRE, PLA, LNB, LNR, NFL, OAD, OV, SFX or N. These entries are invalid because they are used elsewhere in the operation of the system.
  - Uniqueness: Alpha Codes must be **unique for each listing within an account**. So if you are migrating a listing to an existing To account, you must change that listing's Alpha Code if it is the same as the Alpha Code of a listing on that To account.
  - Customer Record: You should refer to the Customer Record to obtain the From account's Alpha Code(s).
- **Change** cannot be used to change the Alpha Code or Record Type. Instead, you must Delete the old listing, and recreate it using New. When you recreate it, you then indicate the new Alpha Code or Record Type.

- **Some Basic Scenarios:**
  - **EATN or LEATN will be the ATN** – An EATN or LEATN has its account's Main Listing. This "From Account Main Listing" must be migrated to become the Main Listing of the To account, if you intend the EATN/ LEATN to be the To Account's main account telephone number (the "ATN").
    - To perform this migration, you can use "No Change" or "Change".

- Also, remember that you must migrate the EATN/LEATN's other listings as well, since the line will be the ATN.

- **EATN or LEATN will not be the ATN** – As stated above, an EATN or LEATN has the From Account Main Listing. This listing must be removed or migrated if the EATN/LEATN will be migrated as a non-ATN line for the To account.
  - To remove the From Account Main Listing, use Delete.
  - Or, to migrate the listing, use Delete, and then use New to recreate it as a Non-Main Listing. You would give it an Alpha Code, since it will be a Non-Main Listing.
  - In general, you should perform this process for any EATN/LEATN that will be migrated and will not be the ATN. Delete the From Account Main Listing. Then, if you wish, use New to recreate it as a Non-Main Listing.
  - Also, remember that if you wish, you can migrate the EATN/LEATN's other listings as well.
- **Non-EATN or Non-LEATN will be the ATN** – If you're creating a new To account, and a non-EATN or non-LEATN line is to be the ATN, then you must set up the new Main Listing.
  - The line you've designated to be the ATN may have an existing Non-Main Listing. If you want this to be the new Main Listing, then migrate it using two steps: one with "Delete", and one with "New". These two steps are needed because you are changing the Record Type and Alpha Code.
    - First, use Delete to remove the existing Non-Main Listing.
    - Then, use New to recreate it as the new Main Listing. You will give it no Alpha Code, since it is a Main Listing.
  - If the line does not have an old listing to Delete, then just use New to set up the new Main Listing.
  - Also, if this line has any other listings, you must migrate those as well, since the line will be the ATN.

• **Other Details:**

- **Delete and Change on an Existing To Account** – When appending to an existing To account, Delete and Change can be used on that To account's listings. This is for your convenience, should you wish to Delete or Change any of those listings.
- **No Directory Listings on Contact Screen** – No directory listings information needs to be entered on the Contact Screen.

This completes the overview. Please continue reading below to begin working with directory listings for this LSR.

13.7.2 First Screen for Directory Listings

Step 1 – First Screen for Directory Listings –

Note: Starting with this screen, the upper right-hand corner will display the following information for your reference:

- Your Customer Carrier Name Abbreviation (CCNA)
- Your Company Code
- The PON of the LSR

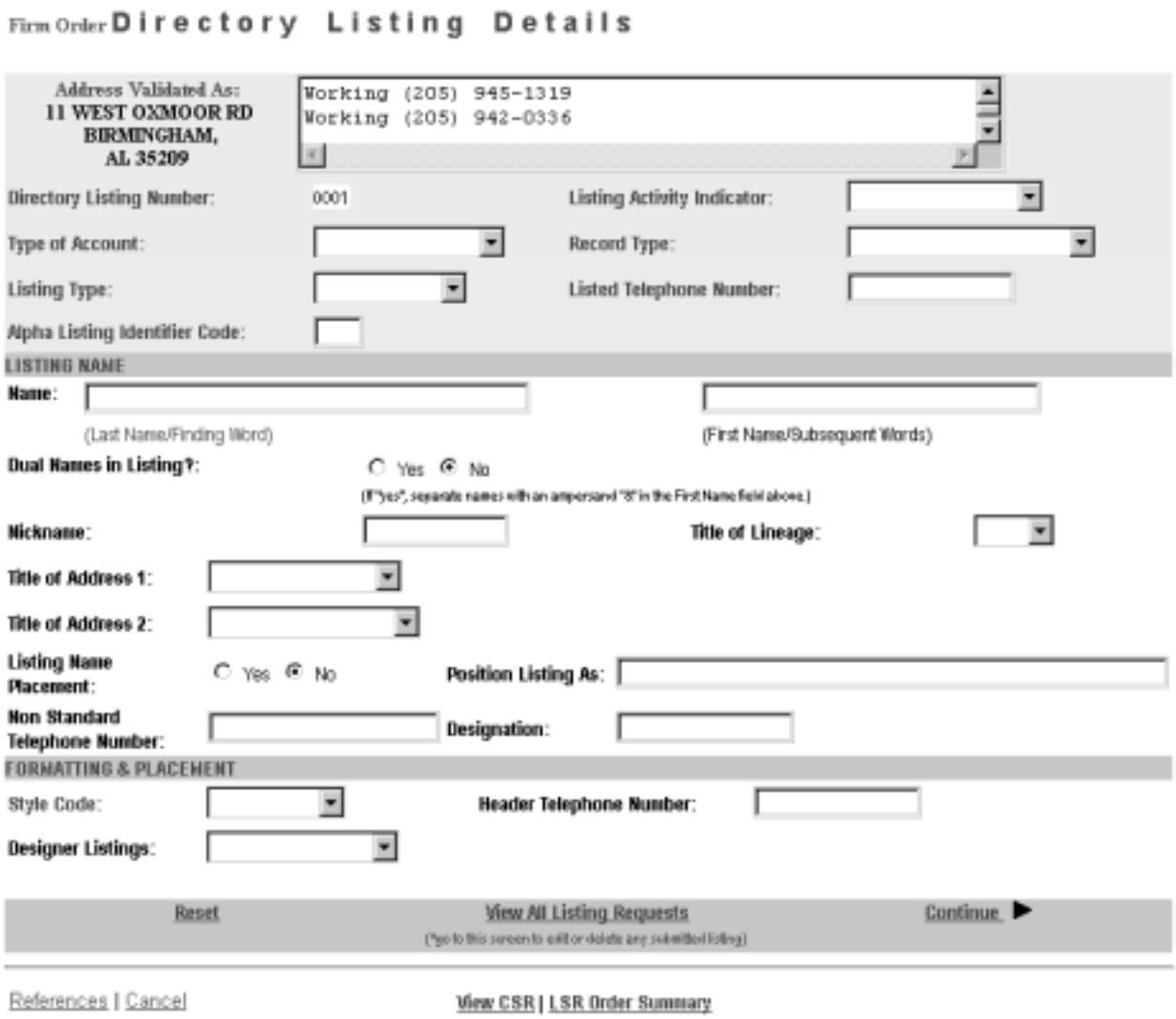


Figure 165 First Screen for Directory Listings

General Screen Commands – The following screen commands at the bottom of the screen can be helpful to you in working with directory listings.

- Reset – Clears screen of previous settings for all fields except Listing Activity Indicator.
- View All Listing Requests – Allows you to access the Directory Listing Summary Screen (explained further below) that summarizes all the listing information you have compiled up to that point.
- Continue – Takes you to the next screen.
- View CSR – Allows you to view the Customer Service Record to help in creating your listing requests.
- LSR Order Summary – Allows you to view a summary of the details of your LSR up to this point. For more information on the LSR Order Summary, please see the Firm Order Introduction section of this manual.

Sections – There are three sections for this screen. You should input information for each as described below.

- Header – The area at the top of the screen – contains basic organizing information for the listing.
- Listing Name – Contains information on the listing's content, including Listing Name.
- Formatting and Placement – Contains information on the visual appearance of the content's text.

The directory listings activity screens contain a number of fields. This guide will give a general overview of some of the more important ones necessary for building the order. You should populate all fields as required for your directory listing purposes.

Note: Not all the fields described here will be displayed in every single case. Their presence and available options will vary according to the settings given to other fields.

You can order up to **ninety-nine (99)** listings per line.

Step 1A – Header

- **Directory Listing Number** – Already populated – This is the identification number for each listing you create. You should refer to it on the Listing Summary Screen (explained further below).
- **Listing Activity Indicator** – required – Setting this field will cause the entire screen to refresh, with various fields modified or removed as needed. Choose from the following:
  - New Listing ("New") – Add a new listing on the "To" account.
  - Delete Listing ("Delete") – Delete a listing from the From account, or from the "To" account if it already exists. Screen will refresh and most of the fields will be removed, because they are not needed if listing is deleted.
  - Change Listing ("Change") – Migrate a listing and make changes to it at the same time.
  - No Change to Listing ("No Change") – Migrate a listing exactly as is. Screen will refresh and unneeded fields will be removed.

- **Type of Account** – required
- **Record Type** – required
- **Listing Type** – required if Listing Activity set to "New Listing" – choose from the following:
  - Listed
  - Non-Listed – The listing will be omitted from the telephone directory, but will still be obtainable through Directory Assistance.
  - Non-Published – The listing will be omitted from both the directory and Directory Assistance.
- **Listed Telephone Number** – This field is required in most cases.
- **Alpha Listing Identifier Code (Alpha Code)** – Up to 3 letters of your choice. Note the following:
  - If you are Changing a listing, you must type in the Alpha Code of that listing.
  - If you are adding a New listing, the Alpha Code must be different from the code of the existing listing.
  - Invalid codes include but may not be limited to the following: DEI, DNA, DNL, DNO, DST, BOX, FOL, HFX, PFX, PRE, PLA, LNB, LNR, NFL, OAD, OV, SFX or N. These entries are invalid because they are used elsewhere in the operation of the system.
- The Alpha Code of an existing listing can be found in the CSR, which can be accessed by clicking View CSR.

Note that a **Valid Listing Type/Record Type combination** must be indicated. These are as follows:

If Record Type is:	Then Listing Type Must Be:
Local Alternate Call	Listed
Local Additional Listing	Listed, Non-Listed, Or Non-Published
Local Additional Main	Listed Or Non-Listed
Local Answer Service	Listed Or Non-Listed
Local Client Main	Listed Or Non-Listed
Local Cross Reference	Listed
Local Special Text Listing	Listed
Local Main Listing	Listed, Non-Listed, Or Non-Published
Foreign Alternate Call Listing	Listed
Foreign Additional Listing	Listed, Non-Listed, Or Non-Published
Foreign Answer Service	Listed Or Non-Listed
Foreign Cross Reference	Listed
Foreign Special Text Listing	Listed
Secondary Additional Main	Listed Or Non-Listed
Secondary Additional Listing	Listed Or Non-Listed
Secondary Main Listing	Listed Or Non-Listed

Figure 166 Valid Listing Type/Record Type Combinations

Step 1B – Listing Name – IMPORTANT: – Enter this information exactly as you want it to appear in the directory.

- **Name** – Name of the end-user – In addition, any indented listings will be shown under this name.
  - Last Name / Finding Word – This field is required in most cases.
  - First Name / Subsequent Words – Populate as desired.
- **Dual Names in Listing** – "Yes" or "No" – If Yes, then the First Name field requires an ampersand (&). Not allowed if Service Type (from Firm Order Menu Screen) is Government.
- **Nickname** – An alternate name for the end-user, to be placed in parentheses after the First Name / Subsequent Words. For example, if the end-user is named “John Smith”, and his nickname is “Ace”, then type “Ace” into this field. The listing will be shown as “Smith, John (Ace)”.
- **Title of Lineage** – Choose a value from the drop-down menu.
- **Title of Address 1** – Choose a value from the drop-down menu.
- **Title of Address 2** – Choose a value from the drop-down menu.

- **Listing Name Placement** – "Yes" or "No"
- **Position Listing As** – Allowed if Listing Name Placement set to "No" – Type up to 150 letters and/or numbers
- **Non Standard Telephone Number** – You can enter up to 20 letters and/or numbers, except for Q and Z. The pound sign (#) and asterisk (*) are also not allowed.
- **Designation** – A descriptive word or phrase for a business listing. For example, if the end user name is "David Jones MD," and you type "Surgeon" into the Designation field, then the listing will be shown as "Jones David MD Surgeon."

Step 1C – Formatting and Placement

- **Style Code**
  - Required if Listing Activity is New or Change.
  - Will be preset to "Straight Line" if Listing Type is Non-Listed or Non-Published.
- **Header Telephone Number**– Required if you want to add an indented listing. This Header TN is the TN under which the indented listing will be shown.
- **Yellow Page Heading Code**
  - Required in some cases if Service Type (on Firm Order Menu Screen) was set at Business or Government.
  - Yellow Page Heading Codes may be obtained from BellSouth Advertising and Publishing Company (BAPCO).
  - Field length is six (6) numeric characters.
- **Designer Listings** – This refers to White Pages Products and will incur additional charges. Designer listings are only allowed if:
  - Type of Account is set to a Residence entry
  - Listing Type is set to "Listed"
  - Record Type is set to a "Local" option (Local Main, Local Additional, etc.)
  - End user address is outside of North Carolina

Step 1D – Click Continue. If you had set Listing Activity to New or Change, you will be given a message reminding you that you need to have Listed Name and Address typed exactly as you want them to look in the Directory. If you have not done so, click Cancel and makes your changes, otherwise click OK. Entries must be in either all upper case, or upper and lower case.

13.7.3 Second Screen for Directory Listings

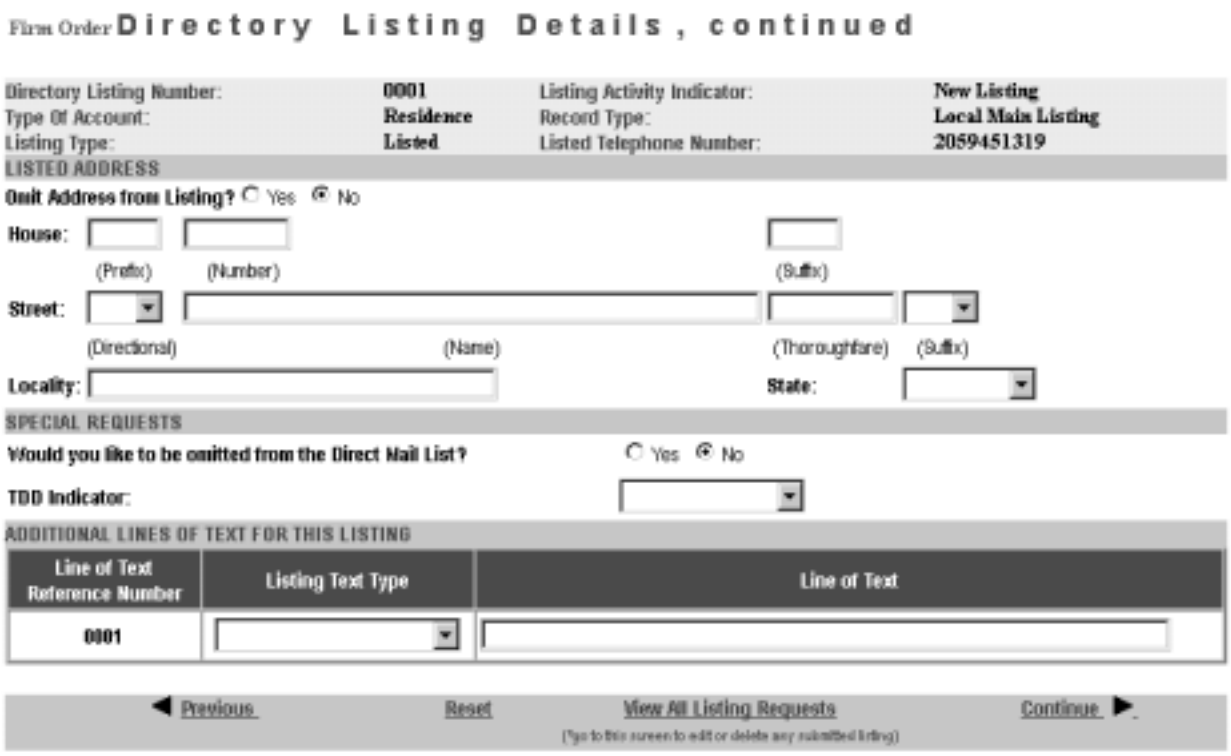


Figure 167 Second Screen for Directory Listings

Step 2 – Sections for this screen are as follows:

- Listed Address – Contains address information for the listing
- Special Requests – For various items related to the listing
- Additional Lines of Text for this Listing – For additional text you wish to have displayed
- Foreign and Secondary Listings – For listings outside of the end-user's current directory area

Step 2A – Listed Address – Here you may complete address information for the listing.

IMPORTANT: Provide the Listed Address information here exactly as you want it to appear in the directory.

In addition, note the following:

- Omit Address from Listing: If you mark "Yes" for this option, the address will not be shown in the listing, and you should leave the address fields blank. You should mark Yes if you are adding a New listing that is **indented.**
- House Prefix, Number and Suffix – Indicate these as needed.
- Street Directional, Name, Thoroughfare, Suffix – Indicate these as needed.
- Locality and State – Populate as needed. These fields are required for Foreign Listings.

Step 2B – Special Requests

- Would you like to be omitted from the Direct Mail List? – Check "Yes" or "No".
- TDD Indicator – Select from the following:
  - TDD Only
  - TDD and Voice
  - Blank
- Business / Residence Placement Override – Indicate your selection. This field will only be shown if Type of Account is Business Personal.

Step 2C – Additional Lines of Text for this Listing – Populate these fields if you are adding a New listing that is indented. In addition, designer listings can have up to 3 Additional Lines of Text.

- Line of Text Reference Number – This is assigned by LENS uniquely within each Listing Request and increases in increments of one with each line of text you add.
- Listing Text Type – Required if you populate Line of Text (see next). Some options may cause the screen will refresh and add lines here for this information. If you are adding a New listing that is indented, you should select "Indented Text" here.
- Line of Text – Required for some settings of Listing Text Type.

Step 2D – Foreign and Secondary Listings

This section is for listings outside the end-user's current directory area. The distinctions are as follows:

	Foreign Listings	**Secondary Listings**
Fee	Yes	No in some circumstances
Geographical Range	Anywhere within BellSouth region	Near your current directory area

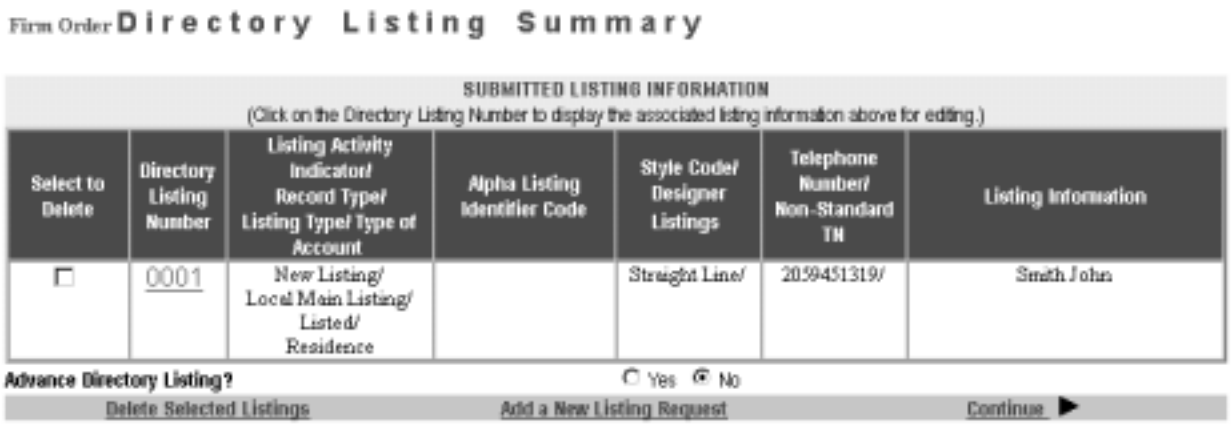
The following fields should be completed as appropriate:

- Directory Name – The directory where the listing is to be placed.
- Directory Subsection – The directory subsection, if relevant, where the listing is to be placed.

Step 2E – Click Continue.

13.7.4 Summary Screen for Directory Listings

Step 3 – Summary Screen for Directory Listings – This screen gives a summary of all the listing requests you have built so far.


Firm Order Directory Listing Summary

SUBMITTED LISTING INFORMATION
(Click on the Directory Listing Number to display the associated listing information above for editing.)

Select to Delete	Directory Listing Number	Listing Activity Indicator/ Record Type/ Listing Type/ Type of Account	Alpha Listing Identifier Code	Style Code/ Designer Listings	Telephone Number/ Non-Standard TN	Listing Information
☐	0001	New Listing/ Local Main Listing/ Listed/ Residence		Straight Line/	2059451319/	Smith John

Advance Directory Listing? ○ Yes ◉ No

Delete Selected Listings | Add a New Listing Request | Continue ▶

Figure 168 Summary Screen for Directory Listings

Your listings will be displayed in the table labeled **Submitted Listing Information**. The table will display the Directory Listing Number (DLNUM) and other information for each listing. (Recall that you first saw the DLNUM back on the First Screen for Directory Listings.)

Step 3A – If needed, make any changes you decide are necessary.

- **To edit a listing request,** click its DLNUM. You will be taken back to the First Screen, where you can review and edit the information for the request. For the edits to take effect, you must click Continue on each of the screens until you return to the Summary Screen here.
- **To delete a listing request** that you decide you no longer want, go to the small box labeled **Select to Delete** for that listing and click a check into it. Then go to the bottom of the screen and click Delete Selected Listings. This will not delete any existing listings; it will only delete the listings request(s) you have marked.
- **To add another listing,** click Add a New Listing Request. This will take you back into the process, where you can create another listing request.

In addition, note the following:

- **Advance Directory Listing –** Mark "Yes" or "No". You should mark Yes if end-user service is to start after **Business Office Close (BOC)**, and there is an urgent need for the listing to be published. Note the following:

- Designer listings cannot be advanced.
- There is a limited window after BOC for advancing listings.
- BAPCO can provide information on closing and BOC dates.
- LENS does not provide the schedule for advancing listings.

- **SIC –** Standard Industry Classification
  - Enter a four-digit code
  - For Firm Order New Install, Conversion New, and Partial Migration Initial
  - Required if Service Type (on Firm Order Menu Screen) was set at Business or Government.
  - SIC Codes may be obtained from BellSouth Advertising and Publishing Company (BAPCO).
- **If you had set Listing Activity to "Change Listing"** , the Summary Screen here will show **two** listing requests.
  - One will represent the "old" listing being changed, and will be labeled "Old".
  - The other will contain the changes you indicated and will be will be labeled "New".
  - The New request's Directory Listing Number (DLNUM) will be one greater than the Old request's DLNUM. (For example, the New request's DLNUM will be 0002 if the Old request's DLNUM is 0001.)

Step 3B – When ready, click Continue.

Note: If you return to Directory Listings after this point during this LSR process, you will be shown first the Listings Summary Screen, so you can select which listing you would like to edit, or begin creating an additional listing.

13.8 Calculate Due Date

A Calculated Due Date is already provided for you based on the information you provided earlier.

Step 24A – If you desire another due date, type this information into the field **Desired Due Date**, and click Re-Calculate Due Date.

Step 24B – Other fields

- Appointment Time: If you wish you may input a desired appointment time interval, such as "8:00 am – 5:00 pm". Note the following parameters:
  - Times must be for the end-user's time zone
  - The interval must cover at least one hour.
  - The earliest time that can be entered is 8:00 am, and the latest time is 5:00 pm.
- Resale Quantity (required): For LSRs for Resale. Enter up to 3 digits for this field. The entry must be greater than 000.

- Port Type (required) – For LSRs for Port/Loop Combinations. This field identifies the type of unbundled port being ordered. Select from one of the following:
  - Line Port
  - Trunk Port
- Port Quantity (required) – For LSRs for Port/Loop Combinations. This field identifies the quantity of ports involved in this service request. Enter a maximum of three numerals.

IMPORTANT: Step 24C – Account Information for Remaining Lines – The migration of lines will change the original accounts. You must now provide information for the lines not being migrated and remaining with these original accounts. In particular, this information should cover the major changes to the account structure (such as, what TN should now be the ATN?), and directory listings (such as, what is now the main listing? what is now the secondary listing? etc.)

To provide this information, go to the Toolbar at the bottom of the screen and click the link for the Contact Screen. Once there, go to the Remarks section and type in the new information. The information should be kept to a basic level. To give more detail for directory listings, you should use the Firm Order Activity for Directory Listings.

Step 24D – Toolbar Screens – As mentioned earlier, you have the option of accessing information screens related to the LSR if you want to view and edit their entries. If you do, you should access them now. Go to the toolbar at the bottom of the screen and click the appropriate link. Details on these screens are given further in this user guide chapter, in the section “Optional Toolbar Screens”.

Note: In certain circumstances, some fields on these screens may not be shown, required, or have certain options.

Step 24E - When you are satisfied with all aspects of your LSR, click Submit LSR.

13.9 Acknowledgment

If all required fields are complete for this activity type, an Acknowledgement will be given indicating that the order was successfully completed and submitted to BellSouth. **Make sure you record the Purchase Order Number, Version Number**. You will need these later if you want to issue a Change Existing Request, or use the View LSR/Order Information option, as explained in this User Guide in the appropriate chapter.

Note: **This Acknowledgement is NOT a Firm Order Completion (FOC).** An FOC will be generated later by BellSouth’s order processing systems.

Duplicate PON: If the PON you had provided is a duplicate of an existing PON, you will be asked to provide a different PON and re-submit the request. For your reference, the parameters for PONs are as follows:

- **Maximum of 16 (sixteen)** characters.
- **Allowable characters:**

- Uppercase letters (ABCDEFGHIJKLMNO. . .)
- Numbers (0123456789)
- Period (.)
- Comma (,)
- Hyphen (-)
- Apostrophe (’)

• Not Allowable Characters:

- Spaces
- Forward Slashes

Errors: If there is an error with the LSR, you will be taken to an **Error List Page** that will display a message regarding the error.

- **At this point** you should do the following:
  - Click on the link to the appropriate screen where you can correct the error.
  - After correcting the error, click Return to Error List Page.
  - Click Resubmit LSR.
  - **After receiving the Acknowledgment,** click Return to Firm Order to return to the Firm Order Menu Screen and prepare another LSR.
- **For a listing of error messages** you may encounter in LENS, please see the Appendix titled “Error Message Reference List.”

Error Codes: LENS error messages may come with a code. The code is related to the screen you are on at the moment, or to which you need to return.

Some error codes may come with a **“J”** in front of them. These error messages are generated within your web browser.

LENS error codes are as follows:

Codes 0001 – 0999	System Error Messages
Codes 1000 – 1999	Errors on the LSR Administrative, Billing or Contact screens
Codes 2000 – 2499	Errors on the LSR Location/Access or End User Billing screens, or errors related to Inside Wiring or Transfer of Call
Codes 2500 – 2999	Errors in Loop Information

Codes 3000 – 3999	Errors on the LSR Line Details or Hunting screens
Codes 4000 – 4999	Errors in the LSR Directory Listings or Directory Delivery Information sections.
Codes 5000 - 5999	Errors in Supplement Orders
Codes 6000 - 6999	Errors in Due Date Calculation
Codes 7000 - 7999	Errors in View LSR/Order Information
9000 - 9999	Informational/Warning Messages

13.10 Optional Toolbar Screens

The toolbar at the bottom of many screens in this Firm Order activity gives you the option of accessing various information screens related to the LSR. Details on these screens are given below.

Note: In certain circumstances, some fields on these screens may not be shown, required, or have certain options.

13.10.1 Administrative Section

On this screen you may populate the following fields as desired:

- Related Purchase Order Number (RPON) – Up to 16 characters comprised of uppercase letters A-Z, numerals 0-9, and symbols period, comma, hyphen, and apostrophe.
- Related Order Number (RORD) – Up to 20 letters or numbers
- Expedite (EXP) – Choose “Y” (Yes) or “N” (No).
- Local Service Authorization Code (LSPAUTH) – 4 letters or numbers
- Local Service Authorization Date (LSPAUTH DATE) – Format of MM/DD/YYYY. Required when LSPAUTH is populated
- Local Service Authorization Name (LSPAUTH NAME) – Up to 15 letters/numbers. Required when LSPAUTH is populated.

When ready, click Continue to Bill Section, or the link in the toolbar for any other screen you would like to view.

13.10.2 Bill Section

This screen will be prepopulated with information on your (the CLEC’s) billing name and address. Be sure to note the following fields:

- Billing Account Number 1 – This field will be pre-populated and cannot be edited. This number is also known as your "Q Account" number.
- Billing Account Number 2 – This field will be pre-populated but can be edited. Entry must contain 13 letters or numbers.
- Variable Term Agreement (VTA) – You may populate this field with up to 17 letters or numbers.

When ready, click Continue to Contact Section, or the link in the toolbar for any other screen you would like to view.

13.10.3 Contact Section

All fields should be populated with information provided on your profile. **You may change the following as needed:**

- Initiator Identification – Required – This is the name of the person initiating the request. This person is who should be contacted if there are any questions. An entry for this field can contain up to 15 letters or numbers
- Initiator Telephone Number – Required –Up to 10 numbers or 15 letters or numbers
- Initiator Fax Number Required – Up to 10 numbers
- Design/Engineering Contact Name – Required when **Design Routing Code** is populated by LENS. Up to 15 letters or numbers.
- Design/Engineering Address – Up to 25 letters or numbers
- Design/Engineering Telephone Number – Up to 10 numbers, or 15 letters or numbers.
- Design/Engineering Fax Number – Up to 10 numbers
- Implementation Contact (IMPCON) – Required –Up to 15 letters or numbers.
- Implementation Contact Telephone Number – Required –Up to 10 numbers, or 15 letters or numbers (first 10 characters must be numbers).
- Remarks – Up to 240 letters/numbers/symbol characters, excluding forward slashes (/) and asterisks (*).

Click Continue to Location and Access Section , or the link in the toolbar for any other screen you would like to view.

13.10.4 Location and Access Section

This screen allows you to provide information related to end-user location and access. The screen's sections are as follows:

- **Access Information –** Basic information such as End User Name and Local Contact Name.

- **Additional Access Information –** For additional information related to access.
- **Inside Wiring –** For information related to Inside Wiring.

Access Information – Complete or edit the following as needed:

- End User Name (required) – This field will be prepopulated. You may edit it as needed. This field can contain up to 25 letters or numbers.
- Local Contact Name –This person is the end-user whom will be contacted during installation if there is a problem with access to the service location. This field can contain up to 15 letters or numbers.
- Local Contact Telephone Number – 10 numbers, and if desired, up to an additional 10 letters or numbers.

Additional Access Information – Here you may provide additional information related to access. You can provide up to 115 letters or numbers.

Inside Wiring – Inside Wiring Information can be entered here.

- Inside Wiring Option (IWO) – Choose one of the following options:
  - Provide inside wiring repair plan (S)
  - Provide inside wiring and repair plan (U)
  - Provide inside wiring (W) – Required entry for Request Types Port/Loop, Type A, and Type B.
- Inside Wire Contact Name (IWCON) – If IWO equals U or W, then this field is **required**. Entries can have up to 25 letters or numbers.
- Inside Wire Contact Telephone Number – If IWCON is populated, then this field is **required.** An entry must be either 10 numbers or up to 15 letters and numbers.

Click Continue to End User Billing, or the link in the toolbar for any other screen you would like to view.

13.10.5 End User Billing Section

Note: In this Firm Order Activity, this screen is not applicable to end users in Tennessee.

This screen contains information related to the End-User. Complete or edit the fields below as relevant to this Firm Order activity. Note that not all fields will be displayed for all Firm Order activity types.

Local Service Freeze – If desired, you can indicate Local Service Freeze (LSF) for end-users in all states except Tennessee.

Note: LSF not available for Request Type **Port/Loop.**

Select one of the following options:

- Add End User Local Service Freeze
- Add Local Provider Local Service Freeze
- Change End User to Local Provider Local Service Freeze
- Change Local Provider to End User Local Service Freeze

Click Continue to Directory Information , or the link in the toolbar for any other screen you would like to view.

13.10.6 Directory Delivery Information

Note: This section should only be completed if the directories are to be delivered to an address other than the Listed Address.

Edit the information for this screen as needed:

- **Delivery Name –**This will be pre-populated with the End-User's name, but you may edit as needed. Entry can have up to 25 letters or numbers.
- **Delivery address fields (House Number, Street Name, etc.)** – Edit these as needed.

Click the link in the toolbar for any other screen you would like to view.

13.10.7 Hunting

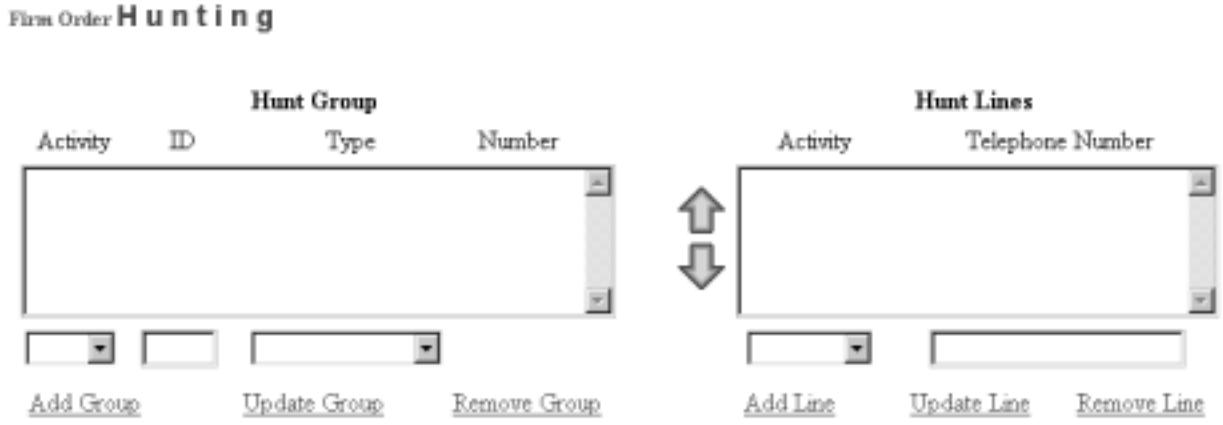


Figure 169 Hunting Screen

Here you can provide information for any hunting you wish to have converted with the account. Notice the two windows, "Hunt Group" and "Hunt Lines". These will be where information will be displayed as you proceed.

Hunt Groups: Create hunt groups as follows:

- **Go to the fields below the Hunt Group window** and complete the following fields:
  - Hunt Group Activity (HA) – **Required field.** Choose one of the following entries:
    - New (N)
    - Existing (E)
    - Change (C)
    - Delete(D)
  - Hunt Group Identifier (HID) – **Required field.** You must enter up to 3 letters or up to 4 numbers characters of your choice. If you populate HA with New, HID will be automatically populated with the letter "N". The letter "N" entered alone is not valid at any other time.
  - Hunt Type Code – **Required field.** Choose one of the following:
    - Sequential
    - Non-Sequential
    - Circular
- **Click Add Group** to add the group to the LSR. The entries in the fields will be displayed in the Hunt Group window.
- **Repeat as needed** to create the desired number of hunt groups. As you add each one to the window, notice that the column "Number" will increase for each new group. So, the first group would be numbered 00001, the second one would be 00002, and so on.
- **To edit** the information for a group, **click** on it in the Hunt Group window to highlight it, and then go to the fields below the window and edit the entries. The hunt lines (see next) for the group will be displayed in the Hunt Line window, and these can be updated as well (see next). When ready, click Update Group. The new entries will be displayed in the window for the group.
- **To remove** a hunt group, highlight its row in the Hunt Group window, and click Remove Group. The hunt group will disappear from the window. All associated lines for the hunt group will be deleted as well. Note that the column "Number" in the window will be renumbered for the groups that remain. **Multiple groups** can be highlighted at once to be removed; however, only one group at a time can be edited.

Hunt Lines: After creating Hunt Groups, now you must give them the TNs to be used in the hunting process.

- **Click on a Hunt Group in the Hunt Group window** to highlight it.
- **Go to the fields below the Hunt Line window** and provide the following information:
  - Pull-down menu: Hunt Line Activity (HLA) – **Required field.** Here you indicate the HLA of the Hunt Line (see next). The options for HLA will vary according to the Hunt Group Activity you had chosen.
    - **If Hunt Group Activity (HA) is New,** then HLA will be New.

  - **If HA is Existing,** then HLA will be Existing.
  - **If HA is Change,** then HLA will be New, Existing, or Delete.
  - **If HA is Delete,** then HLA will be Delete.
- Text Entry Box: Hunt Line
  - **Required** if HA is New, Existing, and Change.
  - **Optional** if HA is Delete.
  - Type in a TN that is to be in the hunt group.
- The format for the lines is 10 digits. However, when HA and HLA are both set at "New", you can enter a **TN range** by typing a 10-digit number, followed by a hyphen, and then a four-digit number representing the end of the range. So, for example, 4044695000–5011 indicates a range of TNs that end in 5000, 5001, 5002, and so on, up to 5011.

- **Click Add Line** to add the line to the hunt group. The Hunt Line Activity and the line itself will be displayed in the Hunt Line window.
- **Hunt sequence:** You can enter additional lines for the hunt group. They will be displayed in the Hunt Line window in the order you added them, and the hunting sequence will follow that order. So, the TN at the very top will be first, followed by the next TN below, and so on. A **TN range** (see above) that you entered will be considered as one unit for hunt sequence. So if the number 4044695000–5011 is displayed second from the top in the window, that means it will be second in the hunt sequence. (And the hunt sequence will then proceed to follow the lines in their numerical order: 5000, 5001, 5002, and so on.)
- **To change the hunt sequence** of the lines, highlight one or more lines and click the up or down arrows next to the Hunt Line window. These arrows will move the highlighted line(s) up or down in the window, and therefore in the hunt sequence as well.
- **16 (sixteen) Line Maximum:** you can enter up to **16 (sixteen)** lines for any one hunt group.
- **To edit** a hunt line, highlight it in the Hunt Line window, and then go to the fields below the window and edit them as needed. When ready, click Update Line. The new entries will be displayed in the Hunt Line window.
- **To remove** a hunt line, highlight it in the Hunt Group window, and click Remove Line. The hunt line will disappear from the window. Note that the lines remaining will be in the new hunt sequence. **Multiple lines** can be highlighted at once to be removed; however, only one line at a time can be edited.

When finished with Hunting, click the link in the toolbar for any other screen you would like to view.

14. Firm Order — Partial Migration – Subsequent

14.1 Partial Migration – Subsequent

Please note the following:

- This chapter relates to Requests for Resale (Non-Complex) and Port/Loop UNEs. For Loop UNE Requests, please see the chapter "Firm Order – Loop UNEs".
- For Port/Loop UNEs, make sure you are in the right Firm Order activity:
  - Firm Order Conversion As Is – This actvitiy only converts **UNE to UNE.**
  - Firm Order Conversion New, Partial Migration Initial, and Partial Migration Subsequent – These activities only convert **Retail/Resale to UNE.**
- For more information on orders related to Port/Loop UNEs, please see the BellSouth Business Rules for Local Ordering .
- Currently LENS supports activities for requests of **twenty-five (25) lines** or less.

A Partial Migration is the conversion of one or more, but not all, of the lines of an existing multi-line account. There are two types of Partial Migrations:

- Initial Partial Migration – The action of using the taken lines to create a new account
- Subsequent Partial Migration – The action of appending the taken lines to an existing account

This Firm Order activity allows you to perform Subsequent Partial Migrations.

Because the Partial Migration activities **do not** convert entire accounts, you should use Firm Order Conversion New to convert entire accounts. In particular, if you are appending **all** the lines for an account to an existing account, that must be done using Conversion New. It cannot be done here in Partial Migration Subsequent.

Destination Account – Note that for Partial Migration Subsequent, the term "Destination Account" refers to the account to which you are appending the lines.

Directory Listings Optional for Partial Migration Subsequent – In this Firm Order activity, the Directory Listings section is optional and can be accessed from its link in the Toolbar. The Toolbar is displayed on the Initial and Secondary Line Details Screens, as well as other screens.

To create an LSR for Partial Migration Subsequent, follow the steps below:

Step 1 - Main Menu Screen – Click Firm Orders.

Step 2 – Firm Order Menu Screen –

Complete the **required fields** indicated below. Remember, required fields are indicated in red on LENS screens. (Required fields for LENS are the same as those used on paper LSRs. For additional information on required fields, please refer to the BellSouth Business Rules for Local Ordering.)

Required Fields:

- Request Type: Choose from one of the following:
  - Resale (Non Complex)
  - Port/Loop Combination
- Activity Type: Go to the Activity Type pull-down menu and select **Partial Migration – Subsequent.**
- Telephone Account Number:
  - Provide the 10-digit Existing Account Telephone Number (EATN). This is the account telephone number for the account you are going to migrate lines from. This account is also called the "originating account".
  - If you are migrating many (2-4) accounts, type in the EATN for one of those accounts. (This EATN is also known as a Line Existing Account Telephone Number, or LEATN).
- Service Type:
  - *Options:* Select the appropriate entry. Each is a combination of one of three factors:
    - Residence, Business, or Government
    - Single or Multi Line
    - Flat, Measured, or Message Rate
  - *Definition:* Service Type refers to the originating account whose EATN or LEATN you just typed in the field Telephone Account Number.
- PON: Input a PON of your choice. It can be a maximum of **16 (sixteen)** characters. The parameters for entries are as follows:
  - Allowed:
    - Uppercase letters (ABCDEFGHIJKLMNO. . .)
    - Numbers (0123456789)
    - Period (.)
    - Comma (,)
    - Hyphen (-)
    - Apostrophe (')
  - Not Allowed:
    - Spaces
    - Forward Slashes
- Area: Select the appropriate entry.
- Desired Due Date: Input your desired due date. It must be:

- Either the current or future date
- Within one year of the current date
- In one of the following formats:
  - MM/DD/YYYY
  - MMDDYYYY
  - MM-DD-YYYY
  - MM DD YYYY
  - MM.DD.YYYY

Step 2A – Click Continue .

Duplicate PON: If the PON you entered is a duplicate of a PON that already exists, you will have to provide another PON before you can continue.

Note: For Request Types of Port/Loop, Type A, or Type B, this activity only converts **Resale to UNE.**

Step 3 – Address Validation Screen –

Note: Starting here on the Address Validation Screen, the upper right-hand corner of most screens will display the following information for your reference:

- Your Customer Carrier Name Abbreviation (CCNA)
- Your Company Code
- The PON of the LSR

The TN you provided on the previous screen will be used to validate the address. LENS will show here if the address was validated. If it was not, you can try again by editing the address entries and clicking Validate.

You should edit the address information as follows:

- Complete the screen with as much information as is available to you.
- Use the pull down menus provided for some fields.
- Upper and lower case letters are both acceptable.

Please see the **Appendix** "Address Validation Screen Fields" for more detailed information on completing these fields.

Step 3A – When you have finished providing information, click Validate.

- **If validation fails:**
  - Verify the address information, or use the telephone number of a nearby neighbor, or business. You can also refer to the trouble shooting appendix of the LENS Guide.

LENS may provide an error message and/or a list of information, depending on the type of error or omission.

- Make any needed changes, and click Validate again.
- **If repeated attempts are unsuccessful,** and the address has had **no prior BellSouth telephone service,** then you should submit a paper LSR to the LCSC.

• **If validation succeeds:**

- You will be given the message "Valid Address".
- "Zone Rate Mileage Applies": This message will also appear if applicable.
- CT (Connect Through): This field will appear and be populated with a "Y" ("Yes") if the address is Connect Through (CT) eligible. This means that facilities are in place for a given address and a premise visit will not be required.
- QS (QuickService): This field will appear and will have a value of "Y" ("Yes") for validated addresses of Residential Single Line accounts that are QuickService eligible. QuickService is the availability of dialtone and a TN in a unit that can be used to establish service. A premise visit is not required.

- QSTN (QuickService Telephone Number): When the QS field appears, this field will also appear. This is the TN associated with the unit having QuickService. This field cannot be edited.

Step 3B – When ready, click Continue to Conversion/Partial.

Step 4 – Conversion/Partial Options Page –

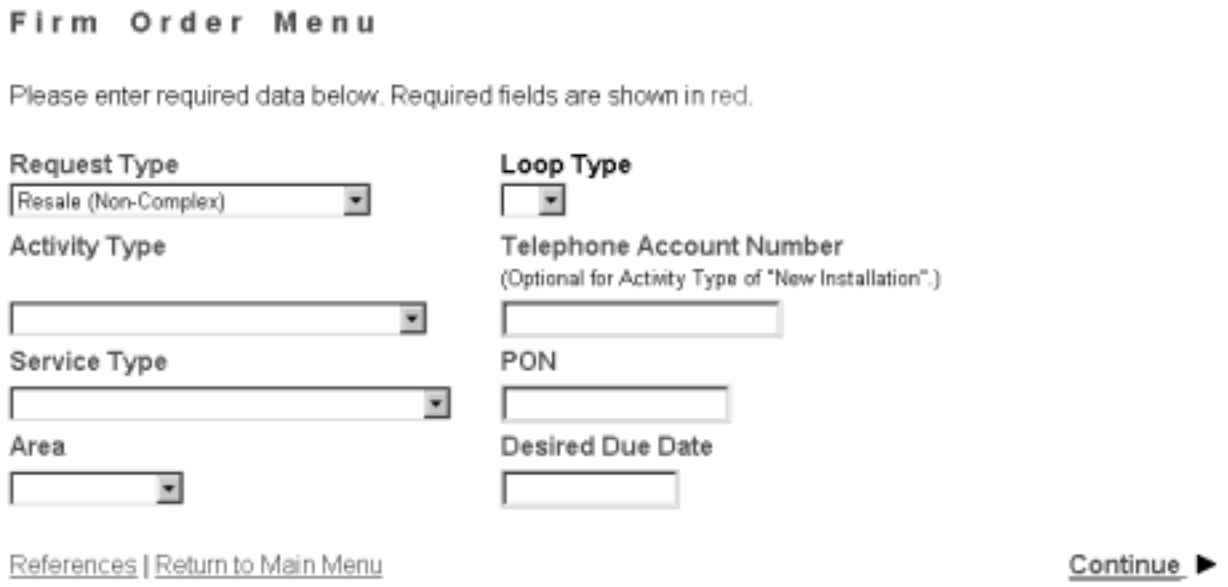


Figure 170 Conversion/Partial Options Page

Three terms to note from now on: "Line", "TN" (or Telephone Number), and "Details".

- **Line** refers to a TN and its accompanying details.
- **TN** refers to just that, the Telephone Number itself, and not the details that may come with it.
- **Details** refers to the different specifications that may apply to a Line, such as features, PIC/LPIC, Blocking, etc.

The reasons for these distinctions will become apparent in the sections to follow.

Note: This chapter section discusses the screen's fields in an order related to their usage, not to their appearance on the screen.

Step 4A – Existing Account Telephone Number (EATN) – Required – This is the account telephone number for the account from which you are migrating lines. It will be prepopulated with the TN you typed back on the Firm Order Menu Screen. Confirm this is correct.

"Migrate the EATN Telephone Number" – Click in this small box to have the system migrate the EATN.

