BELLSOUTH®

Common Error and Clarification Guide for Local Customers

Network Services – Customer Services

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Introduction / Revision History

Purpose

The Common Error and Clarification Reference Guide provides CLECs with the following:

- The 38 most frequent clarifications
- Descriptive text for each clarification
- A user-friendly explanation of each clarification
- Step-by-step instructions to resolve each clarification

This guide allows CLECs to quickly understand the most frequent clarifications as well as the cause of, and appropriate resolutions for, each clarification. An ordering process overview is also included in this guide. The ordering process overview describes how different types of clarifications are generate

Version Information

Removed Corrective Action Chapter

TABLE A. Revision History

Chapter	Action Request #	Date/Issue	Description	Change Request By: / Made By: / Posted By:
Corrective Action	N/A	March 31, 2006 / 2_corrected	Removed Corrective Action Chapter	Dolly Roland / Mike Harfield / Mike Harfield
All	N/A	October 21, 2003 / 2	Initial Conversion to CDIA Format	Jennifer Thomas / Lanelle Wood / Mike Harfield
All	N/A	November 1, 2002 / 1a	Updated URLs	...
All	N/A	August 23, 2002 / 1	Initial Development	...

1.   Audience

1.1   Audience

The *Common Error and Clarification Reference Guide* was developed for Local customers who submit orders manually and/or electronically. This guide can be read in its entirety or accessed on an as-needed basis. Using this guide in conjunction with the BellSouth Business Rules for Local Ordering Search Tool is the most effective approach to resolving clarifications.

Traditionally, the BBRLO has been offered in both HTML format and as Adobe Acrobat PDF files. Since the release of LSOG4/TCIF9 - Version 10.5 on June 3, 2002, the business rules have also been transferred into a comprehensive and searchable database. This database is used to compile the BBRLO documentation (Adobe Acrobat PDF and HTML files) and serve as the newly developed BBRLO Search Tool. The traditional BBRLO documentation spans more than 2,200 pages. Now, with the introduction of the easy-to-use BBRLO Search Tool, Local customers can quickly query the database to pinpoint and access only the information required for the completion of a particular LSR. Note: BBRLO documentation prior to LSOG4/TCIF9 - Version 10.5 is not contained in the BBRLO database. These documents can be accessed from myInterconnection via the BBRLO Archive.

1.1.1   Assumptions:

Users of this guide have a working knowledge of--and access to--the following:

- CLEC Service Order Tracking System (CSOTS)
- Local Exchange Navigation System (LENS) or Telecommunications Access Gateway (TAG) or Electronic Data Interchange (EDI)
- Purchase Order Number (PON) Status Report
- *BellSouth Business Rules for Local Ordering* (BBRLO) Documentation and Search Tool (including the *Required/Conditional/Optional Tables, Data Element Dictionary,* and *Coding Matrices*)

Users of this guide have Internet connectivity and can launch, navigate, and print:

- Adobe Acrobat Portable Document Files (PDFs)
- HTML files

2. Types of Errors

2.1 Categories

The introduction defines three distinct types of errors and provides illustrations of both the manual and electronic Local Service Request (LSR) submission processes. The illustrations follow the LSR through the original submission process and indicate why and when errors occur.

Errors fall into three categories:

2.1.1 Fatal Errors:

- Prevent an LSR from being processed further. A BellSouth sub-system, Local Exchange Ordering (LEO), performs validations to ensure the data received is correctly formatted.

- Are systematically generated and returned through the same interface the CLEC used to submit the LSR (i.e., LENS, TAG, EDI).

2.1.2 Auto Clarifications:

- Result from invalid or incomplete data within an LSR. A BellSouth sub-system, Local Exchange Service Order Generator (LESOG), performs validations to ensure data within the LSR is correct.

- Are systematically generated and returned through the same interface the CLEC used to submit the order (i.e., LENS, TAG, EDI).

2.1.3 Manual Clarifications:

- May also be referred to as 1000-series errors.

- Are generated when LSRs are submitted using an electronic interface (i.e., LENS, TAG, EDI) but require manual review by the Local Carrier Service Center (LCSC) to determine if an error was caused by the CLEC or BellSouth operations. The LCSC representative returns the clarification using the same interface that the CLEC used to submit the LSR (i.e., LENS, TAG, EDI).