Step 4B – Account Telephone Number (ATN) – Required – Type in here the ATN for the Destination Account (that is, the account to which you are appending the lines).

Step 4C – Click a check into the box next to the action(s) you want to perform:

- Select New Telephone Numbers for the Addition of New Lines or Changing Telephone Numbers
- Select New Features and Services

The option for selecting new TNs allows you to obtain currently unused TNs that can be used for creating new lines, or for replacing the TNs of existing lines that will be converted over.

Depending on the options you have chosen, you will see the sections of LENS relevant to those choices. Each of these sections is explained further below.

Step 4D – Type of Migration – Choose one of the following:

- Migrating One Account – takes lines from one existing account to append to the destination account
- Migrating Many (2-4) Accounts – takes lines from 2-4 of the end-user's accounts to append to the destination account. This is only available for Residence and Business accounts.

EATN blank for Migrating Many Accounts – If you select Migrating Many Accounts, the EATN field will be blanked out. This is because you provide LEATNs (see next), not an EATN, when Migrating Many Accounts.

Step 4E – Click Continue with Firm Order Processing.

14.2 Migrating Many Accounts

Step 5 – "Migrate From Account" Screen

Firm Order **Migrate From Account**

Enter Line Existing Account TN (LEATN)	Migrate this Telephone Number ?	Migrate Entire Account Like this Telephone Number ?
(205) 945-1319	☐	☐
	☐	☐
	☐	☐
	☐	☐

Figure 171 "Migrate From Account" Screen

Note Regarding Eligible Accounts: Accounts are eligible for "Migrating Many" Migrations if the following is true:

- They all have the same Service Address.
- They have their Service Type as follows:
  - The Service Types are either all Residence, or all Business
  - And, the Service Types are either all Flat Rate, all Measured Rate, or all Message Rate

Regarding the requirement about Service Type, an example would be as follows:

- One account is Residence Single-Line Flat Rate, and another is Residence Multi-Line Flat Rate, but since they both have some form of Residence Flat Rate service type, they can be used together for a Migrating Many migration.
- If however, one of the accounts was Residence Single-Line **Measured** Rate, they could not be used together for the migration.

Procedure for "Migrating Many" Migrations: If you selected "Migrating Many Accounts" on the Conversion/Partial Options Screen, then the screen above will appear. You should type in the Line

Existing Account Telephone Numbers (LEATNs) for the accounts from which you are converting TNs. (An LEATN is the account telephone number for an account being converted.) LENS needs to know these LEATNs to process your order correctly. Note the following:

- The first LEATN field at the top will be pre-populated with the EATN you provided at the start on the Firm Order Menu Screen.
- Each LEATN must be unique.
- You must provide **a mimimum of two (2) and a maximum of three (3)** LEATNs.
- An entry must be 10 numbers, and up to an additional 10 letters or numbers.

For each LEATN, you should do one of the following:

- Check "Migrate This TN" – Click here if you wish to migrate the LEATN. The line will be displayed later on the Initial Line Details Screen.
- Check "Migrate Entire Account Like This TN"
  - **This refers to line details.** All lines for that LEATN's account, including the LEATN iself, will be migrated with the LEATN's line details, plus any additions or changes you indicate on the LEATN's Secondary Line Details Screen.
- LEATNs marked this way will be displayed on the Initial Line Details Screen with a red asterisk (*).
- Check neither of them – This indicates you are not migrating the LEATN , though you are migrating lines from the LEATN's account. The LEATN will not be shown on the Initial Line Details Screen.

Note: For at least one LEATN, "Migrate Entire Account Like This TN " must be unchecked.

Step 5A – Continue by clicking the indicated link (Continue to TN Reservation, Continue to Features and Services, etc.). This link will vary according to the options you chose back on the Conversion New/ Partials Page.

Customer Service Record (CSR) – You will probably need this as a reference when selecting new features and services. This is accessible with a link from most pages here in Firm Order. If you have not yet printed out a copy, you should do so now.

14.3 Telephone Number Selection

You will be taken to the Telephone Number Selection process if, on the Conversion/Partials Options Page, you had selected the option "Select New Telephone Numbers". These TNs can be used to create completely new lines, or they can be used to replace the TNs of existing lines that are to be converted over.

Step 6 – TN Selection Options Screen

The NPA, TTA, CLLI, and Community for the address are listed at the top.

On this screen you have two choices:

1. **Option 1 –** You can type in 25 of the telephone numbers you reserved previously in Inquiry.
2. **Option 2 –** You can have LENS provide you with a set of numbers to choose from.

Option 1 – Typing in Previously Reserved Telephone Numbers (PRTNs):

- **Type a number (0 – 25) into the box provided** for indicating the quantity of PRTNs you want to provide. The maximum is 25 because LENS processes multi-line accounts having up to 25 lines.
- **Click OK.** According to the number you just typed in, LENS will display empty boxes on the screen into which you can type the TNs you reserved earlier in Inquiry. Note the following:
  - Enter one TN per box.
  - You may want to refer to the hard copy of the Inquiry Select Telephone Numbers screen you printed earlier.
  - The format is NPA-NXX-LINE.
- **Click** Continue to TN Selection. The next screen will depend on what options you checked on the Conversion New/Partials page.
  - If you checked only "Select New Telephone Numbers", and nothing else, you will be taken to the Initial Line Details Screen. You should skip down to the section of this chapter covering that option.
  - If you checked "Select New Telephone Numbers" and also "Select New Features and Services", you will be taken to the Features and Services process. The next section of this chapter covers this, so skip down to that section.

Option 2 – On this screen you can also have LENS provide you with a set of numbers to choose from.

Number of TNs to be Selected – In this field, type in a number (1 to 25) to indicate the quantity of telephone numbers that you want LENS to provide. The **maximum is 25** because LENS processes multi-line accounts having up to 25 lines.

Next, input your preferences for those phone numbers as follows:

- **Options** – From this pull down menu, select one of the following:
  - Random Numbers – For TNs from different exchanges under the NXX/TTA's umbrella. **Note that if you select any option other than Random numbers, you may notice slow response time.** This is caused by the back-end application that searches the database to fulfill the request.
  - Easy Numbers – For TNs that are are easy to remember. For example: 205-945-2468
  - Sequential Line Digits – For TNs in a numeric sequence, according to their Line Digits (the last four digits). For example: 205-945-6400, 205-945-6401

  - Ascending Consecutive Line Digits – For TNs whose Line Digits are in an ascending numeric sequence. For example: 205-945-1234
  - Descending Consecutive Line Digits – For TNs whose Line Digits are in a descending numeric sequence. For example: 205-945-4321
  - Identical Line Digits – For TNs whose Line Digits are identical. For example: 205-945-1111
  - Vanity Numbers – For a special number pattern of your choice
- **Special Number Pattern** – In the Options Menu described above, if you selected "Vanity Numbers", you should then go to the field Special Number Pattern and complete one or more of the following subfields:
  - NXX – Enter the NXX of the appropriate switch (if known) or leave blank.
  - LINE – Enter any numbers or letters you want. Note the following:
    - Asterisks (*): You can enter up to three asterisks (*) as wildcard symbols, meaning any digit can be placed in that position.
    - Pound Sign (#): You can enter up to **two** pound signs (#) to exclude digits from those positions. A pound sign in a position indicates the position is not to be populated with the digit(s) listed in the Number Exclusions field (see next).
- **Number Exclusions** – Here you can type in digits (0–9) that are to be excluded from the Line Digits of the TNs.
  - You can type up to nine digits.
  - This field can be used if you select Random Numbers, Easy Numbers, or Vanity Numbers in the Options Menu.
- **Reset –** Click here to clear entries for all fields and start over.

RingMaster TNs: If you want RingMaster Service, you must make sure all the lines (the primary line, and up to two other lines) are from the **same switch**, whether you type in Previously Reserved TNs, or have LENS provide you with TNs.

Step 6A – Click Continue to TN Selection.

Step 7 – TN Selection Screen – The "Selected" window will display telephone numbers according to the quantity you had specified, up to a maximum of 25. The "Available" window will display additional numbers you can choose from.

If you decide you want other numbers, you can add or remove TNs through the following steps:

1. **To select a number,** go to the Available window and click once on a number to highlight it.
2. Click the right arrow to move it to the Selected window.
3. **To remove a number** from the Selected window, click on it once to highlight it, and then click the left arrow to move it to the Available window.
4. **To view new numbers** in the Available box, highlight any you want to replace, then click Replace. LENS will provide new TNs to replace them.

Step 7A – When finished, click Keep to select them for your LSR.

In addition, note the following:

- **Twenty-five (25) is the maximum quantity of phone numbers you can place in the Selected window and keep for your LSR.**
- These numbers are not guaranteed as being the number that will appear on the completed order. They only become yours when the service is actually operational.
- Back on the Conversion/Partials Options Page, if you had clicked "Change Main Account Telephone Number", and you Keep more than one TN here, you will then be asked to indicate which TN is to be the new ATN. Highlight your choice and click the link allowing you to Continue. The other TNs will still be kept as new TNs for the account.

The next screen will depend on the options you had chosen on the Conversion/Partials Options Page. The case is the same as if you typed in Previously Reserved Telephone Numbers (see above):

- If you checked only "Select New Telephone Numbers", and nothing else, you will be taken to the Initial Line Details Screen. You should skip down to the section of this chapter covering that option.
- If you checked "Select New Telephone Numbers" and also "Select New Features and Services", you will be taken to the Features and Services process. This will be covered next.

14.4 Features and Services

In this section, you can choose features and services for the lines you have already indicated for the LSR.

- **For existing lines you have already indicated to be converted,** such as an EATN, LEATN, and ATN, their features will be converted automatically. **You DO NOT have to recap them here.** However, you can select features to be added or changed. ("Change" refers to an existing feature whose FID is to be changed. This is done by selecting a feature here and specifying a different FID.)
- **For multi-line accounts,** any lines that you have not already indicated will not be shown here. They will have to be typed in later on the Initial Line Details Screen, and features chosen here will not apply to those lines.
- **For new lines** such a TN you just kept from the Select TN Process, or a PRTN you provided on the Options Page to be a new line (i.e. you left Old Telephone Number blank), the features you select here will be the features for the line, though you can always change this later at the Secondary Line Details Screen.

In addition, note the following:

- **The PIC and LPIC Carriers section** has been relocated to the Secondary Line Details Screen.
- **In North Carolina,** flat rate service is only available in areas where the NPA–NXX is 336–388 or 336–234 (i.e., the communities of Gatewood and Milton). The Basic Classes of Service available are 1FR, 1FRCL, 1FB, 1FBCL.

Step 8 – Select Reserved Telephone Number Screen – This is the first screen for Features and Services.

TNs you have already provided for the LSR will be displayed, including the EATN, any TNs provided as LEATNs, and any TNs selected from the Select TN Process (see previous).

The screen will not show the other lines of a multi-line account. They must be added manually later at the Intial Line Details Screen. Their features will be converted automatically, though you can add to or modify them on the Secondary Line Details Screen.

Choose one of the following actions:

- **Click a Telephone Number in blue.** This will allow you to use the LENS feature selection process to choose features for this line. If there is more than one TN displayed, click on the first number listed. After you finish selecting features for it, you can then proceed to select features for each of the other numbers.
- **Or, click** Select Features and Services for All Lines Not Configured. All the TNs displayed here will receive the same features. You will be taken to the feature selection process, as explained next, and the features you select will apply for all of the lines whose TNs are shown here.
- **Or, click** Continue Creating LSR to skip the LENS feature selection process and input feature codes manually. You will be taken to the **Initial Line Details Screen**, where you may begin proceeding through the final screens related to the LSR. When you reach the **Secondary Line Details Screen**, you may manually enter feature codes for your lines.

Step 9 – If you chose to click a TN in blue, or the link Select Features and Services for All Lines Not Configured, you will be at the **Features and Services Listings Screen.** Note the window listing the available services. This window will only list services available in the switch serving the address for this account.

You should now choose one of the following:

- **Highlight in the window** the service you would like to select, then click Display Features for Selected Service. This link will only show those features available with the current Type of Service.

- **Or, click and drag in the window** to select up to five adjacent services, then click Display Features for Selected Service to view the features for these services simultaneously. This link will only show those features available with the current Type of Service.
- **Or, click the link labeled** Features for TouchTone, TouchStar, RingMaster, Custom Calling Customized Code Restrictions to view the features for these particular services.

Choosing any of these options will take you to the next screen.

Step 10 – Available Features Screen – This screen displays the following fields as applicable:

- Feature Name
- Extended Name
- Status
- Date Available
- USOC
- Access Number
- Tariff Notes

Note regarding Status: This field has four values:

- N – Not available,
- A – Available,
- R – Restricted from sale,
- RE – Restricted to Existing customers, and not available to new customers.

Step 10A – Mark Features –Click in the small box below each feature you want to select. A check mark will appear in the box to mark the service as selected.

Step 10B – Add Features – After marking your desired features, click Add Features to add them to your LSR. You will be taken to the **Selected Features Screen**.

Step 11 – Selected Features Screen – This screen will display the features you have selected for this TN. You can now confirm them.

- **To remove** any or all of the features, click a check in the small box for the specific feature, and then click Remove Selected Features or Remove All Features.
- You may browse the features listings again, as many times as you wish, to select features you wish to have for this line. To do so, scroll to the bottom of the screen and click Display Features for Selected Service, or any of the other links as before.

Step 11A – Confirm Features –When you are ready, confirm the features by clicking Return to Select Reserved TN Screen.

Step 12 – Red Check Mark – What you see here depends on how you started the Features process.

- If you had clicked Select Features and Services for All Lines Not Configured, then the features you just confirmed will be applied to all lines whose TNs are displayed, and they will all have red check marks next to them. **Recall, however,** that the screen will not show the other lines of a multi-line account. Their features will be converted automatically, though you can add to or modify them later at the Secondary Line Details Screen.
- If you had clicked only one TN in blue, a red check mark will now be displayed in the box next to the TN. You can now go on and click each of the other TNs and select features for them. As each one is completed, they also will receive red check marks.

Step 12A – Continue – When you are ready, click Continue Creating LSR. (You can continue even if you have not selected features for each TN.)

14.5 Initial Line Details Screen

Figure 172 Initial Line Details Screen

Initial Line Details Screen vs. Secondary Line Details Screen – The **Initial** Line Details Screen helps you manage the process of determining the final set of lines for this LSR. The **Secondary** Line Details Screen is for confirming the specific details for each line.

Note: In Partial Migration Subsequent, you do not have to recap a line's details. They will be converted automatically, except for any additions, changes, or deletions that you indicate on the Secondary Line Details Screen.

Step 13 – Initial Line Details Screen – Here you will see telephone numbers (TNs) for the account listed in blue. These will include the following, though they will **not** be labeled as such:

- EATN – The TN you provided back on the Firm Order Menu Screen, and which you then confirmed on the Conversion/Partials Options page.
- Any LEATNs you have provided for Migrating Many Accounts
- Any TN chosen through the Select TN process

Note the following:

- **For a multi-line account:**
  - Only the lines listed above will be shown here automatically. No other existing TN you want to migrate will be shown here automatically. They must be typed in manually in the field "Other Telephone Numbers from Existing Accounts" (see next).
  - The one exception to this is an LEATN for which you checked "Migrate Entire Account Like This TN", back on the Migrate From Account screen. All the lines for the LEATN's account will be converted automatically. **You do not have to type them in here.** The lines will be converted with the details for the LEATN that you finalize here.
- **A red asterisk (*)** will mark those LEATNs whose entire accounts are to be converted with the same line details. However, as stated above, the TNs for those accounts will have to be typed in manually.

Step 13A – Other Telephone Numbers from Existing Accounts – Go to this box and type in a TN from an account being converted. Click Enter TN. The TN will be added to the screen, and it will have the LNA options (see below) Disconnect (D), Conversion As Is (W), Conversion New (V), and PIC Change (P). Note the following:

- You can repeat this process until the account reaches **25 TNs.**
- **Line Details** for these lines will be converted automatically, and do NOT have to be indicated manually. However, if LNA is set to Conversion New or Change PIC (see next), you can go to the Secondary Line Details Screen and provide information that edits or adds to the line's existing details. These TNs will not receive any features you picked out in the Features section.
- You do not have to type in any TN that is being replaced. Such a TN will be handled on the Secondary Line Details Screen of its replacement. Its replacement will be a TN whose LNA you set to Change TN (X).

Step 13B – TN Line Level Activity (LNA) –Go to the pull-down menu next to each TN and select the LNA for that TN's line. Possible options here in Firm Order Partial Migrations Subsequent are as follows:

- New (N) – This means the line is to be new for the account, and is not one of the existing lines being converted. You will have to indicate all details for this line.

You would select New if you obtained a TN from the Select TN Process and want to use it to create a new line. Or, on the Conversion/Partials Options Page, you typed a PRTN in the ATN field, and left OTN blank, indicating that the PRTN would be used to create a new line, and would not simply replace the TN of an existing line.

- Disconnect (D) – The line will no longer exist and will not be converted.
- Conversion New (V) – The line and its details will be converted automatically, and you do not have to recap the line's existing details. All you have to show are any additions, changes, or deletions that will be needed. You will show these on the Secondary Line Details Screen.
- Conversion As Specified (G) – The line will be converted with **only** the line details you indicate on the Secondary Line Details Screen.
- Conversion As Is (W) – The line will be converted As Is, with no modifications at all to its details. You do not have to recap the line's details.
- PIC Change (P) – The line and its details will be converted automatically, and you do not have to recap the line's existing details. All you have to show is the PIC and LPIC. This will be done on the Secondary Line Details Screen.
- Telephone Number Change (X) – The TN will replace the TN for one of the lines to be converted. You will indicate the TN being replaced on the Secondary Line Details Screen. The line will be be converted automatically with its existing details, and you do not have to recap those details. All you have to show are any additions, changes, or deletions that will be needed. You will show these on the Secondary Line Details Screen.

LNA options will vary according to the nature of the particular line. The cases for LNA options are listed as follows

If the TN is:	Then the LNA options available will be:
The EATN	Disconnect (D), Conversion New (V), Conversion As Specified (G), Conversion As Is (W), and PIC Change (P).
LEATN for Request Type Resale (Non-Complex)	Disconnect (unless you clicked "Migrate Entire Account Like This TN), Conversion New (V), Conversion As Specified (G), Conversion As Is (W), and PIC Change (P).
LEATN for Request Type Port/Loop Combo	Conversion New (V), Conversion As Specified (G)

- continued -

- continued -

A TN you added here manually using "Other TN From Existing Accounts" (see above).	Disconnect (D), Conversion New (V), Conversion As Specified (G), Conversion As Is (W), and PIC Change (P).
A new TN that you selected through the Select TN Process	New (N), TN Change (X)

- **Automatic conversion of line details:** If you set LNA for a line to W, V, or P, the line's existing details will be converted automatically. However, LNA V or P will also allow you to access the Secondary Line Details Screen and specify information to modify or add to these existing details.
- **Manual conversion of line details:** LNA of G will allow you to specify the exact details you want for a line being converted. The line will be converted with **only** the details you specify.

If the TN is a new TN (that is, you obtained it from the TN process), you can do one of the following:

- Use the TN to create a totally new line.
  - Set LNA to N.
  - Go to the Secondary Line Details Screen and specify all the details for the line.
- Or, you can use the TN to replace the TN of one of the lines being converted.
  - Set LNA to X.
  - Go to the Secondary Line Details Screen and populate the Out Telephone Number field with the TN being replaced.
  - The new TN has now been assigned to one of the lines being converted. The line's details will be converted automatically. However, the Secondary Line Details Screen will let you modify or add to these details.

Note: If you choose LNA of G for a line, then the only LNAs that can be on the account are G, N, and D.

Step 13C – End User Name (required) – If this field is displayed, the End User Name has not yet been provided and is being requested from you now. This field must be populated before you can move on. You may type in up to 25 letters or numbers.

Step 13D – Click on a TN to begin the required process of finalizing its details on the Secondary Line Details Screen, as explained below.

If account is multi-line, you will work on each TN one at a time.

If LNA is "Conversion As Is", the Secondary Line Details Screen may not be shown.

- If you're Migrating One Account, the Secondary Line Details Screen will **not** be shown. Instead, when you click on the TN, it will immediately receive a red check mark, indicating that its Line Details have been successfully incorporated into the LSR.
- If you're Migrating Many Accounts, the screen **will** be shown, but the LEATN menu will be the only item that will be displayed, since you must indicate the LEATN for the line.

Toolbar: In addition, you have the option of viewing and editing the entries for information screens related to the LSR. To do so, go to the toolbar at the bottom of the screen and click the appropriate link. Details on these screens are given further in this user guide chapter, in the section "Optional Toolbar Screens".

Note: In certain circumstances, some fields on these screens may not be shown, required, or have certain options.

The **Directory Listings** section is optional and can be accessed from the Toolbar link for that section.

14.6 Secondary Line Details Screen

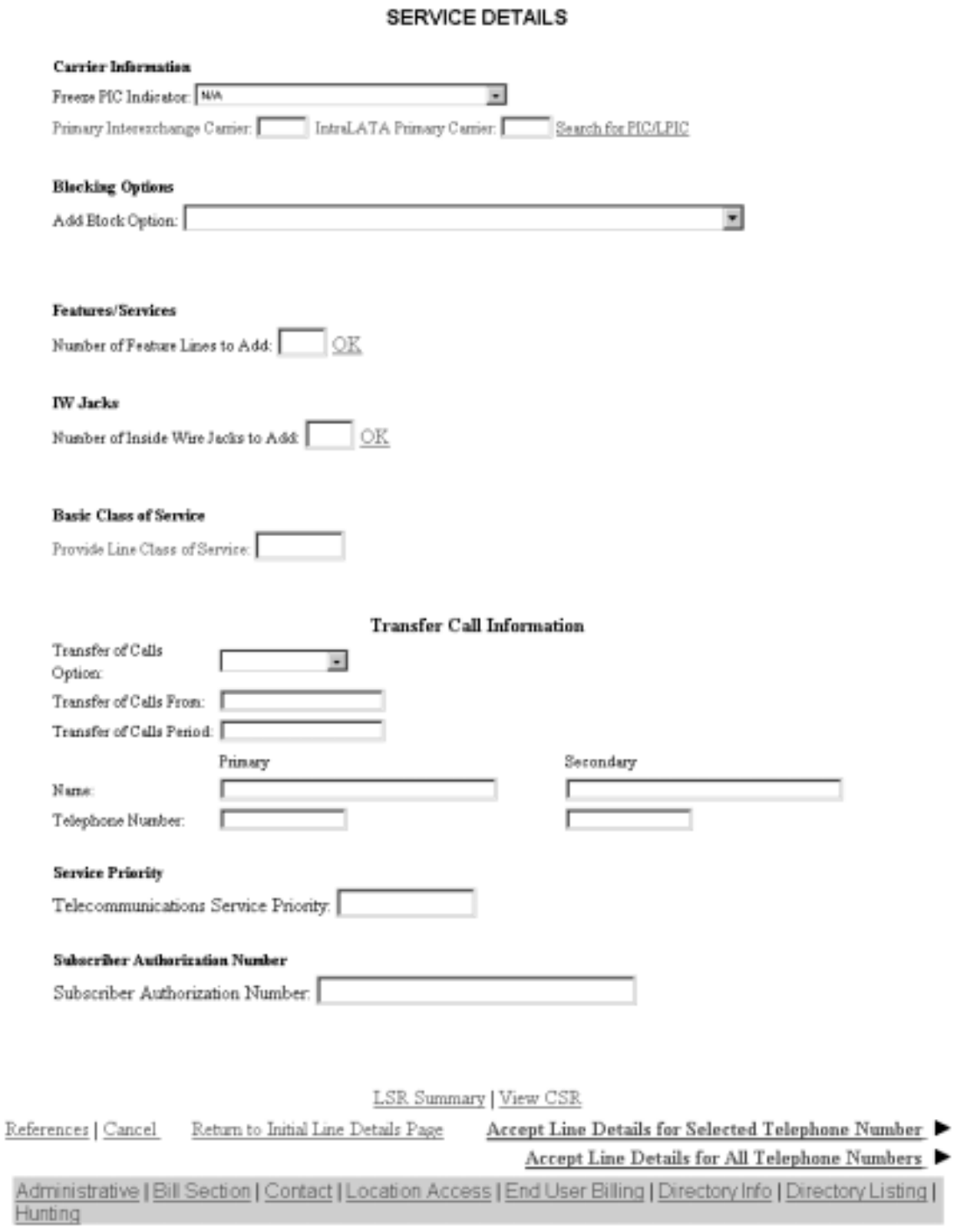


Figure 173 Secondary Line Details Screen

REQUIRED FIELDS: Be sure to take note of the following required fields:

- Line Existing Telephone Number (LEATN)
- Primary Interexchange Carrier (PIC)
- IntraLATA Primary Carrier (LPIC)
- Basic Class of Service: Required for all LNAs except Disconnect.

Proceed to populate the following fields as needed or required. The LNA will determine the options and necessity of some of these fields.

Step 14A – Line Existing Telephone Number (LEATN) pull-down menu – Required – This will be seen if Migrating Many Accounts. On the Initial Line Details Screen, click on any number that is not an LEATN, and here on the Secondary Line Details Screen you will see a pull-down menu labeled Line Existing Telephone Number. Use the menu to select the desired LEATN.

The menu lists the LEATNs you had provided back on the "Migrate From Account" Screen that you indicated you would migrate. However, the menu will exclude an LEATN for which you had checked "Migrate Entire Account Like This TN".

Step 14B – Old Telephone Number (OTN) – This field will be shown if you had clicked a TN with LNA of X (TN Change), which means the TN is replacing the TN of one of the lines being converted. You should type here the TN being replaced.

Step 14C – Freeze PIC– If LNA is New, Conversion New, Change PIC, or Change TN, you can use the pull-down menu labeled Freeze PIC to enter a Freeze PIC indicator if desired.

Step 14D – PIC/LPIC – Required if LNA equals N, V, or P. Here you indicate the carriers for the TN by doing one of the following:

- Type in an entry manually. Valid entries are as follows:
  - A Carrier Code
  - NC (No Change) – Only valid if LNA is P.
  - NONE (No PIC chosen)
  - UNDC (Undecided)
- Or, use the **Carrier Search Screen** (explained next) by clicking Search for PIC/LPIC.

Carrier Search Screen– This screen will be seen as elsewhere in Firm Order.

- **Line Details** – This section provides the following items:
  - Type of Service – This will be set to Business or Residential, depending on the Service Type you chose at the beginning, on the Firm Order Menu. This will determine the carriers listed in the "Available Carriers" table (see next).
  - PIC – Here indicate your selection for PIC (InterLATA carrier).

- LPIC – Here indicate your selection for LPIC (IntraLATA carrier).
- Select – Click this link after PIC and LPIC are populated to have LENS accept your choices.
- Optional Carrier Search – This function allows you to search for a specific carrier. This function is explained further below.
- Return to Initial Carrier List – Click this link whenever you wish to see the original carrier list that was first shown to you here.

• **"Available Carriers" Table –** This provides you with the following information for carriers available in the switch:
- Carrier Name – the name of the carrier.
- PIC – the Carrier Code. This field is labeled "PIC", but it can contain the codes for both IntraLATA ("LPIC") as well as InterLATA ("PIC") carriers.
- Service – a code indicating whether a carrier is a PIC or LPIC. The code operates as follows:
  - "R" at front indicates residential carrier, "B" at front indicates business carrier. Example: RDDD is residential, BDDD is business.
  - "D" at end indicates PIC, "I" at end indicates LPIC. Example: RDDD is PIC, RDDDI is LPIC.
- Date Available – the date the carrier was or will be available for the switch
- Carrier TN – a contact telephone number for the carrier
- ACNA – the carrier's Access Carrier Name Abbreviation

• **LPICs Always Shown:** Note that LPICs are to be offered for all BellSouth states, so the carrier list will always include LPICs.

• **Selecting a carrier:** You can search for a carrier in one or more ways:
- **Option 1 – Page through the Carriers Table–** You can page through the Carriers Table manually to find a certain carrier and its code. Use the "Previous" or "Next" buttons to locate the carrier you want, then click on the carrier's name. Its code and name will be automatically entered into the PIC or LPIC field. Or, you can type the code manually into the PIC or LPIC field. Click Select to have LENS accept your chosen PIC and LPIC.
- **Option 2 – Type in an entry and click Select –**Valid entries are as follows:
  - A Carrier Code
  - NONE (No PIC chosen)
  - UNDC (Undecided)
- **Option 3 – Use the Carrier Search Function –** You can use this function to quickly locate a particular carrier in the list. The steps are as follows:
  - Step 1 – Type into the field **Carrier Search** the first four characters of the PIC/ LPIC name you are seeking. These characters can be numbers, symbols, or letters. Letters are not affected by case. In addition, a space will be considered a character if it is among or after (but not before) a series of actual typed characters.

- Step 2 – Click "Optional Carrier Search." You will be told if carriers match these criteria. If matches do exist, they will be listed at the bottom of the screen, sorted in alphabetical-numerical order.
- Step 3 – Choose a carrier – Do this by clicking on its name. Its name and code will be automatically entered into the PIC or LPIC field. Or you may type in the code manually into the PIC or LPIC field.
- Step 4 – Accept your carriers – To have LENS accept your chosen carriers, click Select. The search may be conducted as many times as you wish before you finally accept your carriers.

• **When you have accepted your PIC and LPIC,** you will be returned automatically to the Secondary Line Details Screen. There the codes for the PIC and LPIC you have selected will be displayed in the PIC/LPIC section.

Step 14E – Blocking – Here you may enter information related to blocking as relevant to your LSR.

To Add a Block Option, populate the following fields:

- Add Block Option:
  - No Collect and Third Party
  - No Third Party
  - No Collect
  - No Directory Assistance Call Completion
  - No Collect and Third Party and No Directory Assistance Call Completion
  - No Third Party and No Directory Assistance Call Completion
  - No Collect and No Directory Assistance Call Completion
- Block Activity:
  - Add
  - No Change

To Remove a Block Option, populate the following fields:

- Remove Block Option:
  - No Collect and Third Party
  - No Third Party
  - No Collect
  - No Directory Assistance Call Completion
  - No Collect and Third Party and No Directory Assistance Call Completion
  - No Third Party and No Directory Assistance Call Completion
  - No Collect and No Directory Assistance Call Completion
- Block Activity:

- Delete
- Remove All Blocking

Doing both Adding and Removing: You can have both areas populated at once if you wish to add and remove different block options.

Note: This section replaces the item **Toll Billing Exception.**

Step 14F – Features/Services –Here you can indicate or edit the features for this line.

Note:

- **A maximum of 20 features** can be indicated for any one TN.
- **Jack codes,** if applicable, must be entered in this section.

Overview:

- **If you had selected features** for this line back in the Features Process, this section will display the USOCs and Feature Details (FIDs) for those features. Any existing features will be converted automatically. They will not be shown here, and they DO NOT have to be recapped here. However, you can make further indications to add, change, or disconnect features for the line as described below.
- **If you had just typed in this line** on the Initial Line Details Screen, that means the line was already existing and is to be converted. So, all its features will be converted automatically. They will not be shown here, and you DO NOT have to recap them here. However, you can add, change, or disconnect features for the line as described below.

Fields:

- **Number of Feature Lines to Add:**
  - Purpose:
    - This field refers to the **rows of fields on the screen** for you to provide features information.
    - Each row will have **three** fields, described below: Feature Activity, Feature Code, and Feature Detail.
    - These rows would be displayed on the screen through the use of the “Number of Feature Lines to Add” field.
  - To use this field:
    - Go to the box next to the text “Number of Feature Lines to Add.”
    - Type in a number indicating how many more feature lines you want.
    - Click OK.
    - You will be given additional lines you can enter feature information into.
- **Feature Activity** – Choose the relevant entry as appropriate:

  - Add/Install – For new features being added. This is the default entry for any feature you had chosen earlier in the Features and Services process.
  - Change to Feature Detail – For modifying existing features with a change to the feature detail.
  - Disconnect – For existing features being disconnected
- **Feature Code** – Enter here the USOC for a feature.
- **Feature Detail** – Enter here the FID for a feature if needed. For additional information, please refer to the document BellSouth Business Rules for Local Ordering – Resale. Note the following:
  - Length: The Feature Detail field can hold up to 24 letters or numbers.
  - USOCs with Multiple FIDs – If you have a USOC for which you wish to indicate multiple FIDs, simply do the following:
    - On the Secondary Line Details Screen, type the USOC into the Feature field once.
    - Then, in the Feature Detail field, type in the desired FIDs, *each separated by a forward slash (/).*
    - So, for example, in the Feature field you would type in "1FR", and in the Feature Detail field you would type in "/RCU TWC/NMC/BLKD".
  - Oversize FID Entry– If a FID entry cannot fit in the FID field, do the following:
    - Type in as much of the FID as you can.
    - Then go to the very next feature line, retype the USOC, and provide the rest of the FID in the FID field.
    - *The two feature lines must be sequential on the screen.*

For additional information on features, please refer to the LEO Implementation Guide, Volume 2.

Step 14G – IW Jacks (Inside Wire Jacks) – For Request Type **Resale**, you can indicate Inside Wire Jack information as follows:

- Number of Inside Wire Jacks – Go to this field and type in a number (maximum 20), then click OK. According to this number, LENS will display pairs of IWJQ/IWJK fields (see next), one pair per jack.
- Inside Wire Jack Quantity (IWJQ) – Populate as needed. This field indicates the number of jacks requested for inside wiring. Required if IWJK (see next) is populatd. Requires two numerals.
- Inside Wire Jack Code (IWJK) – Populate as needed. This field indicates the standard code for the type of jack requested for inside wiring. Required if IWJQ is populatd. Requires five letters or numerals.
- The associated Feature Codes/Details – These should be entered on the Secondary Line Details Screen.
- Inside Wiring Contact Information – This should be entered on the Location and Access Page.

Note the following parameters:

- IWJQ, and IWJK are valid for Residence (single and multi-line) and Business (single and multi-line) accounts.
- Jacks are ordered on a **line by line** basis.
- A line can have **multiple** jacks.

Step 14H – Basic Class of Service (required) – Populate this field as appropriate. For more information on this field, please refer to the LEO Implementation Guide, Volume 2.

Step 14I – Transfer of Call Section – Here you have the option of populating fields related to Transfer of Call. They are as follows:

- Transfer of Call Option (TC OPT)
- Transfer of Calls Until Date
- Name and TN Fields
  - Transfer of Calls From TN
  - Transfer of Calls to Primary Name
  - Transfer of Calls to Primary Number
  - Transfer of Calls to Secondary Name
  - Transfer of Calls to Secondary Number

Transfer of Call Option (TC OPT) is the first field. Its choices are as follows:

- Split (ST)
- None (NO)
- Transfer of Call (TC)
- Cancel (if LNA = New, Change, or Conversion New)

Transfer of Calls Until Date – You have the option of populating this field with a date if you chose "Split" or "Transfer of Call". Date format should be in MM/DD/YYYY. Date must be a **future date.**

Name and TN Fields – These fields are as follows:

- Transfer of Calls From TN – 10 numbers, and up to an additional 10 letters or numbers
- Transfer of Calls to Primary Name – Up to 35 letters, numbers, or embedded or trailing spaces (no leading spaces)
- Transfer of Calls to Primary Number – 10 numbers, and up to an additional 10 letters or numbers

- Transfer of Calls to Secondary Name – Up to 35 letters, numbers, or embedded or trailing spaces (no leading spaces)
- Transfer of Calls to Secondary Number – 10 numbers, and up to an additional 10 letters or numbers

These fields may be required according to different scenarios. Recall the LNA options available on the previous screen (the Initial Line Details Screen):

- New (N)
- Disconnect (D)
- Conversion New (V)
- Conversion As Is (W)
- PIC Change (P)
- Telephone Number Change (X)

Depending on the LNA you selected, if you populate TC OPT, then the Name and TN Fields may become required. The cases are as follows:

If TC OPT contains:	And LNA is:	Then you must populate:
Any entry	N, V	Transfer of Calls From TN
ST	N, D, V, X	Transfer of Calls to Primary Name, Primary Number, Secondary Name, and Secondary Number
TC	N, D, V, X	Transfer of Calls to Primary Number

Note the following:

- If TC OPT is None or Cancel, you cannot populate any of the Name and TN Fields, except for Transfer of Calls From TN.
- If LNA is D or X, you cannot populate Transfer of Calls From.

Step 14J – In addition, you can populate the following fields:

- Telecommunications Service Priority (TSP) – Up to 12 letters or numbers. The 10th character must be a hyphen.
- Subscriber Authorization Number (SAN) – Up to 30 letters or numbers

Step 14K – Accepting Line Details – When you are satisfied with the information on this screen, you can do one of the following:

- **Click** Accept Line Details for Selected Telephone Number. If everything is correct, a red check mark should appear next to the TN in blue. **If account is multi-line,** you can then

repeat the process for each of the other TNs, clicking each one and finalizing their details so that they each receive a red check mark.

- **Or, click** Accept Line Details for All Telephone Numbers. This will apply the details of this one line (features, PIC, blocking, etc.) to **all** the lines **with the same LNA**. They will all receive a red check mark. However, this will not affect those TNs whose details you have already accepted.

Changing LNA again: If you change the LNA for a TN after you have already submitted the TN 's details, you will see a message warning you that doing so will make you lose all those details for that TN. Click "Cancel" if you do not wish to proceed.

Step 15 – Continue – Click Continue to Due Date Calculation to continue.

14.7 Calculate Due Date

A Calculated Due Date is already provided for you based on the information you provided earlier.

Step 16A – If you desire another due date, type this information into the field **Desired Due Date**, and click Re-Calculate Due Date.

Step 16B – Other fields

- Appointment Time: If you wish you may input a desired appointment time interval, such as "8:00 am – 5:00 pm". Note the following parameters:
  - Times must be for the end-user's time zone
  - The interval must cover at least one hour.
  - The earliest time that can be entered is 8:00 am, and the latest time is 5:00 pm.
- Resale Quantity (required): For LSRs for Resale. Enter up to 3 digits for this field. The entry must be greater than 000.
- Port Type (required) – For LSRs for Port/Loop Combinations. This field identifies the type of unbundled port being ordered. Select from one of the following:
  - Line Port
  - Trunk Port
- Port Quantity(required) – For LSRs for Port/Loop Combinations. This field identifies the quantity of ports involved in this service request. Enter a maximum of three numerals.

IMPORTANT: Step 16C – Account Information for Remaining Lines – The migration of lines will change the original accounts. You must now provide information for the lines not being migrated and remaining with these original accounts. In particular, this information should cover the major changes to the account structure (such as, what TN should now be the ATN?), and directory listings (such as, what is now the main listing? what is now the secondary listing? etc.)

To provide this information, go to the Toolbar at the bottom of the screen and click the link for the Contact Screen. Once there, go to the Remarks section and type in the new information. The information should be kept to a basic level. To give more detail for directory listings, you should use the Firm Order Activity for Directory Listings.

Step 16D – Toolbar Screens – As mentioned earlier, you have the option of accessing information screens related to the LSR if you want to view and edit their entries. If you do, you should access them now. Go to the toolbar at the bottom of the screen and click the appropriate link. Details on these screens are given further in this user guide chapter, in the section "Optional Toolbar Screens".

Note: In certain circumstances, some fields on these screens may not be shown, required, or have certain options.

Step 16E – Submit LSR – When you are satisfied with all aspects of your LSR, click Submit LSR.

14.8 Acknowledgment

If all required fields are complete for this activity type, an Acknowledgement will be given indicating that the order was successfully completed and submitted to BellSouth. **Make sure you record the Purchase Order Number, Version Number**. You will need these later if you want to issue a Change Existing Request, or use the View LSR/Order Information option, as explained in this User Guide in the appropriate chapter.

Note: **This Acknowledgement is NOT a Firm Order Completion (FOC).** An FOC will be generated later by BellSouth's order processing systems.

Duplicate PON: If the PON you had provided is a duplicate of an existing PON, you will be asked to provide a different PON and re-submit the request. For your reference, the parameters for PONs are as follows:

- **Maximum of 16 (sixteen)** characters.
- **Allowable characters:**
  - Uppercase letters (ABCDEFGHIJKLMNO. . .)
  - Numbers (0123456789)
  - Period (.)
  - Comma (,)
  - Hyphen (-)
  - Apostrophe (')
- Not Allowable Characters:
  - Spaces
  - Forward Slashes

Errors: If there is an error with the LSR, you will be taken to an **Error List Page** that will display a message regarding the error.

- **At this point** you should do the following:
  - Click on the link to the appropriate screen where you can correct the error.
  - After correcting the error, click Return to Error List Page.
  - Click Resubmit LSR.
  - **After receiving the Acknowledgment,** click Return to Firm Order to return to the Firm Order Menu Screen and prepare another LSR.
- **For a listing of error messages** you may encounter in LENS, please see the Appendix titled "Error Message Reference List."

Error Codes: LENS error messages may come with a code. The code is related to the screen you are on at the moment, or to which you need to return.

Some error codes may come with a **"J"** in front of them. These error messages are generated within your web browser.

LENS error codes are as follows:

Codes 0001 – 0999	System Error Messages
Codes 1000 – 1999	Errors on the LSR Administrative, Billing or Contact screens
Codes 2000 – 2499	Errors on the LSR Location/Access or End User Billing screens, or errors related to Inside Wiring or Transfer of Call
Codes 2500 – 2999	Errors in Loop Information
Codes 3000 – 3999	Errors on the LSR Line Details or Hunting screens
Codes 4000 – 4999	Errors in the LSR Directory Listings or Directory Delivery Information sections.
Codes 5000 - 5999	Errors in Supplement Orders
Codes 6000 - 6999	Errors in Due Date Calculation
Codes 7000 - 7999	Errors in View LSR/Order Information
9000 - 9999	Informational/Warning Messages

14.9 Optional Toolbar Screens

The toolbar at the bottom of many screens in this Firm Order activity gives you the option of accessing various information screens related to the LSR. Details on these screens are given below.

Note: In certain circumstances, some fields on these screens may not be shown, required, or have certain options.

14.9.1 Administrative Section

On this screen you may populate the following fields as desired:

- Related Purchase Order Number (RPON) – Up to 16 characters comprised of uppercase letters A-Z, numerals 0-9, and symbols period, comma, hyphen, and apostrophe.
- Related Order Number (RORD) – Up to 20 letters or numbers
- Expedite (EXP) – Choose "Y" (Yes) or "N" (No).
- Local Service Authorization Code (LSPAUTH) – 4 letters or numbers
- Local Service Authorization Date (LSPAUTH DATE) – Format of MM/DD/YYYY. Required when LSPAUTH is populated
- Local Service Authorization Name (LSPAUTH NAME) – Up to 15 letters/numbers. Required when LSPAUTH is populated.

When ready, click Continue to Bill Section, or the link in the toolbar for any other screen you would like to view.

14.9.2 Bill Section

This screen will be prepopulated with information on your (the CLEC's) billing name and address. Be sure to note the following fields:

- Billing Account Number 1 – This field will be pre-populated and cannot be edited. This number is also known as your "Q Account" number.
- Billing Account Number 2 – This field will be pre-populated but can be edited. Entry must contain 13 letters or numbers.
- Variable Term Agreement (VTA) – You may populate this field with up to 17 letters or numbers.

When ready, click Continue to Contact Section, or the link in the toolbar for any other screen you would like to view.

14.9.3 Contact Section

All fields should be populated with information provided on your profile. **You may change the following as needed:**

- Initiator Identification – Required – This is the name of the person initiating the request. This person is who should be contacted if there are any questions. An entry for this field can contain up to 15 letters or numbers
- Initiator Telephone Number – Required –Up to 10 numbers or 15 letters or numbers
- Initiator Fax Number Required – Up to 10 numbers
- Design/Engineering Contact Name – Required when **Design Routing Code** is populated by LENS. Up to 15 letters or numbers.
- Design/Engineering Address – Up to 25 letters or numbers
- Design/Engineering Telephone Number – Up to 10 numbers, or 15 letters or numbers.
- Design/Engineering Fax Number – Up to 10 numbers
- Implementation Contact (IMPCON) – Required –Up to 15 letters or numbers.
- Implementation Contact Telephone Number – Required –Up to 10 numbers, or 15 letters or numbers (first 10 characters must be numbers).
- Remarks – Up to 240 letters/numbers/symbol characters, excluding forward slashes (/) and asterisks (*).

Click Continue to Location and Access Section , or the link in the toolbar for any other screen you would like to view.

14.9.4 Location and Access Section

This screen allows you to provide information related to end-user location and access. The screen's sections are as follows:

- **Access Information –** Basic information such as End User Name and Local Contact Name.
- **Additional Access Information –** For additional information related to access.
- **Inside Wiring –** For information related to Inside Wiring.

Access Information – Complete or edit the following as needed:

- End User Name (required) – This field will be prepopulated. You may edit it as needed. This field can contain up to 25 letters or numbers.
- Local Contact Name –This person is the end-user whom will be contacted during installation if there is a problem with access to the service location. This field can contain up to 15 letters or numbers.
- Local Contact Telephone Number – 10 numbers, and if desired, up to an additional 10 letters or numbers.

Additional Access Information – Here you may provide additional information related to access. You can provide up to 115 letters or numbers.

Inside Wiring – Inside Wiring Information can be entered here.

- Inside Wiring Option (IWO) – Choose one of the following options:
  - Provide inside wiring repair plan (S)
  - Provide inside wiring and repair plan (U)
  - Provide inside wiring (W) – Required entry for Request Types Port/Loop, Type A, and Type B.
- Inside Wire Contact Name (IWCON) – If IWO equals U or W, then this field is **required**. Entries can have up to 25 letters or numbers.
- Inside Wire Contact Telephone Number – If IWCON is populated, then this field is **required.** An entry must be either 10 numbers or up to 15 letters and numbers.

Click Continue to End User Billing, or the link in the toolbar for any other screen you would like to view.

14.9.5 End User Billing Section

Note: In this Firm Order Activity, this screen is not applicable to end users in Tennessee.

This screen contains information related to the End-User. Complete or edit the fields below as relevant to this Firm Order activity. Note that not all fields will be displayed for all Firm Order activity types.

Local Service Freeze – If desired, you can indicate Local Service Freeze (LSF) for end-users in all states except Tennessee.

Note: LSF not available for Request Type **Port/Loop.**

Select one of the following options:

- Add End User Local Service Freeze
- Add Local Provider Local Service Freeze
- Change End User to Local Provider Local Service Freeze
- Change Local Provider to End User Local Service Freeze

Click Continue to Directory Information , or the link in the toolbar for any other screen you would like to view.

14.9.6 Directory Delivery Information

Note: This section should only be completed if the directories are to be delivered to an address other than the Listed Address.

Edit the information for this screen as needed:

- **Delivery Name –**This will be pre-populated with the End-User's name, but you may edit as needed. Entry can have up to 25 letters or numbers.
- **Delivery address fields (House Number, Street Name, etc.)** – Edit these as needed.

Click the link in the toolbar for any other screen you would like to view.

14.9.7 Directory Listings Section

14.9.7.1 Overview

This section allows you to create and edit directory listings for this LSR. You can order up to **ninety-nine (99)** listings per line.

Screen Flow –The screen flow for this section is as follows:

- First Screen for Directory Listings
- Second Screen for Directory Listings
- Summary Screen for Directory Listings

You go through the First and Second screens to build each of your requests to create or change a listing. The Summary Screen gives you just that, a summary of the listing requests that you have built to that point. It also allows you to revisit your work if you decide to make changes.