- Are also generated when LSRs are submitted manually to the LCSC via mail or facsimile. All manually submitted LSRs are reviewed by the LCSC to determine if the LSR is valid. If the LCSC representative determines there is need for clarification, the clarification is sent to the CLEC via facsimile message.

This guide addresses the most frequent auto and manual clarifications.

2.2   Process Overviews

2.2.1   Electronic LSR Submission

Electronic LSR Submission
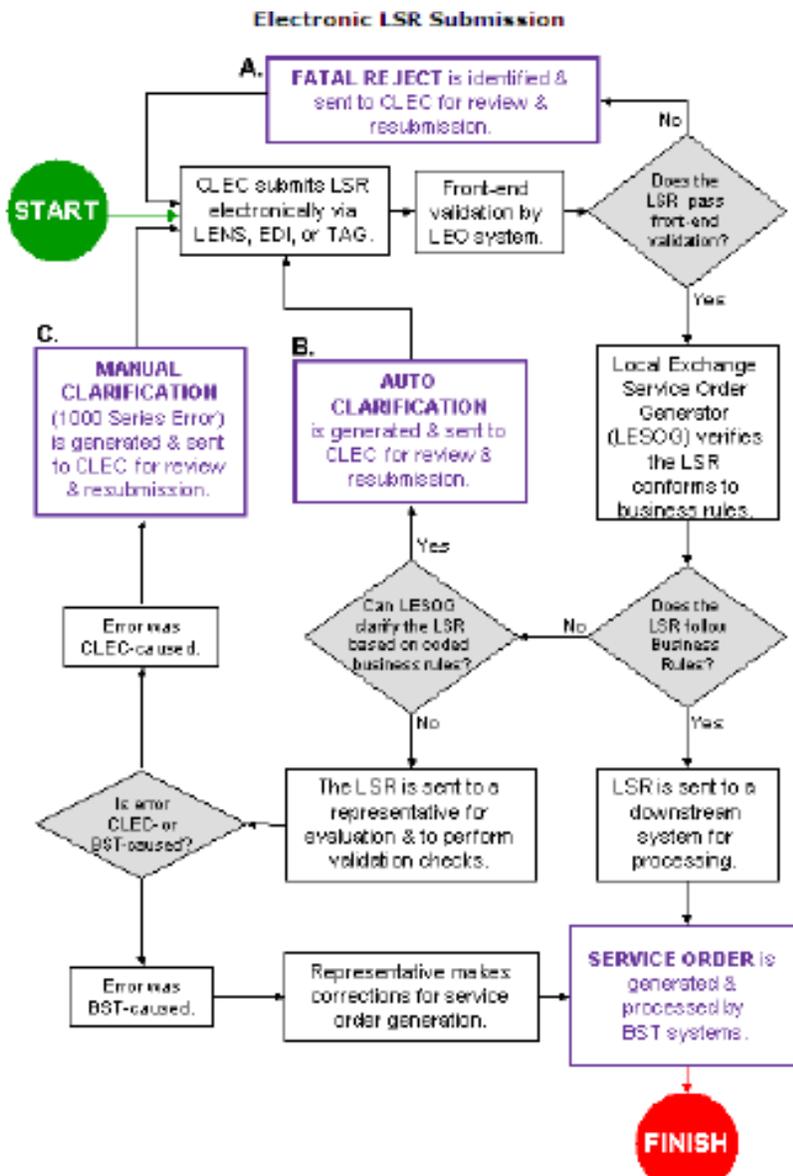
Figure 1. Electronic LSR Submission

Diagram 1: Fatal Rejects, Auto Clarifications, and Manual Clarifications

A. The diagram above follows an electronically submitted LSR through the submission process. The process begins when a CLEC submits an LSR to BellSouth using LENS, EDI, or TAG. First-level formatting validation is conducted by LEO, a BellSouth sub-system. If this initial validation fails, a fatal reject error is generated and

the CLEC receives notification through the interface used to submit the LSR (i.e., LENS, EDI, TAG). Upon receiving the fatal reject error, the CLEC evaluates the message and resubmits the LSR (with corrections) using the same PON and version number.

B. When the LSR passes the initial formatting validation, the LSR continues to a second sub-system, LESOG, that performs data validation. This system ensures the provided data adheres to the BellSouth Business Rules for Local Ordering. If the LSR does not pass the data validity check, an auto clarification is generated and returned to the CLEC using the same interface the CLEC used to submit the order (i.e., LENS, TAG, EDI). The CLEC then reviews the clarification message and submits a supplement to the original LSR with an incremented version number.

C. If the system identifies an error, but cannot provide a clarification, the LSR is sent to an LCSC representative who manually evaluates the LSR to determine whether the clarification is attributed to a CLEC- or BellSouth-caused error. If the clarification is a BellSouth-caused error, the LCSC representative makes corrections that are applied when generating the service order. However, if the clarification is determined to be CLEC-caused, the clarification is communicated back to the CLEC using the same interface the CLEC used to submit the order (i.e., LENS, TAG, EDI). The CLEC then reviews the clarification message and submits a supplement to the original LSR with an incremented version number.

2.2.2 Manual LSR Submission
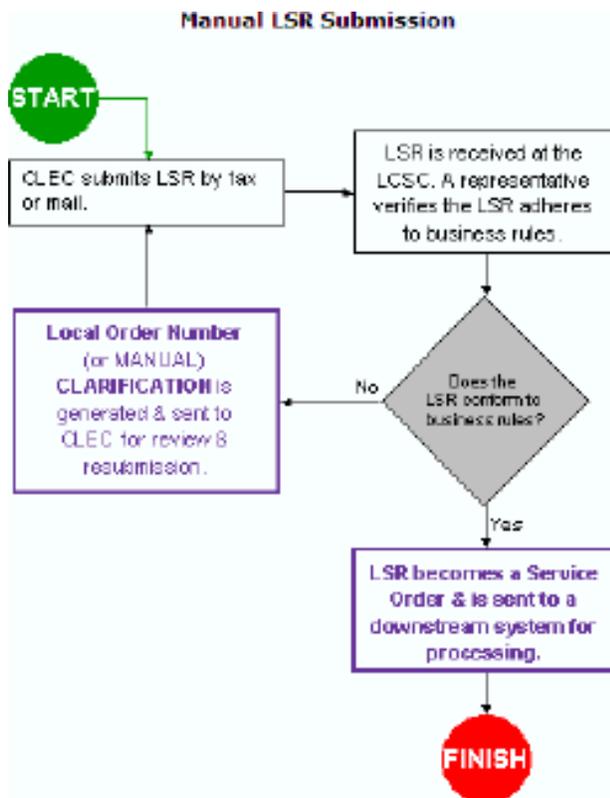
Figure 2. Manual LSR Submission

Diagram 2: Manual LSR Submission

When a CLEC submits an LSR via fax or mail, an LCSC representative thoroughly reviews the LSR to ensure that the data adheres to the BellSouth Business Rules for Local Ordering. When the LSR adheres to the rules, the order is processed. When the LSR does not adhere to the rules, the LCSC representative will generate and send a manual clarification message to the CLEC via facsimile. The CLEC then reads the clarification and submits a supplement to the original LSR with an incremented version number.

3. Auto Clarifications (7000-7999)

3.1 Navigation Tip

The most frequently occurring clarifications in this category are listed below. Click on the desired clarification to access explanations and descriptions for that clarification.

- **7020 - Num xxx Tel No xxx TN [Telephone Number] Not Found In CRIS [Customer Records Information System**
- **7055 – NUM xxx TelNo xxx Account Is final**
- **7400 – CLEC Does Not Own This Account**
- **7905 – RSAG [Regional Street Address Guide] xxx Incorrect Community, Incorrect Zip Code Or Invalid Address Format**

3.2 7020 - Num xxx Tel No xxx TN [Telephone Number] Not Found In CRIS [Customer Records Information System]

Note	"xxx" indicates unique information generated from the LSR submission.
Explanation	This clarification is typically generated for one of the following reasons:

SCENARIO A:
The telephone number listed on the LSR is not found in BellSouth records. Therefore, the telephone number either belongs to another CLEC or does not exist.