Basic Concepts – The concepts below will guide you in working with directory listings.

- **Terms:**
  - **Two accounts** – There are two accounts involved:
    - "From" Account – The account from which lines are being migrated
    - "To" Account – The account to which the migrated account or lines are being migrated. The To Account can be created new, or can be an existing account.
  - **Main Account Telephone Numbers** – The To and From accounts have or will have main account telephone numbers:
    - EATN – The From Account's main account telephone number, when Migrating One Account
    - LEATN – A From Account's main account telephone number, when Migrating Many Accounts

    - ATN – The To Account's main account telephone number
  - **Listing Activities ("LNAs")** – The four LNAs and their meaning in regards to migrations are as follows:
    - New Listing ("New") – Add a new listing on the To account.
    - Delete Listing ("Delete") – Delete a listing from the From account, or from the To account if it already exists.
    - Change Listing ("Change") – Migrate a listing and make changes to it at the same time.
    - No Change to Listing ("No Change") – Migrate a listing exactly as is.
- **Principles to Remember:**
  - **Main Listing Required**
    - A Main Listing is required for a new account being created. The ATN will be that Main Listing's Listed Telephone Number.
    - Each account can only have one Main Listing.
  - **Required Listing Requests** – You **must** create a Listing Request for the following:
    - Any listing you want migrated
    - All listings for the ATN line, when you are creating a new account
    - All listings for a line that has **any** of its listings being changed in any way
    - However, on the Initial Line Details Screen, if you set the line's LNA to "Conversion As Is", and the line will not be the ATN, then you do not have to create a Listing Requests for its listings. The line and its listings will be converted As Is.
  - **EATNs and LEATNs**
    - For an EATN or LEATN, if you set its LNA to Conversion As Is, then you do not have to indicate listings for it or its associated lines.
    - For an LEATN, if you check "Migrate Entire Account Like This TN", then you do not have to indicate listings for it or its associated lines.
    - However, it is still true that you must show the listings for the line that will become the ATN.
  - **Alpha Listing Identifier Codes** ("Alpha Codes" for short) have the following principles:
    - Main Listings do not have Alpha Codes.
    - Non-Main Listings must have Alpha Codes – one per listing.
    - Alpha Codes consist of up to 3 letters of your choice, such as A, AB, or ABC.
    - Invalid Combinations: These include but may not be limited to the following: DEI, DNA, DNL, DNO, DST, BOX, FOL, HFX, PFX, PRE, PLA, LNB, LNR, NFL, OAD, OV, SFX or N. These entries are invalid because they are used elsewhere in the operation of the system.
    - Uniqueness: Alpha Codes must be **unique for each listing within an account**. So if you are migrating a listing to an existing To account, you must change that

listing's Alpha Code if it is the same as the Alpha Code of a listing on that To account.

- Customer Record: You should refer to the Customer Record to obtain the From account's Alpha Code(s).

- **Change** cannot be used to change the Alpha Code or Record Type. Instead, you must Delete the old listing, and recreate it using New. When you recreate it, you then indicate the new Alpha Code or Record Type.

• **Some Basic Scenarios:**

- **EATN or LEATN will be the ATN** – An EATN or LEATN has its account's Main Listing. This "From Account Main Listing" must be migrated to become the Main Listing of the To account, if you intend the EATN/ LEATN to be the To Account's main account telephone number (the "ATN").
  - To perform this migration, you can use "No Change" or "Change".
  - Also, remember that you must migrate the EATN/LEATN's other listings as well, since the line will be the ATN.
- **EATN or LEATN will not be the ATN** – As stated above, an EATN or LEATN has the From Account Main Listing. This listing must be removed or migrated if the EATN/LEATN will be migrated as a non-ATN line for the To account.
  - To remove the From Account Main Listing, use Delete.
  - Or, to migrate the listing, use Delete, and then use New to recreate it as a Non-Main Listing. You would give it an Alpha Code, since it will be a Non-Main Listing.
  - In general, you should perform this process for any EATN/LEATN that will be migrated and will not be the ATN. Delete the From Account Main Listing. Then, if you wish, use New to recreate it as a Non-Main Listing.
  - Also, remember that if you wish, you can migrate the EATN/LEATN's other listings as well.
- **Non-EATN or Non-LEATN will be the ATN** – If you're creating a new To account, and a non-EATN or non-LEATN line is to be the ATN, then you must set up the new Main Listing.
  - The line you've designated to be the ATN may have an existing Non-Main Listing. If you want this to be the new Main Listing, then migrate it using two steps: one with "Delete", and one with "New". These two steps are needed because you are changing the Record Type and Alpha Code.
    - First, use Delete to remove the existing Non-Main Listing.
    - Then, use New to recreate it as the new Main Listing. You will give it no Alpha Code, since it is a Main Listing.
  - If the line does not have an old listing to Delete, then just use New to set up the new Main Listing.
  - Also, if this line has any other listings, you must migrate those as well, since the line will be the ATN.

• **Other Details:**

- **Delete and Change on an Existing To Account** – When appending to an existing To account, Delete and Change can be used on that To account's listings. This is for your convenience, should you wish to Delete or Change any of those listings.
- **No Directory Listings on Contact Screen** – No directory listings information needs to be entered on the Contact Screen.

This completes the overview. Please continue reading below to begin working with directory listings for this LSR.

14.9.7.2 First Screen for Directory Listings

Step 1 – First Screen for Directory Listings –

Note: Starting with this screen, the upper right-hand corner will display the following information for your reference:

- Your Customer Carrier Name Abbreviation (CCNA)
- Your Company Code
- The PON of the LSR

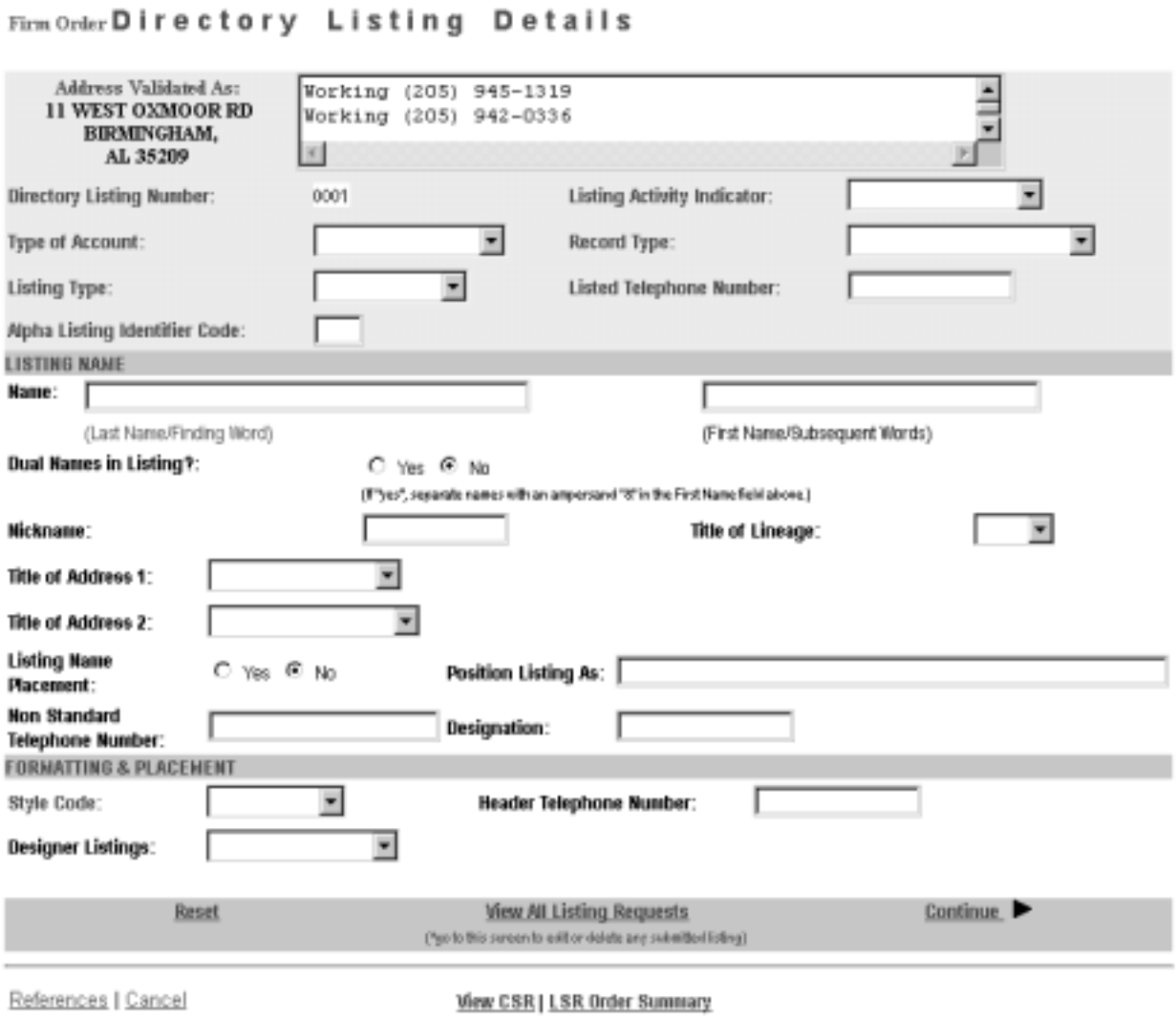


Figure 174 First Screen for Directory Listings

General Screen Commands – The following screen commands at the bottom of the screen can be helpful to you in working with directory listings.

- Reset – Clears screen of previous settings for all fields except Listing Activity Indicator.
- View All Listing Requests – Allows you to access the Directory Listing Summary Screen (explained further below) that summarizes all the listing information you have compiled up to that point.
- Continue – Takes you to the next screen.

- View CSR – Allows you to view the Customer Service Record to help in creating your listing requests.
- LSR Order Summary – Allows you to view a summary of the details of your LSR up to this point. For more information on the LSR Order Summary, please see the Firm Order Introduction section of this manual.

Sections – There are three sections for this screen. You should input information for each as described below.

- Header – The area at the top of the screen – contains basic organizing information for the listing.
- Listing Name – Contains information on the listing's content, including Listing Name.
- Formatting and Placement – Contains information on the visual appearance of the content's text.

The directory listings activity screens contain a number of fields. This guide will give a general overview of some of the more important ones necessary for building the order. You should populate all fields as required for your directory listing purposes.

Note: Not all the fields described here will be displayed in every single case. Their presence and available options will vary according to the settings given to other fields.

You can order up to **ninety-nine (99)** listings per line.

Step 1A – Header

- **Directory Listing Number** – Already populated – This is the identification number for each listing you create. You should refer to it on the Listing Summary Screen (explained further below).
- **Listing Activity Indicator** – required – Setting this field will cause the entire screen to refresh, with various fields modified or removed as needed. Choose from the following:
  - New Listing ("New") – Add a new listing on the "To" account.
  - Delete Listing ("Delete") – Delete a listing from the From account, or from the "To" account if it already exists. Screen will refresh and most of the fields will be removed, because they are not needed if listing is deleted.
  - Change Listing ("Change") – Migrate a listing and make changes to it at the same time.
  - No Change to Listing ("No Change") – Migrate a listing exactly as is. Screen will refresh and unneeded fields will be removed.
- **Type of Account** – required
- **Record Type** – required
- **Listing Type** – required if Listing Activity set to "New Listing" – choose from the following:
  - Listed

  - Non-Listed – The listing will be omitted from the telephone directory, but will still be obtainable through Directory Assistance.
  - Non-Published – The listing will be omitted from both the directory and Directory Assistance.
- **Listed Telephone Number** – This field is required in most cases.
- **Alpha Listing Identifier Code (Alpha Code)** – Up to 3 letters of your choice. Note the following:
  - If you are Changing a listing, you must type in the Alpha Code of that listing.
  - If you are adding a New listing, the Alpha Code must be different from the code of the existing listing.
  - Invalid codes include but may not be limited to the following: DEI, DNA, DNL, DNO, DST, BOX, FOL, HFX, PFX, PRE, PLA, LNB, LNR, NFL, OAD, OV, SFX or N. These entries are invalid because they are used elsewhere in the operation of the system.
- The Alpha Code of an existing listing can be found in the CSR, which can be accessed by clicking View CSR.

Note that a **Valid Listing Type/Record Type combination** must be indicated. These are as follows:

If Record Type is:	Then Listing Type Must Be:
Local Alternate Call	Listed
Local Additional Listing	Listed, Non-Listed, Or Non-Published
Local Additional Main	Listed Or Non-Listed
Local Answer Service	Listed Or Non-Listed
Local Client Main	Listed Or Non-Listed
Local Cross Reference	Listed
Local Special Text Listing	Listed
Local Main Listing	Listed, Non-Listed, Or Non-Published
Foreign Alternate Call Listing	Listed
Foreign Additional Listing	Listed, Non-Listed, Or Non-Published
Foreign Answer Service	Listed Or Non-Listed
Foreign Cross Reference	Listed
Foreign Special Text Listing	Listed
Secondary Additional Main	Listed Or Non-Listed
Secondary Additional Listing	Listed Or Non-Listed
Secondary Main Listing	Listed Or Non-Listed

Figure 175 Valid Listing Type/Record Type Combinations

Step 1B – Listing Name – IMPORTANT: – Enter this information exactly as you want it to appear in the directory.

- **Name** – Name of the end-user – In addition, any indented listings will be shown under this name.
  - Last Name / Finding Word – This field is required in most cases.
  - First Name / Subsequent Words – Populate as desired.
- **Dual Names in Listing** – "Yes" or "No" – If Yes, then the First Name field requires an ampersand (&). Not allowed if Service Type (from Firm Order Menu Screen) is Government.
- **Non Standard Telephone Number** – You can enter up to 20 letters and/or numbers, except for Q and Z. The pound sign (#) and asterisk (*) are also not allowed.
- **Nickname** – An alternate name for the end-user, to be placed in parentheses after the First Name / Subsequent Words. For example, if the end-user is named “John Smith”, and his nickname is “Ace”, then type “Ace” into this field. The listing will be shown as “Smith, John (Ace)”.
- **Designation** – A descriptive word or phrase for a business listing. For example, if the end user name is “David Jones MD,” and you type “Surgeon” into the Designation field, then the listing will be shown as “Jones David MD Surgeon.”
- **Title of Lineage** – Choose a value from the drop-down menu.
- **Title of Address 1** – Choose a value from the drop-down menu.
- **Title of Address 2** – Choose a value from the drop-down menu.
- **Listing Name Placement** – "Yes" or "No"
- **Position Listing As** – Allowed if Listing Name Placement set to “No” – Type up to 150 letters and/or numbers

Step 1C – Formatting and Placement

- **Style Code**
  - Required if Listing Activity is New or Change.
  - Will be preset to “Straight Line” if Listing Type is Non-Listed or Non-Published.
- **Header Telephone Number**– Required if you want to add an indented listing. This Header TN is the TN under which the indented listing will be shown.
- **Yellow Page Heading Code**
  - Required in some cases if Service Type (on Firm Order Menu Screen) was set at Business or Government.
  - Yellow Page Heading Codes may be obtained from BellSouth Advertising and Publishing Company (BAPCO).

- Field length is six (6) numeric characters.

- **Designer Listings** – This refers to White Pages Products and will incur additional charges. Designer listings are only allowed if:
  - Type of Account is set to a Residence entry
  - Listing Type is set to "Listed"
  - Record Type is set to a "Local" option (Local Main, Local Additional, etc.)
  - End user address is outside of North Carolina

Step 1D – Click Continue. If you had set Listing Activity to New or Change, you will be given a message reminding you that you need to have Listed Name and Address typed exactly as you want them to look in the Directory. If you have not done so, click Cancel and makes your changes, otherwise click OK. Entries must be in either all upper case, or upper and lower case.

14.9.7.3 Second Screen for Directory Listings

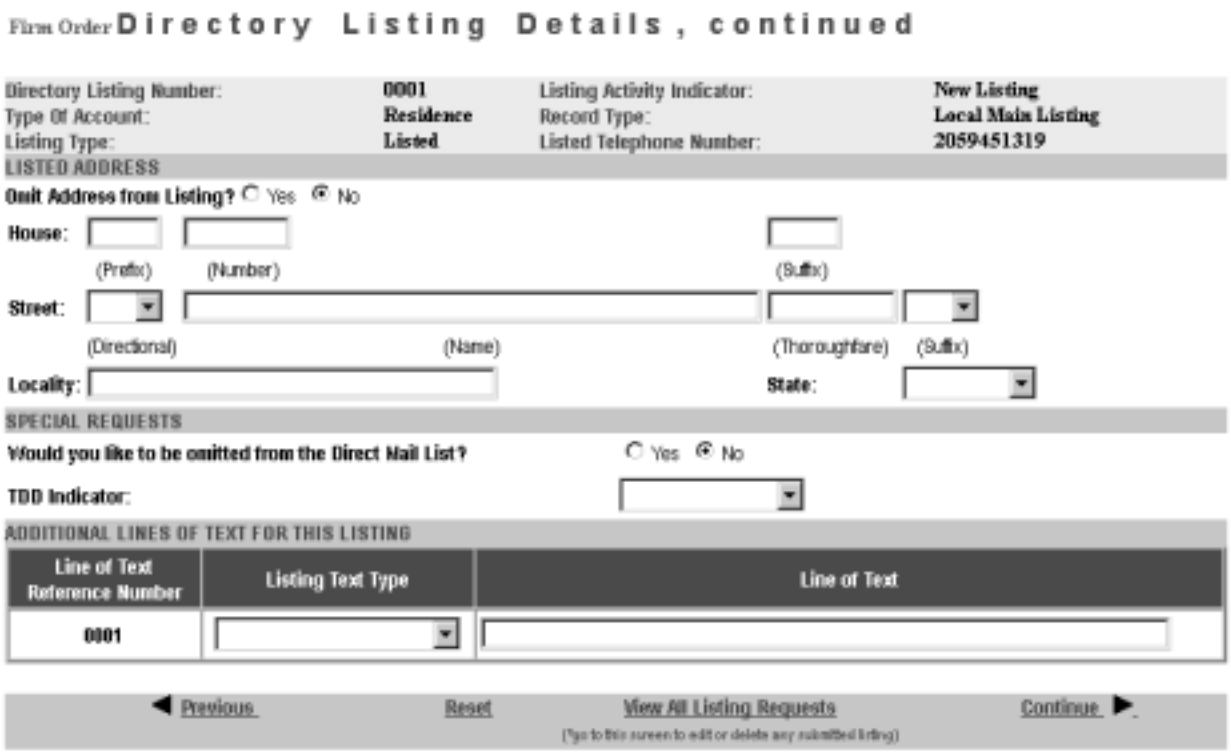


Figure 176 Second Screen for Directory Listings

Step 2 – Sections for this screen are as follows:

- Listed Address – Contains address information for the listing

- Special Requests – For various items related to the listing
- Additional Lines of Text for this Listing – For additional text you wish to have displayed
- Foreign and Secondary Listings – For listings outside of the end-user's current directory area

Step 2A – Listed Address – Here you may complete address information for the listing.

IMPORTANT: Provide the Listed Address information here exactly as you want it to appear in the directory.

In addition, note the following:

- Omit Address from Listing: If you mark "Yes" for this option, the address will not be shown in the listing, and you should leave the address fields blank. You should mark Yes if you are adding a New listing that is **indented.**
- Locality and State are required for Foreign Listings.

Step 2B – Special Requests

- Would you like to be omitted from the Direct Mail List? – Click "Yes" or "No".
- TDD Indicator – Select from the following:
  - TDD Only
  - TDD and Voice
  - Blank
- Business / Residence Placement Override – Indicate your selection. This field will only be shown if Type of Account is Business Personal.

Step 2C – Additional Lines of Text for this Listing – Populate these fields if you are adding a New listing that is indented. In addition, designer listings can have up to 3 Additional Lines of Text.

- **Line of Text Reference Number** – This is assigned by LENS uniquely within each Listing Request and increases in increments of one with each line of text you add.
- **Listing Text Type** – Required if you populate Line of Text (see next). Some options may cause the screen will refresh and add lines here for this information. If you are adding a New listing that is indented, you should select "Indented Text" here.
- **Line of Text** – Required for some settings of Listing Text Type.

Step 2D – Foreign and Secondary Listings

This section is for listings outside the end-user's current directory area. The distinctions are as follows:

	Foreign Listings	**Secondary Listings**
Fee	Yes	No in some circumstances
Geographical Range	Anywhere within BellSouth region	Near your current directory area

The following fields should be completed as appropriate:

- Directory Name – The directory where the listing is to be placed.
- Directory Subsection – The directory subsection, if relevant, where the listing is to be placed.

Step 2E – Click Continue.

14.9.7.4 Summary Screen for Directory Listings

Step 3 – Summary Screen for Directory Listings – This screen gives a summary of all the listing requests you have built so far.

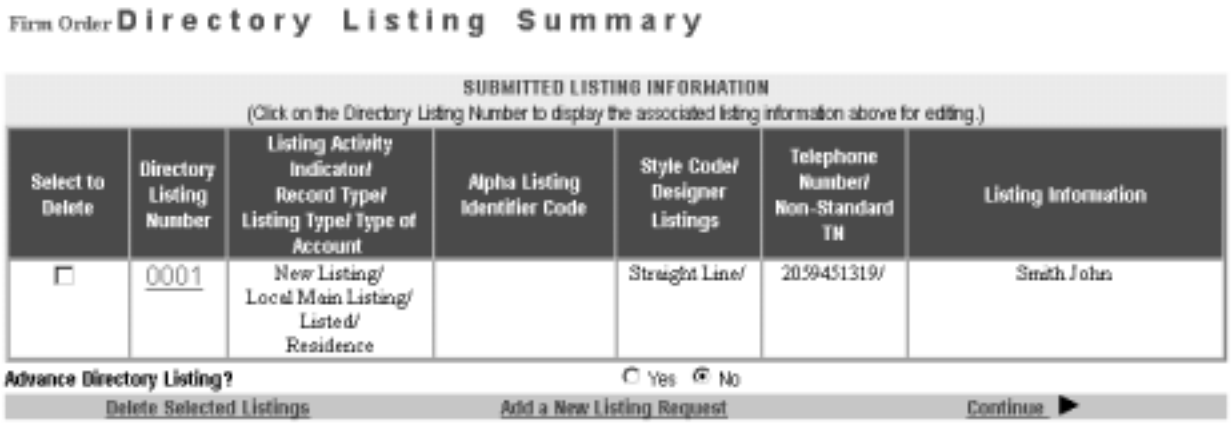


Figure 177 Summary Screen for Directory Listings

Your listings will be displayed in the table labeled **Submitted Listing Information**. The table will display the Directory Listing Number (DLNUM) and other information for each listing. (Recall that you first saw the DLNUM back on the First Screen for Directory Listings.)

Step 3A – If needed, make any changes you decide are necessary.

- **To edit a listing request,** click its DLNUM. You will be taken back to the First Screen, where you can review and edit the information for the request. For the edits to take effect, you must click Continue on each of the screens until you return to the Summary Screen here.
- **To delete a listing request** that you decide you no longer want, go to the small box labeled **Select to Delete** for that listing and click a check into it. Then go to the bottom of the screen and click Delete Selected Listings. This will not delete any existing listings; it will only delete the listings request(s) you have marked.
- **To add another listing,** click Add a New Listing Request. This will take you back into the process, where you can create another listing request.

In addition, note the following:

- **Advancing to Publisher –** Mark "Yes" or "No" next to the text, "Would you like these listings advanced to the Directory Publisher?" You should mark Yes if end-user service is to start after **Business Office Close (BOC)**, and there is an urgent need for the listing to be published. Note the following:
  - Designer listings cannot be advanced.
  - There is a limited window after BOC for advancing listings.
  - BAPCO can provide information on closing and BOC dates.
  - LENS does not provide the schedule for advancing listings.
- **SIC –** Standard Industry Classification
  - Enter a four-digit code
  - For Firm Order New Install, Conversion New, and Partial Migration Initial
  - Required if Service Type (on Firm Order Menu Screen) was set at Business or Government.
  - SIC Codes may be obtained from BellSouth Advertising and Publishing Company (BAPCO).
- **If you had set Listing Activity to "Change Listing"** , the Summary Screen here will show **two** listing requests.
  - One will represent the "old" listing being changed, and will be labeled "Old".
  - The other will contain the changes you indicated and will be will be labeled "New".
  - The New request's Directory Listing Number (DLNUM) will be one greater than the Old request's DLNUM. (For example, the New request's DLNUM will be 0002 if the Old request's DLNUM is 0001.)

Step 3B – When ready, click Continue.

Note: If you return to Directory Listings after this point during this LSR process, you will be shown first the Listings Summary Screen, so you can select which listing you would like to edit, or begin creating an additional listing.

14.9.8 Hunting

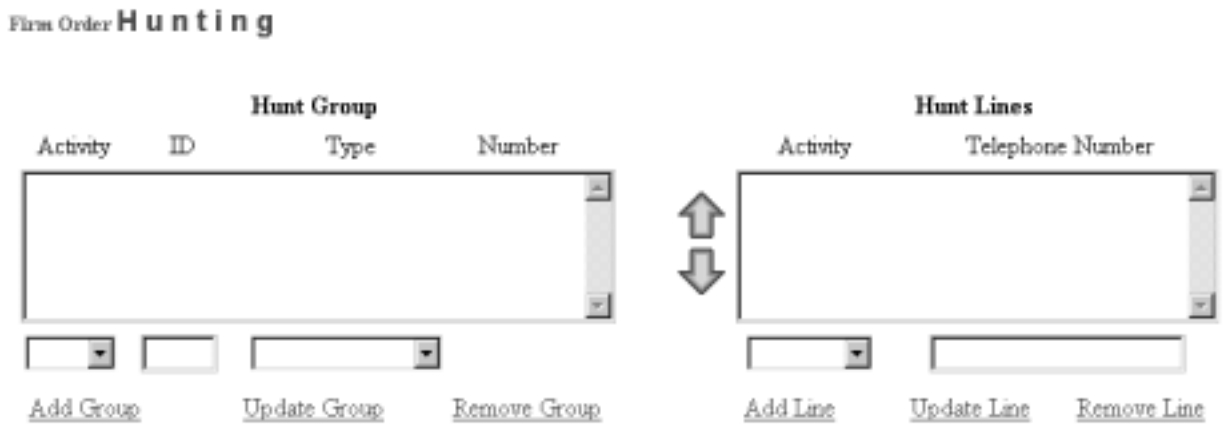


Figure 178 Hunting Screen

Here you can provide information for any hunting you wish to have converted with the account. Notice the two windows, "Hunt Group" and "Hunt Lines". These will be where information will be displayed as you proceed.

Hunt Groups: Create hunt groups as follows:

- **Go to the fields below the Hunt Group window** and complete the following fields:
  - Hunt Group Activity (HA) – **Required field.** Choose one of the following entries:
    - New (N)
    - Existing (E)
    - Change (C)
    - Delete(D)
  - Hunt Group Identifier (HID) – **Required field.** You must enter up to 3 letters or up to 4 numbers characters of your choice. If you populate HA with New, HID will be automatically populated with the letter "N". The letter "N" entered alone is not valid at any other time.
  - Hunt Type Code – **Required field.** Choose one of the following:
    - Sequential
    - Non-Sequential
    - Circular
- **Click Add Group** to add the group to the LSR. The entries in the fields will be displayed in the Hunt Group window.

- **Repeat as needed** to create the desired number of hunt groups. As you add each one to the window, notice that the column "Number" will increase for each new group. So, the first group would be numbered 00001, the second one would be 00002, and so on.
- **To edit** the information for a group, **click** on it in the Hunt Group window to highlight it, and then go to the fields below the window and edit the entries. The hunt lines (see next) for the group will be displayed in the Hunt Line window, and these can be updated as well (see next). When ready, click Update Group. The new entries will be displayed in the window for the group.
- **To remove** a hunt group, highlight its row in the Hunt Group window, and click Remove Group. The hunt group will disappear from the window. All associated lines for the hunt group will be deleted as well. Note that the column "Number" in the window will be renumbered for the groups that remain. **Multiple groups** can be highlighted at once to be removed; however, only one group at a time can be edited.

Hunt Lines: After creating Hunt Groups, now you must give them the TNs to be used in the hunting process.

- **Click on a Hunt Group in the Hunt Group window** to highlight it.
- **Go to the fields below the Hunt Line window** and provide the following information:
  - Pull-down menu: Hunt Line Activity (HLA) – **Required field.** Here you indicate the HLA of the Hunt Line (see next). The options for HLA will vary according to the Hunt Group Activity you had chosen.
    - **If Hunt Group Activity (HA) is New,** then HLA will be New.
    - **If HA is Existing,** then HLA will be Existing.
    - **If HA is Change,** then HLA will be New, Existing, or Delete.
    - **If HA is Delete,** then HLA will be Delete.
  - Text Entry Box: Hunt Line
    - **Required** if HA is New, Existing, and Change.
    - **Optional** if HA is Delete.
    - Type in a TN that is to be in the hunt group.
  - The format for the lines is 10 digits. However, when HA and HLA are both set at "New", you can enter a **TN range** by typing a 10-digit number, followed by a hyphen, and then a four-digit number representing the end of the range. So, for example, 4044695000–5011 indicates a range of TNs that end in 5000, 5001, 5002, and so on, up to 5011.
- **Click Add Line** to add the line to the hunt group. The Hunt Line Activity and the line itself will be displayed in the Hunt Line window.
- **Hunt sequence:** You can enter additional lines for the hunt group. They will be displayed in the Hunt Line window in the order you added them, and the hunting sequence will follow that order. So, the TN at the very top will be first, followed by the next TN below, and so on. A **TN range** (see above) that you entered will be considered as one unit for hunt sequence. So if the number 4044695000–5011 is displayed second from the top in the

window, that means it will be second in the hunt sequence. (And the hunt sequence will then proceed to follow the lines in their numerical order: 5000, 5001, 5002, and so on.)

- **To change the hunt sequence** of the lines, highlight one or more lines and click the up or down arrows next to the Hunt Line window. These arrows will move the highlighted line(s) up or down in the window, and therefore in the hunt sequence as well.
- **16 (sixteen) Line Maximum:** you can enter up to **16 (sixteen)** lines for any one hunt group.
- **To edit** a hunt line, highlight it in the Hunt Line window, and then go to the fields below the window and edit them as needed. When ready, click Update Line. The new entries will be displayed in the Hunt Line window.
- **To remove** a hunt line, highlight it in the Hunt Group window, and click Remove Line. The hunt line will disappear from the window. Note that the lines remaining will be in the new hunt sequence. **Multiple lines** can be highlighted at once to be removed; however, only one line at a time can be edited.

When finished with Hunting, click the link for any other screen you wish to view.

15. Firm Order — Directory Listings

15.1 Overview

This Firm Order Activity allows you to create and edit directory listings for an existing account.

Note the following:

- This chapter of the User Guide relates to Requests for Resale (Non-Complex) and Port/ Loop UNEs. For Loop UNE Requests, please see the chapter "Firm Order – Loop UNEs".
- You must be the CLEC owner of the account to perform this activity.
- This activity can be used for requests involving **twenty-five (25) lines** or less.
- You can order up to **ninety-nine (99)** listings per line.

Screen Flow – After the Firm Order Menu Screen, the screen flow is as follows:

- First Screen for Directory Listings
- Second Screen for Directory Listings
- Summary Screen for Directory Listings

You go through the First and Second screens to build each of your requests to create or change a listing. The Summary Screen gives you just that, a summary of the listing requests that you have built to that point. It also allows you to revisit your work if you decide to make changes.

Some Concepts to Remember – The concepts below will guide you in working with directory listings.

- **Main Listing Required**
  - A Main Listing is required for a new account being created. The main account telephone number will be this listing's Listed Telephone Number.
  - Each account can only have one Main Listing.
- **Alpha Listing Identifier Codes** ("Alpha Codes" for short) may be obtained from the CSR and have the following principles:
  - Main Listings do not have Alpha Codes.
  - Non-Main Listings must have Alpha Codes – one per listing.

This completes the overview. Please continue reading below to begin working with directory listings for this LSR.

15.2 Procedure for Directory Listings

The following steps will guide you in completing an LSR to create and edit directory listings. You can order up to **ninety-nine (99)** listings per line.

Step 1 – Main Menu – Select Firm Orders.

Step 2 – Firm Order Menu Screen –

Complete the fields as indicated. Remember, **required fields** are indicated in red on LENS screens. (The required fields for LENS are the same as those used on paper LSRs. For additional information on required fields, please refer to the BellSouth Business Rules for Local Ordering.)

- Request Type: Choose "Directory Listings and Assistance."
- Activity Type: Select **Record Type.**
- Telephone Account Number: Provide the 10-digit Existing Account Telephone Number (EATN). This is the account telephone number for the account you are going to work with.
- Service Type: Select the appropriate entry.
  - Residence, Business, or Government
  - Single or Multi Line
  - Flat, Measured, or Message Rate
- PON: Input a PON of your choice. It can be a maximum of **16 (sixteen)** characters. The parameters for entries are as follows:
  - Allowed:
    - Uppercase letters (ABCDEFGHIJKLMNO. . .)
    - Numbers (0123456789)
    - Period (.)
    - Comma (,)
    - Hyphen (-)
    - Apostrophe (')
  - Not Allowed:
    - Spaces
    - Forward Slashes
- Area: Select the appropriate entry.
- Desired Due Date: Input your desired due date. It must be:
  - Either the current or future date
  - Within one year of the current date
  - In one of the following formats:
    - MM/DD/YYYY

- MMDDYYYY
- MM-DD-YYYY
- MM DD YYYY
- MM.DD.YYYY

Step 2A – Click Continue .

Duplicate PON: If the PON you entered is a duplicate of a PON that already exists, you will have to provide another PON before you can continue.

15.3 First Screen for Directory Listings

Step 3 – First Screen for Directory Listings –

Note: Starting with this screen, the upper right-hand corner will display the following information for your reference:

- Your Customer Carrier Name Abbreviation (CCNA)
- Your Company Code
- The PON of the LSR

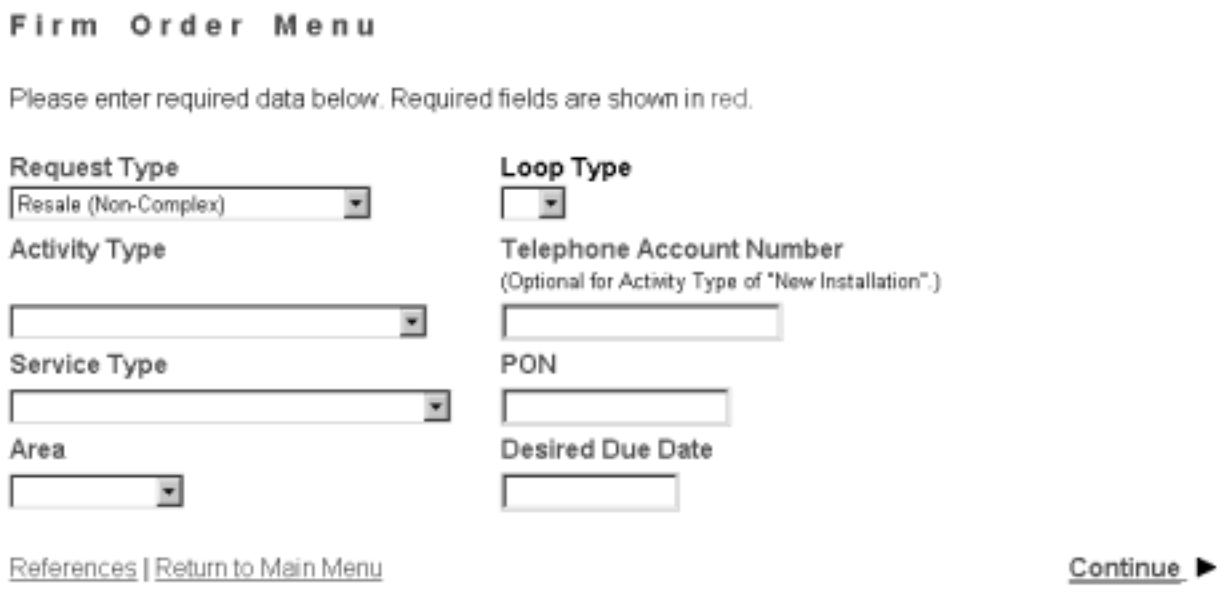


Figure 179 First Screen for Directory Listings

General Screen Commands – The following screen commands at the bottom of the screen can be helpful to you in working with directory listings.

- Reset – Clears screen of previous settings for all fields except Listing Activity Indicator.
- View All Listing Requests – Allows you to access the Directory Listing Summary Screen (explained further below) that summarizes all the listing information you have compiled up to that point.
- Continue – Takes you to the next screen.
- View CSR – Allows you to view the Customer Service Record to help in creating your listing requests.
- LSR Order Summary – Allows you to view a summary of the details of your LSR up to this point. For more information on the LSR Order Summary, please see the Firm Order Introduction section of this manual.

Sections – There are three sections for this screen. You should input information for each as described below.

- Header – The area at the top of the screen – contains basic organizing information for the listing.
- Listing Name – Contains information on the listing's content, including Listing Name.
- Formatting and Placement – Contains information on the visual appearance of the content's text.

The directory listings activity screens contain a number of fields. This guide will give a general overview of some of the more important ones necessary for building the order. You should populate all fields as required for your directory listing purposes.

Note: Not all the fields described here will be displayed in every single case. Their presence and available options will vary according to the settings given to other fields.

You can order up to **ninety-nine (99)** listings per line.

Step 3A – Header

- **Directory Listing Number** – Already populated – This is the identification number for each listing you create. You should refer to it on the Listing Summary Screen (explained further below).
- **Listing Activity Indicator** – required – Setting this field will cause the entire screen to refresh, with various fields modified or removed as needed. Choose from the following:
  - New Listing – Add a new listing to the account
  - Delete Listing – Delete a listing from the account. Screen will refresh and most of the fields will be removed, because they are not needed if listing is deleted.
  - Change Listing – Make changes to an existing listing on the account.

- **Type of Account** – required
- **Record Type** – required
- **Listing Type** – required if Listing Activity set to "New Listing" – choose from the following:
  - Listed
  - Non-Listed – The listing will be omitted from the telephone directory, but will still be obtainable through Directory Assistance.
  - Non-Published – The listing will be omitted from both the directory and Directory Assistance.
- **Listed Telephone Number** – This field is required in most cases.
- **Alpha Listing Identifier Code (Alpha Code)** – Up to 3 letters of your choice. Note the following:
  - If you are Changing a listing, you must type in the Alpha Code of that listing
  - If you are adding a New listing, the Alpha Code must be different from the code of the existing listing.
  - Invalid codes include but may not be limited to the following: DEI, DNA, DNL, DNO, DST, BOX, FOL, HFX, PFX, PRE, PLA, LNB, LNR, NFL, OAD, OV, SFX or N. These entries are invalid because they are used elsewhere in the operation of the system.
- The Alpha Code of an existing listing can be found in the CSR, which can be accessed by clicking View CSR.

Note that a **Valid Listing Type/Record Type combination** must be indicated. These are as follows:

If Record Type is:	Then Listing Type Must Be:
Local Alternate Call	Listed
Local Additional Listing	Listed, Non-Listed, Or Non-Published
Local Additional Main	Listed Or Non-Listed
Local Answer Service	Listed Or Non-Listed
Local Client Main	Listed Or Non-Listed
Local Cross Reference	Listed
Local Special Text Listing	Listed
Local Main Listing	Listed, Non-Listed, Or Non-Published
Foreign Alternate Call Listing	Listed
Foreign Additional Listing	Listed, Non-Listed, Or Non-Published
Foreign Answer Service	Listed Or Non-Listed
Foreign Cross Reference	Listed
Foreign Special Text Listing	Listed
Secondary Additional Main	Listed Or Non-Listed
Secondary Additional Listing	Listed Or Non-Listed
Secondary Main Listing	Listed Or Non-Listed

Figure 180 Valid Listing Type/Record Type Combinations

Step 3B – Listing Name – IMPORTANT: – Enter this information exactly as you want it to appear in the directory.

- **Name** – Name of the end-user – In addition, any indented listings will be shown under this name.
  - Last Name / Finding Word – This field is required in most cases.
  - First Name / Subsequent Words – Populate as desired.
- **Dual Names in Listing** – "Yes" or "No" – If Yes, then the First Name field requires an ampersand (&). Not allowed if Service Type (from Firm Order Menu Screen) is Government.
- **Nickname** – An alternate name for the end-user, to be placed in parentheses after the First Name / Subsequent Words. For example, if the end-user is named “John Smith”, and his nickname is “Ace”, then type “Ace” into this field. The listing will be shown as “Smith, John (Ace)”.
- **Title of Lineage** – Choose a value from the drop-down menu.
- **Title of Address 1** – Choose a value from the drop-down menu.
- **Title of Address 2** – Choose a value from the drop-down menu.

- **Listing Name Placement** – "Yes" or "No"
- **Position Listing As** – Allowed if Listing Name Placement set to “No” – Type up to 150 letters and/or numbers
- **Non Standard Telephone Number** – You can enter up to 20 letters and/or numbers, except for Q and Z. The pound sign (#) and asterisk (*) are also not allowed.
- **Designation** – A descriptive word or phrase for a business listing. For example, if the end user name is “David Jones MD,” and you type “Surgeon” into the Designation field, then the listing will be shown as “Jones David MD Surgeon.”

Step 3C – Formatting and Placement

- **Style Code**
  - Required if Listing Activity is New or Change.
  - Will be preset to “Straight Line” if Listing Type is Non-Listed or Non-Published.
- **Header Telephone Number**– Required if you want to add an indented listing. This Header TN is the TN under which the indented listing will be shown.
- **Yellow Page Heading Code**
  - Required in some cases if Service Type (on Firm Order Menu Screen) was set at Business or Government.
  - Yellow Page Heading Codes may be obtained from BellSouth Advertising and Publishing Company (BAPCO).
  - Field length is six (6) numeric characters.
- **Designer Listings** – This refers to White Pages Products and will incur additional charges. Designer listings are only allowed if:
  - Type of Account is set to a Residence entry
  - Listing Type is set to “Listed”
  - Record Type is set to a “Local” option (Local Main, Local Additional, etc.)
  - End user address is outside of North Carolina

Step 3D – Click Continue . If you had set Listing Activity to New or Change, you will be given a message reminding you that you need to have Listed Name and Address typed exactly as you want them to look in the Directory. If you have not done so, click Cancel and makes your changes, otherwise click OK. Entries must be in either all upper case, or upper and lower case.

15.4 Second Screen for Directory Listings

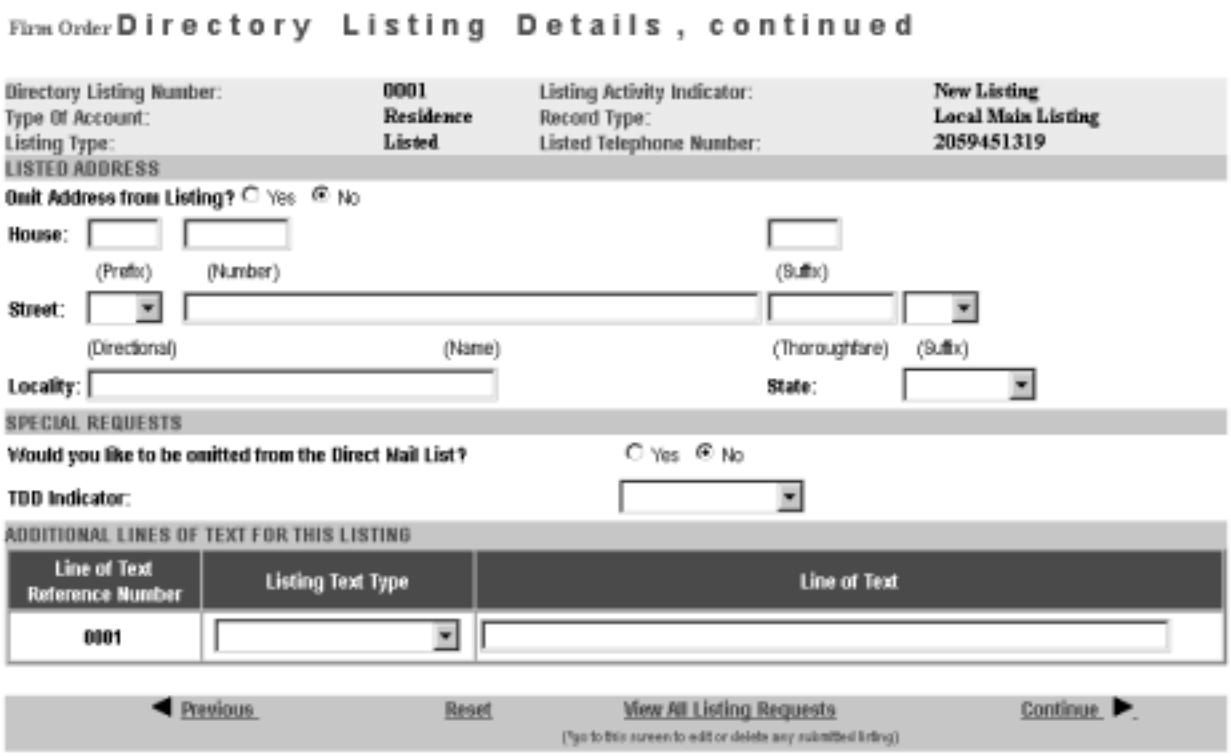


Figure 181 Second Screen for Directory Listings

Step 4 – Sections for this screen are as follows:

- Listed Address – Contains address information for the listing
- Special Requests – For various items related to the listing
- Additional Lines of Text for this Listing – For additional text you wish to have displayed
- Foreign and Secondary Listings – For listings outside of the end-user's current directory area

Step 4A – Listed Address – Here you may complete address information for the listing.

IMPORTANT: Provide the Listed Address information here exactly as you want it to appear in the directory.

In addition, note the following:

- Omit Address from Listing: If you mark "Yes" for this option, the address will not be shown in the listing, and you should leave the address fields blank. You should mark Yes if you are adding a New listing that is **indented.**
- House Prefix, Number and Suffix – Indicate these as needed.
- Street Directional, Name, Thoroughfare, Suffix – Indicate these as needed.
- Locality and State – Populate as needed. These fields are required for Foreign Listings.

Step 4B – Special Requests

- Would you like to be omitted from the Direct Mail List? – Check "Yes" or "No".
- TDD Indicator – Select from the following:
  - TDD Only
  - TDD and Voice
  - Blank
- Business / Residence Placement Override – Indicate your selection. This field will only be shown if Type of Account is Business Personal.

Step 4C – Additional Lines of Text for this Listing – Populate these fields if you are adding a New listing that is indented. In addition, designer listings can have up to 3 Additional Lines of Text.

- Line of Text Reference Number – This is assigned by LENS uniquely within each Listing Request and increases in increments of one with each line of text you add.
- Listing Text Type – Required if you populate Line of Text (see next). Some options may cause the screen to refresh and add lines here for this information. If you are adding a New listing that is indented, you should select "Indented Text" here.
- Line of Text – Required for some settings of Listing Text Type.