OR

SCENARIO B:
The telephone number may have been typed incorrectly. Common errors include omitted or transposed digits.

OR

SCENARIO C:
The telephone number entered in the ATN field may not have been formatted properly.

Resolution   *SCENARIO A:*

Follow your CLEC's procedures for determining which carrier owns the end user's account. This could include contacting the end user to identify who currently owns the account.

SCENARIO B:

Ensure the accuracy of the data entered.

SCENARIO C:

The telephone number should be entered as ten digits with no spaces or dashes. For example, 5615551212 is a valid entry while 561-555-1212, 561 555 1212, and (561) 5551212 are all invalid.

For additional information regarding telephone number entries:

1Access the BellSouth Business Rules for Local Ordering, Data Element Dictionary using the BBRLO Search Tool.

2Review rules associated with the telephone number (ATN) field. The ATN field is located within Administrative Section of each service request form (e.g., LSR, EU, DL, etc.).

For BBRLO Search Tool directions, click here.

3.3   7055 - NUM xxx TelNo xxx Account Is Final

Note   "xxx" indicates unique information generated from the LSR submission.

Explanation   This clarification is typically generated for one of the following reasons:

SCENARIO A:

The CLEC has requested a conversion or disconnect activity on an account that is disconnected. Requests for account conversions or disconnects cannot be processed on an account that has been disconnected.

OR

SCENARIO B:

The telephone number may have been typed incorrectly. Common errors include omitted or transposed digits.

OR

SCENARIO C:

The telephone number entered in the ATN field may not have been formatted properly.

Resolution

SCENARIO A:

To provide service for this end user, submit an LSR for new service using the Activity Type (ACT Type) of "N" (new service) rather than ACT Types associated with conversions or migrations.

SCENARIO B:

Ensure the accuracy of the data entered.

SCENARIO C:

The telephone number should be entered as ten digits with no spaces or dashes. For example, 5615551212 is a valid entry while 561-555-1212, 561 555 1212, and (561) 5551212 are all invalid.

For additional information regarding telephone number entries:

1 Access the BellSouth Business Rules for Local Ordering, Data Element Dictionary using the <u>BBRLO Search Tool.</u>

2 Review rules associated with telephone number (ATN) field. The ATN field is located within Administrative Section of each service request form (e.g., LSR, EU, DL, etc.).

For BBRLO Search Tool directions, <u>click here</u>.

3.4   7400 - CLEC Does Not Own This Account

Explanation

Typically, this clarification is generated for one of the following reasons:

SCENARIO A:

The CLEC submitted an LSR for an account that is owned by another carrier. Because your CLEC does not own this account, an LSR cannot be electronically submitted for this end user.

OR

SCENARIO B:

The telephone number entered in the ATN field may not have been formatted properly.

OR

SCENARIO C:

The telephone number may have been typed incorrectly. Common errors include missing and transposed digits.

Resolution

SCENARIO A:

To confirm ownership of an end user's account, CLECs may consult the Customer Service Record (CSR) for specific information about an end user and the Line Loss Notification Report which lists disconnects and partial disconnects for a particular carrier.

Use the Customer Service Record:

1. Launch Local Exchange Navigation System (LENS) or your company's system for accessing Customer Service Records (CSRs).

2. Conduct an inquiry to view the end user's CSR. For instructions to view CSRs using LENS, <u>click here</u>.

3. If you are unable to view the CSR in LENS (or your company's system), it is likely that your CLEC does not currently own the account. The telephone number has been ported to another CLEC's switch. The CLEC should follow their internal procedures, which may include contacting the end user, to submit any further activity for this telephone number.

Use the Loss Notification Report:

The Loss Notification Report is a daily report that lists the disconnects (D orders) or partial disconnects (C orders) that have completed the ordering and billing process. The information in this report is available on the Performance Management Analysis Platform (PMAP) website for seven calendar days. To view information about disconnects and partial disconnects, the CLEC should choose the appropriate OCN (Company Code). Each result contains the following information:

- Telephone Number

- Name of the Affected Party

- Completion Date

To access the Loss Notification Report:

1. Navigate to the <u>PMAP home page</u>.

2. Click **Login** on the top, center portion of the home page.

3. Type the User Name and Password for your CLEC.

    ° If you do not have a User Name and Pass

SCENARIO B:
The telephone number should be entered as ten digits with no spaces or dashes. For example, 5615551212 is a valid entry while 561-555-1212, 561 555 1212, and (561) 5551212 are all invalid.

For additional information regarding telephone number entries:

1. Access the BellSouth Business Rules for Local Ordering, Data Element Dictionary using the <u>BBRLO Search Tool</u>.

2. Review rules associated with telephone number (ATN) field. The ATN field is located within Administrative Section of each service request form (e.g., LSR, EU, DL, etc.).

For BBRLO Search Tool directions, <u>click here</u>.

SCENARIO C:
Ensure the accuracy of the data entered.

3.5 7905 - RSAG [Regional Street Address Guide] xxx Incorrect Community, Incorrect Zip Code Or Invalid Address Format

Note	"xxx" indicates unique information generated from the LSR submission.
Explanation	All addresses are validated against BellSouth's Regional Street Address Guide (RSAG) database for E911 compliance. The address listed in the LSR does not adhere to E911 standards and cannot be validated. The E911 address validation is very sensitive and a clarification is returned for even simple formatting discrepancies. For example, entering "ST." rather than "ST" in the thoroughfare field results in a clarification.
Resolution	To ensure you are using appropriate address field abbreviations (e.g. "ST" rather than "ST."), consult the <u>BellSouth Pre-Order Business Rules Appendix</u>.

There are additional methods to ensure the supplied address is E911 compliant:

*   Conduct a pre-order address validation inquiry using LENS or TAG. Ensure all address fields used on the LSR match the query results exactly.
    OR

*   Obtain the account's Customer Service Record (CSR) and compare the CSR's service address with the LSR's service address. Ensure all address fields used on the LSR match the CSR exactly.

In the event an E911 compliant address cannot be obtained, submit an Address Verification Request to the appropriate E911 coordinator. The form and instructions, along with contact information for all E911 county/parish coordinators, are provided in the <u>CLEC's User Guide to E911 for Facility Based Providers</u>.

> **NOTE: Although the title of the E911 guide specifies Facility-Based CLECs, the information provided in this guide is applicable to ALL Local carriers.**

4.   Auto Clarifications (8000-8999)

4.1   Navigation Tip

The most frequently occurring clarifications in this category are listed below. Click on the desired clarification to access explanations and descriptions for that clarification.

- **8187 - USOC [Uniform Service Order Code] May Not Appear On Request. Format SAE [Services and Equipment] 431**

- **8940 - Call Forwarding Number Missing Or Invalid**

- **8970 - FID RCU [Restrict Casual Use] With TWC [Three-Way Calling] Found On Same Line As 3-Way Calling USOC**

4.2   8187 - USOC [Uniform Service Order Code] May Not Appear On Request. Format SAE [Services and Equipment] 431

Explanation	The LSR listed a USOC that is invalid for Resale customers. This clarification is typically generated when an end user is converted from one carrier to another. The USOC may have previously existed on the account; however, the USOC is not valid for the type of service your CLEC provides. When converting an account, it is critical to remember that many USOCs and FIDs are not available to all types of Local customers. For example, some USOCs and FIDs apply only to Resale orders while others only apply to UNE.
Resolution	**1.**Determine specifically which products or services are desired. If necessary, consult with the end user.
	2.Follow the suggested resolution for **Manual Clarification - Invalid USOC**.

4.3   8940 - Call Forwarding Number Missing Or Invalid

Explanation	This clarification is typically generated for one of the following reasons:
	SCENARIO A: The selected Call Forwarding USOC requires a valid telephone number to which calls can be forwarded. This telephone number is entered into the USOC feature detail on the LSR. The LSR cannot be processed because this telephone number is omitted.
	OR
	SCENARIO B: The selected Call Forwarding USOC requires a valid telephone number to which calls can be forwarded. This telephone number is entered into the USOC feature detail. The LSR cannot be processed because this telephone number is invalid or incorrectly formatted. Common problems can include accidentally deleting or transposing digits in the telephone number.