Step 4D – Foreign and Secondary Listings

This section is for listings outside the end-user's current directory area. The distinctions are as follows:

	Foreign Listings	**Secondary Listings**
Fee	Yes	No in some circumstances
Geographical Range	Anywhere within BellSouth region	Near your current directory area

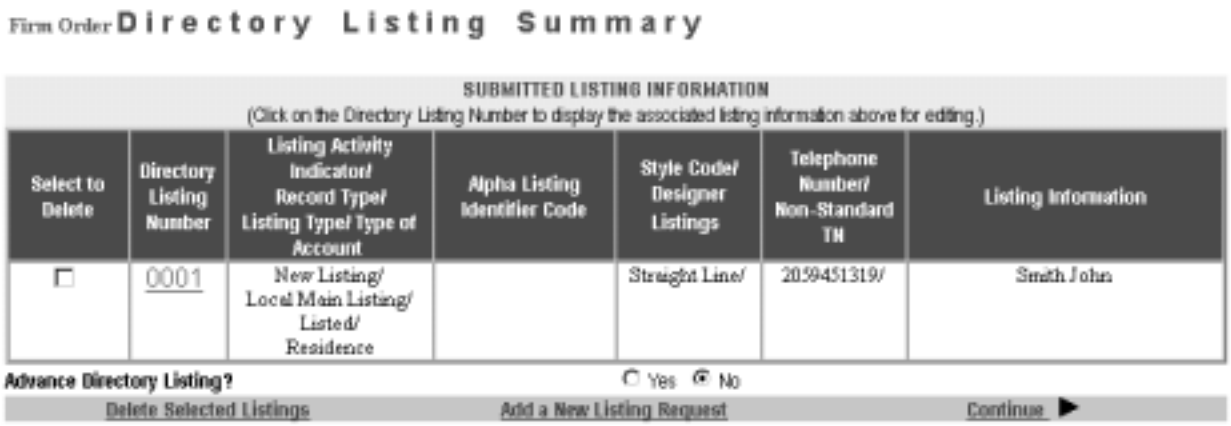
The following fields should be completed as appropriate:

- Directory Name – The directory where the listing is to be placed.
- Directory Subsection – The directory subsection, if relevant, where the listing is to be placed.

Step 4E – Click Continue .

15.5 Summary Screen for Directory Listings

Step 5 – Summary Screen for Directory Listings – This screen gives a summary of all the listing requests you have built so far.


Firm Order Directory Listing Summary

SUBMITTED LISTING INFORMATION
(Click on the Directory Listing Number to display the associated listing information above for editing.)

Select to Delete	Directory Listing Number	Listing Activity Indicator/ Record Type/ Listing Type/ Type of Account	Alpha Listing Identifier Code	Style Code/ Designer Listings	Telephone Number/ Non-Standard TN	Listing Information
☐	0001	New Listing/ Local Main Listing/ Listed/ Residence		Straight Line/	2059451319/	Smith John

Advance Directory Listing? ○ Yes ◉ No

Delete Selected Listings | Add a New Listing Request | Continue ▶

Figure 182 Summary Screen for Directory Listings

Your listings will be displayed in the table labeled **Submitted Listing Information**. The table will display the Directory Listing Number (DLNUM) and other information for each listing. (Recall that you first saw the DLNUM back on the First Screen for Directory Listings.)

Step 5A – If needed, make any changes you decide are necessary.

- **To edit a listing request,** click its DLNUM. You will be taken back to the First Screen, where you can review and edit the information for the request. For the edits to take effect, you must click Continue on each of the screens until you return to the Summary Screen here.
- **To delete a listing request** that you decide you no longer want, go to the small box labeled **Select to Delete** for that listing and click a check into it. Then go to the bottom of the screen and click Delete Selected Listings. This will not delete any existing listings; it will only delete the listings request(s) you have marked.
- **To add another listing,** click Add a New Listing Request. This will take you back into the process, where you can create another listing request.

In addition, note the following:

- **Advance Directory Listing –** Mark "Yes" or "No". You should mark Yes if end-user service is to start after **Business Office Close (BOC)**, and there is an urgent need for the listing to be published. Note the following:
  - Designer listings cannot be advanced.
  - There is a limited window after BOC for advancing listings.
  - BAPCO can provide information on closing and BOC dates.
  - LENS does not provide the schedule for advancing listings.
- **SIC –** Standard Industry Classification
  - Enter a four-digit code
  - For Firm Order New Install, Conversion New, and Partial Migration Initial
  - Required if Service Type (on Firm Order Menu Screen) was set at Business or Government.
  - SIC Codes may be obtained from BellSouth Advertising and Publishing Company (BAPCO).
- **If you had set Listing Activity to "Change Listing"** , the Summary Screen here will show **two** listing requests.
  - One will represent the "old" listing being changed, and will be labeled "Old".
  - The other will contain the changes you indicated and will be will be labeled "New".
  - The New request's Directory Listing Number (DLNUM) will be one greater than the Old request's DLNUM. (For example, the New request's DLNUM will be 0002 if the Old request's DLNUM is 0001.)

Step 5B – When ready, click Continue.

15.6 Calculated Due Date

A Calculated Due Date will already be provided for you based on the information you provided earlier.

Step 6A – If you desire another due date, type this information into the field **Desired Due Date**, and click Re-Calculate Due Date.

Step 6B – Other fields

- Appointment Time: If you wish you may input a desired appointment time interval, such as "8:00 am – 5:00 pm". Note the following parameters:
  - Times must be for the end-user's time zone
  - The interval must cover at least one hour.
  - The earliest time that can be entered is 8:00 am, and the latest time is 5:00 pm.
- Resale Quantity (required): Enter up to 3 digits for this field. The entry must be greater than 000.

Step 6C – When you are satisfied with your Calculated Due Date and all aspects of your LSR, click Submit LSR.

15.7 Acknowledgment

If all required fields are complete for this activity type, an Acknowledgement will be given indicating that the order was successfully completed and submitted to BellSouth. **Make sure you record the Purchase Order Number and Version Number**. You will need these later if you want to issue a Change Existing Request, or use the View LSR/Order Information option, as explained elsewhere in this User Guide.

Note: **This Acknowledgement is NOT a Firm Order Completion (FOC).** An FOC will be generated later by BellSouth's order processing systems.

Duplicate PON: If the PON you had provided is a duplicate of an existing PON, you will be asked here to provide a different PON and re-submit the request.

Errors: If there is an error with the LSR, you will be taken to an **Error List Page** that will display a message regarding the error.

- **At this point** you should do the following:
  - Click on the link to the appropriate screen where you can correct the error.
  - After correcting the error, click Return to Error List Page.
  - Click Resubmit LSR.
  - **After receiving the Acknowledgment,** click Return to Firm Order to return to the Firm Order Menu Screen and prepare another LSR.
- **For a listing of error messages** you may encounter in LENS, please see the Appendix titled "Error Message Reference List."

Error Codes: LENS error messages may come with a code. The code is related to the screen you are on at the moment, or to which you need to return.

Some error codes may come with a **"J"** in front of them. These error messages are generated within your web browser.

LENS error codes are as follows:

Codes 0001 – 0999	System Error Messages
Codes 1000 – 1999	Errors on the LSR Administrative, Billing or Contact screens

Codes 2000 – 2499	Errors on the LSR Location/Access or End User Billing screens, or errors related to Inside Wiring or Transfer of Call
Codes 2500 – 2999	Errors in Loop Information
Codes 3000 – 3999	Errors on the LSR Line Details or Hunting screens
Codes 4000 – 4999	Errors in the LSR Directory Listings or Directory Delivery Information sections.
Codes 5000 - 5999	Errors in Supplement Orders
Codes 6000 - 6999	Errors in Due Date Calculation
Codes 7000 - 7999	Errors in View LSR/Order Information
9000 - 9999	Informational/Warning Messages

16. Firm Order — Loop UNEs

16.1 Overview

LENS offers the ability to submit LSRs for Loop UNEs, either with or without Interim Number Portability (INP). This is done through the use of the following **two Request Types**:

- Type A – Loop without INP
- Type B – Loop *with* INP

Note:

- Retail/Resale to UNE: When performing conversions, these loop requests can only convert Retail/Resale to UNE. (Conversions are performed within the Firm Order activities *Conversion New, Partial Migration Initial, and Partial Migration Subsequent*.)
- Currently LENS supports activities for requests of **twenty-five (25) lines** or less.
- For more information on orders related to Loop UNEs, please see the BellSouth Business Rules for Local Ordering.

16.2 Procedure

To create an LSR for Loop UNEs, follow the steps below.

Note: For more information on orders related to Loop UNEs, please see the BellSouth Business Rules for Local Ordering .

Step 1 – Firm Order Menu Screen

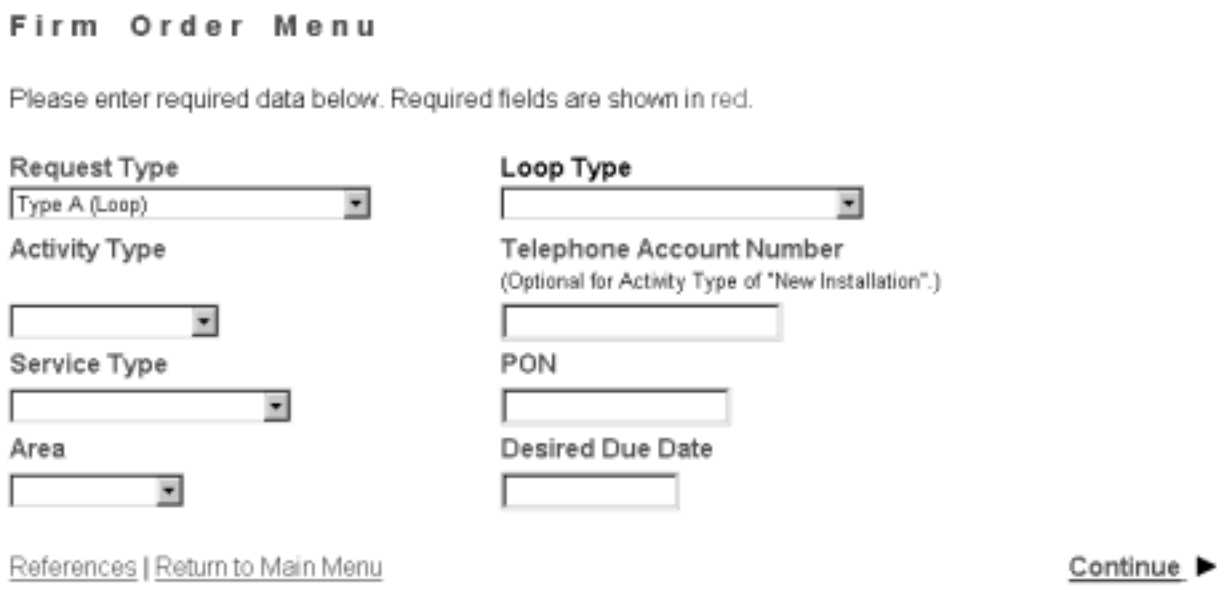


Figure 183 Firm Order Menu Screen

On this screen, simply complete the fields as you would normally, with the exception of the following:

- Request Type – Select one of the following:
  - Type A (Loop)
  - Type B (Loop w/INP)
- Loop Type – The options for this field depend on the Request Type.
  - **If Request Type is Type A,** the options are as follows:
    - Analog/Voice/Non-Designed
    - Analog/Voice/Designed
    - Digital/Data/Designed (DS0)
    - Digital/Data/Designed (DS1)
    - Digital/Designed/Basic Rate ISDN
    - ADSL, Designed
    - HDSL 2 Wire
    - HDSL 4 Wire
    - Unbundled Copper Loop (2 Wire)
    - Unbundled Copper Loop (4 Wire)
  - **If Request Type is Type B,** the options are as follows:

  - Analog/Voice/Non-Designed (with INP)
  - Analog/Voice/Designed (with INP)
  - Digital/Designed/Basic Rate ISDN (with INP)
  - ADSL, Designed (with INP)
  - Unbundled Copper Loop (2 Wire) (with INP)
  - Unbundled Copper Loop (4 Wire) (with INP)
- Activity Type – The options are determined by the Request Type as follows:
  - **Type A Requests:**
    - New Installation (N)
    - Conversion New (V)
    - Disconnect (D)
    - Change (C)
  - **Type B Requests:**
    - Conversion New (V)
    - Partial Migration Initial (P)
    - Partial Migration Subsequent (Q)
- Service Type – The options are as follows:
  - Residence – Single Line
  - Residence – Multi Line
  - Residence – Line Share
  - Business – Single Line
  - Business – Multi Line
  - Business – Line Share
  - Government – Single Line
  - Government – Multi Line
  - Government – Line Share

Toolbar: As elsewhere in Firm Order, you have the option of viewing and editing the entries for information screens related to the LSR. To do so, go to the toolbar at the bottom of the screen and click the appropriate link. This toolbar is available on most of the screens for this Request Type.

Details on these screens are given further in this user guide chapter, in the section “Optional Toolbar Screens”.

Note: In certain circumstances, some fields on Toolbar screens may not be shown, required, or have certain options.

Step 1A – Continue – Click Continue.

Step 2 – Address Validation Screen – The screen will display the message "Valid Address" if the address is valid. If it was not, you can edit the address entries and click Validate.

You should edit the address information as follows:

- Complete the screen with as much information as is available to you.
- Use the pull down menus provided for some fields.
- Upper and lower case letters are both acceptable.

Please see the **Appendix** "Address Validation Screen Fields" for more detailed information on completing these fields.

Step 2A – When you have finished providing information, click Validate.

- **If validation fails:**
  - Verify the address information, or use the telephone number of a nearby neighbor, or business. You can also refer to the trouble shooting appendix of the LENS Guide. LENS may provide an error message and/or a list of information, depending on the type of error or omission.
  - Make any needed changes, and click Validate again.
  - **If repeated attempts are unsuccessful,** and the address has had **no prior BellSouth telephone service,** then you should submit a paper LSR to the LCSC.
- **If validation succeeds:**
  - You will be given the message "Valid Address".
  - "Zone Rate Mileage Applies": This message will also appear if applicable.
  - CT (Connect Through): This field will appear and be populated with a "Y" ("Yes") if the address is Connect Through (CT) eligible. This means that facilities are in place for a given address and a premise visit will not be required.
  - QS (QuickService): This field will appear and will have a value of "Y" ("Yes") for validated addresses of Residential Single Line accounts that are QuickService eligible. QuickService is the availability of dialtone and a TN in a unit that can be used to establish service. A premise visit is not required.
- QSTN (QuickService Telephone Number): When the QS field appears, this field will also appear. This is the TN associated with the unit having QuickService. This field cannot be edited.

Step 2B – Continue – When the address has been validated, click Continue to Loop Options .

Step 3 – Loop Options Screen

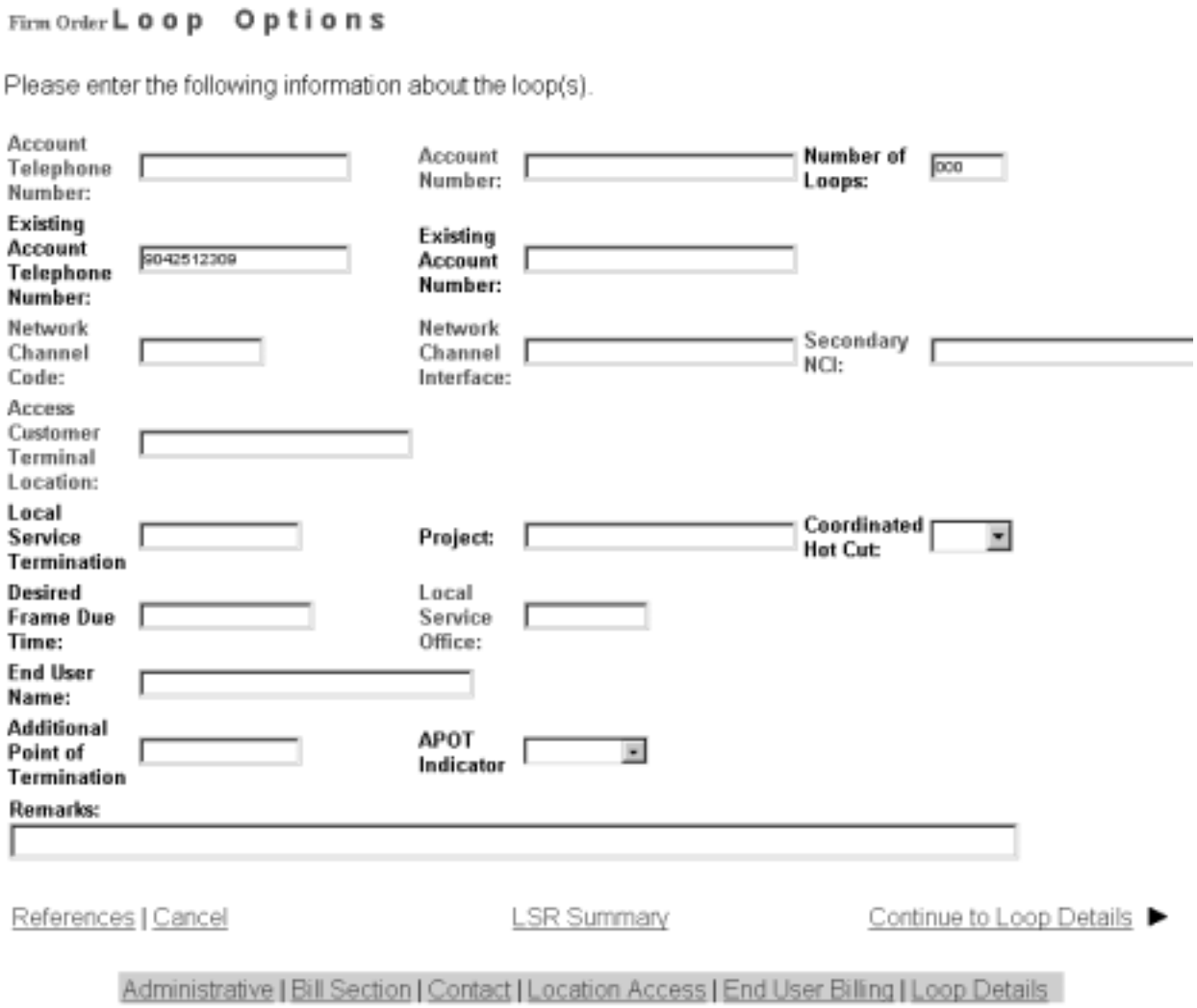


Figure 184 Loop Options Screen

Complete the fields as indicated below, paying special attention to the **Required fields** in red. Note that according to the circumstance, **not all fields** be shown, required, or have certain options. For brevity's sake, the field descriptions use the abbreviation "A/N" to signify "alphanumeric", that is, letters or numbers.

- Account Telephone Number (ATN) – Required – See chart at end of field list: The main account telephone number of the destination ("To") account. Remember that the To account may be created new (for Firm Order N or V), or may be already existing and simply appended to (for Firm Order V, P, or Q). Hyphens, parentheses, and blanks allowed.

- Account Number (AN) – Required – See chart at end of field list: The main account number of the To account. An Account Number is a non-telephone number. Hyphens, parentheses, and blanks allowed.
- Number of Loops: Identifies the quantity of circuits involved in the service request. Entry must be 3 digits. Maximum entry is "025". The numeral you enter here will determine the quantity of loops you will be able to work with on the next screen.
- Existing Account Telephone Number (EATN) – Required – See chart at end of field list: The main account telephone number of the originating ("From") account. Hyphens, parentheses, and blanks allowed.
- Existing Account Number (EAN): The main account number of the From account. Hyphens, parentheses, and blanks allowed.
- Network Channel Code (Required): Identifies the channel being used for the circuit(s) involved. Four characters. First and second character positions must be 'TY', 'LX', 'LY' OR 'HC'. Third and fourth characters must be alpha characters or hyphens. Examples: AA, A-, -A, –.
- Network Channel Interface (Required if shown): Identifies the electrical conditions on the circuit at the ACTL/Primary Location. 5 - 12 letters or numbers including periods
- Secondary NCI (Required if shown): Identifies the electrical conditions on the circuit at the secondary ACTL or end user location. 5 - 12 A/N including periods.
- Access Customer Terminal Location (ACTL) – Required: Identifies the CLLI code of the customer facility terminal location. 11 A/N including periods.
- Local Service Office (Required): Identifies the NPA/NXX of the local or alternate serving central office of the customer locations or primary location of the end user. Six numerals.
- End User Name (Required if shown): Name of end user. 25 A/N
- Local Service Termination: Identifies the CLLI code of the end office switch from which service is being requested. 11 A/N
- Project: Identifies the project with which the LSR is to be associated. Projects are defined as: 1) Installation of a complex service; or, 2) large volume installation of any type service (e.g. 25 local exchange lines or installation of a MultiServ). 16 A/N.
- Coordinated Hot Cut (CHC): Indicates the customer is requesting near seamless cutover activity. This field may require manual intervention and coordination between BellSouth and the CLEC. Select "Yes" or "No". Entry required when DFDT (see next) is populated.
- Desired Frame Due Time (DFDT) – Identifies the desired frame cutover time. The time will reflect the local time of the end user location(s). When CHC is populated, indicates the desired cutover time. An entry in this field releases the order to BellSouth systems to begin processing. Entry is two-digit hour and two-digit minutes, and AM or PM. Example: "0900AM".
- Reservation ID – A field for XDSL and UCL loops, this is the number you assign to relate pre-order activity. The field is optional and can contain up to 20 letters or numbers. Not when shown when Firm Order Activity is Disconnect.
- Additional Point of Termination (APOT): Further identifies the physical Point of Termination of the Access Customer Terminal Location (listed earlier). 11 A/N

- APOT Indicator (Required when APOT populated): Identifies whether the APOT field contains a CLLI code or a narrative. Choose “CLLI Code” or “Narrative”.
- End User Retaining Listing (Required if shown): As with Resale, this field indicates whether the directory listing is to be changed or not. Choose “Yes” or “No”.
- Inside Wire Option (IWO): If desired, use the menu to indicate “Provide Inside Wiring”.
- Inside Wire Contact Name (IWCON) – If IWO is populated, then this field is **required**. Entries can have up to 25 letters or numbers.
- Inside Wire Contact Telephone Number – If IWO is populated, then this field is **required.** An entry must be either 10 numbers or up to 15 letters and numbers.
- Remarks: A free flowing field that can be used to expand upon and clarify other data on this form. Maximum 160 A/N.
- **AN, ATN, EATN –** Below are the situations that determine whether AN, ATN, and EATN are required:

Request Type	Activity Type	Required fields from among AN, ATN, EAN, and EATN:
A	V	AN, EATN
B	V, P, Q	AN, ATN, EATN

Step 3A – Continue – Click Continue to Loop Details.

Step 4 – Loop Details Screen

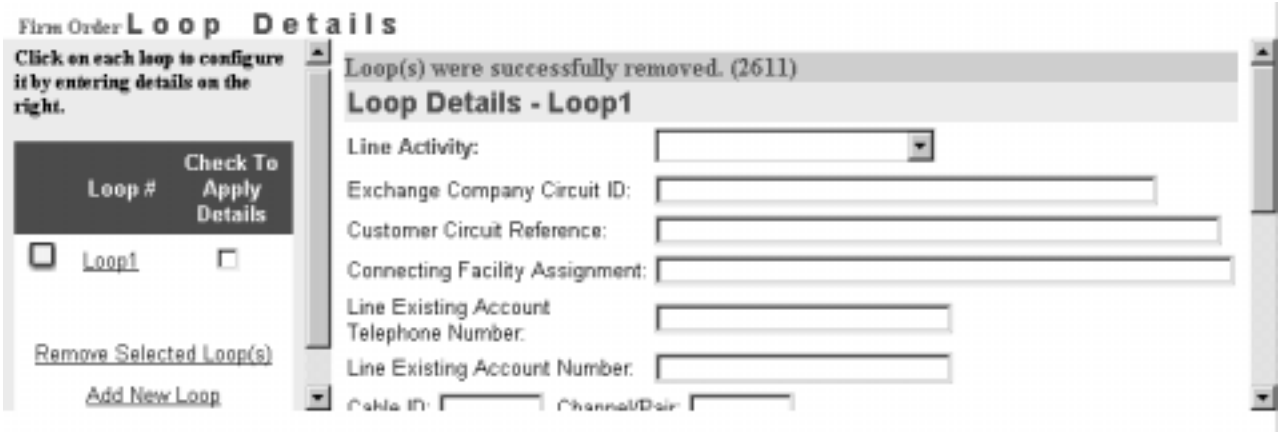


Figure 185 Loop Details Screen

This screen allows you to finalize the details of the loops for the LSR. The screen operates as follows:

- **Left-hand window:**
  - Loop 1, 2, 3 etc: The window will already display links for loops according to the number you had provided on the **previous screen** in the field Number of Loops. So, if you had typed in a "3" in that field, you would now see a link for each loop displayed: Loop 1, Loop 2, and Loop 3.
  - Add New Loop: Click this link if you wish to add another loop to the LSR. The loop will be displayed as a link under the other loops that are already present. Its number will be the next number in the sequence. So, if there are already 3 loops displayed, and you add another one, its link will read "Loop 4".
  - Remove Selected Loop: To remove a loop from the LSR, click a check into the small box next to its link, then click the link Remove Selected Loop. The loop will be removed, and the remaining ones will be **renumbered** and stay in sequence.
  - **Finalizing details:** To finalize details for a loop, click on the link for a loop, such as Loop 2 . Then go to the **right-hand window,** explained next, to finalize its details. When you are done, you should then click the next loop and finalize its details, until all the loops are done.
- **Right-hand window:** Here you finalize the details for the loop you just clicked.
  - ***Procedure:***
    - Enter the appropriate entries for the fields as indicated below in *Field Parameters.* Required fields are in red.
    - Then, do **one** of the following options:
      - **Option 1 –** Click Apply to this Loop Only. The details will be applied to this particular loop.
      - **Or, Option 2 –** Go to the *left-hand window* and click a check into the box by any loop(s) you wish, then click Apply To Selected Loops . The details will apply to those loops.
      - **Or, Option 3 –** Click Apply To ALL Loops Not Yet Configured. This will apply the details to all the loops whose details you have not yet finalized.
    - When a loop is configured, a **red check mark** will be displayed next to the loop in the left-hand window.
    - You can then click the next loop and finalize its details, until all the loops are done. You **must finalize all loops** before you can continue.
  - ***Field Parameters:*** Parameters for the fields are given below. **Note** that according to the circumstance, **not all fields** may be shown, required, or have certain options.
    - Line Activity (LNA) – Required: Select an option from the drop-down menu. Note that not all options will be shown for all Activity Types. All possible choices are as follows:
      - New (N)
      - Disconnect (D)
      - Conversion New (V)

- Exchange Company Circuit ID (Required when LNA is D): Identifies a provider's circuit identification. Up to 36 A/N including periods.
- Customer Circuit Reference: Identifies the circuit number or sequential range of circuit numbers assigned by the customer. Up to 41 A/N, hyphens, and trailing blanks.
- Connecting Facility Assignment: Identifies the provider's carrier system and channel to be used. Up to 42 A/N, hyphens, periods, virgules.
- Line Existing Account Telephone Number (LEATN): The main account telephone number for the loop's From account. For Migrating Many Accounts, in Activity V, P, or Q. Hyphens, parentheses, and blanks allowed. **Not allowed if LEAN (see next) is populated.**
- Line Existing Account Number (LEAN): The main account number for the loop's From account. For Migrating Many Accounts, in Activity V, P, or Q. Hyphens, parentheses, and blanks allowed. **Not allowed if LEATN (see previous) is populated.**
- Cable ID: Identifies the provider's Central Office cable to be connected to the customer's collocated equipment. 5 A/N.
- Channel/Pair: Identifies the specific channel or pair within the provider's cable to be used for connection in the Collocation arrangement. Up to 5 A/N.
- Jack Code: Indicates the standard code for the particular registered or non-registered jack used to terminate the service. 5 A/N.
- Jack Number: Identifies the number of the jack used on end user connections. 2 A/N.
- Jack Position: Identifies the position in the jack that a particular service will occupy. 2 numbers.
- Network Interface Requested: Indicates a request for a new network interface device (NID). Select "Yes" or "No".
- Disconnect Number: Identifies the existing end user telephone number of the associated bundled service which is to be disconnected with the conversion. Hyphens, parentheses, and blanks allowed.
- Location Activity: Choose one of the following:
  - New
  - Delete
  - Existing
- Ported Number: The telephone number being ported. Entry is 10 numerals.
- TNP (Total Number of Paths): Identifies the total number of talk paths, including the initial path, associated with the ported number. Entry is 3 numbers.
- NPT (Number Portability Type): Indicates the type of number portability for this request. Select one of the following:
  - DID - A
  - RCF - B

- Route Index - C

- CFTN (Call Forwarding to Number): Identifies the telephone number to which calls will be directed. Entry is 10 numerals.
- Route Index: The routing index to be used by the provider's switching equipment to forward/port the provider's telephone number to the customer's non-RCF trunk group. Up to 6 A/N.
- Number Portability Trunk Group: Identifies the two six code (TSC) of a dedicated trunk group, from the porting switch to the customer's point of interface (POI), used to complete NP calls. Up to 5 A/N.

Step 4A – Continue – When you have finished finalizing details for all the loops, click Continue Creating LSR.

Step 5 – Next Screens – The next screens you see will be as follows:

- For Request Type B:
  - *ERL "No":* If you had set End-User Retaining Listing (ERL) to be "No", you will be taken to the **Directory Listings Screens,** and they can be completed as elsewhere in Firm Order. (More information on these screens can be found in the **Toolbar** section of this user guide chapter.)
  - *ERL "Yes":* If you had set ERL to "Yes", then you will be taken to the **Calculate Due Date Screen.**
- For Request Type A, you will be taken straight to the **Calculate Due Date Screen,** explained next.

Step 6 – Calculate Due Date Screen – This screen operates as elsewhere in Firm Order. To recap:

- A Calculated Due Date will already be shown to you.
- If you desire another due date, go to the field Desired Due Date and type in an entry, then click Re-Calculate Due Date.
- You may also provide an Appointment Time .

Step 6A – Continue – When ready, click Submit LSR.

Step 7 – Acknowledgement – If all the required fields are complete for this request, you will receive an Acknowledgement indicating that the order was successfully completed and submitted to BellSouth. **Make sure you record the Purchase Order Number and Version Number**. You will need these later if you want to issue a Change Existing Request, or use the View LSR/Order Information option, as explained elsewhere in this User Guide.

Note: **This Acknowledgement is NOT a Firm Order Completion (FOC).** An FOC will be generated later by BellSouth's order processing systems.

Duplicate PON: If the PON you had provided is a duplicate of an existing PON, you will be asked here to provide a different PON and re-submit the request.

Errors: If there is an error with the LSR, you will be taken to an **Error List Page** that will display a message regarding the error.

- **At this point** you should do the following:
  - Click on the link to the appropriate screen where you can correct the error.
  - After correcting the error, click Return to Error List Page.
  - Click Resubmit LSR.
  - **After receiving the Acknowledgment,** click Return to Firm Order to return to the Firm Order Menu Screen and prepare another LSR.
- **For a listing of error messages** you may encounter in LENS, please see the Appendix titled "Error Message Reference List."

Error Codes: LENS error messages may come with a code. The code is related to the screen you are on at the moment, or to which you need to return.

Some error codes may come with a **"J"** in front of them. These error messages are generated within your web browser.

LENS error codes are as follows:

Codes 0001 – 0999	System Error Messages
Codes 1000 – 1999	Errors on the LSR Administrative, Billing or Contact screens
Codes 2000 – 2499	Errors on the LSR Location/Access or End User Billing screens, or errors related to Inside Wiring or Transfer of Call
Codes 2500 – 2999	Errors in Loop Information
Codes 3000 – 3999	Errors on the LSR Line Details or Hunting screens
Codes 4000 – 4999	Errors in the LSR Directory Listings or Directory Delivery Information sections.
Codes 5000 - 5999	Errors in Supplement Orders
Codes 6000 - 6999	Errors in Due Date Calculation
Codes 7000 - 7999	Errors in View LSR/Order Information
9000 - 9999	Informational/Warning Messages

16.3 Optional Toolbar Screens

The toolbar at the bottom of many screens in this Request Type gives you the option of accessing various information screens related to the LSR. Details on these screens are given below.

Note: In certain circumstances, some fields on these screens may not be shown, required, or have certain options.

16.3.1 Administrative Section

On this screen you may populate the following fields as desired:

- Related Purchase Order Number (RPON) – Up to 16 characters comprised of uppercase letters A-Z, numerals 0-9, and symbols period, comma, hyphen, and apostrophe.
- Related Order Number (RORD) – Up to 20 letters or numbers
- Expedite (EXP) – Choose "Y" (Yes) or "N" (No).
- Local Service Authorization Code (LSPAUTH) – 4 letters or numbers
- Local Service Authorization Date (LSPAUTH DATE) – Format of MM/DD/YYYY. Required when LSPAUTH is populated
- Local Service Authorization Name (LSPAUTH NAME) – Up to 15 letters/numbers. Required when LSPAUTH is populated.

When ready, click Continue to Bill Section, or the link in the toolbar for any other screen you would like to view.

16.3.2 Bill Section

This screen will be prepopulated with information on your (the CLEC's) billing name and address. Be sure to note the following fields:

- Billing Account Number 1 – This field will be pre-populated and cannot be edited. This number is also known as your "Q Account" number.
- Billing Account Number 2 – This field will be pre-populated but can be edited. Entry must contain 13 letters or numbers.
- Variable Term Agreement (VTA) – You may populate this field with up to 17 letters or numbers.

When ready, click Continue to Contact Section, or the link in the toolbar for any other screen you would like to view.

16.3.3 Contact Section

All fields should be populated with information provided on your profile. **You may change the following as needed:**

- Initiator Identification – Required – This is the name of the person initiating the request. This person is who should be contacted if there are any questions. An entry for this field can contain up to 15 letters or numbers
- Initiator Telephone Number – Required –Up to 10 numbers or 15 letters or numbers
- Initiator Fax Number Required – Up to 10 numbers
- Design/Engineering Contact Name – Required when **Design Routing Code** is populated by LENS. Up to 15 letters or numbers.
- Design/Engineering Address – Up to 25 letters or numbers
- Design/Engineering Telephone Number – Up to 10 numbers, or 15 letters or numbers.
- Design/Engineering Fax Number – Up to 10 numbers
- Implementation Contact (IMPCON) – Required –Up to 15 letters or numbers.
- Implementation Contact Telephone Number – Required –Up to 10 numbers, or 15 letters or numbers (first 10 characters must be numbers).
- Remarks – Up to 240 letters/numbers/symbol characters, excluding forward slashes (/) and asterisks (*).

Click Continue to Location and Access Section , or the link in the toolbar for any other screen you would like to view.

16.3.4 Location and Access Section

This screen allows you to provide information related to end-user location and access. The screen's sections are as follows:

- **Access Information –** Basic information such as End User Name and Local Contact Name.
- **Additional Access Information –** For additional information related to access.
- **Inside Wiring –** For information related to Inside Wiring.

Access Information – Complete or edit the following as needed:

- End User Name (required) – This field will be prepopulated. You may edit it as needed. This field can contain up to 25 letters or numbers.
- Local Contact Name –This person is the end-user whom will be contacted during installation if there is a problem with access to the service location. This field can contain up to 15 letters or numbers.
- Local Contact Telephone Number – 10 numbers, and if desired, up to an additional 10 letters or numbers.

Additional Access Information – Here you may provide additional information related to access. You can provide up to 115 letters or numbers.

Inside Wiring – Inside Wiring Information can be entered here.

- Inside Wiring Option (IWO) – Choose one of the following options:
  - Provide inside wiring repair plan (S)
  - Provide inside wiring and repair plan (U)
  - Provide inside wiring (W) – Required entry for Request Types Port/Loop, Type A, and Type B.
- Inside Wire Contact Name (IWCON) – If IWO equals U or W, then this field is **required**. Entries can have up to 25 letters or numbers.
- Inside Wire Contact Telephone Number – If IWCON is populated, then this field is **required.** An entry must be either 10 numbers or up to 15 letters and numbers.

Click Continue to End User Billing, or the link in the toolbar for any other screen you would like to view.

16.3.5 End User Billing Section

Note: This screen is not applicable to end users in Tennessee for Activity Types New Installation, Change, Partial Migration Initial, and Partial Migration Subsequent.

This screen contains information related to the End-User. Complete or edit the fields below as relevant to this Firm Order activity. Note that not all fields will be displayed for all Firm Order activity types.

End User's Billing Account Number – This field will display the ATN you confirmed on the Conversion/Partial Options Page.

Final Bill – Next to the text "The Final Bill should be sent to", use the pull down menu to select the appropriate option.

- Existing Address
- Different Address

If you choose "Different Address", you must provide that address information here. Note the following fields (though not required for this Firm Order activity):

- Final Bill Name – Up to 25 letters or numbers
- Address (Street) – Up to 25 letters or numbers
- City
- State
- Zip

- Contact Name – Up to 15 letters or numbers
- Contact Telephone Number – 10 numbers or up to 15 letters or numbers

Existing Account Telephone Number (EATN) – This field will be prepopulated with the entry you provided in the field EATN on the Conversion/Partial Options Page. This field can be edited. The entry should be 10 digits, with up to 10 additional letters or numbers if you wish. This field is required if Existing Account Number (EAN) is not populated.

Local Service Freeze – If desired, you can indicate Local Service Freeze (LSF) for end-users in all states except Tennessee.

Select one of the following options:

- Add End User Local Service Freeze
- Add Local Provider Local Service Freeze
- Change End User to Local Provider Local Service Freeze
- Change Local Provider to End User Local Service Freeze

Click Continue to Directory Information , or the link in the toolbar for any other screen you would like to view.

16.3.6 Directory Delivery Information

Note the following:

- This screen should only be completed if the directories are to be delivered to an address other than the Listed Address.
- This screen is relevant only to Request Type B.

Edit the information for this screen as needed:

- **Delivery Name –**This will be pre-populated with the End-User's name, but you may edit as needed. Entry can have up to 25 letters or numbers.
- **Delivery address fields (House Number, Street Name, etc.)** – Edit these as needed.

Click the link in the toolbar for any other screen you would like to view.

16.3.7 Directory Listings Section

16.3.7.1 Overview

Note: This section is relevant only to Request Type B.

This section allows you to create and edit directory listings for this LSR. You can order up to **ninety-nine (99)** listings per line.

Screen Flow –The screen flow for this section is as follows:

- First Screen for Directory Listings
- Second Screen for Directory Listings
- Summary Screen for Directory Listings

You go through the First and Second screens to build each of your requests to create or change a listing. The Summary Screen gives you just that, a summary of the listing requests that you have built to that point. It also allows you to revisit your work if you decide to make changes.

Basic Concepts – The concepts below will guide you in working with directory listings.

- **Terms:**
  - **Two accounts** – There are two accounts involved:
    - "From" Account – The account from which lines are being migrated
    - "To" Account – The account to which the migrated account or lines are being migrated. The To Account can be created new, or can be an existing account.
  - **Main Account Telephone Numbers** – The To and From accounts have or will have main account telephone numbers:
    - EATN – The From Account's main account telephone number, when Migrating One Account
    - LEATN – A From Account's main account telephone number, when Migrating Many Accounts
    - ATN – The To Account's main account telephone number
  - **Listing Activities ("LNAs")** – The four LNAs and their meaning in regards to migrations are as follows:
    - New Listing ("New") – Add a new listing on the To account.
    - Delete Listing ("Delete") – Delete a listing from the From account, or from the To account if it already exists.
    - Change Listing ("Change") – Migrate a listing and make changes to it at the same time.
    - No Change to Listing ("No Change") – Migrate a listing exactly as is.
- **Principles to Remember:**
  - **Main Listing Required**
    - A Main Listing is required for a new account being created. The ATN will be that Main Listing's Listed Telephone Number.
    - Each account can only have one Main Listing.
  - **Required Listing Requests** – You **must** create a Listing Request for the following:
    - Any listing you want migrated
    - All listings for the ATN line, when you are creating a new account

- All listings for a line that has **any** of its listings being changed in any way
- However, on the Initial Line Details Screen, if you set the line's LNA to "Conversion As Is", and the line will not be the ATN, then you do not have to create a Listing Requests for its listings. The line and its listings will be converted As Is.

- **EATNs and LEATNs**
  - For an EATN or LEATN, if you set its LNA to Conversion As Is, then you do not have to indicate listings for it or its associated lines.
  - For an LEATN, if you check "Migrate Entire Account Like This TN", then you do not have to indicate listings for it or its associated lines.
  - However, it is still true that you must show the listings for the line that will become the ATN.
- **Alpha Listing Identifier Codes** ("Alpha Codes" for short) have the following principles:
  - Main Listings do not have Alpha Codes.
  - Non-Main Listings must have Alpha Codes – one per listing.
  - Alpha Codes consist of up to 3 letters of your choice, such as A, AB, or ABC.
  - Invalid Combinations: These include but may not be limited to the following: DEI, DNA, DNL, DNO, DST, BOX, FOL, HFX, PFX, PRE, PLA, LNB, LNR, NFL, OAD, OV, SFX or N. These entries are invalid because they are used elsewhere in the operation of the system.
  - Uniqueness: Alpha Codes must be **unique for each listing within an account**. So if you are migrating a listing to an existing To account, you must change that listing's Alpha Code if it is the same as the Alpha Code of a listing on that To account.
  - Customer Record: You should refer to the Customer Record to obtain the From account's Alpha Code(s).
- **Change** cannot be used to change the Alpha Code or Record Type. Instead, you must Delete the old listing, and recreate it using New. When you recreate it, you then indicate the new Alpha Code or Record Type.

- **Some Basic Scenarios:**
  - **EATN or LEATN will be the ATN** – An EATN or LEATN has its account's Main Listing. This "From Account Main Listing" must be migrated to become the Main Listing of the To account, if you intend the EATN/LEATN to be the To Account's main account telephone number (the "ATN").
    - To perform this migration, you can use "No Change" or "Change".
    - Also, remember that you must migrate the EATN/LEATN's other listings as well, since the line will be the ATN.
  - **EATN or LEATN will not be the ATN** – As stated above, an EATN or LEATN has the From Account Main Listing. This listing must be removed or migrated if the EATN/ LEATN will be migrated as a non-ATN line for the To account.
    - To remove the From Account Main Listing, use Delete.

- Or, to migrate the listing, use Delete, and then use New to recreate it as a Non-Main Listing. You would give it an Alpha Code, since it will be a Non-Main Listing.
- In general, you should perform this process for any EATN/LEATN that will be migrated and will not be the ATN. Delete the From Account Main Listing. Then, if you wish, use New to recreate it as a Non-Main Listing.
- Also, remember that if you wish, you can migrate the EATN/LEATN's other listings as well.

- **Non-EATN or Non-LEATN will be the ATN** – If you're creating a new To account, and a non-EATN or non-LEATN line is to be the ATN, then you must set up the new Main Listing.
  - The line you've designated to be the ATN may have an existing Non-Main Listing. If you want this to be the new Main Listing, then migrate it using two steps: one with "Delete", and one with "New". These two steps are needed because you are changing the Record Type and Alpha Code.
    - First, use Delete to remove the existing Non-Main Listing.
    - Then, use New to recreate it as the new Main Listing. You will give it no Alpha Code, since it is a Main Listing.
  - If the line does not have an old listing to Delete, then just use New to set up the new Main Listing.
  - Also, if this line has any other listings, you must migrate those as well, since the line will be the ATN.

• **Other Details:**

- **Delete and Change on an Existing To Account** – When appending to an existing To account, Delete and Change can be used on that To account's listings. This is for your convenience, should you wish to Delete or Change any of those listings.
- **No Directory Listings on Contact Screen** – No directory listings information needs to be entered on the Contact Screen.

This completes the overview. Please continue reading below to begin working with directory listings for this LSR.

16.3.7.2 First Screen for Directory Listings

Step 1 – First Screen for Directory Listings –

Note: Starting with this screen, the upper right-hand corner will display the following information for your reference:

- Your Customer Carrier Name Abbreviation (CCNA)
- Your Company Code
- The PON of the LSR

General Screen Commands – The following screen commands at the bottom of the screen can be helpful to you in working with directory listings.

- Reset – Clears screen of previous settings for all fields except Listing Activity Indicator.
- View All Listing Requests – Allows you to access the Directory Listing Summary Screen (explained further below) that summarizes all the listing information you have compiled up to that point.
- Continue – Takes you to the next screen.
- View CSR – Allows you to view the Customer Service Record to help in creating your listing requests.
- LSR Order Summary – Allows you to view a summary of the details of your LSR up to this point. For more information on the LSR Order Summary, please see the Firm Order Introduction section of this manual.

Sections – There are three sections for this screen. You should input information for each as described below.

- Header – The area at the top of the screen – contains basic organizing information for the listing.
- Listing Name – Contains information on the listing's content, including Listing Name.
- Formatting and Placement – Contains information on the visual appearance of the content's text.

The directory listings activity screens contain a number of fields. This guide will give a general overview of some of the more important ones necessary for building the order. You should populate all fields as required for your directory listing purposes.

Note: Not all the fields described here will be displayed in every single case. Their presence and available options will vary according to the settings given to other fields.

You can order up to **ninety-nine (99)** listings per line.

Step 1A – Header

- **Directory Listing Number** – Already populated – This is the identification number for each listing you create. You should refer to it on the Listing Summary Screen (explained further below).
- **Listing Activity Indicator** – required – Setting this field will cause the entire screen to refresh, with various fields modified or removed as needed. Choose from the following:
  - New Listing ("New") – Add a new listing on the "To" account.
  - Delete Listing ("Delete") – Delete a listing from the From account, or from the "To" account if it already exists. Screen will refresh and most of the fields will be removed, because they are not needed if listing is deleted.

  - Change Listing ("Change") – Migrate a listing and make changes to it at the same time.
  - No Change to Listing ("No Change") – Migrate a listing exactly as is. Screen will refresh and unneeded fields will be removed.
- **Type of Account** – required
- **Record Type** – required
- **Listing Type** – required if Listing Activity set to "New Listing" – choose from the following:
  - Listed
  - Non-Listed – The listing will be omitted from the telephone directory, but will still be obtainable through Directory Assistance.
  - Non-Published – The listing will be omitted from both the directory and Directory Assistance.
- **Listed Telephone Number** – This field is required in most cases.
- **Alpha Listing Identifier Code (Alpha Code)** – Up to 3 letters of your choice. Note the following:
  - If you are Changing a listing, you must type in the Alpha Code of that listing.
  - If you are adding a New listing, the Alpha Code must be different from the code of the existing listing.
  - Invalid codes include but may not be limited to the following: DEI, DNA, DNL, DNO, DST, BOX, FOL, HFX, PFX, PRE, PLA, LNB, LNR, NFL, OAD, OV, SFX or N. These entries are invalid because they are used elsewhere in the operation of the system.
- The Alpha Code of an existing listing can be found in the CSR, which can be accessed by clicking View CSR.