Resolution   *SCENARIO A:*

1. Review the end user's CSR to ensure the Call Forwarding number indicated on the LSR is correct.

2. Review the Local Exchange Ordering Implementation Guide, Volume 2 for information about USOCs and feature detail formatting information for call forwarding features.

3. Consult the CLEC USOC Manual organized alphabetically to ensure appropriate use of applicable USOCs and FIDs. The *CLEC USOC Manual* provides availability details as well as valid locations, FIDs, switches, etc.

4. Review the BellSouth FID Glossary for CLECs to ensure appropriate use and formatting of the FID.

5. Access the *BellSouth Business Rules for Local Ordering, Required/ Conditional/Optional Tables* using the BBRLO Search Tool to ensure the proper guidelines are followed.

For BBRLO Search Tool directions, click here.

SCENARIO B:
Ensure the call forwarding telephone number entered in the USOC feature detail is accurate.

4.4   8970 - FID RCU [Restrict Casual Use] With TWC [Three-Way Calling] Found On Same Line As 3-Way Calling USOC

Explanation   This type of clarification is typically returned when conflicting Uniform Service Order Codes (USOCs) and/or Field Identifiers (FIDs) are listed within the Local Service Request. "FID RCU with TWC" refers to a FID that blocks Three-Way Calling (TWC) but, in this case, the account already includes a three-way calling USOC. A three-way calling service cannot coexist with the three-way calling block. This USOC conflict often occurs during account conversions where the end user already had three way-calling with the previous carrier, as indicated on the Customer Service Record (CSR), but the new CLEC does not offer three-way calling and is attempting to block that very feature.

Resolution   **1.** Verify that the three-way calling feature is desired.

2. Conduct a pre-order inquiry to access the end user's CSR. View the CSR to ensure that the specific three-way calling USOC corresponds with the service desired. For instructions on how to view a CSR using LENS, <u>click here</u>.

- If three-way calling is desired, remove the RCU/TWC FID from the LSR.

- If three-way calling is not desired, remove the three-way calling USOC. To remove the USOC, populate the Feature Activity (FA) column of the Service Detail section of the LSR service request form with a "D" (for disconnect) and list the USOC you want removed in the USOC column located next to the FA column.

- If a three-way calling USOC different than the three-way calling USOC listed on the LSR is desired, remove the original USOC. To remove the USOC, populate the Feature Activity (FA) column of the Service Detail section of the LSR service request form with a "D" (for disconnect) and list the USOC you want removed in the USOC column located next to the FA column. One the USOC has been removed, add the desired USOC. For additional information about USOCs, consult the explanation and resolution for the **Manual Clarification - Invalid USOC**.

5. Auto Clarifications (9000-9999)

5.1 Navigation Tip

The most frequently occurring clarifications in this category are listed below. Click on the desired clarification to access explanations and descriptions for that clarification.

- **9481 - LNUM [Line Number] xxx Feature Does Not Exist On Account To Disconnect**
- **9496 - TNS xxx 66 On LNUM xxx00001 Not Found On EATN [Existing Account Telephone Number] xxx For Act xxx**
- **9515 - WKG SVC- Input ADL, Conversion Order Or Note Abandoned Station**
- **9529 - Cannot Restore A Line Which Is Not Suspended/Denied**
- **9602 - USOC [Uniform Service Order Code] xxx Already Exists On Customer Record**
- **9627 - All Customer Records Are Final For This Number**
- **9641 - Requested Activity Already Pending**
- **9860 - Unable To Handle Request; End User Account Frozen**
- **9861 - ADSL Not Allowed With This Service**

5.2 9481 - LNUM [Line Number] xxx Feature Does Not Exist On Account To Disconnect

Note	"xxx" indicates unique information generated from the LSR submission.
Explanation	This clarification is typically generated for one of the following reasons:

SCENARIO A:
The request to disconnect a feature cannot be processed because the feature is not listed on the account's Customer Service Record (CSR). A clarification was generated because the LSR cannot request disconnection for a feature that does not already exist.

OR

SCENARIO B:
The USOC associated with the feature may have been entered incorrectly. Entering an incorrect USOC could generate a clarification because it is unlikely the incorrect USOC already exists on the account. A feature that does not already exist on the account cannot be disconnected.

Resolution   *SCENARIO A:*

1. Use LENS or TAG to conduct a pre-order Customer Service Record inquiry to access the CSR.

2. Review the CSR to determine if the USOC listed on the LSR exists on the CSR.

- For instructions on how to access the CSR using LENS, <u>click here</u>.

- If a particular feature does not exist on the account/line, an LSR form requesting disconnection of that feature cannot be processed.

SCENARIO B:

1. Determine which feature should be disconnected.

2. Consult the <u>CLEC USOC Manual</u> organized alphabetically to ensure appropriate use and formatting of applicable USOCs and FIDs. The USOC Manual provides availability details as well as valid locations, FIDs, switches, etc.

5.3   9496 - TNS xxx 66 On LNUM xxx00001 Not Found On EATN [Existing Account Telephone Number] xxx For Act xxx

Note   "xxx" indicates unique information generated from the LSR submission.

Explanation   This clarification is typically generated for one of the following reasons:

SCENARIO A:
The Account Telephone Number (ATN) listed on the LSR is not currently associated with the Existing Account Telephone Number (EATN). This clarification is typically generated for business accounts and occurs when the customer has set up additional fax, data, or telephone lines but did so without associating the new lines to the pre-existing EATN. When this happens, the customer is issued an additional EATN. When this clarification is generated, it is because the LSR is associated to the inappropriate EATN.

OR

SCENARIO B:
The ATN may have been typed incorrectly. Common errors include omitted or transposed digits.

OR

SCENARIO C:
The ATN may not have been formatted correctly.

Resolution   *SCENARIO A:*

1. Verify whether the end user has multiple CSRs. For instructions to access an end user's CSR, click here.

2. Review each CSR to determine which CSR and associated EATN match the ATN.

3. Ensure the product or service being ordered is applied to the correct ATN and EATN.

SCENARIO B:
Ensure the accuracy of the data entered.

SCENARIO C:
The ATN should be entered as ten digits with no spaces or dashes. For example, 5615551212 is an acceptable entry while 561-555-1212, 561 555 1212, and (561) 5551212 are invalid.

For additional information regarding telephone number entries:

1. Access the BellSouth Business Rules for Local Ordering, Data Element Dictionary using the BBRLO Search Tool.

2. Review rules associated with telephone number (ATN) field. The ATN field is located within Administrative Section of each service request form (e.g., LSR, EU, DL, etc.).

For BBRLO Search Tool directions, click here.

5.4   9515 - WKG SVC- Input ADL, Conversion Order Or Note Abandoned Station

Explanation   This clarification is typically generated for one of the following reasons:

SCENARIO A:
This clarification indicates that the LSR listed an Activity Type (ACT Type) of "N" (new service) where service already exists for the listed telephone number. Special notation is required for new service to be processed where working service already exists.

OR

SCENARIO B:
When attempting to convert an end user to your CLEC, the clarification indicates the LSR contained an invalid ACT Type.

OR

SCENARIO C:
When attempting to add a line to existing service, the clarification indicates that the feature detail required to add the line did not include the required "/ADL" FID.

Resolution   *SCENARIO A:*

1. Identify the Working Service on Premises (WSOP) FID on the End User form.

2. In the WSOP field, enter a "V" to indicate an "abandoned station" or disconnection of existing service. This will allow new service to be delivered.

SCENARIO B:

1. To convert an end user to your CLEC, indicate the correct ACT Type. Examples of appropriate ACT Types include both "V" (conversion as specified) and "T" (end user has moved), among others.

2. Access the <u>BBRLO Search Tool</u> to review ACT Types. The General Information section provides a comprehensive list of ACT Types while the Required/ Conditional/ Optional Tables provide specific ACT Types appropriate for conversions.

For BBRLO Search Tool directions, <u>click here</u>.