Note that a **Valid Listing Type/Record Type combination** must be indicated. These are as follows:

If Record Type is:	Then Listing Type Must Be:
Local Alternate Call	Listed
Local Additional Listing	Listed, Non-Listed, Or Non-Published
Local Additional Main	Listed Or Non-Listed
Local Answer Service	Listed Or Non-Listed
Local Client Main	Listed Or Non-Listed
Local Cross Reference	Listed
Local Special Text Listing	Listed
Local Main Listing	Listed, Non-Listed, Or Non-Published
Foreign Alternate Call Listing	Listed
Foreign Additional Listing	Listed, Non-Listed, Or Non-Published
Foreign Answer Service	Listed Or Non-Listed
Foreign Cross Reference	Listed
Foreign Special Text Listing	Listed
Secondary Additional Main	Listed Or Non-Listed
Secondary Additional Listing	Listed Or Non-Listed
Secondary Main Listing	Listed Or Non-Listed

Figure 186 Valid Listing Type/Record Type Combinations

Step 1B – Listing Name – IMPORTANT: – Enter this information exactly as you want it to appear in the directory.

- **Name** – Name of the end-user – In addition, any indented listings will be shown under this name.
  - Last Name / Finding Word – This field is required in most cases.
  - First Name / Subsequent Words – Populate as desired.
- **Dual Names in Listing** – "Yes" or "No" – If Yes, then the First Name field requires an ampersand (&). Not allowed if Service Type (from Firm Order Menu Screen) is Government.
- **Non Standard Telephone Number** – You can enter up to 20 letters and/or numbers, except for Q and Z. The pound sign (#) and asterisk (*) are also not allowed.
- **Nickname** – An alternate name for the end-user, to be placed in parentheses after the First Name / Subsequent Words. For example, if the end-user is named “John Smith”, and his nickname is “Ace”, then type “Ace” into this field. The listing will be shown as “Smith, John (Ace)”.

- **Designation** – A descriptive word or phrase for a business listing. For example, if the end user name is “David Jones MD,” and you type “Surgeon” into the Designation field, then the listing will be shown as “Jones David MD Surgeon.”
- **Title of Lineage** – Choose a value from the drop-down menu.
- **Title of Address 1** – Choose a value from the drop-down menu.
- **Title of Address 2** – Choose a value from the drop-down menu.
- **Listing Name Placement** – "Yes" or "No"
- **Position Listing As** – Allowed if Listing Name Placement set to “No” – Type up to 150 letters and/or numbers

Step 1C – Formatting and Placement

- **Style Code**
  - Required if Listing Activity is New or Change.
  - Will be preset to “Straight Line” if Listing Type is Non-Listed or Non-Published.
- **Header Telephone Number**– Required if you want to add an indented listing. This Header TN is the TN under which the indented listing will be shown.
- **Yellow Page Heading Code**
  - Required in some cases if Service Type (on Firm Order Menu Screen) was set at Business or Government.
  - Yellow Page Heading Codes may be obtained from BellSouth Advertising and Publishing Company (BAPCO).
  - Field length is six (6) numeric characters.
- **Designer Listings** – This refers to White Pages Products and will incur additional charges. Designer listings are only allowed if:
  - Type of Account is set to a Residence entry
  - Listing Type is set to “Listed”
  - Record Type is set to a “Local” option (Local Main, Local Additional, etc.)
  - End user address is outside of North Carolina

Step 1D – Click Continue. If you had set Listing Activity to New or Change, you will be given a message reminding you that you need to have Listed Name and Address typed exactly as you want them to look in the Directory. If you have not done so, click Cancel and makes your changes, otherwise click OK. Entries must be in either all upper case, or upper and lower case.

16.3.7.3 Second Screen for Directory Listings

Step 2 – Sections for this screen are as follows:

- Listed Address – Contains address information for the listing
- Special Requests – For various items related to the listing

- Additional Lines of Text for this Listing – For additional text you wish to have displayed
- Foreign and Secondary Listings – For listings outside of the end-user's current directory area

Step 2A – Listed Address – Here you may complete address information for the listing.

IMPORTANT: Provide the Listed Address information here exactly as you want it to appear in the directory.

In addition, note the following:

- Omit Address from Listing: If you mark "Yes" for this option, the address will not be shown in the listing, and you should leave the address fields blank. You should mark Yes if you are adding a New listing that is **indented.**
- Locality and State are required for Foreign Listings.

Step 2B – Special Requests

- Would you like to be omitted from the Direct Mail List? – Click "Yes" or "No".
- TDD Indicator – Select from the following:
  - TDD Only
  - TDD and Voice
  - Blank
- Business / Residence Placement Override – Indicate your selection. This field will only be shown if Type of Account is Business Personal.

Step 2C – Additional Lines of Text for this Listing – Populate these fields if you are adding a New listing that is indented. In addition, designer listings can have up to 3 Additional Lines of Text.

- **Line of Text Reference Number** – This is assigned by LENS uniquely within each Listing Request and increases in increments of one with each line of text you add.
- **Listing Text Type** – Required if you populate Line of Text (see next). Some options may cause the screen will refresh and add lines here for this information. If you are adding a New listing that is indented, you should select "Indented Text" here.
- **Line of Text** – Required for some settings of Listing Text Type.

Step 2D – Foreign and Secondary Listings

This section is for listings outside the end-user's current directory area. The distinctions are as follows:

	Foreign Listings	**Secondary Listings**
Fee	Yes	No in some circumstances
Geographical Range	Anywhere within BellSouth region	Near your current directory area

The following fields should be completed as appropriate:

- Directory Name – The directory where the listing is to be placed.
- Directory Subsection – The directory subsection, if relevant, where the listing is to be placed.

Step 2E – Click Continue.

16.3.7.4 Summary Screen for Directory Listings

Step 3 – Summary Screen for Directory Listings – This screen gives a summary of all the listing requests you have built so far.

Your listings will be displayed in the table labeled **Submitted Listing Information**. The table will display the Directory Listing Number (DLNUM) and other information for each listing. (Recall that you first saw the DLNUM back on the First Screen for Directory Listings.)

Step 3A – If needed, make any changes you decide are necessary.

- **To edit a listing request,** click its DLNUM. You will be taken back to the First Screen, where you can review and edit the information for the request. For the edits to take effect, you must click Continue on each of the screens until you return to the Summary Screen here.
- **To delete a listing request** that you decide you no longer want, go to the small box labeled **Select to Delete** for that listing and click a check into it. Then go to the bottom of the screen and click Delete Selected Listings. This will not delete any existing listings; it will only delete the listings request(s) you have marked.
- **To add another listing,** click Add a New Listing Request. This will take you back into the process, where you can create another listing request.

In addition, note the following:

- **Advancing to Publisher –** Mark "Yes" or "No" next to the text, “Would you like these listings advanced to the Directory Publisher?” You should mark Yes if end-user service is to start after **Business Office Close (BOC)**, and there is an urgent need for the listing to be published. Note the following:
  - Designer listings cannot be advanced.
  - There is a limited window after BOC for advancing listings.
  - BAPCO can provide information on closing and BOC dates.
  - LENS does not provide the schedule for advancing listings.
- **SIC –** Standard Industry Classification
  - Enter a four-digit code
  - For Firm Order New Install, Conversion New, and Partial Migration Initial

- Required if Service Type (on Firm Order Menu Screen) was set at Business or Government.
- SIC Codes may be obtained from BellSouth Advertising and Publishing Company (BAPCO).

- **If you had set Listing Activity to "Change Listing"** , the Summary Screen here will show **two** listing requests.
  - One will represent the "old" listing being changed, and will be labeled "Old".
  - The other will contain the changes you indicated and will be will be labeled "New".
  - The New request's Directory Listing Number (DLNUM) will be one greater than the Old request's DLNUM. (For example, the New request's DLNUM will be 0002 if the Old request's DLNUM is 0001.)

Step 3B – When ready, click Continue.

Note: If you return to Directory Listings after this point during this LSR process, you will be shown first the Listings Summary Screen, so you can select which listing you would like to edit, or begin creating an additional listing.

16.3.8 Hunting

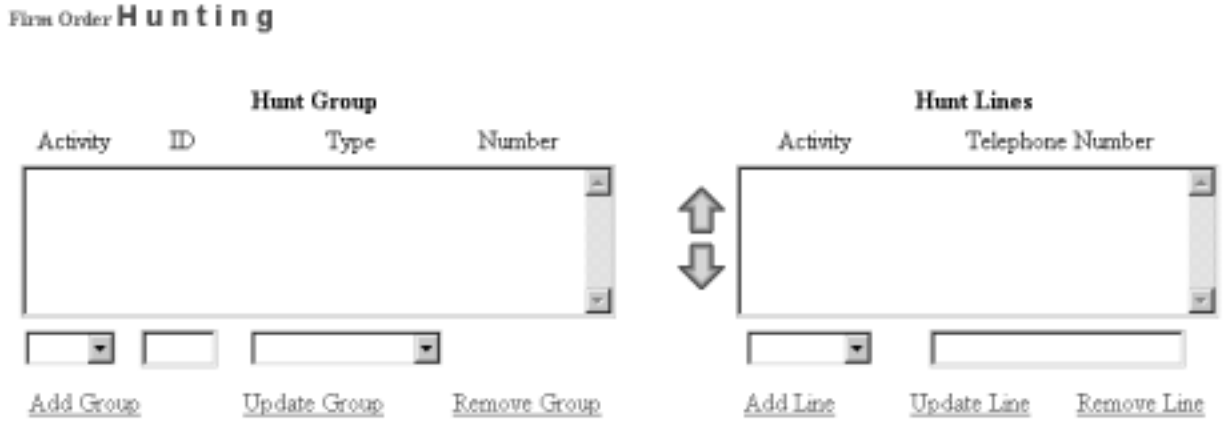


Figure 187 Hunting Screen

Here you can provide information for any hunting you wish to have converted with the account. Notice the two windows, "Hunt Group" and "Hunt Lines". These will be where information will be displayed as you proceed.

Hunt Groups: Create hunt groups as follows:

- **Go to the fields below the Hunt Group window** and complete the following fields:

- Hunt Group Activity (HA) – **Required field.** Choose one of the following entries:
  - New (N)
  - Existing (E)
  - Change (C)
  - Delete(D)
- Hunt Group Identifier (HID) – **Required field.** You must enter up to 3 letters or up to 4 numbers characters of your choice. If you populate HA with New, HID will be automatically populated with the letter "N". The letter "N" entered alone is not valid at any other time.
- Hunt Type Code – **Required field.** Choose one of the following:
  - Sequential
  - Non-Sequential
  - Circular

- **Click Add Group** to add the group to the LSR. The entries in the fields will be displayed in the Hunt Group window.
- **Repeat as needed** to create the desired number of hunt groups. As you add each one to the window, notice that the column "Number" will increase for each new group. So, the first group would be numbered 00001, the second one would be 00002, and so on.
- **To edit** the information for a group, **click** on it in the Hunt Group window to highlight it, and then go to the fields below the window and edit the entries. The hunt lines (see next) for the group will be displayed in the Hunt Line window, and these can be updated as well (see next). When ready, click Update Group. The new entries will be displayed in the window for the group.
- **To remove** a hunt group, highlight its row in the Hunt Group window, and click Remove Group. The hunt group will disappear from the window. All associated lines for the hunt group will be deleted as well. Note that the column "Number" in the window will be renumbered for the groups that remain. **Multiple groups** can be highlighted at once to be removed; however, only one group at a time can be edited.

Hunt Lines: After creating Hunt Groups, now you must give them the TNs to be used in the hunting process.

- **Click on a Hunt Group in the Hunt Group window** to highlight it.
- **Go to the fields below the Hunt Line window** and provide the following information:
  - Pull-down menu: Hunt Line Activity (HLA) – **Required field.** Here you indicate the HLA of the Hunt Line (see next). The options for HLA will vary according to the Hunt Group Activity you had chosen.
    - **If Hunt Group Activity (HA) is New,** then HLA will be New.
    - **If HA is Existing,** then HLA will be Existing.
    - **If HA is Change,** then HLA will be New, Existing, or Delete.
    - **If HA is Delete,** then HLA will be Delete.

  - Text Entry Box: Hunt Line
    - **Required** if HA is New, Existing, and Change.
    - **Optional** if HA is Delete.
    - Type in a TN that is to be in the hunt group.
  - The format for the lines is 10 digits. However, when HA and HLA are both set at "New", you can enter a **TN range** by typing a 10-digit number, followed by a hyphen, and then a four-digit number representing the end of the range. So, for example, 4044695000–5011 indicates a range of TNs that end in 5000, 5001, 5002, and so on, up to 5011.

- **Click Add Line** to add the line to the hunt group. The Hunt Line Activity and the line itself will be displayed in the Hunt Line window.
- **Hunt sequence:** You can enter additional lines for the hunt group. They will be displayed in the Hunt Line window in the order you added them, and the hunting sequence will follow that order. So, the TN at the very top will be first, followed by the next TN below, and so on. A **TN range** (see above) that you entered will be considered as one unit for hunt sequence. So if the number 4044695000–5011 is displayed second from the top in the window, that means it will be second in the hunt sequence. (And the hunt sequence will then proceed to follow the lines in their numerical order: 5000, 5001, 5002, and so on.)
- **To change the hunt sequence** of the lines, highlight one or more lines and click the up or down arrows next to the Hunt Line window. These arrows will move the highlighted line(s) up or down in the window, and therefore in the hunt sequence as well.
- **16 (sixteen) Line Maximum:** you can enter up to **16 (sixteen)** lines for any one hunt group.
- **To edit** a hunt line, highlight it in the Hunt Line window, and then go to the fields below the window and edit them as needed. When ready, click Update Line. The new entries will be displayed in the Hunt Line window.
- **To remove** a hunt line, highlight it in the Hunt Group window, and click Remove Line. The hunt line will disappear from the window. Note that the lines remaining will be in the new hunt sequence. **Multiple lines** can be highlighted at once to be removed; however, only one line at a time can be edited.

When finished with Hunting, click Continue to Line Details, or go to the bottom of the screen and click the link for any other section you wish to view.

17. Supplement Existing Request

17.1 Supplement Existing Request

You can currently issue three (3) types of supplements. They are as follows:

- **Cancel** an existing LSR,
- **Change the requested due date** on an existing LSR
- **All Other Changes** – These include (but are not limited to) modifying features, modifying LSR fields, etc. which are the result of end user changes and/or the result of clarifications received from the LCSC.

Note that Supplements CANNOT be issued for the following:

- LSRs that have been completed
- LSRs for Firm Order Activity **Deny**

Firm Order Restore LSRs – Supplements for Firm Order Restore LSRs can be issued as follows:

LSR to be Supplemented:	Supplement Allowed:
Restore a Suspended Account	Cancel, Change Desired Due Date
Restore a Denied Account	None

LSR Order Summary – As in Firm Order, you can access an LSR Order Summary. When you start the Supplement process, the Summary will be of the original LSR. As you proceed through the Supplement process, the Summary will change to reflect any new data that you provide.

17.2 Cancel:

This function allows you to cancel LSRs, including those containing errors. You do not have to correct the errors first.

Step 1 – LENS Main Menu –Click Supplement Existing Request.

Step 2 – Supplement Main Menu –

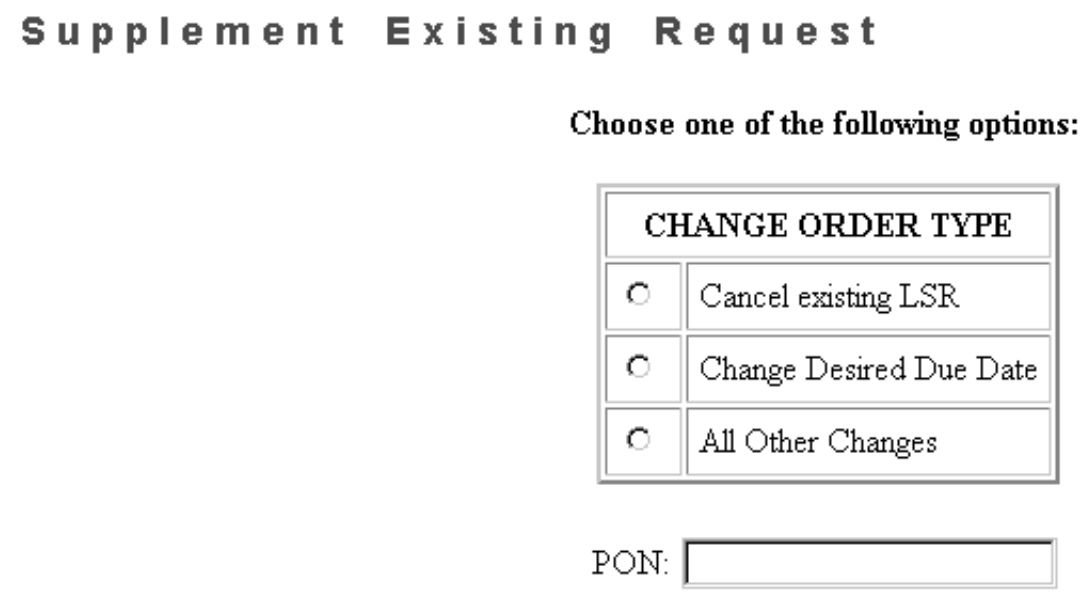


Figure 188 Supplement Main Menu

- Select the "Cancel" radio button.
- Enter the PON for the LSR to be cancelled.
- Click "Process Change."
- **Confirmation –** You will be asked to confirm that you want to cancel the LSR. Click OK if you still want to do so.

Step 3 – Acknowledgement– You will be shown a screen acknowledging that your request has been sent to LENS. **It does not,** however, serve as an FOC to tell you that the request has been processed successfully. To determine that, you should go to the LENS Main Menu and use the function View LSR/Order Information. If the request was processed successfully, you will find the FOC. If not, you will find an Error notice.

After receiving the Acknowledgment, click the link Return to Supplement Main to return to the Supplement Existing Request Menu, where you may create another supplement to issue.

17.3 Change Desired Due Date

Step 1 – LENS Main Menu –Click Supplement Existing Request.

Step 2 – Supplement Main Menu –

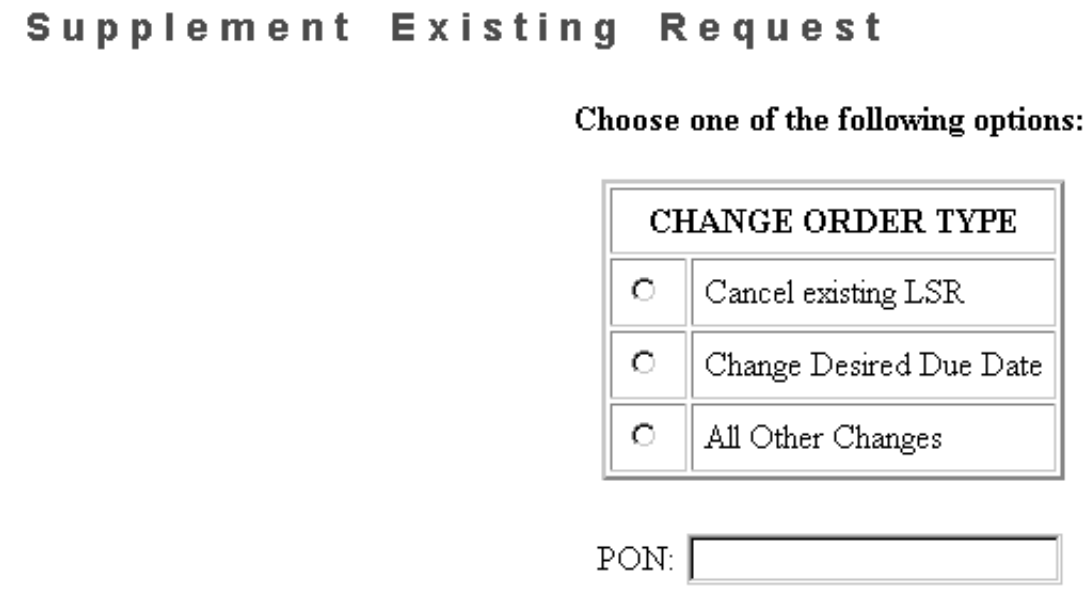


Figure 189 Supplement Main Menu

- Select the “Change Requested Due Date” radio button.
- Enter the PON for the LSR to be supplemented.
- Click “Process Change.”

Step 2 – Calculate Due Date Screen

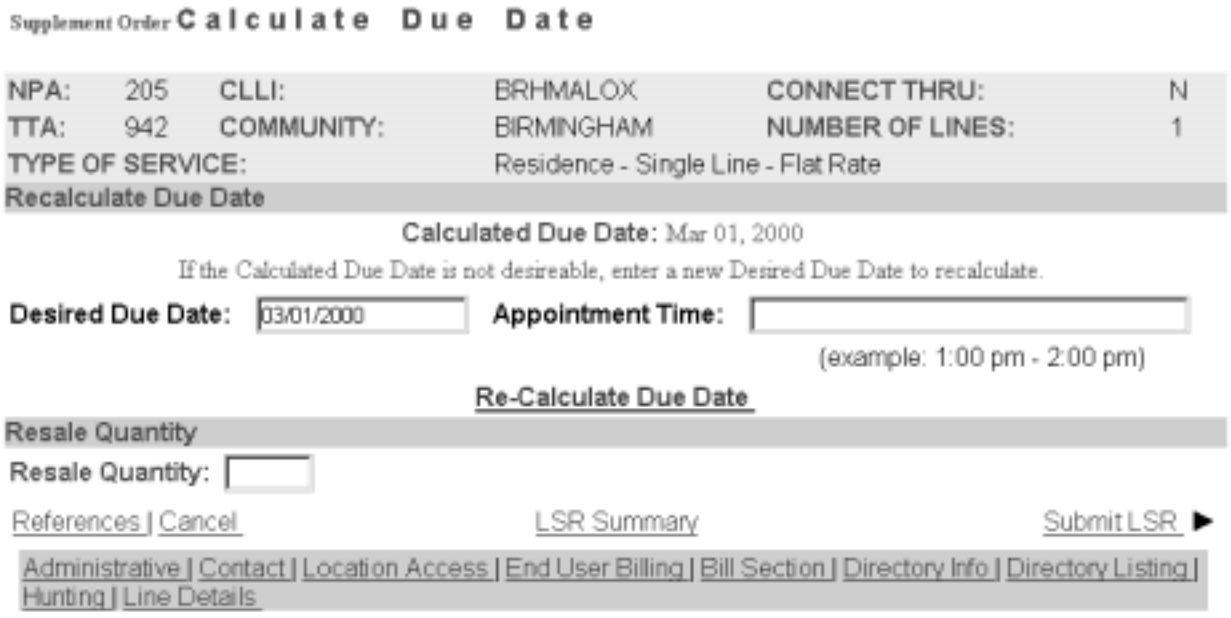


Figure 190 Calculate Due Date Screen

- Type an entry into the field **Desired Due Date.** Recall that it must be:
  - Either the current or future date
  - Within one year of the current date
  - In one of the following formats:
    - MM/DD/YYYY
    - MMDDYYYY
    - MM-DD-YYYY
    - MM DD YYYY
    - MM.DD.YYYY
- Click “Re-Calculate Due Date”.
- The new Calculated Due Date will be displayed. Repeat the previous two steps if you decide you want a different date.

Step 3 – Submit Request –When you are satisfied with the new due date, click “Submit Request”.

Step 4 – Acknowledgement

You will see a screen confirming that your request has been sent to LENS. **It does not,** however, serve as an FOC to tell you that the request has been processed successfully. To determine that, you should

go to the LENS Main Menu and use the function View LSR/Order Information. If the request was processed successfully, you will find the FOC. If not, you will find an Error notice.

After receiving the Acknowledgment, click the link Return to Supplement Main to return to the Supplement Existing Request Menu, where you may create another supplement to issue.

17.4 All Other Changes:

This Supplemental type covers all changes other than Cancel and Change Desired Due Date.

Note that All Other Changes cannot change the following items:

- Service Type (e.g. Residence vs. Business).
- Address, if the new address is in a different wire center.
- Requisition Type (e.g. Resale vs. Directory Listing)
- Activity Type (New Installation vs. Conversion As Is, etc.)

The option of All Other Changes will generally bring you through screens that resemble those you used in Firm Order to build the original LSR. This helps you in making the changes you desire.

Step 1 – LENS Main Menu –Click Supplement Existing Request.

Step 2 – Supplement Main Menu

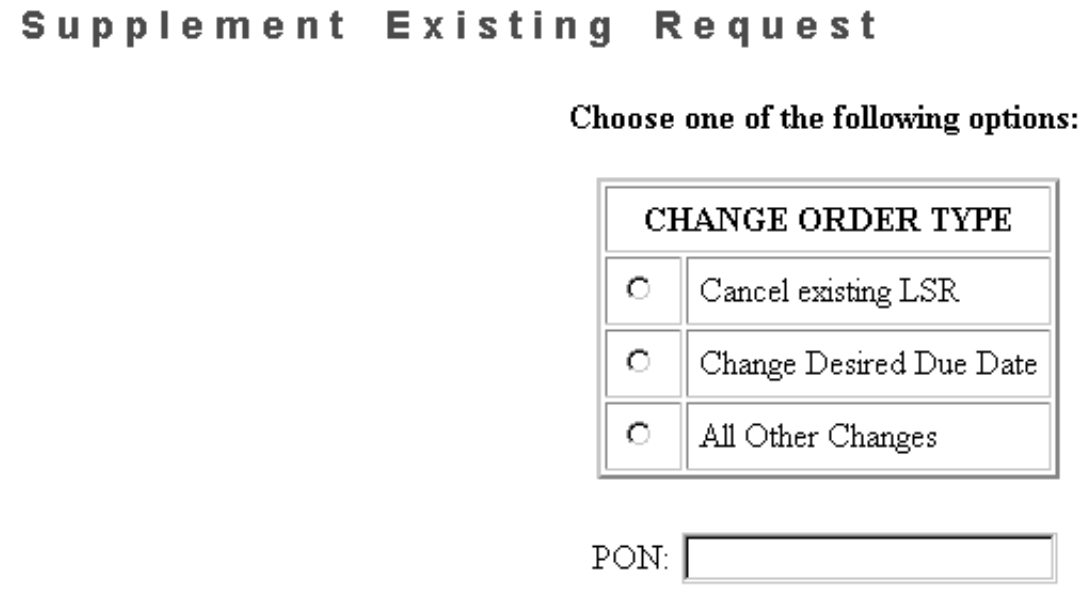


Figure 191 Supplement Main Menu

- Select the "All Other Changes" radio button.
- Enter the PON for the LSR to be supplemented – LENS will use this to determine the Firm Order Activity of the LSR
- Click "Process Change."

Step 3 – All Other Changes Menu – This screen will display the options available for the Supplement. The options will vary as follows according to the Firm Order Activity of the LSR.

- For Firm Order New Installation, Conversion New, Partial Migration Initial, and Partial Migration Subsequent, the options will be:
  - Modify Existing Address – as long as the new address is in the same wire center.
  - Add/Replace Telephone Numbers
  - Delete Telephone Number (multi-line accounts only)
  - Modify Features Including PIC/LPIC
  - Modify LSR Entries
  - Modify Entire LSR
  - Modify Hunting
- For Firm Order Disconnect, Suspend Full Account, and Conversion As Is, the options will be:
  - Modify Existing Address
  - Modify LSR Entries
  - Modify Entire LSR
- For Firm Order Change Existing Account, what you are shown depends on the purpose of the original LSR.
  - If the original LSR was for Add/Change/Delete Features or Change PIC/LPIC, you will be taken to the Initial Line Details Screen, where you may do **one or more** of the following:
    - You may click a TN and modify its line details.
    - Or, you may click the link for any other screen you would like to see or edit, such as LSR Summary, Administrative, Bill Section, etc.
  - If the original LSR was for Change Telephone Number, you will be taken to the Initial Line Details Screen. There you can do **one or more** of the following:
    - You may click the TN and modify its line details.
    - Or, you may click the link for any other screen you would like to see or edit, such as LSR Summary, Administrative, Bill Section, etc.
    - Or, you may click TN Options to go to through the familiar TN selection process. This process will will resemble the Add/Change/Replace TN process, described further below.

- For Firm Order Directory Listings, you will see the Directory Listings pages, with the original information prepopulated in the fields.
- Options not for Request Types A and B: The following options are not available for Request Types A and B:
  - Add/Replace Telephone Numbers
  - Delete Telephone Number (multi-line accounts only)
  - Modify Features Including PIC/LPIC
  - Modify Hunting

These options involve functions that are similar to those in Firm Order. For this reason, the screens and processes are similar as well. **Details on some of the options are given further below.**

Step 3A – Select the radio button for an option. The screens that follow will generally mirror the process and/or screens involved with building the original LSR.

Be sure to note the following:

- **Remarks:** These are required for All Other Changes supplements. Go to the Toolbar and click the link for the Contact Screen to provide this information.
- **Delete TN:** If you are performing Delete TN, you cannot delete all the TNs for an account. You should just use a Cancel supplement.

Step 3B – When you are done, you should **submit the request** by clicking Submit.

Step 4 – Acknowledgement

You wil be shown a screen confirming that your request has been sent to LENS. **It does not,** however, serve as an FOC to tell you that the request has been processed successfully. To determine that, you should go to the LENS Main Menu and use the function View LSR/Order Information. If the request was processed successfully, you will find the FOC. If not, you will find an Error notice.

After receiving the Acknowledgment, click the link Return to Supplement Main to return to the Supplement Existing Request Menu, where you may create another supplement to issue.

17.4.1 Modify Address

Step 1 – Address Validation Screen – Enter the new address and click Validate.

Step 1A – Valid Address – When you have received the "Valid Address" indicator, click "Continue Address Modification."

- **If validation succeeds:**
  - You will be given the message "Valid Address".

- "Zone Rate Mileage Applies": This message will also appear if applicable.

- If validation fails, verify the address information, or use the telephone number of a nearby neighbor, or business. You can also refer to the Trouble Shooting section of the LENS Guide. LENS may provide an error message and/or a list of information, depending on the type of error or omission.

Step 2 – Due Date Screen –Follow the steps as outlined below.

- **Remarks –** These are required for All Other Changes supplements. Go to the Toolbar and click the link for the Contact Screen to provide this information.
- **Due Date –** Type in your Requested Due Date and click Calculate Due Date.
- **Calculated Due Date –** The Calculated Due Date will be shown to you at the top. If you want another due date, type it in the box "Requested Due Date" and click "Calculate Due Date."

Step 2A – Submit LSR – When you are satisfied with your Due Date, click Submit LSR .

Step 3 – Acknowledgement –You will be given an acknowledgement that LENS has received your supplement request.

Note: **This Acknowledgement is NOT a Firm Order Completion (FOC).** An FOC will be generated later by the Service Order Communication System (SOCS), which works to process your LSR. To view this FOC, you must go to the LENS function View LSR/Order Information.

17.4.2 Add/Change/Replace Telephone Numbers

Note the following:

- This option cannot be used to affect the Account Telephone Number (ATN) of the account.
- This process will also be seen when the LSR was for **Firm Order Change** to perform Change Telephone Number.

Step 1 – Go through this process as you would in Firm Order. You will be shown the familiar screen with the "Available" and "Selected" windows. The Selected window displays the LSR's current TNs (except for the ATN). The Available window displays TNs you may add to the LSR, or use to replace the LSR's current TNs.

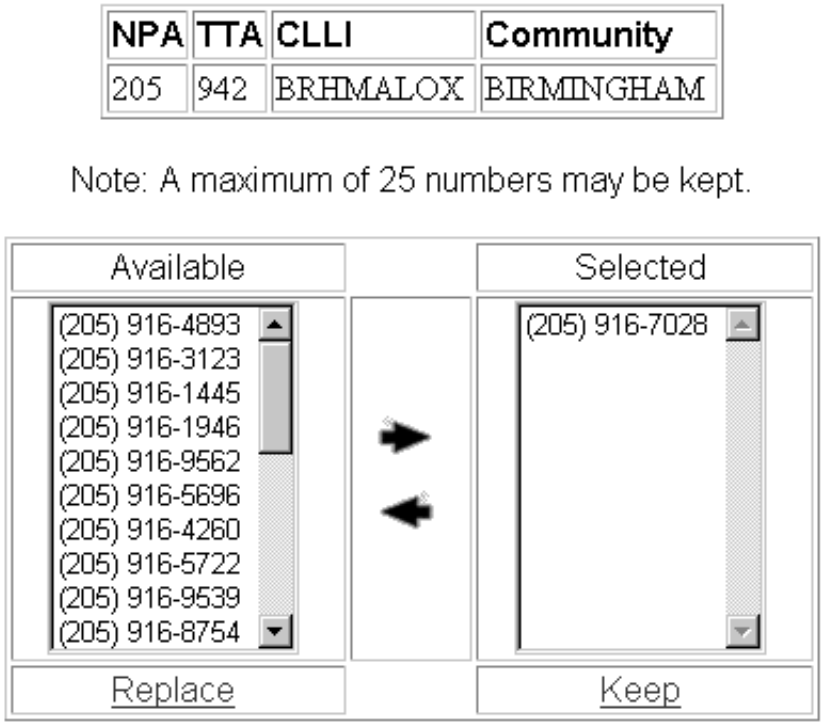


Figure 192 Add/Replace TN Screen

- Adding TNs:
  - Highlight the desired TN(s) in the Available window, and click “Add”. The TN will be moved to the Selected window.
  - The new TN(s) will be completely new, unconfigured lines on the LSR.
- Replacing TNs:
  - Highlight one TN in the Available window, and one TN in the Selected window. Click “Replace”. The two TNs will swap places.
  - You can only swap one pair at a time.
  - The new TN being swapped into the Selected window will keep the **same line details** that were associated with the TN being replaced.

If you are supplementing a **Change LSR** that was intended to perform Change Telephone Number, the process is similar:

- The TN you chose on the original LSR will be displayed in the “Selected” window.

- Use the Swap link to swap this TN with a TN from the "Available" window.
- You will only be able to Keep one TN, since that LSR was only valid for a single-line account.

Step 1A – Keep – When you are ready, click "Keep" to confirm the numbers you have chosen.

Step 2 – Line Details Screen – As in Firm Order, click the TNs in blue to view and submit the details for each one. Submit a TN's details by clicking "Submit Line Details". If the submission was successful, you will receive a red check mark next to that TN.

When all the TNs have received red check marks, the link **Continue to Due Date** will appear. Click this link to go to the Due Date Screen.

Step 3 – Due Date Screen –Follow the steps as outlined below.

- **Remarks –** These are required for All Other Changes supplements. Go to the Toolbar and click the link for the Contact Screen to provide this information.
- **Due Date –** Type in your Requested Due Date and click Calculate Due Date.
- **Calculated Due Date –** The Calculated Due Date will be shown to you at the top. If you want another due date, type it in the box "Requested Due Date" and click "Calculate Due Date."

Step 4 – Submit LSR – When you are satisfied with your Due Date, click Submit LSR .

Step 5 – Acknowledgement –You will be given an acknowledgement that LENS has received your supplement request.

Note: **This Acknowledgement is NOT a Firm Order Completion (FOC).** An FOC will be generated later by the Service Order Communication System (SOCS), which works to process your LSR. To view this FOC, you must go to the LENS function View LSR/Order Information.

17.4.3 Delete Telephone Numbers

You can only perform this option for a multi-line account.

In this option, when you see the familiar TN Selection screens, you will actually be using them to indicate the TN(s) to be deleted from the LSR.

Note: This option cannot be used to delete the Account Telephone Number (ATN) of the account.

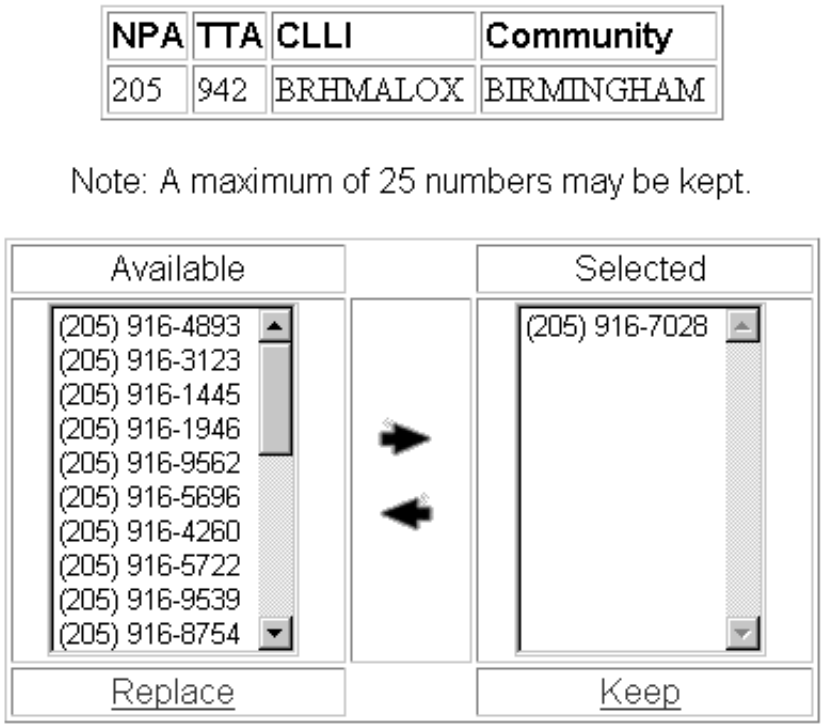


Figure 193 Delete Telephone Number Screen

Step 1 – You will see the account's telephone numbers listed in the "Selected" window. Highlight the one(s) you wish to delete, and click "Delete." The number(s) will move to the "Available" window.

Step 1A – Keep – Click **Keep** under the "Selected" window to retain the numbers you have remaining for the LSR.

Step 2 – Line Details Screen – This screen will appear as it does in Firm Order, and will generally resemble its counterpart there.

Click the first TN listed to view and modify any of its details as needed. (For multi-line accounts, you will work with each of the other lines in turn.) When you are satisfied with the details for the TN, click "Submit Line Details" to submit its details. You will obtain a red check mark indicating this was successful.

When you have obtained red check marks for all the TNs, click **Continue Processing LSR.**

Step 3 – Due Date Screen –Follow the steps as outlined below.

- **Remarks –** These are required for All Other Changes supplements. Go to the Toolbar and click the link for the Contact Screen to provide this information.
- **Due Date –** Type in your Requested Due Date and click Calculate Due Date.
- **Calculated Due Date –** The Calculated Due Date will be shown to you at the top. If you want another due date, type it in the box "Requested Due Date" and click "Calculate Due Date."

Step 3A – Submit LSR – When you are satisfied with your Due Date, click Submit LSR .

Step 4 – Acknowledgement –You will be given an acknowledgement that LENS has received your supplement request.

Note: **This Acknowledgement is NOT a Firm Order Completion (FOC).** An FOC will be generated later by the Service Order Communication System (SOCS), which works to process your LSR. To view this FOC, you must go to the LENS function View LSR/Order Information.

17.4.4 Modify Features Including PIC/LPIC

Step 1 – Features and Services Process – Now you will be able to change the features and services for the LSR. The process will resemble the one in Firm Order. Click on the first telephone number in blue to begin. If the account is multi-line, you will start with the first TN and work with each one in turn.

When all is completed for the TN, it will receive a red check mark, and you will be ready to move on. If the account is multi-line, you will be ready to move on when all the TNs have received a red check mark.

Step 1A – To move on, click "Continue Processing Modification."

Step 2 – Line Details Screen – As in Firm Order, click the TNs in blue to view and submit the details for each one. Submit a TN's details by clicking "Submit Line Details". If the submission was successful, you will receive a red check mark next to that TN.

When all the TNs have received red check marks, the link **Continue to Due Date** will appear. Click this link to go to the Due Date Screen.

Step 3 – Due Date Screen –Follow the steps as outlined below.

- **Remarks –** These are required for All Other Changes supplements. Go to the Toolbar and click the link for the Contact Screen to provide this information.
- **Due Date –** Type in your Requested Due Date and click Calculate Due Date.
- **Calculated Due Date –** The Calculated Due Date will be shown to you at the top. If you want another due date, type it in the box "Requested Due Date" and click "Calculate Due Date."

Step 3A – Submit LSR – When you are satisfied with your Due Date, click Submit LSR .

Step 4 – Acknowledgement –You will be given an acknowledgement that LENS has received your supplement request.

Note: **This Acknowledgement is NOT a Firm Order Completion (FOC).** An FOC will be generated later by the Service Order Communication System (SOCS), which works to process your LSR. To view this FOC, you must go to the LENS function View LSR/Order Information.

18. Ordering UNE 's

18.1 Use LENS to order UNE 's (unbundled network elements)

You will see how to:

- Order a Port/Loop Combination
- Order a Type A loop (without Interim Number Portability)
- Order a Type B loop (with Interim Number Portability)

Unbundled network elements, or UNE s, let you supplement your own equipment with elements of the BellSouth network so that you can provide service to your customers.
You can use **LENS** to order the following types of **UNE s**:

- Unbundled Loops
- Port/Loop Combinations

Unbundled loops come in two varieties:

- Type A Loop (without INP)
- Type B Loop (with INP)

This enables you to supplement your own equipment with elements of the BellSouth Network so that you can provide service to your customers.

Interim number portability, or **INP** , lets your customer keep their current telephone number(s) after their service has been converted to your switch.

18.2 LENS UNE Restrictions

Because INP is being replaced gradually by LNP (local number portability, it may be available in your area. LENS does not yet support LNP, but you can order loops with LNP manually.
Different states have other restrictions that apply when ordering UNE s. For details, please see the LENS User Guide and the BellSouth Rules for Local Ordering.

18.3 Port/Loop Combination

When converting a customer, the steps for ordering a port/loop combination are similar to those for adding a new feature.
To see this, let's work through the steps for ordering a port/loop combination when converting single-line residential services.

After choosing **Port/Loop Combination** as the Request Type and entering the required account information, you are ready to launch the activity.
Click Continue now to proceed

Following address validation, LENS displays the Conversion Partial/Options screen.

Here you are not changing lines, TN, or features, nor bare you migrating to an existing account, so you leave unchecked all three request types listed at the top of the screen.

Next, you make appropriate selections from **ERL** and **Type of Migrations** lists.

Finally, you enter the **ATN** for the converted account (the OTN is not required in this example), then click **Continue with Firm Order Processing** to proceed.

LENS now displays the Select TN for Features and Services screen. Because you are not changing features or services on this line, you click **Continue to Service Details** to process with the order.

On the Service Details screen, you enter the details needed for the conversion as well as those for ordering the pot/loop combination.

For the conversion itself, this example only requires that you enter the **PIC** and **LPIC** choices in the fields provided.

To change the **Port/Loop Combination**, you begin by entering the special **USOC UEPRL** to specify the port in the combination.

When finished, you click **Accept Line Details for Selected Telephone Number** to continue with the **LSR**.

LENS now returns you to the **Line Detail Conversion** (New)screen, where the line is now checked off in red.

As with other types of conversions, you now continue to the **Calculate Due Date** screen to finalize this **LSR**. For this example, you would enter the Port Quantity as 1 and the Port Type as Line Port.

Once the details on the **Calculate Due Date** screen meets your approval, you submit the LSR and print the Acknowledgment screen (or copy the **PON** and **Version Number** from).

18.4 Type A Loop

Instead of a port and a loop, you can order an unbundled loop if your company owns a switch. For customers who do not need to keep their original telephone numbers, the **Type A Loop** is the appropriate choice.

To see how the steps differ from a **Port/Loop Combination**, let's rework the previous example as a **LSR** for a **Type A Loop**. We have chosen the Type A Loop option and have entered the initial information needed for a single-line business account.

Click **Continue** now to launch the activity.

Following address validation, LENS displays the Loop Options screen. The fields here vary with the information you enter on the Firm Order Menu.

Before you continue, click each required field to learn more about it.

After entering the required information in the Loop Options screen, you click Continue to Loop Details.

LENS next displays the Loop Details screen, where you enter additional information needed for the order.

Before entering the information, you must first click the **Loop1** link at left to identify the loop you are defining.

Click **Loop1** now to continue with the order.

We've populated the required fields in this example with the details needed for the order.

Before you continue, click each required field in this example with the details needed for the order.

After entering the required information in the Loop Options screen, you click Continue to Loop Details to proceed.

LENS Next displays the Loop Details screen, where you enter additional information needed for the order.

Before entering the information, you must first click the Loop1 link at left to identify the .loop you are defining.

Click Loop1 now to continue with the order.

The screen refreshes, and you can now enter the required details for this example:

- The Line Activity is Conversion (As Specified)
- Cable ID and Channel Pair are codes that specify which physical line is used for the order. These codes are defined in the CLEC's own Facility Assignment records.

Click **Apply to Selected Loops**to proceed.

The screen now refreshes, with **Loop1** checked off in red to show completion.

To finalize the order, you now click **Continue Creating LSR** . This action takes you to the **Calculate Due Date** screen, from which you click **Submit LSR** to send the order.

If there are no problems with the order, **LENS** will soon display the familiar Acknowledgment

18.5 Type B Loop

If the business customer in the last example had wanted to keep his current telephone number, you would have ordered a **Type B Loop** rather than a Type A Loop.

The steps for ordering a Type B Loop are only a little different from those for a Type A Loop. Let's review these steps now to see the differences.

Click Continue to launch the Type B Loop Activity.

Following address validation, the Loop Option screen displays as before. You complete this screen as you did for the Type A Loop, except that:

- The Account Telephone Number is now required as well as the Account Number and EATN.
- You must specify whether to retain the customer's current directory listing.

Click Continue to Loop Details to proceed.

The Loop Details screen displays. After clicking Loop1, you complete this screen as before, except that you must enter:

- The **Ported Number**, i.e. the customer's existing number.
- The **Total Number of Paths (TNP**) required. This account has one line with call waiting, so it must have two paths.
- The **Number Path Type (NTP)**, usually **RCF-B** .
- The **Call Forwarding Telephone Number (CFTN)**, a CLEC owned number you reserve in advance.

As you have guesses, INP is a type of call forwarding that routes calls for the customer's original number to a new CLEC-owned number.

When you click Apply to Selected Loops, the screen updates to show the completed loop now checked off in red.

With a **Type A Loop**, you would now be ready to click Continue to **Due Date Calculation** to finalize the LSR. When ordering **Type B Loop**. However, there is one more task left to perform: entering a second **Billing Account Number (BAN)** .

Click **Bill Section** at the bottom of the screen to continue.

You enter the second **Billing Account Number (BAN)** on the Bill Section screen. Thus number has the same 13–character format as the first BAN, but is provided by your BellSouth Account Team to identify a separate billing account for the CLEC-owned telephone number.

Once you have entered the second **BAN**, you click Return to Loop Details to return to the Loop Details screen.

From there, you click Continue to **Due Date Calculation**as usual to finalize and submit the LSR.

Summary for Port Loop Combinations

- You can use LENS Firm Order to create LSRs for three types of UNE s:
- Port Loop Combination
- Type A Loop (without INP)
- Type B (with INP)
- The steps for ordering a **Port/Loop Combination** when converting a customer from BellSouth or another CLEC are similar to those for adding a new feature to the line during conversion. A key Code (UEPRL) to specify and control the billing for the Port/Loop Combination.
- Ordering a Type A Loop involves two new screens, Loop Options and Loop Details. You use these screens to enter codes and other information required to order the loop. You must obtain much of this information in advance from your BellSouth Account Team, the LENS User Guide, the BellSouth Business Rules for local ordering, BellCore Technical References, and your own records.
- You also use the Loop Options and Loop Details screens when ordering a Type B Loop, but information you enter is slightly different. In addition, you must use the Bill Section toolbar link to enter a second billing account number (BAN) for the CLEC-owned port.
- States have various restrictions that apply when ordering UNE s. For details, please refer to this guide and the BellSouth Rules for Local Ordering.

19. Bulk Orders

19.1 First Steps

Step 1 – Main Menu Screen – Click "Bulk Orders."

Step 2 – Bulk Ordering Start Page –

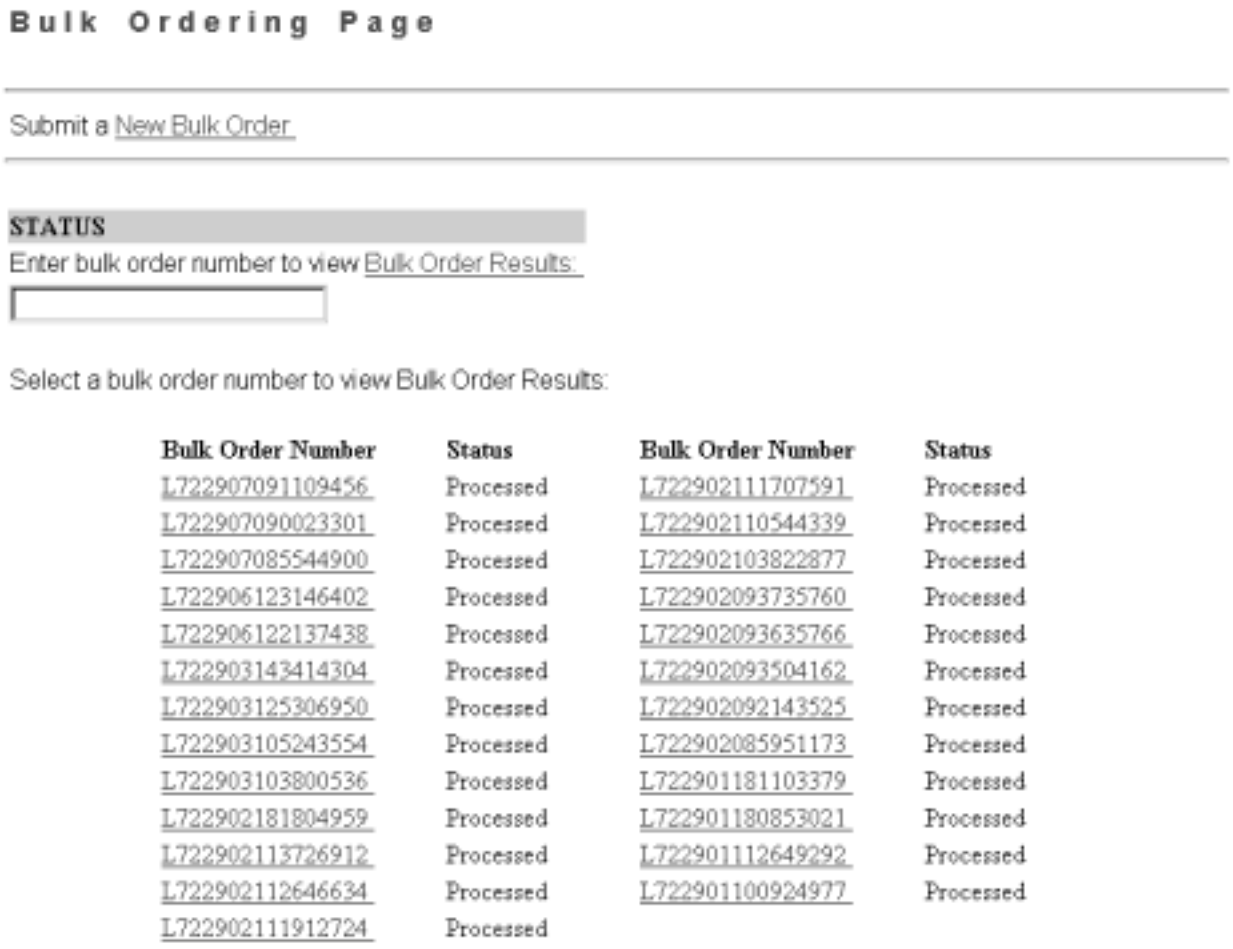


Figure 194 Bulk Ordering Start Page

Here you have **three options:**

- Submit a New Bulk Order.
- Or, select a Bulk Order Number to view its results.
- Or, enter a Bulk Order Number to view its results.

The steps for each option are outlined in the relevant section below.

19.2 Submit a New Bulk Order

Activity Types available for Bulk Order are as follows:

- Disconnect
- Deny
- Restore Full Account or Restore Denied Account
- Suspend Full Account
- Conversion As Is

These are the available activities because they are relatively straightforward with few details, and so are suitable for submitting as a Bulk Order.

Ownership: For all the Activities except Conversion As Is, you must be the owner of the account to perform that action.

Step 1 – Bulk Ordering Start Page –Go to the top of the screen and click the link "New Bulk Order."

Step 2 – Order Entry Page –You will see the screen below.

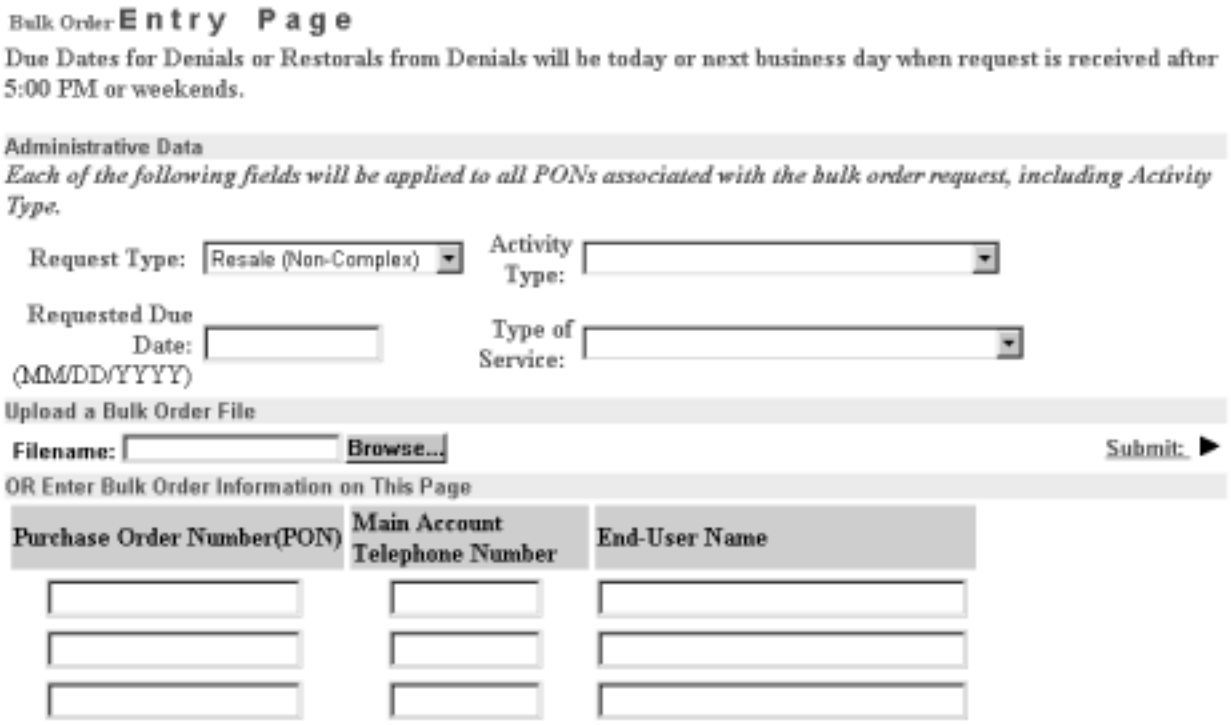


Figure 195 Order Entry Page

Step 2A – Provide the overall order information – Populate the fields displayed at the top of the page:

- Request Type
- Requested Due Date
- Activity Type
- Type of Service

This information will apply to all the accounts you are submitting in this particular Bulk Order. Note especially the fields Request Type and Activity Type. All the accounts **must** be for the entries you indicate for these fields.

If Request Type is Port/Loop Combo, note the following:

- UNE to UNE, Retail/Resale to UNE – Port/Loop Bulk Orders can be used to convert UNE to UNE, and Retail/Resale to UNE .
- Conversion As Is (W) – This is the only Activity Type that can be handled by a Port/Loop Bulk Order.
- Type of Service – Government options are not available for Port/Loop Bulk Orders.

For more information on orders related to Port/Loop UNEs, please see the BellSouth Business Rules for Local Ordering .

Step 2B – Provide the specific order information – This consists of the following:

- Purchase Order Number (PON) – Up to 16 letters, numbers, or symbols. Valid symbols include periods (.), commas (,), hyphens (–), and apostrophes (’).
- Main Account Telephone Number – 10 numerals without symbols, for example, 2059450000
- End User Name – Up to 25 letters or numbers

There are two ways to provide this information:

- Type it in manually in the fields at the bottom of the screen. You can provide up to 100 PONs.
- Or, upload a Bulk Order file.

Choose one of the methods, since both cannot be used at once.

Uploading a file: If you choose this option, you should note the following:

- **Procedure:**
  - **Go to the field “Filename”** and type in the location and name of your file. (for example: c:/orders/bulk orders/order7.txt)
  - **Or, click** Browse to retrieve the file from your computer or company network.
    - You will see the “File Open” dialog box.
    - When you have located the file, highlight it and click “Open”.
    - The file’s name will be populated in the Filename field.
- **File parameters:**
  - File can include up to 500 PONs.
  - File must be in a Text, Tab Delimited format.
  - File must have the following data:
    - PON (Up to 16 letters, numbers, or symbols. Valid symbols include periods (.), commas (,), hyphens (–), and apostrophes (’).)
    - Main Account Telephone Number (10 numerals with no symbols)
    - End User Name (Up to 25 letters or numbers)
  - File columns should have **no headers**. Simply have the first column contain the PONs, the second column the TNs, and the third column the End User names.
  - Below is an example of a properly formatted upload file. It was made by saving an Excel spreadsheet as a Text Tab Delimited file. (The quotation marks in the last column

are not required, but commonly occur in Excel when a comma, period or other such character is in the field. These quotation marks will have no effect on the process.)

```
MYPON001        2059991000      "Doe, John"
MYPON002        2059991001      "Doe, John"
MYPON003        2059991002      "Doe, John"
MYPON004        2059991003      "Doe, John"
MYPON005        2059991004      "Doe, John"
MYPON006        2059991005      "Doe, John"
MYPON007        2059991006      "Doe, John"
MYPON008        2059991007      "Doe, John"
MYPON009        2059991008      "Doe, John"
MYPON010        2059991009      "Doe, John"
MYPON011        2059991010      "Doe, John"
MYPON012        2059991011      "Doe, John"
MYPON013        2059991012      "Doe, John"
MYPON014        2059991013      "Doe, John"
MYPON015        2059991014      "Doe, John"
```

Figure 196 Example of Upload File

Step 3 – Click Submit.

Step 4 – Acknowledgement –

Acknowledgement

Thank You!

Purchase Order Number: DFASD
Version: 00
LSR was submitted to BellSouth on Saturday, 12/11/1999 at 10:50 AM EST

Figure 197 Acknowledgement

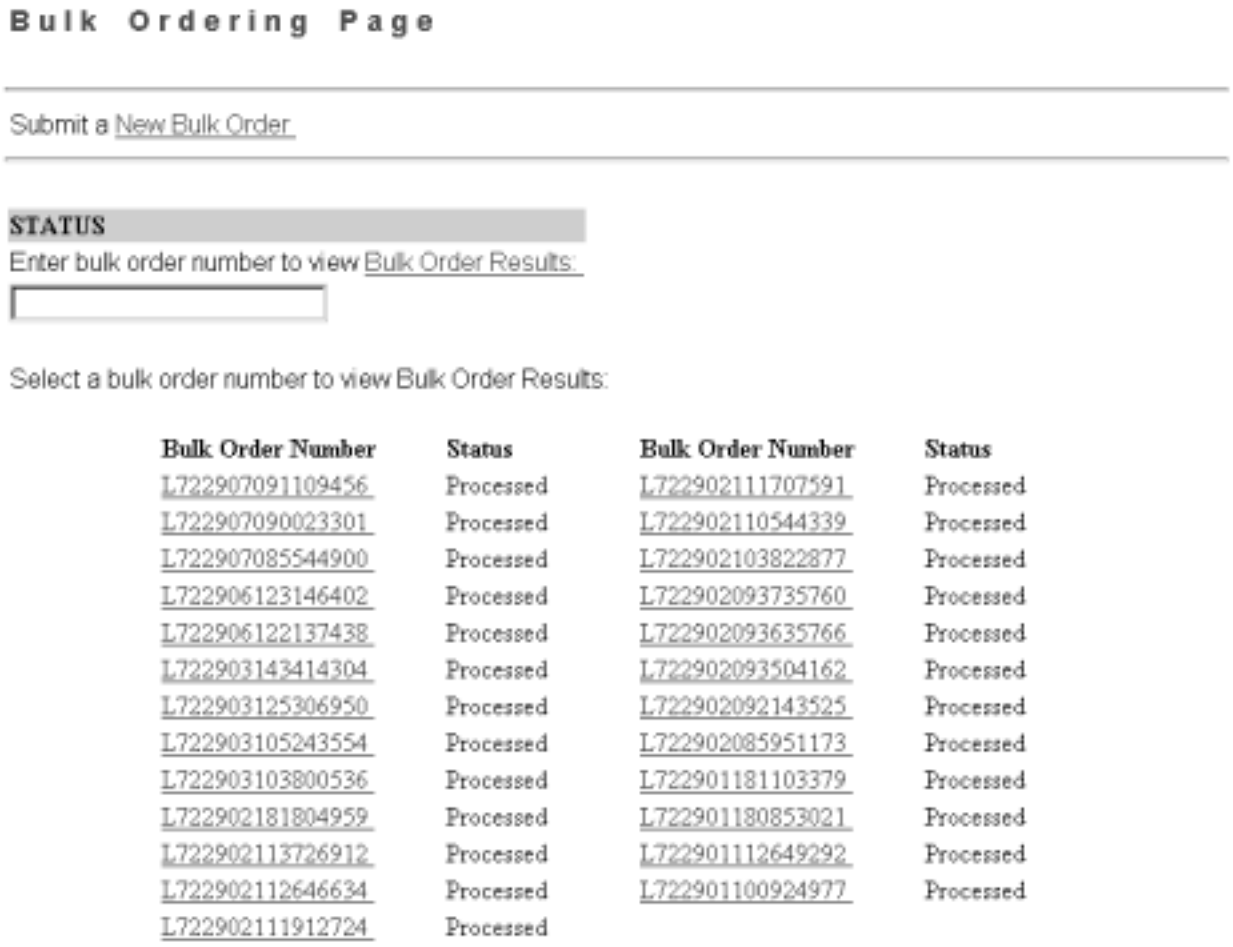
If all required fields are complete, an Acknowledgement will be given indicating that the order was successfully completed and submitted to BellSouth. **Make sure you record the Bulk Order Number or print out the page.** You will need this later if you want to look up the Bulk Order Results for this LSR (see below).

Note: **This Acknowledgement is NOT a Firm Order Completion (FOC).** An FOC will be generated later by the Service Order Communication System (SOCS), which works to process your LSR.

Step 5 – Return to Start Page – Click "Return to Bulk Order Page". This will return you to the Bulk Order Start Page, where you choose to perform another function.

19.3 Select a Bulk Order Number to View Its Results.

Step 1 – Bulk Ordering Start Page



Bulk Ordering Page

Submit a New Bulk Order

STATUS

Enter bulk order number to view Bulk Order Results:

Select a bulk order number to view Bulk Order Results:

Bulk Order Number	Status	Bulk Order Number	Status
L722907091109456	Processed	L722902111707591	Processed
L722907090023301	Processed	L722902110544339	Processed
L722907085544900	Processed	L722902103822877	Processed
L722906123146402	Processed	L722902093735760	Processed
L722906122137438	Processed	L722902093635766	Processed
L722903143414304	Processed	L722902093504162	Processed
L722903125306950	Processed	L722902092143525	Processed
L722903105243554	Processed	L722902085951173	Processed
L722903103800536	Processed	L722901181103379	Processed
L722902181804959	Processed	L722901180853021	Processed
L722902113726912	Processed	L722901112649292	Processed
L722902112646634	Processed	L722901100924977	Processed
L722902111912724	Processed		

Figure 198 Bulk Ordering Start Page

Bulk Order Numbers will be displayed for orders you have submitted within the past **45 days**. The screen will display up to 30 numbers; if you have submitted more than 30, then you can click “Next” to view the other numbers. Click “Previous” to return to the previous list.

Bulk order numbers will be sorted by date submitted in descending order.

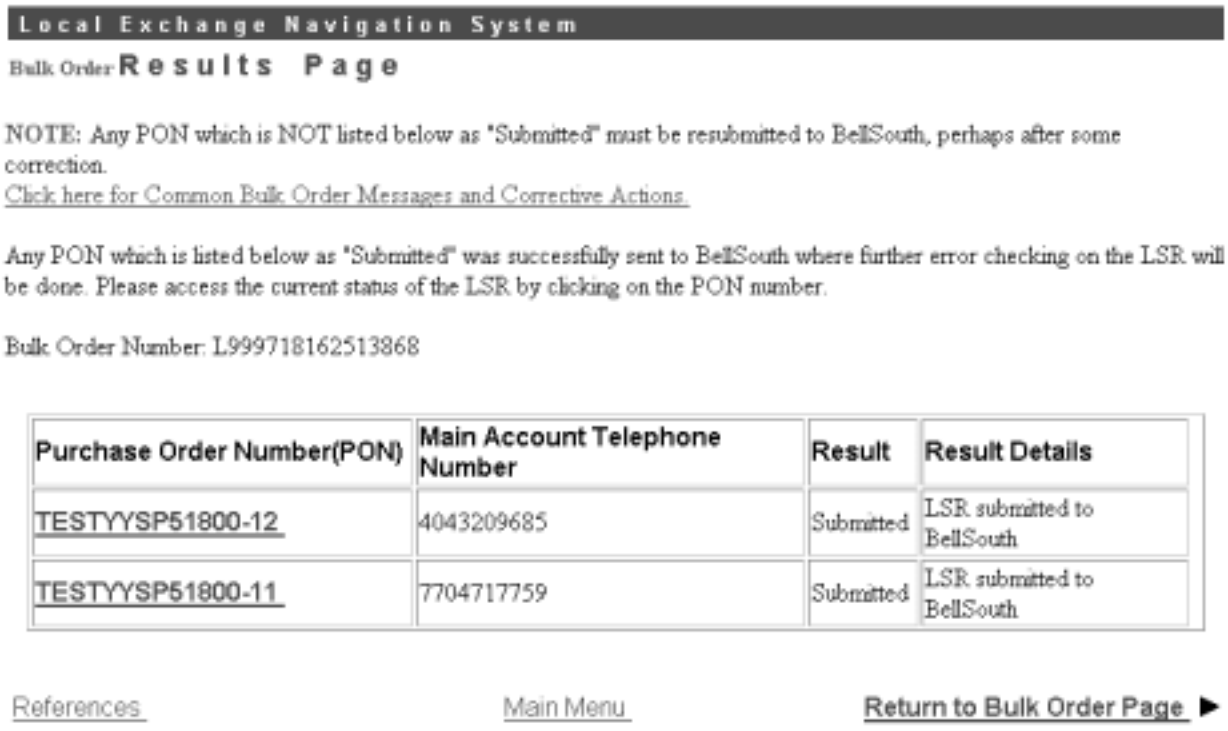
The **Status** for each order will be displayed. Status will be one of the following values:

- Processing
- Processed

Orders with Status of “Processing” have not finished submitting, and so their Results cannot be viewed.

Step 1A – Click on one of the Bulk Numbers with Status of “Processed” to view its Results.

Step 2 – Results Page –


Local Exchange Navigation System

Bulk Order Results Page

NOTE: Any PON which is NOT listed below as "Submitted" must be resubmitted to BellSouth, perhaps after some correction.
Click here for Common Bulk Order Messages and Corrective Actions.

Any PON which is listed below as "Submitted" was successfully sent to BellSouth where further error checking on the LSR will be done. Please access the current status of the LSR by clicking on the PON number.

Bulk Order Number: L999718162513868

Purchase Order Number(PON)	Main Account Telephone Number	Result	Result Details
TESTYYSP51800-12	4043209685	Submitted	LSR submitted to BellSouth
TESTYYSP51800-11	7704717759	Submitted	LSR submitted to BellSouth

References Main Menu Return to Bulk Order Page ▶

Figure 199 Results Page

This shows information for all the orders associated with the Order Number you provided. This information includes the following:

- Purchase Order Number (PON) – sorted in descending order numeric order first, numeric alpha second, alpha third, and alpha numeric fourth.
- Main Account Telephone Number
- Result – Either “Submitted” or “Error”.
- Result Details – Description of any Error.

For more information on common Errors, click the link for “Common Bulk Order Messages and Corrective Actions.” Your computer will open up another window of your Internet browser. The window will show a list of common errors, their causes, and the steps to take to fix them.

Step 3 – PON Details – If the Result is "Submitted", the PON will be underlined and you can click it to view its **PON Details Screen.**

View LSR/Order Information **P O N Details**

PON	Version	Date Submitted	LSR Status
LENSWEA120799005	00	1999-12-07	Pending

CC	7229
PON	LENSWEA120799005
ACCOUNT TELEPHONE NUMBER	6785600020
EXISTING ACCOUNT TN	6785600020
VER	00
ORD	COBM3J80
ORDER STATUS	Order status is not available
PROCESSING STATUS	Pending Work
BAN1	770Q957687313
INIT	BRYAN GREEN

Figure 200 PON Details Screen

This screen will show information for PON, including the Order Status. The information on this screen is generally the same as in LENS' View LSR/Order Information function.

Note: Only fields containing associated information will be displayed.

At the top, you will see the following fields displayed left to right as appropriate:

- PON
- Version
- Date Submitted
- Due Date
- Completion Date
- FOC (Sent Date)
- CN (Sent Date)
- Error/Clarification (Sent Date)

- Order Status – a 2-letter code
- LSR Status – a 1-character code with a short translation – a longer translation will be displayed in the table below (see next), in the field Processing Status

A table of data will also be shown with the following fields as appropriate:

- CC (Company Code)
- PON
- ACCOUNT NUMBER
- ACCOUNT TELEPHONE NUMBER
- EXISTING ACCOUNT NUMBER
- EXISTING ACCOUNT TN
- VER (Version)
- ORD (Order)
- ORDER STATUS – Explains the two-letter Order Status field at the top of the screen
- PROCESSING STATUS – Longer translation of the LSR Status field at the top of the screen
- DD (Due Date)
- COMPLETION DATE
- CONFIRMATION DATE
- CONFIRMATION TIME
- BAN1 (Billing Account Number 1)
- BAN2 (Billing Account Number 2)
- EBD (Effective Bill Date)
- INIT (Initiator)
- ORDER REMARKS

Step 4 – Viewing other PONs – Click Return to Bulk Order Results. This returns you to the Results Page, where you can choose another PON to view.

Step 5 – Return to Start Page – Click "Return to Bulk Ordering Page" to return to the Start Page, where you can choose to perform the another function.

19.4 Enter Bulk Order Number to View Its Results

Step 1 – Bulk Ordering Start Page –Type a Bulk Order Number into the box next to the text "Enter bulk order number to view Bulk Order Results".

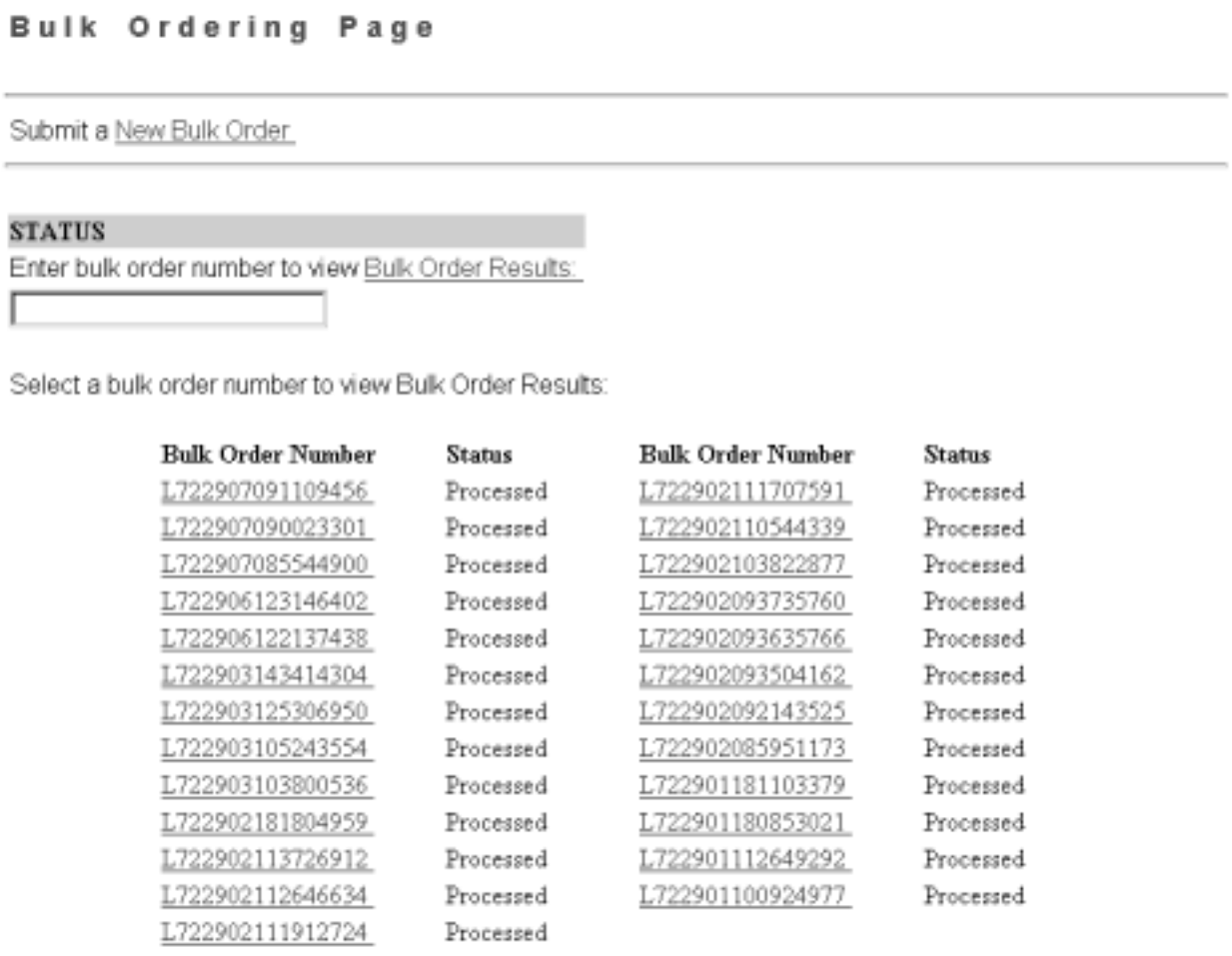


Figure 201 Bulk Ordering Start Page

Step 2 – Click the link Bulk Order Results. The rest of the process is the same as if you had clicked on a Bulk Order Number, as explained above.

Step 3 – Results Page –

Bulk Order **Results Page**

NOTE: Any PON which is NOT listed below as "Submitted" must be resubmitted to BellSouth, perhaps after some correction.
Click here for Common Bulk Order Messages and Corrective Actions.

Any PON which is listed below as "Submitted" was successfully sent to BellSouth where further error checking on the LSR will be done. Please access the current status of the LSR by clicking on the PON number.

Bulk Order Number: L722907091109456

Purchase Order Number(PON)	Main Account Telephone Number	Result	Result Details
LENSWEA120799006	7062460345	Failure	Order not processed by TAG. See Due Date Response structure for details.
LENSWEA120799005	6785600020	Submitted	LSR submitted to BellSouth

Figure 202 Results Page

This shows information for all the accounts associated with the Batch Order Number you provided. This information includes the following:

- Purchase Order Number (PON)
- Main Account Telephone Number
- Result
- Result Details

Step 4 – PON Details – Click the PON to view its **PON Details Screen.** This shows Order Status for the account, as well as other information.

View LSR/Order Information **P O N Details**

PON	Version	Date Submitted	LSR Status
LENSWEA120799005	00	1999-12-07	Pending

CC	7229
PON	LENSWEA120799005
ACCOUNT TELEPHONE NUMBER	6785600020
EXISTING ACCOUNT TN	6785600020
VER	00
ORD	COBM3J80
ORDER STATUS	Order status is not available
PROCESSING STATUS	Pending Work
BAN1	770Q957687313
INIT	BRYAN GREEN

Figure 203 PON Details Screen

Step 5 – Viewing other PONs – Click Return to Bulk Order Results. This returns you to the Results Page, where you can choose another PON to view.

Step 6 – Return to Start Page – Click the link "Bulk Ordering Status Page" to return to the Start Page, where you can perform another function.

20. View LSR/Order Information

20.1 Procedure

This function of LENS also allows you to view different information related to your LSR, some examples of which include Firm Order Completions (FOCs), Completion Notices (CNs), and Errors and Clarifications. **Note that Errors and Clarifications must be corrected promptly, or the calculated due date may be impacted.** To correct LSRs with Errors or Clarifications, you must issue a Supplement to the original LSR. Return to the LENS Main menu, click "Supplement Existing Request", and follow the steps for this operation that are outlined in this user guide.

Note:

- LENS will only display information for orders submitted via LENS with your current Company Code.
- FOCs and CNs do not display the **End User Name.**

Step 1 – LENS Main Menu – Click the link "View LSR/Order Information."

Step 2 – View LSR/Order Information Menu

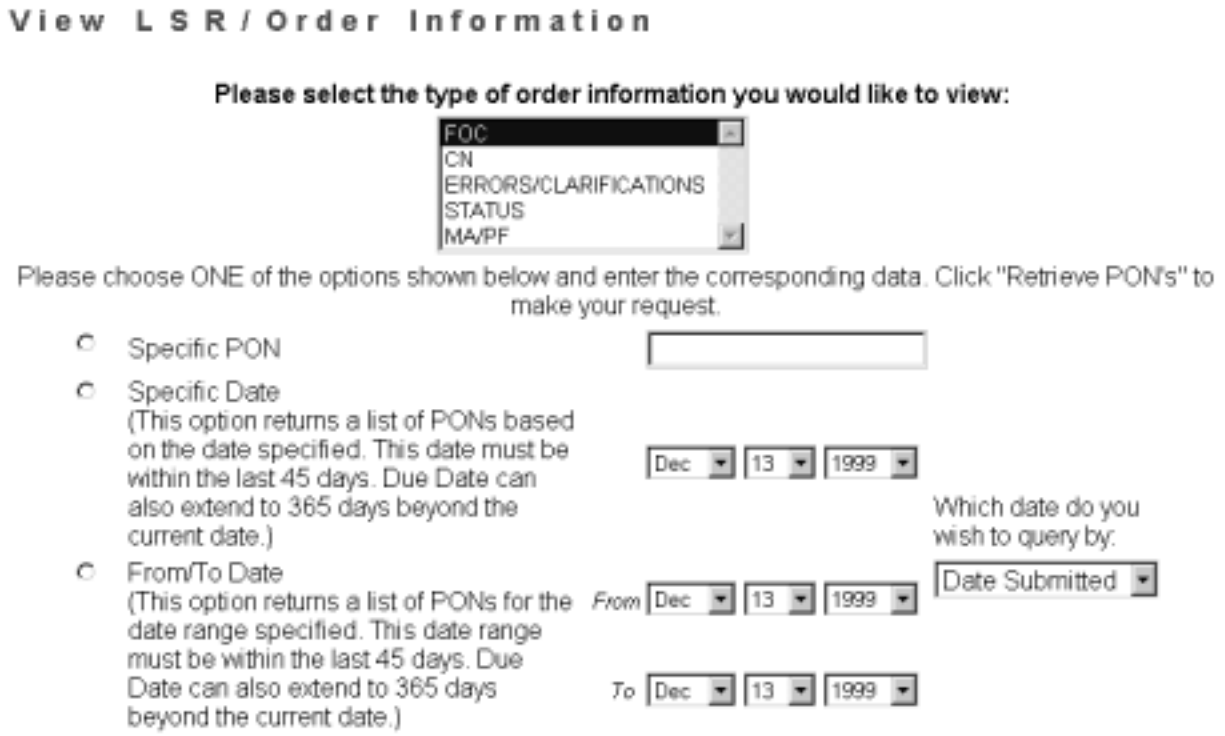


Figure 204 View LSR/Order Information Menu

Step 2A – Information Type –Go to the menu window at the top and highlight the type of information you desire. These are as follows:

- FOC – Firm Order Completion
- CN – Completion Notice
- Errors/Clarifications – To see areas of your LSR not completed properly
- Status – The status of your order
- MA/PF – Orders having Status of Missed Appointment or Pending Facilities

Step 2B – Search Method – Next, choose your search method by clicking one of the three radio buttons presented to you, and providing information as follows:

- **Specific PON – For all Information Types except MA/PF –** After clicking this option, type in the PON you wish to view. The PON must be within 45 days of the current date. Remember that a PON can contain up to 16 letters, numbers, or symbols. Valid symbols include periods (.), commas (,), hyphens (–), and apostrophes (’).

- **Specific Date –** After clicking this option, use the pulldown menu to indicate the month, day, and year. Then indicate what this date should represent for the query. Do this by using the pull-down menu on the side labeled "Which date do you wish to query by?".
- **From Date –** After clicking this option, use the pulldown menu to indicate the month, day, and year for the From Date and To Date. (These are exactly what their names indicate. The From Date is the date you want to search from. The To date is the date you want to search to.) After setting these dates, select an option from the pull-down menu on the side labeled "Which date do you wish to query by?".

For the pull-down menu labeled, "Which date do you wish to query by", you should note the following:

- The options will vary according to the Information Type you have indicated.
- If you choose "Date Submitted", then the date can be45 days before or after the current date.
- If you choose "Due Date", then the date can be 45 days before the current date, and 365 days after the current date.

Step 2C – Click "Retrieve PONs" to proceed.

Step 3 – What you see next depends on the Search Method you chose.

- If you chose Specific PON, then you will be shown the PON Details Screen for that PON.
- If you chose Specific Date or From Date , then you will be shown a PON List Screen, from which you can then select a particular PON to view its Details Screen.

Specifics regarding these screens are outlined below.

Note that at any point in this process, you can click Return to View LSR/Order Information Menu to be taken back to that screen, where you may choose another Information Type or Search Method.

20.2 PON List Screen

View LSR/Order Information **P O N List**

PON	Version	Date Submitted	Due Date	Completion Date	FOC CN	Error/ Clarification	Order Status	LSR Status
DFASD	00	1999-12-11				1999-12-11		Clarification
LENS.KK.12071246	00	1999-12-07				1999-12-07		Clarification
LENS.KK.12071527	00	1999-12-07				1999-12-07		Clarification
LENS.KK.12071546	00	1999-12-07						Pending
LENS.KK.12071554	00	1999-12-07				1999-12-07		Pending
LENS.KK.12080856	00	1999-12-08				1999-12-08		Pending
LENS.KK.12080900	00	1999-12-08				1999-12-08		Pending
LENS.KK.12081545	00	1999-12-08				1999-12-08		Pending
LENS.KK.12081556	00	1999-12-08				1999-12-08		Pending
LENS.KK.12081559	00	1999-12-08				1999-12-08		Clarification
LENS.KK.12081603	00	1999-12-08				1999-12-08		Clarification
LENSBSV120899001	00	1999-12-08						Pending
LENSBSV121099001	00	1999-12-09						LSR Rejected

Next

Figure 205 PON List Screen

The screen will display a list of PONs sorted in PON order, then Version order. PON order will be descending first by numeric, second by numeric/alpha, third by alpha, and fourth by alpha/numeric order.

Fields displayed will be as follows:

- PON
- Version
- Date Submitted
- Due Date

The screen may also show one or more of the following fields, depending on the Information Type you have chosen:

- Order Status – a 2-letter code
- LSR Status – a 1-character code with a short translation – a longer translation is displayed on the Details Screen, in the field Processing Status
- FOC (Sent Date)

- Completion Date
- CN (Sent Date)
- Error/Clarification (Sent Date)

The screen will show up to 13 PONs. If there are more than 13, you should click the link "Next" to see the other ones. If you do, you can go back by clicking "Previous".

Click on a specific PON, and you will be shown its Details Screen (explained next). To see the PON list again, click "Return to PON List." You can then select another PON to view.

20.3 PON Details Screen

Figure 206 PON Details Screen

The specific fields displayed will depend on the Information Type you had specified at the start.

Note: Only fields containing associated information will be displayed.

If Information Type = Errors/Clarifications , you will be shown the following, as appropriate:

- PON
- Version

- Date Submitted
- Due Date
- Error/Clarification Sent Date – This is the most current error associated with the LSR
- Error/Clarification Message and Date – Up to 10 messages will be shown

If Information Type = any option besides Errors/Clarifications:

- The top of the screen will show the following fields, as appropriate:
  - PON
  - Version
  - Date Submitted
  - Due Date
  - Order Status – a 2-letter code
  - LSR Status – a 1-character code with a short translation – a longer translation will be displayed in the table below (see next), in the field Processing Status
- The top of the screen may also show one or more of the following fields, depending on the Information Type you have chosen:
  - FOC (Sent Date)
  - Completion Date
  - CN (Sent Date)
  - Error/Clarification (Sent Date)
- The middle of the screen will show a table with a number of fields, as appropriate:
  - ORDER STATUS – Explains the two-letter Order Status field at the top of the screen
  - PROCESSING STATUS – Longer translation of the LSR Status field at the top of the screen
  - DD (Due Date)
  - COMPLETION DATE – As relevant
  - FOC DATE
  - FOC TIME

When you are finished viewing the screen, you can click "Return to PON List" to return to the PON List Screen and select another PON to view.

"Do Not Show Next Time" – for Information Type FOC and CN – You can click this link before you return to the PON List Screen, so that the PON you have just viewed will not be shown in the PON List. This can help you keep track of which PONs you have or have not viewed yet. You can always view it again by going back to the beginning (the View LSR/Order Information Menu) and using one of the Search Methods.

21. Logging Off LENS

21.1 Logging Off The Local Exchange Navigation System

Step 1 - From the Main Menu, click on the **Log Off** button.

Step 2 - Click **OK**.

Step 3 - Either exit your Web Browser, or enter a new URL.

22. Commonly Asked Questions

22.1 Commonly Asked Questions

Question	Answer
Will LENS allow Conversion As Is on accounts with more than 25 lines?	Currently LENS supports activities for requests of **twenty-five (25) lines** or less.
Will LENS contain Tariff Rates?	LENS allows you to view end user rates for some states. In addition, rates may be found in the appropriate state General Subscriber Services Tariff. Some end user rates may vary due to contractual agreements with BellSouth, and will not be available in LENS.
Will I be able to view previously faxed orders in LENS?	No.
Can I view orders issued by other CLECs or BellSouth?	No. All orders placed via LENS are Company Code restricted.
Why does COIN information show up under Residential Available PIC Carriers?	COIN is shown, because in some states, COIN service is categorized for both residential and business. A residential scenario would be a coin telephone located in a college dormitory and in some states prison coin phones are residential, as well.
Can I use LENS to convert complex accounts?	LENS can process Request Type A and B requests for Activity V (Conversion New), and within that Activity, LNA W (Conversion As Is) is one of the LNA options.
Why are features displayed which are not available, and there is also no future date they will be available?	Some customers have services that are no longer offered, such as ESSX service. We refer to those services as “being Grandfathered”. You may see them on existing customer records and should be familiar with the current status of the product or feature. In these cases, there is no available date because the feature is no longer available. In addition, there are other instances where a feature is not available due to the tariff not being effective. When that is the case, the tariff effective date is shown.

Question	Answer
Can Tax Exemption Status information be populated from your profile?	There is a pending enhancement to have this information automatically populate from the user profile.
If you choose a PIC by entering the code, should the carrier's name appear on the screen?	If the PIC is manually entered the carrier name does not appear.
Freeze PIC - does this prevent the PIC from being changed without the end user's written authorization? Does the CLEC or enduser contact BST to freeze the PIC?	The Freeze PIC field on the Line Details screen can be set to prevent the changing of PIC and LPIC without the end user's written authorization. This field offers options to indicate whether PIC/LPIC are to be frozen, and who initiated it: the CLEC, the enduser, or both.
Searching for PICs - Is there an easy way to get to a specific carrier without having to page through the list?	Yes. The new Optional Carrier Search function on the carrier screen of the Features section allows you to quickly locate certain carriers. See the text of this user guide for details on using this function.
What should you do when an address has been verified with the customer but is not listed with 911/E911 and is not a part of BellSouth's records?	Contact the LCSC for assistance.
When viewing the Closed Dates section of the Installation Calendar, what does "miscellaneous" include besides holidays?	Miscellaneous could also include dates closed due to work load, central office upgrades or NPA splits.
Is an LPIC (IntraLATA Carrier) required in all states?	Yes. As of LENS 4.2, the carrier screen of the Features section will display LPICs for endusers in all BellSouth states.
If you want your directory(s) delivered to the Listed Address, can you leave the Directory Delivery fields blank?	Yes. The Directory Delivery Address field is to be used if the end user requests directories delivered to an address other than the listed address.
Can calling plans be ordered via LENS?	The various local calling plans which are listed in the document BellSouth Business Rules for Local Ordering – Resale can be ordered via LENS. However, the appropriate USOCs must be manually entered in the Service Details section of the Line Details Screen.

Question	Answer
How are expedites handled? Is there two way discussion or is best date provided electronically? Is there room to refuse? How are charges measured? How are charges billed? Billed to who?	If you have a need to expedite a service order, it is recommended that you submit the LSR with the best date offered via LENS, then contact your LCSC representative. They in turn will contact the appropriate network organization to determine if the due date can be improved. Based on current tariffs, BellSouth does not charge for expedites of simple services. It is BellSouth's wish to meet your desired due date, or to offer the next available due date which meets the needs of your customer(s). Your account team representative should be able to assist with providing information on how expedite charges are billed in BellSouth.
How do you remove features and add features to existing customers (i.e. those who have already converted)?	Use the Firm Order Activity of Change/Modification to Existing Service.
When you receive an Acknowledgment, will there be some sort of confirmation number for tracking purposes, or should the acknowledgment just be printed, if print capability is available?	The tracking number, from BellSouth's perspective, is the PON number associated with the LSR. It is the key for viewing firm order confirmations, errors and order status. The acknowledgment may be printed, based on your business needs, especially if there is a question at a later date concerning when a firm order confirmation should be received.
Will military addresses validate in LENS (such as APO . ..)?	Military addresses are found in LENS. In order to validate an address, it may be necessary to populate the descriptive address field to narrow the search.
Under the Directory Listing screen, is the Listed Name how you are shown on Caller ID?	Directory Listing refers to whether the telephone number should be shown in the telephone book and/or with directory assistance. If the number is listed it would appear on a caller id display box.

Question	Answer
LSRs in Error - if the LSR is not corrected promptly (is there a number of days to correct), will the due date be impacted? If so, how does the CLEC know (the FOC?)	Any LSR submitted in error could impact the due date calculated by LENS. It must be corrected immediately, since the due date is recalculated to ensure it is still available. In BellSouth, we process requests based on receipt of an error free request. If there are errors, even though we will acknowledge receipt of the LSR, it is not released for processing by downstream systems until all errors are corrected. This same is true for BellSouth's retail units.
If a due date is missed, how will this be indicated in LENS? Under View Order Status?	If an appointment is missed, the View Order Status function would show the Order Status to read "Missed Appointment".
For billing purposes, can you go back in LENS to verify how something was ordered, such as viewing old LSRs? How long are the FOC/CNs retained in LENS? If only 45 days, will a CLEC have the capability to view FOCs/CNs that are older than 45 days?	The functionality does not currently exist and it may not be practical for BellSouth to store data indefinitely. We are currently evaluating the ability to provide the CLEC with their own data that they can manage and use for reports, tracking, etc.
Can you print out an LSR from LENS?	This can be done by printing the LSR Summary. Printing is also available on a per screen basis using the print icon or print option available via your web browser.
One of the questions on the Administrative portion of the LSR is "Does BST have an Agency Authorization on file?" Is this for the CLEC agreement with BellSouth, or the end user's agreement with the CLEC?	This refers to the blanket letter of authorization required for doing business in BellSouth. The individual Letter of Authority (LOA) would be in the possession of the CLEC. Not all CLECs have blanket LOAs, so we need a positive entry to process the request. If a CLEC does not have a blanket LOA, they must contact their account team representative.
Can LENS be customized for a particular CLEC to only populate the services that a CLEC wants to resell?	Any customization would be done on the CLEC's end. LENS will remain a generic application since we have purchased hardware based on the premise that LENS would be available to all CLECs, providing the same capabilities to all users.

Question	Answer
How can a CLEC obtain additional information on customizing LENS?	Contact your account team representative regarding usage of the Telecommunications Access Gateway (TAG).
Is PIC and LPIC required?	Yes. A PIC and LPIC entry is required per OBF guidelines for specific request and activity types. This does not mean that an actual PIC and LPIC must be selected, since NONE and DFLT are also valid entries.
On Conversion As Is, are you limited to services you can order via LENS or can you convert ALL service types?	Since no physical work is required (in essence a billing change) all service types can be converted.
If LENS times you out (i.e. you get side tracked), is all information entered to that point lost? Is there a way in LENS to go back to review what you've entered?	There is a pending enhancement to allow saving between sessions. This has not been prioritized.
Tax exempt codes: Are they for the CLEC or end user? Granted by state, city, municipal? Or do they just keep BST from billing taxes to the CLEC?	Since BellSouth will render bills to the CLEC, the tax exempt status is based on the CLEC's status when they were certified to do business with BellSouth. It is used to ensure taxes are not billed inappropriately to the CLEC.
Can a user access View FOC/CN, View Order Status and View LSRs in Error for only the LSRs they have submitted with their id, or can they access this information for all LSRs submitted with their company code?	A LENS user should be able to view FOC/CN, errors and order status based on the company code.

23. Help — Contact Information

23.1 Communications Troubles

- Help with error messages

- System Outages

- Reset Passwords

Call the Competitive Local Exchange Carrier (CLEC) Single Point of Contact (SPOC) at **888/462-8030**. The SPOC is available Monday - Friday from 8:00 AM - 5:00 PM Central Time.

23.2 Service / Feature Detail Information

For service or feature detail information, please refer to the LEO Implementation Guide, Volume 2, or to the appropriate tariff(s). Information can also be found on the BellSouth Interconnection Services home page. The Internet address is http://www.interconnection.bellsouth.com. Select “Tariffs” for on-line tariff information, or select “Local Carriers” to access product/service information and other on-line documentation, including the LENS User Guide.

23.3 LCSC

LCSC - requests for expedites of due dates or to add living units for address validation.

23.4 Account Team

- Add additional users to LENS via the LENS profile form

- Request SecureID cards

You may also contact your BellSouth Account Team representative for all other questions and/or problems.

23.5 Additional Information

Additional information such as general product information, access to BellSouth’s on-line tariffs and on-line user informational guides (i.e., BellSouth Business Rules for Local Ordering, LEO Implementation Guide Volume 2, the LENS User Guide, etc.) can be found on the Internet at the BellSouth Interconnection WebSite:

http://www.interconnection.bellsouth.com/

After going to the site, click on the following links in the order listed:

- Our Markets
- Local Exchange Carriers (LEC)
- Customer Guides

On the Customer Guides page, you will then see the various user guides available for viewing on-line. Click on the link for the guide you wish to view.

In addition to being viewed on-line, user guides can also be downloaded in PDF format for easy printing and searching. To download guides, go to the top of the page and click the link Download Guides. You will then see a similarly arranged list of guides. Click the link for the guide you wish to download.

24. Glossary — List of Acronyms

24.1 Glossary — List of Acronyms

ACAC	Access Customer Advocacy Center
ACNA	Access Customer Name Abbreviation
ACT	Activity
ACTL	Access Customer Terminal Location
AENG	Additional Engineering
AFO	Additional Form
AGAUTH	Agency Authorization Status
AI	Additional Point of Termination Indicator
AIN	Advanced Intelligent Network
ALBR	Additional Labor
ALT IMPCON	Alternate Implementation Contact
AMA	Automatic Number Identification
APOT	Additional point of Termination
ASOG	Access Service Ordering Guidelines
ASR	Access Service Request
ATC	Access Tandem Carrier
ATDS	Access Ten Digit Screening
AUTHNM	Authorization Name
BAN1	Billing Account Number 1
BAN2	Billing Account Number 2
BAPCO	BellSouth Advertising and Publishing Corporation

BBI	BellSouth Billing Inc.
BFR	Bona Fide Request
BI1	Billing Account Number Identifier 1
BI2	Billing Account Number Identifier 2
BILLCON	Billing Contract
BILLNM	Nilling Name
BLDG	Building
BPSN	BellSouth Public Switched Network
BST	BellSOuth Telecommunications
CABLE ID	Cable Identification
CABS	Customer Access Billing System
CAN	Customer Name and Address
CARE	Customer Account Record Exchange
CC	Company Code
CCM	Circuit Capacity Management
CCNA	Customer Carrier Name Abbreviation
CDS	Connectionless Data Services
CFA	Connecting Facility Assignment
CFTN	Call Forward to Number
CHAN/PAIR	Channel/Pair
CHC	Coordinated Hot Cut
CIC	Carrier Identification Code
CKR	Customer Circuit Reference

CLEC	Competitive Local Exchange Carrier - Has been authorized to purchase and re-sell Local Exchange telecommunications services from existing local telecommunications companies.
CLLI	Common Language Location Identification
CMC	Cellular Mobile Carrier
CMVC	Configuration Management Version Control
CN	Completion Notice
CNA	Customer Name and Address
COWG	Central Office Work Group
CPG	Circuit Provisioning Group
CRIS	Customer Records Information
CR	Customer Record
D/TSENT	Date and Time Sent
DAAS	Directory Assistance Access Services
DACC	Directory Assistance Call Completion
DADAS	Directory Access to Directory Assistance
DBAC	Database Adminitration Center
DDD	Desired Due Date
DDDO	Desired Due Date Out
DFDT	Desired Frame Due Time
DIALS	Direct Inward Access Line Security System
DID	Direct Inward Dial Trunks
DISC #	Disconnect Telephone Number
DLR	Design Layout Record

DQTY	Disconnect Quantity
DRC	Design Routing Code
DSGCON	Design/Engineering Contact
EASC	Equal Access Service Center
EBD	Effective Billing Date
EBP	Extended Billing Plan
ECCKT	Exchange Company Circuit ID
EDI	Electronic Data Interchange
EIS	Expanded Interconnection Service
EMAIL	Electronic Mail Address
ESF	Extended Super Frame
EU	End User Form
EUMI	End User Moving Indicator
EXP	Expedite
FA	Feature Activity
FAX NO	Facsimile Number
FBI	Final Bill Information Indicator
FGD	Feature Group D
FID	Field Identifier
FOC	Firm Order Confirmation - A Firm Order Confirmation notice is returned to advise you that your request for service was processed and is error free.
FPI	Freeze PIC Indicator
FPOI	Facility Point of Interconnection
HA	Hunt Group Acitivty

HNTYP	Hunting Type Code
HUNT SE	Hunting Sequence
IC	Interexchange Carrier
ICO	Independent Company - Independent telephone company territory is not a part of BellSouth's telecommunications territory and, therefore, information related to ICO territory is not accessible via BellSouth's operating systems.
ICONS	Independent Company Number Services
ICS	Interconnection Services
ICSC	Interexchange Customer Carrier Center
IMPCON	Implementation Contact
INIT	Interim Number Portability
INP	Intedrim Number Portability
INPTG	Interim Number Portability Trunk Group
IWBAN	Inside Wire Bill Account Number
INSAC	Integrated Surveilance and Administration Center
IWCON	Inside Wire Contact
IWJK	Inside Wire Jack Code
IWJQ	Inside Wire Jack Quantity
IWO	Inside Wiring Options
JK Code	Jack Code
JK NUM	Jack Number
JK POS	Jack Position
JR	Jack Request
LCON	Local Contact

LCSC	The BellSouth Local Carrier Service Center
LEC	Local Exchange Company
LERG	Local Exchange Routing Guide
LIDB	Line Information Database
LNA	:Line Activity
LOA	Letter of Agreement
LOCBAN	Local Billing Account Number
LPIC	Predesignated IntraLATA Carrier
LQTY	Loop Quantity
LS	Loop Service Form
LSINP	Loop Service with Interim Number Portability
LSO	Local Serving Office
LSP AUTH	Local Service Provider Authorization
LSP AUTH DATE	Local Service Provider Authorization Date
LSR	Local Service Request Form
LSR NO	Local Service Request Number
LST	Local Service Termination
LTP	Local Transport
MDF	Main Distribution Frame
MLT	Mechanized Loop Test
MOU	Minutes of Use
NC	Network Channel Code
NCI	Network Channel Interface Code
NECA	National Exchange Carrier Association

NFAS	Non-Facility Associated Signaling
NID	Network Interface Device
NIDR	NID Request
NPQTY	Intermin Number Portability Quantity
NRC	Non-Recurring Charge
NTIS	National Technical Information Service
O C & C	Other Charges and Credits
OBF	Ordering and Billing Forum
OCN	Operating Company Number
OPC	Originating Point Codes
ORD	Order Number
OSS	Operator Service System
OTN	Old Telephone Number
P/SIMS	Products and Services Informtion Management System
PIC	Predesignated InterExchange Carrier
PLU	Percent Local Usage
POI	Point of Interface
PON	Purchase Order Number
PORTED #	Ported Telephone Number
POT	Point of Termination
POTS	Plaind Old Telephone Service
PQTY	Port Quantity
PROJECT	Project Identification
PSC	Public Services Commission

PUC	Public Utilities Commission
PVC	Permanent Virtual Circuits
RBDC	Regional Birmingham Data Center
RC	Recurring Charge
REF NUM	Reference Number
REQTYP	Requisition Type and Status
RORD	Related Order Number
RPON	Related Purchase Order Number
RS	Resale Service Form
RSAG	Regional Street and Address Gudie
RSQTY	Resale Quantity
RT	Remote Terminal
RTI	Route Index
RTR	Response Type Requested
SAN	Subscriber Authorization Number
SBILLNM	Secondary Billing Name
SC	Service Center
SCA	Signaling Control Point
SCP	Service Control Point
SECNCI	Secondary Network Channel Interface Code
SF	Super Frame
SGNL	Signaling
SI	Service Interconnection
SIC	Standard Industry Code

SOCS	Service Order Completion System
SPEC	Service and Product Enhancement Code
SPOI	Signaling Point of Interface
STP	Signal Transfer Point
SUP	Supplement Type
SYSTEM ID	System Identification
T & M	TIme and Materials
TAG	Telecommunications Access Gateway
TAG-API	Telecommunications Access Gateway — Applications Programming Interface
TAR	County Taxing Area
TBE	Toll Billing Exception
TC OPT	Transfer of Call Options
TC PER	Transfer of Calls Period
TC TO	Transfer of Calls to
TCCD	Telecommunications Center for Customers with Disabilities
TCIF	Telecommunications Industry Forum
TE	Tax Exemption
TER	Terminal Number
TN	Telephone Number
TNP	Telephone Number of Paths
TOPS	Traffic Operating System
TOS	Type of Service
TRFTYP	Traffic Type

TSP	Telecommunications Service Priority
TTT	Transport Trunk Termination Code
UC	Unbundled Channelization
UCI	Unbundled Channel Interfaces
UDF	Unbundled Dark Fiber
UDL	Unbundled Digital Loop
UIT	Unbundled Interoffice Transport
UIT-D	Unmbundled Interoffice Transport — Dedicated
UIT-S	Unbundled Interoffice Transport — Shared
ULS	Unbundled Local Switching
UNE	Unbundled Network Elements
UPS	Unbundled Packet Switching
UPS-CDS	Unbundled Packet Switching — Connections
UPS-FR	Unbundled Packet Switching — Frame Relay
UPS-SSI	Unbundled Packet Switching — Switch to Switch Interface
USL	Unbundled Sub-Loop
USOC	Universal Service Order Code
UTS	Unbundled Tandem Switching
UTS-SF	Unbundled Tandem Switching Functionality
UTS-TP	Unbundled Tandem Switching — Trunk Port
UVL	Unbundled Voice Loop
VEIS	Virtual Expanded Interconnection Service

VER	Version Identification
VTA	Variable Term Agreement

A. Encore In-Dial Information Guide — SecurID Card Access

A.1 Getting Connected

The process of getting connected to your application involves several components. To begin with your PC must be running communications software which runs the PPP protocol, such as Chameleon, Windows95 or Windows NT. Next you must have a SecurID card issued by BellSouth. This device generates a one-time passcode, which is used like a password and allows you access into BellSouth's internal network. This strong authentication method prevents unauthorized access into BellSouth's network. Once you have made the call into our Remote Access Gateway and have authenticated on the Network Access Controller, by entering your userid and the SecurID card passcode, you will be allowed to connect to the appropriate application host system. The connection process and components are depicted in Figure1 below.

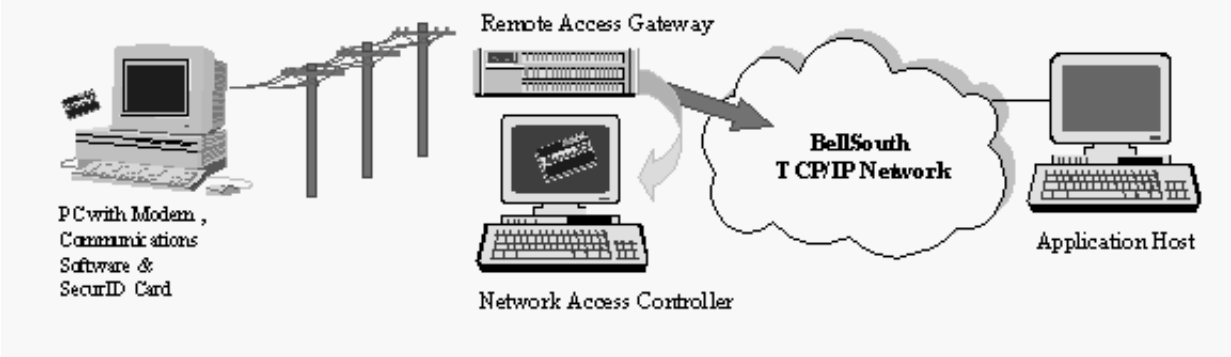


Figure 207 In-Dial Connection Process and Components

If you need assistance with this process, contact your BellSouth Electronics Communications Administrator at 888-462-8030.

A.1.1 Step One

Prepare your PC to make the call. These procedures vary depending on the communications software you are running. Examples provided in these procedures were captured from a PC running Windows95. These examples should be very similar for WindowsNT 4.0. Examples for Chameleon and Windows NT 3.5 are included later in this document. Enter the userid and password supplied in the letter enclosed with this instruction package on the Dial Up Networking panel for Windows95 (or on the Login panel for Chameleon).

You will be shown the Dial-Up Network Connection dialog box, as displayed below. (The example is for Windows95 or Windows NT 4.0.) When you initially create this connection profile, you should enter your BellSouth-assigned userid and Remote Access Gateway password in the "User name" box and the "Password" box. It is recommended you select the "Save password" option as shown above,

otherwise you will have to enter the password each time you make a connection. Enter the telephone number, 404-893-4500 in the "Phone number" box. The "Dial Properties" button accesses an option screen, which controls how the number is dialed. For instance, this is where you specify if a "9" must be dialed first to access an outside line or if the area code is needed for a long distance call.

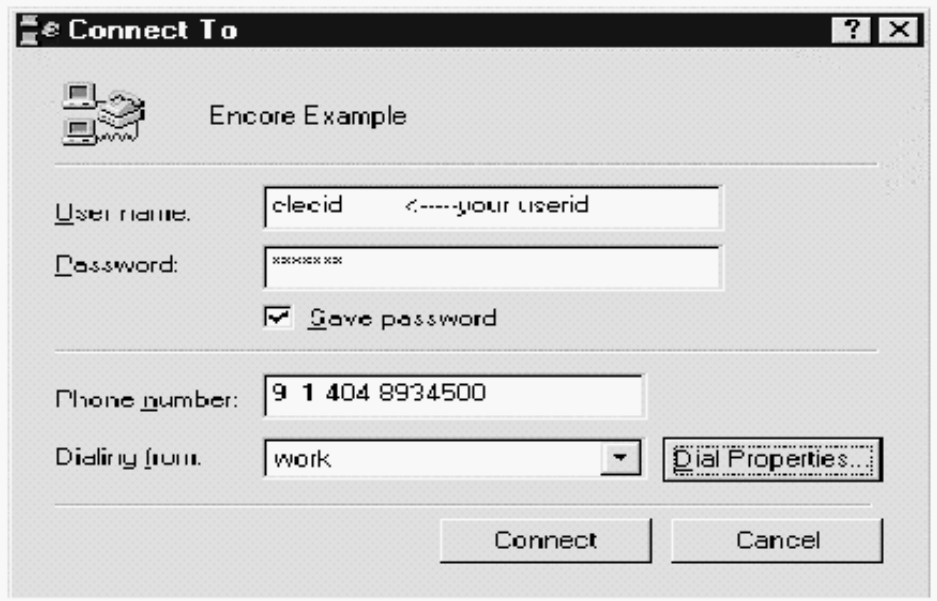


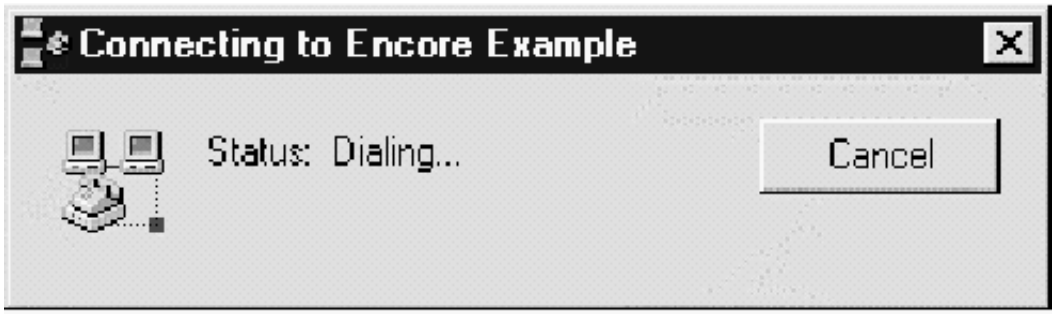
Figure 208 Dial-Up Network Connection Dialog Box

A.1.2 Step Two

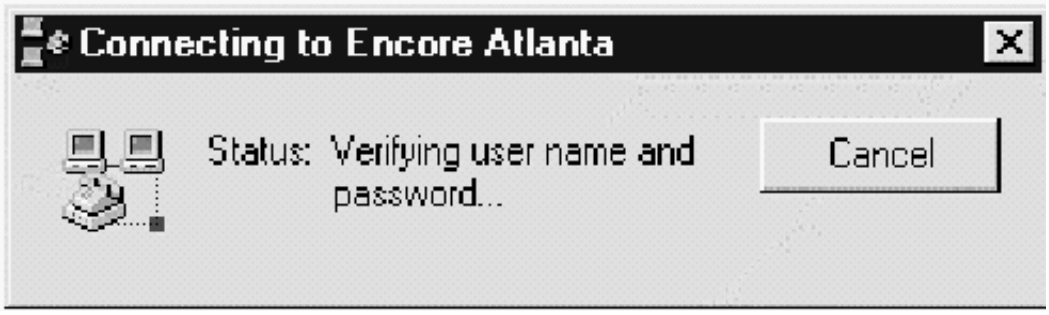
Initiate the call into the BellSouth network. The telephone number you should use is:
404-893-4500

Click on the **Connect** button to initiate the call. See diagram above.

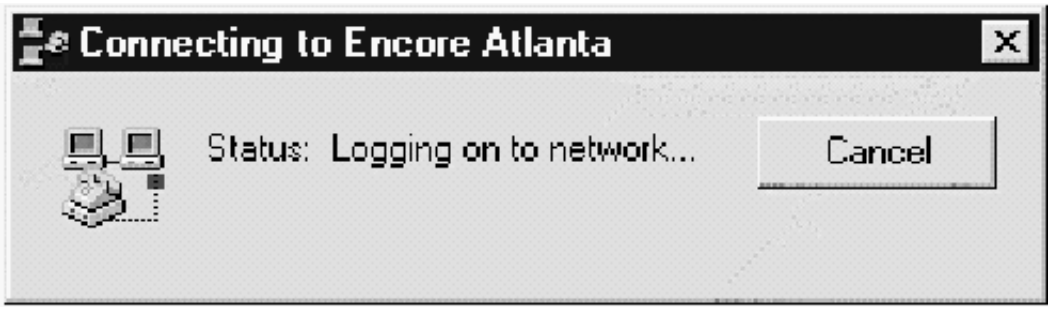
As shown here, you will see a status display indicating the call is being made. If you have your modem speaker turned on, you will also hear the call ringing and the high pitched tones of the modems synchronizing after the call is answered.



If the modems successfully sync up or find a suitable connection speed, you will see the box shown here. At this time the Remote Access Gateway is verifying the userid and password entered on the Dial-Up Network Connection dialog box match the userid and password assigned to you in the Remote Access Gateway. This process takes a few seconds.



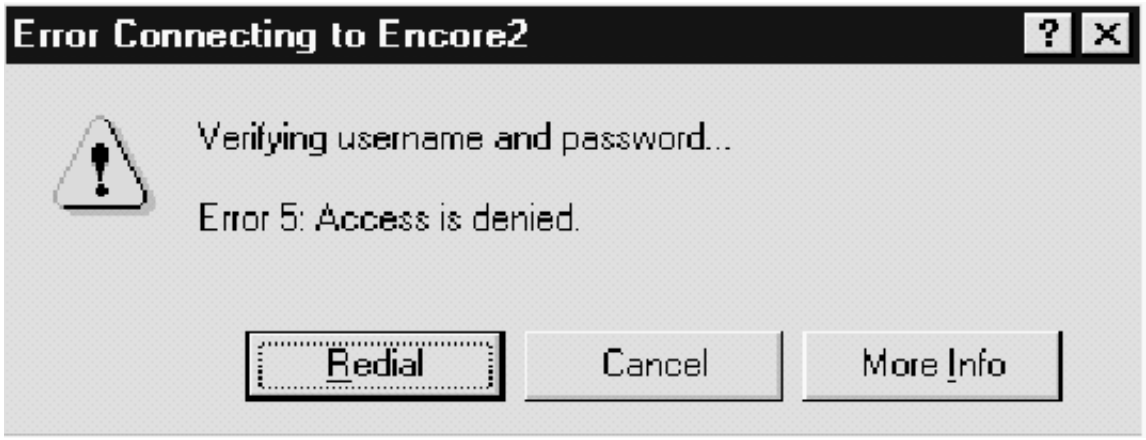
If the userid and password match on the Remote Access Gateway, you will see the box below. During this time, your access privileges (what you are allowed to connect to) are being assigned to your connection.



Once this process completes, you will see:

If you have successfully connected, go to Step 3.

If the userid and password match is not successful, the connection will be dropped and you will see the box below. If this occurs, verify the userid and password entered in the Dial-Up Network Connection dialog box is correct. If so, try the connection again. If not, contact your BellSouth Electronics Communications Administrator and report you are experiencing a login failure on the Remote Access Gateway. Be sure to supply the userid and password you used for the connection.



A.1.3 Step Three

After the Remote Access Gateway answers and the connection has been established, you will have **2 minutes** to authenticate with your SecurID card. To access the Network Access Controller, type in the IP address **10.1.1.1.** as shown below, in order to Telnet to it.

If you are unable to connect to the Network Access Controller (10.1.1.1), verify that your Userid and password were entered correctly and that you successfully authenticated your computer on the network. If you are unable to connect to 10.1.1.1, contact you BellSouth Electronics Communications Administrator.

A.1.4 Step Four

The next thing you should see is a telnet dialog box with the prompt for your **USERID**, as shown below. Your userid was included in the letter enclosed with the SecurID card. **Enter your userid** . The next thing you should see is a prompt for your **PASSCODE**. Enter your passcode. Be sure to do so before the vertical stack bar at the left side of the window disappears.

If the userid and passcode are entered correctly, you will get the **Passcode Accepted Message** as shown below.

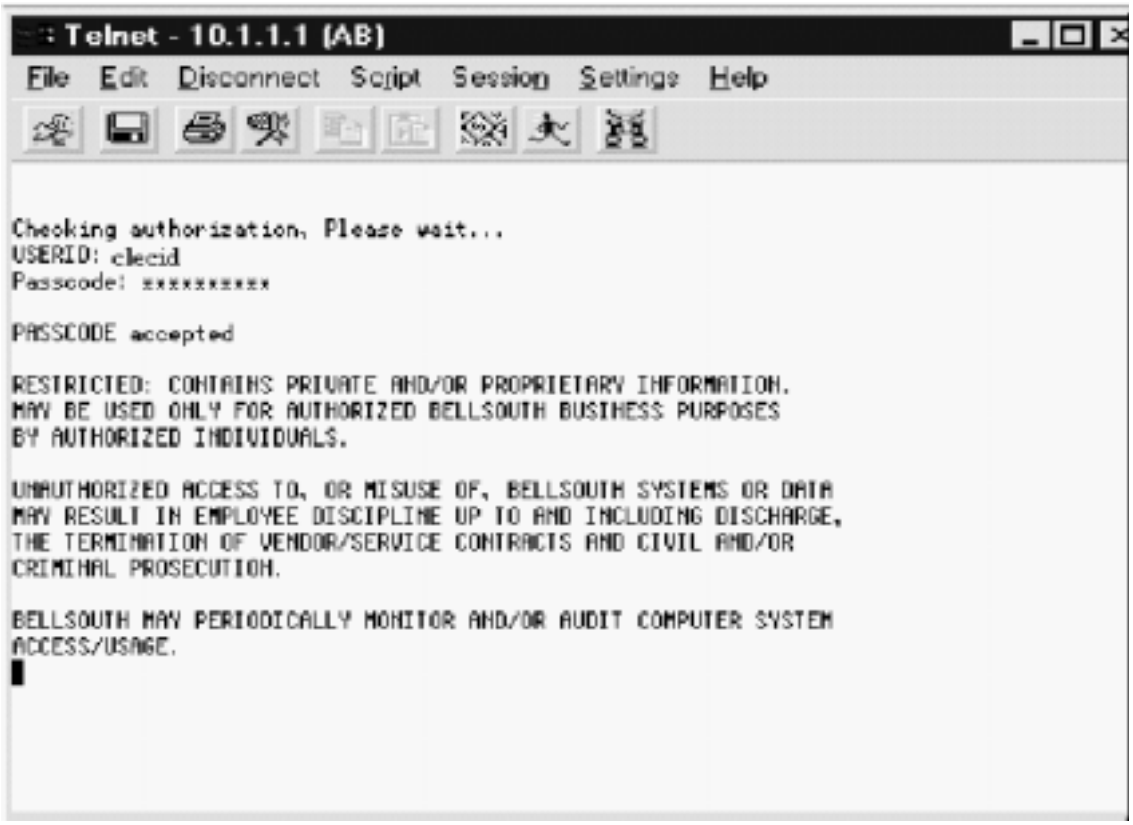


Figure 209 Passcode Accepted Message

If the userid or passcode was entered in error, you will get a message "Username/Passcode Incorrect". You will then be prompted for the USERID and PASSCODE again. You will get 3 chances to enter this information correctly. After 3 failed attempts the dial-in connection will be dropped. Repeated attempts to log in with an incorrect userid or passcode will cause your userid to be suspended. If this happens, you must contact your BellSouth Electronics Communications Administrator to get your userid restored.

The SecurID login procedures vary slightly the first time you use your SecurID card, periodically when your PIN expires, or whenever a new PIN is given to you by a BellSouth Electronics Communications Administrator. Please read the section titled LOGGING IN WITH YOUR SECURID for a thorough description of the Login situations you may encounter.

Now you can close the telnet windows by selecting FILE, EXIT or clicking on the CLOSE button in the upper right corner of the telnet window.

Note: ***If you do not authenticate on 10.1.1.1 within 2 minutes, your session will be disconnected.***

A.1.5 Step Five

Once you have successfully authenticated with the SecurID and closed the telnet session, you are ready to access your application. Your BellSouth Electronics Communications Administrator provided instructions on this process.

A.2 Logging Off or "Getting Disconnected"

It is important to log off properly, instead of simply hanging up. Long distance or local usage charges are incurred for the duration of the call. Following these procedures will ensure the connection is dropped when you are through using it. First you should exit or close all application windows. Open the Dial-Up Connection window for Windows95 and Windows NT 4.0 (see below) or the Chameleon Custom window and click on the Disconnect button.

REMEMBER: If you need assistance with this process, contact your BellSouth Electronics Communications Administrator at:
888-462-8030

That's all there is to it! These instructions have been developed to assist you with the first couple of times you connect to our network. We expect that when you use these instructions, you will very shortly get to the point where these steps are repeated on a daily basis without ever consulting the instructions. But if you run into a snag, hopefully you will find the information here necessary to quickly work through the problem. The following information is provided to answer additional questions you may have regarding the use of the SecurID card and other communications software products. Please take the time to read through this information.

A.3 Frequently Asked Questions

Trouble calls should be directed to your BellSouth Electronics Communications Administrator. Your BellSouth Electronics Communications Administrator number is provided on the letter received with this package.

1. ***After entering your PASSCODE you receive the message "Userid/Passcode Incorrect".***

RESOLUTION: Attempt to reenter the UserID or Passcode. Do not enter spaces between the PIN and the SecurID displayed number.

Important: You have a total of three (3) chances to enter the USERID and PASSCODE for each call. Repeated attempts to log in with an incorrect userid or passcode will cause your userid to be suspended. In this event you must contact your BellSouth Electronics Communications Administrator to get your userid restored.

2. ***After entering your PASSCODE , you get the message "Enter your new PIN, containing 4 characters."***

RESOLUTION: You will get this message the first time you use your dial-in access, after your PIN has expired, or any time your BellSouth Electronics Communications Administrator gives you a new PIN. The PIN must be changed every 4 months. After you decide on a new PIN, DO NOT WRITE THE PIN DOWN, BUT MEMORIZE IT. To ensure the accuracy of the new PIN, you will have to enter it twice. DO NOT PRESS ENTER until after you have typed the PIN in once. This will avoid having one automatically generated for you. The example above illustrates this process.

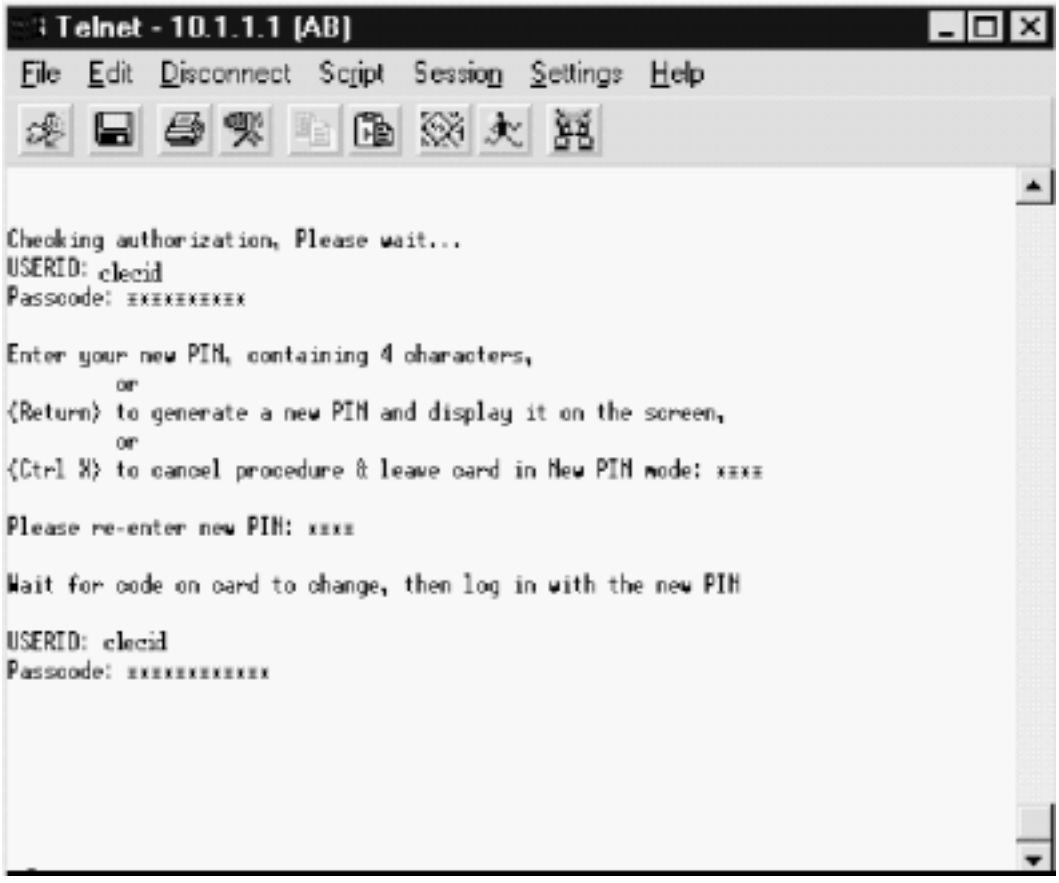


Figure 210 Changing Passcode

- ***You have forgotten your PIN.***

RESOLUTION: You can obtain a new PIN from your BellSouth Electronics Communications Administrator. DO NOT WRITE THE PIN DOWN, BUT MEMORIZE IT.

- ***Your SecurID card is lost, stolen, broken or destroyed.***

RESOLUTION: Contact your BellSouth Electronics Communications Administrator immediately.

- ***After entering your PASSCODE, you get the message "Wait for card display to change, then enter PASSCODE".***

RESOLUTION: Wait until the new code is displayed and enter your PASSCODE. For additional information, see "Logging In With Your SecurID" below.

- ***Busy Signal, Call Rings-No Answer, Call Answered-No Modem Tone, connection established but hangs, receive intercept message.***

RESOLUTION: Verify the telephone number dialed and try again if you dialed incorrectly. If the correct number was dialed, call your BellSouth Electronics Communications Administrator and report the problem.

- ***Unable to connect to your TAF1 application.***

RESOLUTION: If after authenticating on 10.1.1.1, you are unable to telnet to your host application, contact your BellSouth Electronics Communications Administrator and report the problem.

A.4 Using Chameleon 4.6x

There are three steps to accessing the Encore indial pool with Chameleon 4.6.x:

A.4.1 Section One — Configuring Chameleon

1. Open the **Chameleon Custom** application.

2. Select **Menu | Add Interface**… from the menubar.

3. Select a interface type of **PPP**, and name the interface **Encore**.

You will then be presented with a dialog box with multiple tabs to enter configuration information. The tabs are listed below, with the changes you will need to make in order to configure your copy of Chameleon.

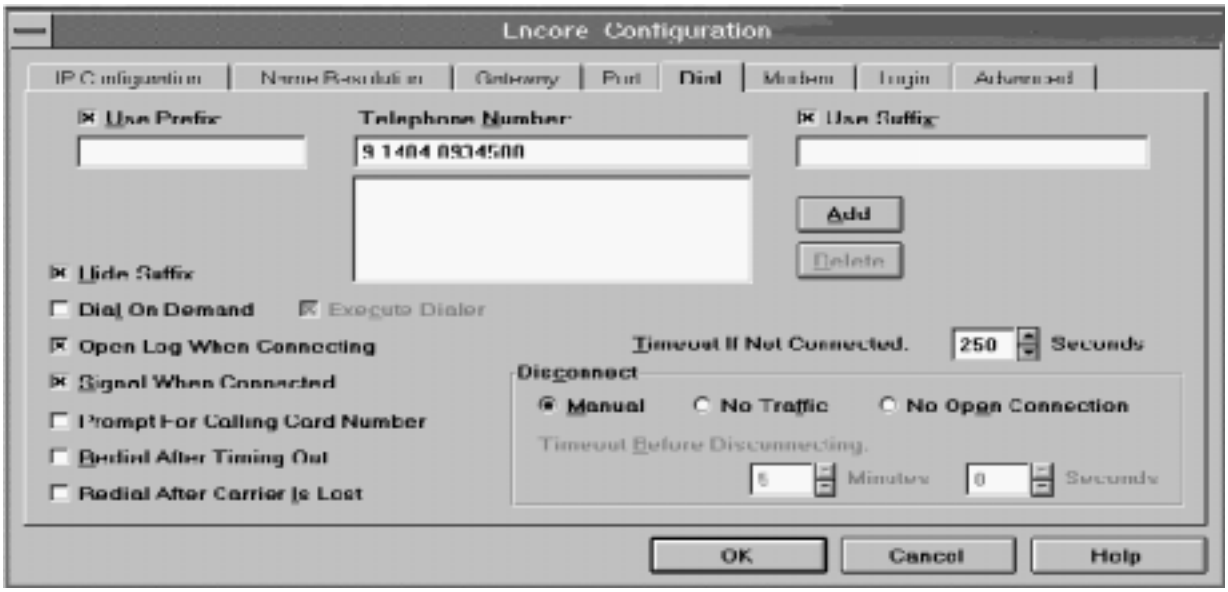


Figure 211 Configuration Dialog Box

4. **IP Configuration** – No changes necessary (use Chameleon defaults)

5. **Name Resolution** – No changes necessary (use Chameleon defaults)

6. **Gateway** – No changes necessary (use Chameleon defaults)

7. **Port** – Enter the information specific to your modem.

8. **Dial** – The primary hunt number for Encore is 404-893-4500. Make sure to add dialing prefixes if you need to dial 9 to access an outside line.

9. **Modem** – Enter the information specific to your modem.

10. **Login** – Enter your USERID in the field marked ‘Username’. You will be assigned a Remote Access Gateway password (known as a PAP password) to enter in the ‘Password’ field. This information is required! All other fields should be blank and unchecked in this tab.

11. **Advanced** – No changes necessary (use Chameleon defaults)

12. Select the **OK** button to save your changes.

A.4.2 Section Two — Establishing a Connection to the Encore Indial Pool

After you have configured your Chameleon dial-in as outlined in step one, you are now ready to dial in to the pool.

1. Open up **Chameleon Custom** if it is not already open.

2. Select the **ENCORE** interface that you created in section one.

3. Click on the **Connect** menu at the top of the window.

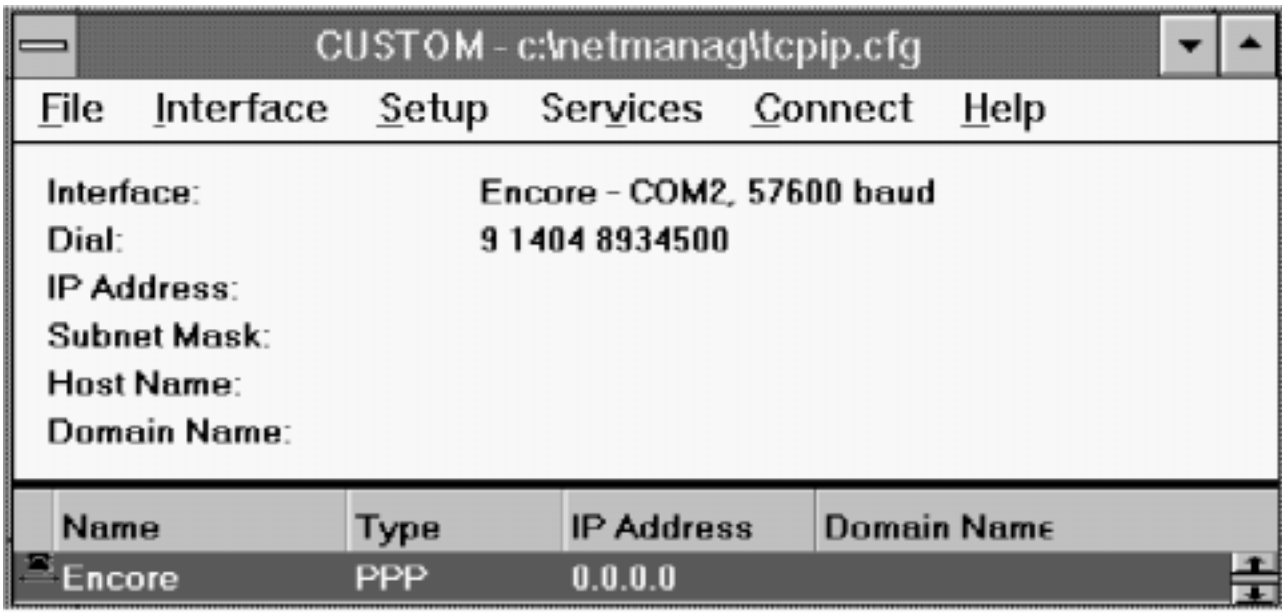


Figure 212 Establishing a Connection

Chameleon will now try to establish a modem connection with the Encore indial pool. If you have trouble with this section, check some common modem settings (1 + area code, 9 to dial out). The Encore indial pool should answer your call within one or two rings.

Figure 213 Dialing Status

4. When Chameleon senses that the modem has completed its connection to the indial modem, you will usually see a message such as CONNECT XX,XXX where XX,XXX represents your connection speed.

5. When you see the CONNECT message, you should immediately click “DONE”.

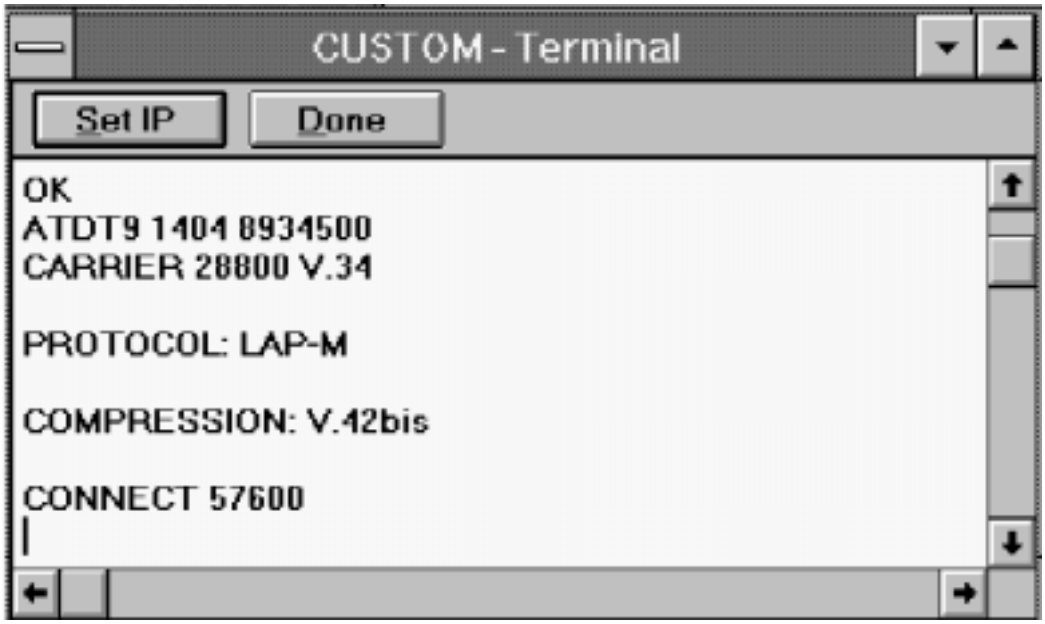


Figure 214 Connect Message

6. You can verify that you are correctly connected to the modem pool by opening the **NEWT** icon at the bottom of your screen. If you have connected successfully, your IP address should begin with 90.133. If you do not see this IP address, check your Username and Password as outlined in the Section One.

7. You now have three minutes to successfully authenticate with SecurID as outlined below. If you do not start Section Three within three minutes, you will be disconnected and you must repeat this section.

A.4.3 Section Three — Establishing a Connection to the SecurID Authentication Server

Once you have verified that you are connected to the Encore indial pool, you have three minutes in which to authenticate with the SecurID server. Until you successully do so, you will not be able to ping, telnet, or access any BOSIP device.

1. Open your **Telnet** application.

2. Connect to the SecurID authentication server. The IP address is **10.1.1.1**

3. You will be presented with the standard USERID/Passcode prompts that require you to enter your authentication information.

4. If you are successful, you will see a login banner message, and you may close your connection and access your TAFI hosts/LENS server.

5. If you fail the authentication, you will be given two more opportunities (three total) to enter the correct USERID/PASSCODE information. You will be disconnected from the SecurID host after three failed attempts.

Note: After you complete all three sections and access the Encore indial system, you are still restricted to accessing certain destinations. The current Encore filters allow the following access:

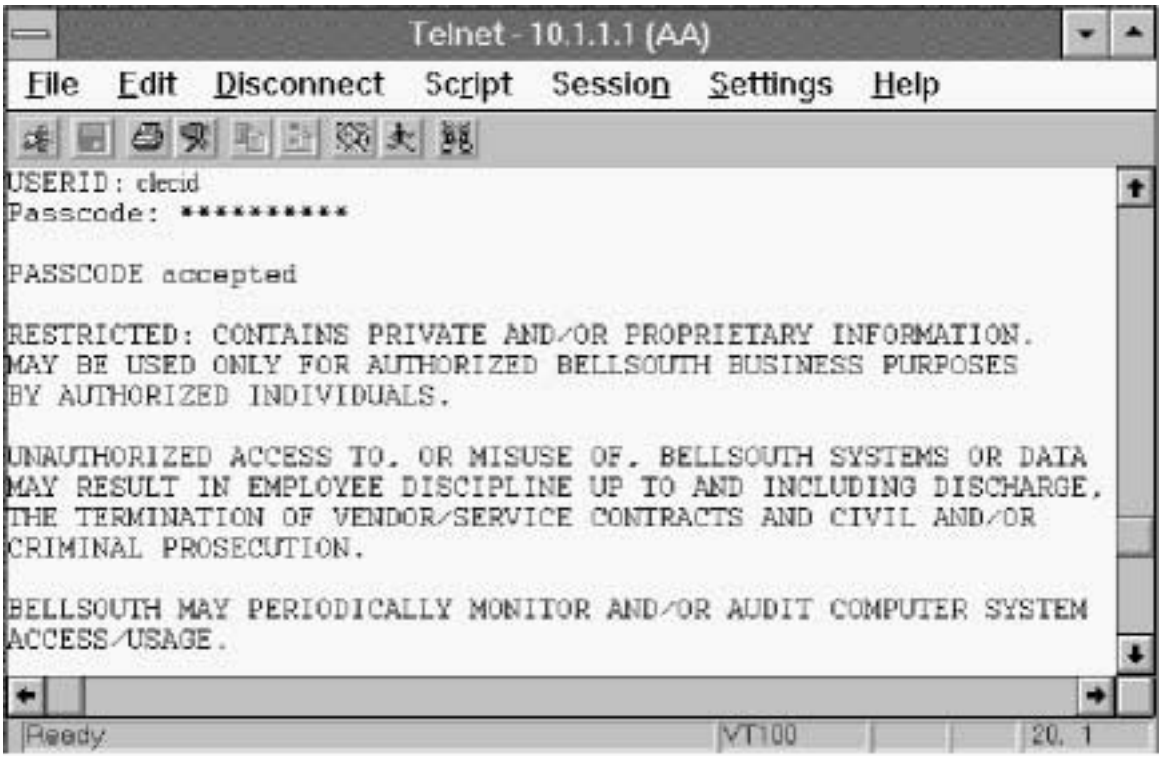


Figure 215 Connecting to the SecureID Authentication Server

Telnet to 90.91.200.2 Telnet to 97.10.1.77

Telnet to 97.10.1.76 WWW to 90.131.28.91

All Traffic to 90.12.72.1

A.5 Using Windows NT 3.51

Windows NT 3.51 uses RAS (Remote Access Service) to access in-dial accounts. RAS should be installed per the Windows NT instructions before proceeding with these directions.

Once installed, you will find RAS (a telephone icon) in the WINNT35 directory. Following is a explanation of the dialog boxes that need to be set-up.

1.) Run RAS to get to its config. dialog box.

2.) Select 'Edit' to bring up "Edit Phone Book Entry' dialog box. Enter 'ENCORE' in Entry Name field. Enter '404-893-4500' in Phone Number field. Leave the Description field blank. Enter the correct COM port for your modem. Leave Authenticate using current user name and password unchecked.

3.) Select the Modem button. Set speed to 57,600 or 115,200 (As fast as possible, as defined by your modem speed). Check Hardware flow control. Check modem error control. Leave modem compression unchecked. Leave Enter Modem Commands Manually unchecked. Click OK.

4.) Select the Security button. Select ' Accept any authentication including clear text'. Click OK.

5.) Select the Network button. Select PPP. Check TCP/IP. Leave NetBEUI and IPX unchecked. Select TCP/IP Settings.

6.) In the PPP TCP/IP Settings dialog box, select 'Server assigned IP address'. Select 'Use specific name server addresses and enter the following information.
DNS: 90.30.180.15
DNS backup: 90.30.200.137
WINS: 0.0.0.0
WINS backup: 0.0.0.0

Check VJ header compression and 'Use default gateway' on remote network.

7.) Select OK. When returned to the Edit Phone Book Entry dialog box, click OK.

To Logon:

From the RAS window, select DIAL. Enter the user id that was assigned by your contact (presumably your CUID). Enter the password assigned by your contact. In DOMAIN, enter 'BST.BLS.COM'. Select OK.

Once RAS shows that a connection is established, open a telnet session to 10.1.1.1. Follow the pronpts and enter your CUID and SecurID Passcode.

At this point, launch the specific network application, i.e. telnet to TAFI or Netscape to access LENS.

A.6 Logging In With Your SecurID

Entering new PIN: You will see the following message the first time you use your dial-in access, after your PIN has expired, or any time your BellSouth Electronics Communications Administrator gives you a new PIN: ***After entering your PASSCODE , you get the message "Enter your new PIN, containing 4 characters."***

The PIN must be changed every 4 months. After you decide on a new PIN, DO NOT WRITE THE PIN DOWN, BUT MEMORIZE IT. To ensure the accuracy of the new PIN, you will have to enter it twice.

DO NOT PRESS ENTER until after you have typed the PIN in once. This will avoid having one automatically generated for you.

Re-entering Passcode: The first time you access the network access controller, you will see the message **"Wait for the number on the card to change and re-enter your passcode"**. This message is normal and is related to your logging on for the first time. After this first logon, you may occassionally be given a similar request to re-enter your passcode, especially if you have not used your SecurID for several weeks or months. This is simply related to the process of providing you secure access to the system.

Note: Be sure to enter your passcode before the vertical stack bar at the left side of the window disappears.

A.7 PIN Standards for SecurID Card PassCode

For PIN standards, contact your BellSouth Electronics Communications Administrator at (888) 462–8030.

A.8 Protecting Your SecurID Card

The SecurID card will expire after three (3) years. You will be notified upon logging in when your card will expire and advised of replacement procedures.

Contact your BellSouth Electronics Communications Administrator for a replacement card. There is a charge for the replacement card.

- The SecurID card should not be kept in an environment that causes bending stress - like a back pocket.
- The SecurID card will be damaged if you heat (dashboard) it, soak it, or sit on it.
- Do not write any information on your SecurID card (USERID, PINs, telephone numbers, etc.).
- If you are prompted to wait for the display to change on your SecurID card, enter the new SecurID number, the system is synchronizing with the card clock.
- Tampering with or trying to repair your SecurID card will damage it.
- If your initial PASSCODE fails, wait for the number on your SecurID card to change.
- If your SecurID card is expired, lost, stolen, damaged or destroyed, notify your BellSouth Electronics Communications Administrator immediately.

A.9 Glossary of Terms

BELLSOUTH ELECTRONICS COMMUNICATIONS ADMINISTRATOR - Contact for system problems, forgotten USERID/PIN, replacement of lost, broken, damaged or expired SecurID card.

PASSCODE - A code which permits you to access the appropriate application host system and be authenticated on the network access controller.

PIN - Personal Identification Number. A secret code, selected by a user that identifies the SecurID Card assigned to the user.

NETWORK ACCESS CONTROLLER - The host that does both security authentication and administrative process for the Network Access Control System

REMOTE ACCESS CONTROLLER - The processor which controls network access.

SECURID CARD - A credit card size card used to access authorized applications.

USERID - Your personal account or profile identifier. During the dial log-on process you will be prompted for your USERID and subsequently for your host application USERID.

B. Circuit Numbers and Miscellaneous Account Numbers

B.1 Circuit Numbers

You must determine the appropriate circuit number and re-enter the corresponding miscellaneous account number on the inquiry screen.

A cross reference will be returned if a complete circuit number is not entered.

The format to use when entering circuit numbers in a serial number (CLS) format is **12PLNT12345666SB**, where:

- 12 = Prefix (Optional, 1 - 2 Alphanumerics)
- PL = Service Code (2 Alphabetics preceded by a period)
- NT = Modifier (2 Alphabetics or 1 Alphabetic and 1 Alphanumeric)
- 123456 = Serial Number (1 - 6 Numerics of 1 - 999999)
- 66 = Suffix (Optional 1 - 3 Numerics of 1 - 999 preceded by an period)
- SB = Assigning Company Identification (2 or 4 Alphabetics)

The format to use when entering circuit numbers in a telephone number (CLT) format is**38SBGS4044771234T22123**, where:

- 38 = Prefix (Optional 1 - 2 Alphanumerics)
- SB = Service Code (2 Alphabetics preceded by a period)
- GS = Modifier (2 Alphanumerics of AA - ZZ or A1 - Z9)
- 404 = NPA (3 Numerics preceded by a period)
- 477 = Central office (4 3 Numerics preceded by a period)
- 1234 = Line Number (4 Numerics preceded by a period)
- T22 = Extension number/Trunk code (Optional 2 - 5 Alphanumerics preceded by a period)
- 123 = Segment Number (Optional 1 - 3 Alphabetics or numerics of 1 - 999 or A - ZZZ preceded by a period)

The format to use when entering circuit numbers in a facility identification format is **AB123CC12CHCGILAAMGOMOBLALBBABC**, where:

- AB123 = Facility Design (1 - 5 Alphanumerics followed by a space)
- CC12 = Facility Type (1 - 6 Alphanumerics followed by a space)
- CHCG = Location “A” Place code (4 Alphabetics or 3 Alphabetics and a space)
- IL = Location “A” State code (2 Alphabetics)
- AA = Location “A” Building code (2 Alphabetics or 2 Numerics)

- MGO = Location “A” Entity code (3 Alphanumerics followed by a space)
- MOBL = Location “Z” Place code (4 Alphabetics or 3 Alphabetics and a space)
- AL = Location “Z” State code (2 Alphabetics)
- BB - Location “Z” Building code (2 Alphabetics or 2 Numerics)
- ABC = Location “Z” Entity code (3 Alphanumerics

OR

AB123CC12CHCGIL2A211MOBLAL2A211, where:

- AB123 = Facility Design (1 - 5 Alphanumerics followed by a space)
- CC12 = Facility Type (1 - 6 Alphanumerics followed by a space)
- CHCG = Location “A” Place code (4 Alphabetics or 3 Alphabetics and a space)
- IL = Location “A” State code (2 Alphabetics)
- 2A211 = Location “A” Non-Building/Customer Location code (5 Alphanumerics followed by a space)
- MOBL = Location “Z” Place code (4 Alphabetics or 3 Alphabetics and a space)
- AL = Location “Z” State code (2 Alphabetics)
- 2A211 = Location “Z” Non-Building/Customer Location code (5 Alphanumerics)

B.2 Miscellaneous Account Numbers

The format to use when entering miscellaneous account numbers is ###*######^^^ where:

- # = any digit, 0 - 9 (required)
- * = any alpha numeric (required)
- ^ = any digit, 0 - 9 (optional customer code)

Examples:

- 205 M32-6111
- 205M326111
- 205-M32-6111-203
- 205M326111203

C. Area by NPA and Circuit ID Prefix

C.1 Area by NPA

NPA	Area
205, 334, 256	AL
352, 407, 850, 904, 321, 386	FL - North
305	FL - South
561, 954	FL - Southeast
404, 770, 678, 706	GA - Atlanta
706, 912, 229, 478	GA - Outstate
502, 606, 270, 859	KY
318, 504, 225, 337	LA
601, 228, 662	MS
704, 910, 919, 336, 828, 252, 980 (avail. May 1, 2000)	NC
803, 864, 843	SC
423, 615, 901, 931, 865, 731	TN

C.2 Area by Circuit ID Prefix

CIRCUIT ID PREFIX	Area
10	AL
20, 21	NC

CIRCUIT ID PREFIX	Area
30	FL - North
40	GA - Atlanta
50	GA - Outstate
50	KY
60	LA
70	MS
70	FL - South
80	TN
80	FL - Southeast
90	SC

D. Address Validation Screen Fields

D.1 Address Validation Screen Fields

Street Number	The street number portion of an address. For an unnumbered or indefinite address, this field may also include a BellSouth-assigned fictitious “Assigned House Number” (AHN).
Suffix	An optional alphanumeric identifier which is a part of the Street Number, such as “1/2” for 328 1/2..., or “A” for 328 A. When the field Street Number (see previous) is an AHN, the field Suffix will be prepopulated with the entry “AHN”.
Street Name	The name of the thoroughfare or street
Dir-Prefix	Directional code preceding the street name (the “W” in W Peachtree NE)
T/F	Identifies the address as that of an avenue, boulevard, street, drive, etc. (“T/F” stands for “thoroughfare”.)
Dir-Suffix	Directional code following the street name (the “NE” in W Peachtree NE)
Unit	Identifies the unit type such as apartment, lot, room, slip, etc. If a unit is selected, you must further identify the unit in the blank box to the right (for Apartment 102, select “APT” from the pull down menu, then enter 102 in the box to the right).
Elevation	If your address contains floor number information, select “Flr” from the pull down menu, then add the floor number in the box to the right.
Structure	Identifies the type of structure (bldg, pier, wing, etc.). For example, if your address contains “South Building”, select BLDG from the pull down menu, then enter “South” in the box to the right.
City	This may be the same as the community name. You can spell out the city, or LENS will accept the appropriate RSAG abbreviation for the city if you know it.

State	You can use the pull down menu to select the appropriate state code, or place your cursor in the blank field and enter the first letter of the state and LENS will populate the state code for you.
Descriptive Address	A commonly used descriptive name associated with a specific location normally identified by a street number and name.
Route	A postal delivery area assigned by the US Post Office, used predominately in rural areas.
Box	A specific location within a postal delivery route.
Connect Through	Connect Through (CT), when present, indicates whether facilities are in place for a given address. If the CT indicator is “Y” (“Yes”), then facilities are in place and a premise visit will not be required. The CT indicator will only be visible when its value is Y.
Quick Service	Quick Service (QS) is a provisioning process that maintains a working line at a residence. If QS is present for an address (QS = Y), the service representative can negotiate an earlier customer appointment. The QS indicator will only be visible on the address validation screen when QS=Y.

Note: If neither the QS indicator nor the CT indicator are displayed at all, the value of both is “N”.

E. Customer Records

E.1 Customer Record Screen Elements

- **Customer Record Rates –** The Customer Record screen will display this information for all end-users you own, regardless of state. The Customer Record Rates will be in the column marked "Rev".
- **Local Service Itemization (LSI) –**Click View Prod/Svcs Itemization to view the LSI, which provides information on a customer's current local service, such as billed name and a summary of the end-user's products and services. The LSI will also show the **LSI rate** (in the column marked "Charge") for all end-users you own, regardless of state.
- **Credit History –** Click this link to view the end-user's credit history (see below).

E.2 Printing More Than 54 Pages

For Customer Records longer than 54 pages, you may print them in increments. The appearance of the sections in excess of 54 pages will mirror those sections of the BOCRIS CSR. The procedure for printing such Customer Records is as follows:

- If the requested Customer Record is more than 54 pages, LENS will provide a field on the Customer Record screen labeled Page Number to Begin New Series.
- LENS will prepopulate this field with the number of the next page in sequence.
- You should then do one of the following:
  - **If the account is a non-PBX or non-Centrex account,** type a page number in this field and click Go To Page. This page number will begin the next series of 54 pages.
  - **If the account is a PBX or Centrex account,** select the CSR section you wish to view. LENS will display the section, up to 54 pages.
- LENS will display additional pages in the current section, and display a message prompting you to return to the Customer Record Section menu to select a new section.

E.3 Informational Messages Regarding Customer Records

- ACCESS RESTRICED AT CUSTOMER REQUEST- CONTACT CARRIER SERVICE CENTER This message indicates access has been restricted at the end user's request.
- BELLSOUTH IS NOT AUTHORIZED TO PROVIDE INFORMATION FOR THIS ACCOUNT This message indicates that the account is owned by another CLEC.
- BOE001 REQUESTED TELEPHONE NUMBER NOT FOUND - This message indicates that the requested telephone number is not a part of BellSouth's records. The number could be a non-working number, or reside in Independent Company Territory.
- BOE004 - REFER TO NPA NXX-LINE SLA 1 - This message indicates that an individual telephone number has been entered for a multi-line account. You must enter the main account number and resubmit the request to view the CSR.

E.4 Complex Accounts

Customer records for Complex accounts are broken down into sections for easier viewing. From the pull down menu select the section you wish to view, then click Show Section for Option.

Sections: The sections you may encounter will be as follows:

IDENT/LIST	This section contains the data normally found in the IDENT section of a service order. It includes the LIST section items, (i.e., Listed Name, Listed Address, Service Address, Additional Listings and Yellow Page information).
DIR/TFC/BILL	This section contains all data associated with Directory Delivery Address and Delivery quantity, Traffic information such as Transfer of Calls and all pertinent Billing information.
CHARGEABLE LSTGS	This section contains all listing USOCs whether rated or not.
COMMON EQUIP	This section contains equipment which is common in function to the entire account or system and auxiliary items connected with a system or account but not directly related to the main service.
NONKEY LINES/STA	This section contains all pertinent information on Lines and Stations, plus miscellaneous items of equipment which are not associated with a key system.
TRUNKS	This section contains all information associated with each trunk on the account, including all appropriate data (i.e., TLI, OGO, DSNA, etc.)
SLA LISTINGS	This section contains a list of all System Listing Addresses (SLA) and appropriate number for all systems other than system 1 on multi-system accounts.

Partial Circuit Numbers: If you entered a partial circuit number, you will receive a cross-reference list of circuit numbers and their corresponding telephone numbers. Locate the appropriate circuit number, enter the corresponding TN, and click **Get CSR For Circuit** . You will be provided the CSR for the account.

E.5 Credit History:

Information on end-user credit history is available for end-users in states whose Public Service/Utility Commissions have ruled that BellSouth may provide credit history information to CLECs.

This information is maintained by BellSouth in its internal operating systems. This information consists of Credit Class code, 12 Month Treatment History codes and 12 Month Returned Check History codes.

Note: Credit history information is currently available for end-users located in Alabama and Florida.

E.5.1 Credit Class code messages:

Unquestionably Good Credit

Known Good Credit

Questionable Credit

Known Bad Credit

No other BST service entered

E.5.2 Treatment History messages:

No Treatment

Unregulated Billing Payment Due Notice or exceeded Toll Credit Limit Notification.

Toll Credit Limit Bill Notice Sent.

Reminder notice / Call me letter / outstanding Unreg. Billing Payment Due charges.

Denial Notice for bill or toll credit limit bill

Denial Notice expired/denial referral to Collection Center

Denial Notice expired/customer educational referral to Collection Center

Toll Denial/restriction notice sent

Denial of Tolls

Denial of service

Disconnected for non-payment

Not charged for restoral of service

1st Final Bill Notice

2nd Final Bill Notice

Final bill reminder notice

Final bill past due no prior arrangements or prior arrangements not kept

Final bill past due refer to collection agency or deny live for final bill

Final bill notice - final under $25

Final bill notice - final over $25

E.5.3 Returned Check History messages:

No occurrence of returned checks

One occurrence of returned checks

Two occurrences of returned checks

Three occurrences of returned checks

F. Directory Listings – Related Information

F.1 Valid Record Type / Listing Type Combinations

If Record Type is:	Then Listing Type Must Be:
Local Alternate Call	Listed
Local Additional Listing	Listed, Non-Listed, Or Non-Published
Local Additional Main	Listed Or Non-Listed
Local Answer Service	Listed Or Non-Listed
Local Client Main	Listed Or Non-Listed
Local Cross Reference	Listed
Local Special Text Listing	Listed
Local Main Listing	Listed, Non-Listed, Or Non-Published
Foreign Alternate Call Listing	Listed
Foreign Additional Listing	Listed, Non-Listed, Or Non-Published
Foreign Answer Service	Listed Or Non-Listed
Foreign Cross Reference	Listed
Foreign Special Text Listing	Listed
Secondary Additional Main	Listed Or Non-Listed
Secondary Additional Listing	Listed Or Non-Listed
Secondary Main Listing	Listed Or Non-Listed

G. Trouble Shooting

G.1 Error Messages

You may encounter various error messages while using LENS. For listing of these messages, please see the next Appendix titled “Error Message Reference List”.

G.2 Address Validation Failed:

Verify that you are using a 911/E911 compliant address. If the address is not in 911/E911 database, call the LCSC for assistance in getting the address added.

If a route/box address is used, you also need a street or highway name. If this information is not available, ask your customer for the number of a near by neighbor or business.

Addresses located in Independent Company territory are not valid in BellSouth internal systems.

G.3 Document Contains No Data:

This is a known problem which occurs while running Netscape 3.X with Windows 3.X

- To proceed you must log back on to LENS.

G.4 Sync Contract Failed:

One of the back end systems cannot be reached and the contract times out. You have to try again at a later time.

If the problem is isolated to a particular state, the trouble is probably a temporary problem with that state’s link. ***To proceed, try again at a later time.***

If the problem is not isolated to a particular state, there may be a problem with your UserID. ***Contact the CLEC Single Point of Contact at 888-462-8030.***

H. Error Message Reference List

H.1 Overview

LENS may display error messages to you during the course of your building the LSR. These may be general LENS error messages that indicate errors with the LSR that need to be corrected. They may also be error messages related to the processes for Address Validation or Telephone Number Reservation/Selection.

Error messages may be accompanied by an **error code.** For general LENS error messages, the code is related to the screen you are on at the moment, or to which you need to return. For error messages related to Address Validation or TN Reservation/Selection, the code is simply an element used by the internal processes for those functions.

For a listing of ***error codes related to general LENS error messages***, please see the next section titled "General LENS Error Codes". For a listing of ***error messsages*** , please see the section titled "Error Messages".

H.2 General LENS Error Codes

As discussed in the previous section, general LENS error messages may come with a code. The code is related to the screen you are on at the moment, or to which you need to return.

Some error codes may come with a **"J"** in front of them. These error messages are generated within your web browser.

General LENS error codes are as follows:

Codes 0001 – 0999	System Error Messages
Codes 1000 – 1999	Errors on the LSR Administrative, Billing or Contact screens
Codes 2000 – 2499	Errors on the LSR Location/Access or End User Billing screens, or errors related to Inside Wiring or Transfer of Call
Codes 2500 – 2999	Errors in Loop Information
Codes 3000 – 3999	Errors on the LSR Line Details or Hunting screens
Codes 4000 – 4999	Errors in the LSR Directory Listings or Directory Delivery Information sections.

Codes 5000 - 5999	Errors in Supplement Orders
Codes 6000 - 6999	Errors in Due Date Calculation
Codes 7000 - 7999	Errors in View LSR/Order Information
9000 - 9999	Informational/Warning Messages

H.3 Error Messages

This section lists error messages you may encounter while using LENS.

H.3.1 General LENS Error Messages

Following are general LENS error messages.

Errors Generated Within Your Web Browser:

- J0001 Please enter a PON that is 16 characters or less.
- J0002 PON must contain Alpanumeric characters and may contain ’.’, ’-’, ’,’, ’’’. Please check entry and re-enter PON.
- J0003 Please enter a PON.
- J0004 Please enter a Due Date.
- J0005 Please select an Activity Type.
- J0006 Please select a Service Type.
- J0007 Please select an Area.
- J0008 Please enter a Telephone Number.
- J0009 Are you authorized to view this CSR? If so, click OK.
- J0010 You must enter a page number between 1 - 999
- J0011 Invalid format for entered telephone number.
- J1000 Warning: Desired Due Date is earlier than Calculated Due Date. LENS will set the Effective Bill Date to be equal to the Desired Due Date.
- J1001 Warning: This order will disconnect ALL lines.
- J1002 Only numeric digits are allowed in Number of Lines.
- J1003 Number of Lines must be greater than zero.
- J1004 Line Class of Service must be a valid Class of Service. It can only contain alphanumeric characters. These include A-Z, a-z, and 0-9.
- J1005 Line Class of Service must be populated.
- J1006 The Number of features per line field must contain numeric digits only and must be greater than zero.
- J1007 Please enter a requested due date.

- J1008 Please enter an appointment time interval.
- J1009 Please select a type of service.
- J1010 Please enter a line class of service.
- J3000 You must select a single HUNT GROUP to Update.
- J3001 You may only update one HUNT GROUP at a time.
- J3002 You must select one or more HUNT GROUPS to remove.
- J3003 Group name "N" is reserved for use with New HUNT GROUPS only.
- J3004 You must select a single HUNT GROUP in which to Add a line.
- J3005 You must select a HUNT LINE to Update.
- J3006 You may only update one HUNT LINE at a time.
- J3007 You must select one or more HUNT LINES to remove.
- J3008 You must select one or more HUNT LINES to shift down
- J3009 You must select one or more HUNT LINES to shift up
- J3010 Telephone numbers must be 10 digits, with an optional 4 digit range
- J3011 You must enter a HUNT GROUP ACTIVITY to Add or Update.
- J3012 You must enter a HUNT GROUP ID to Add or Update.
- J3013 HUNT GROUP ID may be up to 3 Alpha or 4 Numeric characters.
- J3014 You must enter a HUNT GROUP TYPE to Add or Update.
- J3015 You must enter a HUNT LINE ACTIVITY to Add or Update.
- J3016 You must enter a HUNT LINE TELEPHONE NUMBER to Add or Update.
- J5001 A Supplement type option must be selected to continue.
- J5002 Please enter a PON.
- J5003 Please enter a PON that is 16 characters or less.
- J5004 PON must contain Alpanumeric characters and may contain ’.’, ’-’, ’,’, ’’’. Please check entry and re-enter PON.
- J6000 You must enter a Specific PON if you select this option.
- J6001 Specific PON can not be selected with the MA/PF option.
- J6002 Please select one of the options before proceeding.
- J6003 Please enter a PON that is 16 characters or less.
- J6004 Please enter a valid PON. A valid PON must contain Alphanumeric characters. A valid PON may contain a period (.), comma (,), hyphen (-), or apostrophe (’).
- J9000 Warning: Desired Due Date is earlier than Calculated Due Date. LENS will set the Effective Bill Date to be equal to the Desired Due Date.
- J9001 Warning: This order will disconnect ALL lines.

Errors Generated by the LENS System:

- 0001 You are not authorized to access this system.

- 0002 Please enter a valid user id and password.
- 0003 Your password has expired. Please contact your system administrator.
- 0004 Please enter the appropriate area.
- 0005 Telephone number does not match specified state.
- 0006 An activity type is required when 'Calculate Due Date' is selected.
- 0007 You must enter a telephone number before continuing.
- 0008 Your password has expired, please enter a new one now.
- 0009 You must enter a telephone number before continuing.
- 0010 Please enter a new Password.
- 0011 Unable to connect to DSAP. Please contact Electronic Communications Support at 1-888-462-8030.
- 0012 You must have a CSR Authorization Letter on file in order to access Customer Records.
- 0013 System error encountered during CSR retrieval - unable to obtain CSR.
- 0014 System error encountered during Credit History retrieval - unable to obtain information.
- 0015 Can only select one telephone number on a Change Order.
- 0016 Number of previously reserved telephone numbers must be an integer between 1 and 25
- 0017 Invalid telephone number
- 0018 Telephone number does not match specified state.
- 0019 Telephone number contains illegal character(s).
- 0020 Security Violation. Unauthorized access to LENSChangeProdFlags by userid.
- 0021 No Company found matching specified Company ID.
- 0022 Not authorized to perform this action on service owned by another CLEC. You are not authorized to perform this action on this account.
- 0023 Error while validating CLEC authority: CORBA.COMM_FAILURE.
- 0024 A maximum of 5 services may be selected.
- 0025 Unable to connect to database. Please contact Electronic Communications Support.
- 0026 No carriers available. Please contact Electronic Communications Support.
- 0028 Telephone number does not match specified state.
- 0029 Due date must be current or future date.
- 0030 Due date in invalid format. Must be in MM/DD/YYYY format.
- 0031 You have entered a new Due Date but have not requested recalculation.
- 0032 Duplicate PON! Please use another PON.
- 0033 LEO subcontract3 failed. Please verify your PON was submitted successfully by accessing the status through the Order Information link on the main menu.

- 0034 Error connecting to RSAG - Please contact Electronic Communications Support at 1-888-462-8030.
- 0035 Please select a feature.
- 0036 Transfer Call Date must be entered in the MM/DD/YYYY format.
- 0037 End User Name is required.
- 0038 Unknown source link.
- 0039 Source link is NULL.
- 0040 Desired Due Date in invalid format. Must be in MM/DD/YYYY format.
- 0041 Calculated Due Date in invalid format. Must be in MM/DD/YYYY format.
- 0042 Transfer Calls Until Date in invalid format. Must be in MM/DD/YYYY format.
- 0044 Database Connection Failed. Try later or contact Electronic Communications Support.
- 0045 Select User ID to Reset Password.
- 0046 Enter or Select or Search for User ID to Edit.
- 0047 Select Company Code to Edit.
- 0048 Select TAG ID to Edit.
- 0049 Company Record Not Found.
- 0050 Please select one of the options below before proceeding.
- 0051 Failed to retrieve PON information. Please contact Electronic Communications Support.
- 0052 Null values being returned from ChangeProdFlags template.
- 0053 No Errors found for this PON.
- 0055 Date format is invalid. Must be in MM/DD/YYYY format.
- 0056 ID Record Not Found. Adding A New ID Record.
- 0057 Invalid File Type for upload. File must be a tab delimited text file.
- 0058 Your input data contains errors. Please correct and resubmit.
- 0059 Please specify a filename or manually enter Order Information.
- 0060 Cannot manually enter PONs and specify a file to upload.
- 0061 No Bulk Order Numbers Available.
- 0062 Invalid Bulk Order Number. Please correct number or select from list.
- 0063 Results not available for Bulk Order Number.
- 0064 Order has not completed processing. Please try again later.
- 0065 Error Processing request. Please contact Electronic Communications Support.
- 0066 No selected User IDs to reset. Please select a user id.
- 0068 The following fields are required when a final bill indicator of different is selected: Final Billing Name, Street, City, State, Zip Code, Final Bill Contact Name, Telephone Number.
- 0069 User record not found. Please enter a valid UserId or Select from list.

- 0070 Error connecting to RSAG. Please contact Electronic Communications Support at 1-888-462-8030.
- 0071 Valid Address required for View All. Entered TN does not validate. Enter a valid TN.
- 0072 More pages exist for the requested customer account record.
- 0073 LENS does not handle Firm Orders for CENTREX accounts at this time. Please press Continue and enter another TN or address to validate.
- 0074 Please enter a Telephone Number from the column above.
- 0075 The requested CSR record cannot be displayed due to System Error. Please resubmit your request or contact Electronic Communications Support.
- 0076 You must first retrieve a CSR section, before LSI information is available.
- 0077 Credit History is not allowed for area code specified.
- 0078 Unable to retrieve CRIS information. Please contact Electronic Communication Support at 1-888-462-8030.
- 0079 End User Name may not exceed 25 characters in length.
- 0080 20009: LENS System Exception: Failed to confirm submit LSR. Please confirm the status of your LSR through the Order Information link on the main menu.
- 0081 20204: LEO System Exception: LSR submitted for loading, failed to confirm load status. Please confirm the status of your LSR through the Order Information link on the main menu.
- 0082 Invalid TN format. Valid format: 2055551234
- 0083 Invalid PON format. PON must be between one and sixteen alphanumeric characters or the symbols period (.), comma (,), hyphen (-), and apostrophe (’)
- 0084 End user name field must be populated!
- 0085 PON is null.
- 0086 TN is null.
- 0087 IOException Exception caught.
- 0088 BULKORDER_DIR variable not set in config file.
- 0089 LensBusinessException Exception caught.
- 0090 List of NPAs not returned. Please contact the Electronic Communications Support.
- 0091 Your Default Company/TAG Profile is incomplete. Please contact your system administrator for assistance.
- 0092 LACfgFileReadException Exception Caught. Please contact Electronic Communications Support at 1-888-462-8030 for assistance.
- 0093 Error reading Uploaded file.
- 0094 Configuration file (lens99.cfg)read error.
- 0095 Error writing Bulk Order files.
- 0096 Error converting the requested date to a TAG date format.
- 0097 Selected Company/TAG Profile is incomplete. Please contact your system administrator. Company Code was NOT changed.

- 0098 Duplicate ID Error - Company ID * already exists
- 0099 Database Error - SQL syntax Error. Please contact Electronic Communication Support at 1-888-462-8030.
- 0100 Appointment Time in invalid format. Valid format is hhmm[am/pm]-hhmm[am/pm].
- 0101 All fields that are required to submit your request have not been completed. Please correct and resubmit.
- 0102 Error occurred due to use of BACK button on Web Browser.
- 0103 The number of Telephone numbers in the Selected list exceeds the maximun allowed
- 0104 Disconnect Quantity must be between 1-999
- 0105 An entry must be made to at least two LEATN
- 0106 Each LEATN must be unique
- 0107 At least one LEATN must not be completely migrated on a Partial Migration account activity
- 0108 Error converting TAG date to LENS display date format.
- 0109 TN must be highlighted in Available List.
- 0110 TN must be highlighted in Selected List.
- 0111 You must an Account TN - *.
- 0112 For this account activity type at least one of your line activities must be Conversion(New), PIC Change, or Change Telephone Number.
- 0113 Telephone Number(s) entered not available in this switch *
- 0114 Maximum number of * PONs was exceeded.
- 0115 Error reading input file line * . Check file format.
- 0116 The PON entered is a duplicate (*).Please enter another PON
- 0117 Address validation failure - unable to proceed with Change Request
- 0118 You may not Change Main ATN when you indicate that the ATN is for an existing account number
- 0119 LEATNs must be unique numbers.
- 0120 You must enter at least 2 LEATNs
- 0121 At least 1 LEATN's Migrate Entire Account must be unchecked
- 0122 One TN must be highlighted in each List.
- 0123 You may not select Retain Listing with a Many to One Migration Type.
- 0124 EATN must be blank if indicating a Many To One Migration type.
- 0125 EATN must be populated if indicating a One To One Migration type.
- 0126 EATN may not equal ATN.
- 0127 EATN must be equal to ATN.
- 0128 LEATN (*)has invalid format.

- 0997 The LENS application experienced a critical system error while processing your request. Please press the 'Back' button and try your request again. If you continue to receive this message, please contact Electronic Communications Support for assistance.
- 0998 The LENS application experienced a system error while processing your request. Please go to the Login screen to re-enter LENS and continue processing. If you have lost information, please contact Electronic Communications Support for assistance.
- 0999 The LENS application experienced a critical system error while processing your request. Please contact Electronic Communications Support for assistance.
- 1000 This is a LENS LSR Admin Error
- 2000 This is a LENS LSR EU Error
- 2001 Transfer of Calls to Primary Telephone Number is required.
- 2002 Transfer of Calls to Secondary Telephone Number is required.
- 2003 Transfer of Calls to Primary Name is required.
- 2004 Transfer of Calls to Secondary Name is required.
- 2005 Transfer of Calls Date must be current or future date.
- 2006 Transfer of Calls Primary TN is invalid.
- 2007 Transfer of Calls Secondary TN is invalid.
- 2008 Order Remarks may not exceed 240 characters.
- 2009 Order Remarks contains illegal characters.
- 2010 Location and Access information may not exceed 115 characters.
- 2200 Design Name required if Design Routing Code is present.
- 2201 Design Telephone Numer required if Design Routing Code is present.
- 2202 Initiator Contact Name required
- 2203 Initiator Contact Telephone Number required
- 2204 Implementation Contact Name required
- 2205 Implementation Contact Telephone Number required
- 3000 This is a LENS LSR Resale Error
- 3001 LACT field required when DLNUM is populated
- 3002 Associated LACT combination Change Listing (Old) and Change Listing (New) are required.
- 3003 You must select Change Listing (Old) before selecting Change Listing (new).
- 3004 Field Name Spelled out not valid with Line Activity No Change to Listing.
- 3005 Alpha Listing Identifier Code required with the Record Type selected.
- 3006 You have input an invalid Alpha Listing Code.
- 3007 ALI Must be Unique.
- 3008 Alpha Listing Identifier Code not allowed on main listing.
- 3009 You must select a Record Type.

- 3010 You may not delete a main listing.
- 3011 You must select Main Listing.
- 3012 You must select a Listing Type.
- 3013 You must enter a valid Listing Type and Record Type combination.
- 3014 You must select a Style Code.
- 3015 Designer Listings only allowed for a Residence Type of Account.
- 3016 Designer Listings are prohibited for this state.
- 3017 Style Code must be Straight Line.
- 3018 You must select a Type of Account.
- 3019 WPP Prohibited for This LTY Type.
- 3020 Listing Telephone Number must contain 10 numeric characters and may contain spaces, dashes, and left and right parenthesis; or it must be left blank.
- 3021 Listing Telephone Number is invalid for this Record Type.
- 3022 Listing Telephone Number is required for this Record Type.
- 3023 Non Standard Telephone Number must be no more than 20 alpha/numerics.
- 3024 Invalid character for the Non Standard Telephone Number.
- 3025 Listed Name Last is required.
- 3026 'Position Listing As' is required when 'Listed name Last' contains numeric characters.
- 3027 Position Listing As is Prohibited when Listed Name Placement is selected .
- 3028 Header Telephone Number is required and must contain 10 numeric characters and may contain spaces, dashes, and left and right parenthesis.
- 3031 Listed Address House Prefix is prohibited when Listed Address House Number is not populated.
- 3032 Listed Address House Number is required when Listed Address House Prefix is populated.
- 3033 Listed Address House Number is prohibited when Listed Address Street Name is not populated.
- 3034 Listed Address House Number Suffix is prohibited when Listed Address House Number is not populated.
- 3035 Listed Address Street Directional is prohibited when Listed Address Street Name is not populated.
- 3036 Listed Address Thoroughfare is prohibited when Listed Address Street Name is not populated.
- 3037 Listed Address Street Suffix is prohibited when Listed Address Street Name is not populated.
- 3038 Listed Address Locality is required with a Foreign Listing.
- 3039 Listed Address State is required with a Foreign Listing.

- 3040 You must select a Listing Text Type when Line of Text or Line of Text Reference Number has been entered.
- 3041 Listing Text Type must be Alternate Call or Designer Alternate Call when Record Type is Alternate Call.
- 3042 You must enter Line of Text when Listing Text Type has been entered.
- 3043 Line of Text Required when this Listing Text Type has been selected.
- 3044 Yellow page Heading is required for this Type of Service and Record Type.
- 3045 Yellow page Heading is prohibited for this Type of Service and Record Type.
- 3046 Invalid Yellow page Heading.
- 3047 Standard Industry Classification is required for this Type of Service.
- 3048 Standard Industry Classification must be 4 numerics.
- 3049 Directory Name required for this Record Type and Listing Activity Indicator.
- 3050 Directory Subsection prohibited if Directory Name not populated.
- 3051 Advance to Directory Indicator prohibited if Designer Listing selected.
- 3052 Dual Name Listing requires an ampersand in Listing Name First.
- 3053 Header Telephone Number is required and must contain 10 numeric characters and may contain spaces, dashes, and left and right paranthesis.
- 3054 Designer Bold Plus and Designer Script Plus not allowed on RTY of Alternate Call (3054).
- 3100 A hunt group may not contain more than 16 hunt lines.
- 3101 Hunt line range must be greater than the starting line number.
- 3102 Residential Multi-Line accounts cannot have more than 3 lines per hunt group in AL, GA, KY, MS & SC.
- 3103 Residential Multi-Line accounts cannot have more than 5 lines per hunt group in Florida.
- 3104 Residential Multi-Line accounts cannot have more than 10 lines per hunt group in Louisiana.
- 4000 This is a LENS Directory Error
- 5000 Cannot do a Supplement on an already Cancelled Order
- 6000 Illegal character entered for Appointment Time Interval.
- 6001 You must enter am/AM or pm/PM for both times!
- 6002 Minutes must increament by every 15 minutes!
- 6003 Time interval has to be at least 1 hour apart!
- 6004 Time interval beginning no earlier than 8:00 am and ending no later than 5:00 pm!
- 6005 SystemException thrown when Calculating Due Date.
- 7000 FOC is not available for the current version of this PON(s). Please check the 'Status' option for more information.

- 7001 CN is not available for the current version of this PON(s). Please check the 'Status' option for more information.
- 7002 This PON does not have Error/Clarification message. Please check the 'Status' option for more information.
- 7003 There is no Status information available for the current version of this PON. Please verify the PON.
- 7004 There are no Error/Clarification. Please check the 'Status' option for more information.
- 7005 There is no Status information available.
- 7006 There is no Missed Appointment Order or Pending Facilities Order status for this date.
- 7007 There is no Status information available for PONs submitted within this date range.
- 7008 There is no Missed Appointment Order or Pending Facilities Order status for this date range.
- 7009 Specific Date must be within the next 365 days. Please select a date that is within the next 365 days.
- 7010 Specific Date can not be greater than the current date. Please select a date less than or equal to the current date.
- 7011 Specific Date must be within the last 45 days. Please select a date that is within the last 45 days.
- 7012 From Date must be within the next 365 days. Please select a date that is within the next 365 days.
- 7013 From Date can not be greater than the current date. Please select a date less than or equal to the current date.
- 7014 From Date must be within the last 45 days. Please select a date that is within the last 45 days.
- 7015 To Date must be within the next 365 days. Please select a date that is within the next 365 days.
- 7016 To Date can not be greater than the current date. Please select a date less than or equal to the current date.
- 7017 To Date must be within the last 45 days. Please select a date that is within the last 45 days.
- 7018 The From Date should occur before the To Date. Please select a date range where the From Date occurs before the To Date.
- 7019 Failed to retrieve PON List information. Please try again or contact the Electronic Communications Support.
- 7020 Failed to retrieve PON Detail information. Please try again or contact the Electronic Communications Support.
- 9000 This is a LENS Informational/Warning Message
- 9001 User Password Reset.
- 9004 Your password has been changed.

- 9006 User Record Not Found. Adding A New User Record.
- 9007 Please correct errors listed in table below.

H.3.2 Address Validation and TN Reservation/Selection Error Messages

Following are error messages related to Address Validation and TN Reservation/Selection.

Errors Related to Address Validation:

- I901 THIS ADDRESS IS VALID BUT HAS PRE- CT FACILITIES ONLY
- I902 PRIMARY STREET NAME RETURNED
- I903 PRIMARY BASIC ADDRESS RETURNED
- W901 SIMILAR DESCRIPTIVE FOUND
- W902 SIMILAR STREET FOUND
- W903 THIS ADDRESS HAS A LIVING UNIT AT THE BASIC ADDRESS ONLY
- W904 THIS ADDRESS IS VALID, BUT NO LIVING UNIT EXISTS
- W905 INPUT INFORMATION DOES NOT MATCH TELEPHONE NUMBER
- W906 ADDRESS INFORMATION ONLY/ ASSIGN AHN
- W907 THIS ADDRESS ALSO HAS LIVING UNITS WITH SUPPLEMENTAL ADDRESSES
- W908 (RNS) THIS ADDRESS ALSO HAS LIVING UNITS WITH SUPPLEMENTAL ADDRESSES
- W909 SIMILAR COMMUNITY NAME FOUND
- W910 INPUT INFORMATION DOES NOT MATCH ROUTE & BOX
- W911 (RNS) NO MATCH ON TELEPHONE NUMBER. MATCH ACHIEVED ON ADDRESS
- W912 NO MATCH ON DESCRIPTIVE. MATCH ACHIEVED ON ADDRESS.
- W913 THERE ARE ONLY LIVING UNITS WITH SUPPLEMENTAL ADDRESSES
- W915 SIMILAR SUPPLEMENTAL ADDRESS FOUND
- W922 PRIMARY STREET RETURNED. FOUND IN DIFFERENT COMMUNITY
- W923 SIMILAR STREET FOUND IN DIFFERENT COMMUNITY
- W924 SIMILAR ALTERNATE STREET FOUND - PRIMARY STREET RETURNED
- W925 SIMILAR ALTERNATE FOUND IN DIFF COMM - PRIMARY STREET RETURNED
- W926 SIMILAR DESCRIPTIVE FOUND IN DIFFERENT COMMUNITY/ZIP
- W927 STREET NAME FOUND TN DIFFERENT COMMUNITY
- W929 STREET NAME FOUND IN DIFFERENT ZIP
- W930 STREET NAME FOUND IN DIFFERENT COMMUNITY AND ZIP
- W931 PRIMARY STREET RETURNED. FOUND IN DIFFERENT ZIP

- W932 PRIMARY STREET RETURNED. FOUND IN DIFFERENT COMMUNITY AND ZIP
- W933 SIMILAR STREET FOUND IN DIFFERENT ZIP
- W934 SIMILAR STREET FOUND IN DIFFERENT COMMUNITY AND ZIP
- W935 SIMILAR ALTERNATE FOUND IN DIFF ZIP - PRIMARY STREET RETURNED
- W936 SIMILAR ALTERNATE FOUND IN DIFF COMNVZIP - PRIMARY STRT RETURNED
- W937 THIS ADDRESS ALSO HAS LIVING UNITS AT SIMILAR HOUSE NUM13ERS
- W938 THIS ADDRESS ALSO HAS LIVING UNITS AT SUPPLEMENTAL AND SIMILAR HSE #'S
- W943 WARNING - THIS IS A NON-BELLSOUTH TERRITORY ADDRESS
- E901 STREET NAMEE FOUND IN MORE THAN ONE COMMUNITY
- E902 NO EXACT MATCH ON STREET NAME
- E903 NO MATCH ON DESCRIPTIVE
- E904 NO MATCH ON DESCRIPTIVE ADDRESS. PLEASE ENTER ADDITIONAL INFO.
- E905 NO MATCH ON HOUSE NUM13ER OR AHN
- E908 (RNS) NO MATCH ON HOUSE NUMBER OR AHN
- E909 NO MATCH ON TELEPHONE NUM]BER. PLEASE ENTER ADDITIONAL INFO
- E910 REVIEW LOCATION STANDARDS
- E911 NO EXACT MATCH ON SUPPLEMENTAL ADDRESS.
- E912 NO MATCH ON ZIP CODE
- E914 FIELD ERROR - INVALID SEARCH AREA
- E915 FIELD ERROR - ENTER ADDITIONAL ADDRESS INFORMATION OR TELEPHONE NUMBER
- E916 FIELD ERROR - INCORRECT TELEPHONE NUMBER FORMAT
- E919 MORE THAN ONE MATCH ON DESCRIPTIVE. SELECT BASIC ADDRESS
- E920 MORE THAN ONE MATCH ON OCCUPANT NAME
- E921 MORE THAN ONE MATCH ON TELEPHONE NUMBER
- E922 NO MATCH ON OCCUPANT NAME
- E923 NO MATCH ON STREET NAME. PLEASE ENTER ADDITIONAL INFORMATION
- E924 NO SIMILAR COMMUNITY AND/OR ZIP FOUND
- E925 AHN ASSIGNMENT NOT ALLOWED. OBTAIN VALID HOUSE NUMBER.
- E926 AHN RANGE IS FULL. SELECT ANOTHER GSG OR CALL AIC TO EXTEND RANGE.
- E928 NO SIMILAR LIVING UNIT. ENTER ADDITIONAL OR CORRECT INFORMATION.

- E929 MORE THAN ONE MATCH ON STATUS
- E930 MORE THAN ONE MATCH ON ROUTE & BOX
- E931 NO MATCH ON EXACT STREET NAME AND COMMUNITY/STATE
- E935 NO DATA TO RETURN - ASSIGN AHN
- E936 (RNS) INVALID GSG, AND/OR COMM. STREET UNIQUE KEY
- E937 (RNS) INVALID GSG, RANGE, AND/OR COMM. STREET UNIQUE K
- E941 TYPE I DATA RETURNED
- E942 (RNS) SIMILAR ADDRESS FOUND - TYPE J DATA RETURNED
- E949 ADDRESS VALID, NO LIVING UNITS EXIST. SIMILAR HOUSE #''S DISPLAYED
- E951 MORE THAN ONE EXACT MATCH ON STREET NAME FOUND
- E958 (RNS) STREET IN DIFF COMM/ZIP - NO MATCH ON HS #/AHN.SELECT OR CREATE NEW
- E961 (RNS) SIMILAR STREET NAME FOUND - NO MATCH ON HOUSE # OR AHN
- E962 (RNS) SIMILAR STREET FOUND IN DIFF COMM &/OR ZIP - NO MATCH ON HS#/AHN

Errors Related to TN Reservation/Selection:

- 100-TNR-00: TRANSACTION SUCCESSFUL
- 300-TNR-03: CONFIRMATION HAS BEEN CANCELED
- 300-TNR-07: EASY AND COIN ARE NOT PERMITTED WITH SEQUENTIAL REQUESTS AND WERE DISREGARDED
- 500-TNR-01: Q AND Z ARE INVALID ENTRIES; CHARACTER WAS CHANGED TO WILDCARD
- 500-TNR-02: CLLI IS CAPPED; NUMBERS MAY NOT BE USED FOR NEW SERVICE
- 500-TNR-03: TOO FEW NUMBERS TO SATISFY YOUR REQUEST WITHIN SAME NXX
- 500-TNR-04: NO NUMBERS MATCH YOUR REQUEST; THESE ARE IN THE SAME CLLI
- 500-TNR-05: TOO FEW NUMBERS TO SATISFY QUANTITY REQUESTED
- 500-TNR-09: THE NPA NXX IS INVALID FOR THIS CLLI
- 500-TNR-13: THESE NUMBERS CAN BE RESERVED BUT ARE NOT VALID ON SERVICE ORDERS UNTIL NXX EFFECTIVE DATE //
- 500-TNR-14: NO SEQUENTIAL NUMBERS FOUND TO MATCH YOUR LINE NUMBER REQUEST; THESE ARE IN THE SAME CLLI
- 500-TNR-15: NO SEQUENTIAL GROUPS LARGE ENOUGH TO SATISFY QUANTITY REQUESTED; HERE ARE TWO SMALLER GROUPS
- 700-TNR-08: ONLY LETTERS OR NUMBERS ALLOWED IN THE SWITCH FIELD

- 700-TNR-09: THE NPA NXX PROVIDED, , IS INVALID FOR SWITCH
- 700-TNR-10: QUANTITY MUST BE BETWEEN 1 AND 25
- 700-TNR-13: NO SWITCH FOUND IN ATLAS TO MATCH CRITERIA THAT WAS INPUT
- 700-TNR-14: CLLI FOR NPA NXX IS FROZEN. NO RESERVATIONS ALLOWED AT THIS TIME. CALL LCSC.
- 700-TNR-15: : CLLI FOR NPA NXX IS A MANUAL CLLI; CALL LCSC.
- 700-TNR-16: CLLI HAS NO MORE NUMBERS; CALL LCSC.
- 700-TNR-23: CUSTOMER CONTACT NUMBER MUST BE NUMERIC
- 700-TNR-24: THERE ARE NO NUMBERS TO CANCEL OR RETURN
- 700-TNR-26: RESERVE DATE MUST BE TODAY OR LATER
- 700-TNR-28: RESERVE DATE EXCEEDS MONTH LIMIT FOR CLLI
- 700-TNR-30: RESERVE DATE MISSING OR INVALID
- 700-TNR-34: NO CONFIRMATION NUMBER FOUND TO MATCH YOUR REQUEST
- 700-TNR-51: REQUESTED TN NOT AVAILABLE FOR RESERVATION
- 700-TNR-52: REQUESTED TN NOT FOUND IN ATLAS
- 700-TNR-53: NO NUMBERS WITH REQUESTED NPA NXX FOUND IN ATLAS
- 700-TNR-54: CLLI AND TTA COMBINATION OF / NOT FOUND IN ATLAS
- 700-TNR-60: CLLI HAS NO MORE EASY NUMBERS; CALL LCSC.
- 700-TNR-63: REQUESTED TN ALREADY RESERVED
- 700-TNR-64: NO NUMBERS FOUND TO MATCH YOUR REQUEST
- 700-TNR-70: RESERVE DATE MUST BE AFTER NPA NXX EFFECTIVE DATE OF //
- 700-TNR-75: NO SEQUENTIAL NUMBERS FOUND TO MATCH YOUR REQUEST
- 700-TNX-48: INVALID REQUEST TYPE
- 700-TNX-83: NO TNS PROVIDED; CLLI/TTA LIMIT HAS BEEN REACHED
- 900-TNR-01: SYSTEM ERROR; CALL LCSC & GIVE THEM THIS INFO: CODE 9999