SCENARIO C:
To add an additional line where there is existing service, enter the following information in the appropriate fields in the Service Details section of the LSR:

1. Populate the Feature Activity (FA) Column with an "N" (new feature).

2. Populate the associated USOC column with the desired Class of Service USOC.

3. Enter "/ADL" in the associated feature detail column.

Notes:

- For Resale requests, the Class of Service USOC is placed into the Service Details section of the Resale Service form.

- For UNE-P orders, the Class of Service USOC is placed into the Service Details section of the Port Service form.

5.5   9529 - Cannot Restore A Line Which Is Not Suspended/Denied

Explanation   Typically, this clarification is returned when a CLEC attempts to restore service to an account or line while an existing order to deny or suspend the account or line is still pending. Under certain circumstances, the order to deny or suspend may not complete for up to 24 hours.

Resolution   Use the Customer Service Record (CSR) inquiry function in Local Exchange
Navigation System (LENS) or Telecommunications Access Gateway (TAG) to verify
the status of the account or line.

- If the CSR indicates the account or line has already been denied or
suspended, the CLEC should call the Local Carrier Service Center
(LCSC) to request that the order to restore the line or account be
processed.

- If the CSR indicates the account or line is NOT denied or suspended,
the CLEC should contact the LCSC to process the LSR to restore
service to the end user.

For instructions on how to access the CSR using LENS, <u>click here</u>.

5.6   9602 - USOC [Uniform Service Order Code] xxx Already Exists On Customer Record

Note   "xxx" indicates unique information generated from the LSR submission.

Explanation   This clarification is typically generated when the LSR attempts to add a USOC for a
service or feature that already exists on the account. For example, if the end user
already has Call Waiting, a USOC requesting Call Waiting cannot be processed. This
clarification is generated when an LSR attempts to order a service or feature that is an
exact match with a service or feature that already exists on the CSR.

Resolution

1. Confirm that the USOC referenced in the clarification exists on the account by comparing the LSR to the Customer Service Record (CSR).

2. Ensure the desired USOC is associated with the account.

- If the USOC listed on the CSR corresponds with the desired service, remove the USOC from the Local Service Request to resolve the clarification.

- If the USOC listed on the clarification does NOT correspond to the desired service, disconnect the service by entering "D" (disconnection) in the Feature Activity (FA) column associated with the USOC listed in the Service Details section of the Resale Service or Port Service form, as appropriate.

For instructions on how to access the CSR using LENS, <u>click here.</u>

To add the desired USOC:

- Review the <u>Local Exchange Ordering Implementation Guide, Volume 2 </u>(LEO IG 2) for information about USOCs, FIDs and feature detail formatting information.

- Consult the <u>CLEC USOC Manual </u>organized by service category to ensure appropriate use and formatting of applicable USOCs and FIDs. The manual provides availability details as well as valid locations, FIDs, switches, etc.

- Review the <u>BellSouth FID Glossary for CLECs</u> to ensure appropriate use and formatting of the FID.

- Access the BellSouth Business Rules for Local Ordering, Required/ Conditional/ Optional Tables using the <u>BBRLO Search Tool </u>to ensure the proper guidelines are followed.

For BBRLO Search Tool directions, click here.

5.7   9627 - All Customer Records Are Final For This Number

Explanation

This clarification is typically generated for one of the following reasons:

SCENARIO A:
The CLEC has requested a service or activity on an account that has been disconnected. Requests for changes in service, account conversions, or line migrations cannot be processed on a disconnected account.

OR

SCENARIO B:
The telephone number may have been typed incorrectly. Common errors include omitted or transposed digits.

OR

SCENARIO C:
The telephone number entered in the ATN field may not have been formatted properly.

Resolution   *SCENARIO A:*

To provide service for this end user, submit an LSR for new service using the Activity Type (ACT Type) of "N" (new service) rather than ACT Types associated with conversions or migrations.

SCENARIO B:

Ensure the accuracy of the data entered.

SCENARIO C:

The telephone number should be entered as ten digits with no spaces or dashes. For example, 5615551212 is a valid entry while 561-555-1212, 561 555 1212, and (561) 5551212 are all invalid.

For additional information regarding telephone number entries:

1. Access the *BellSouth Business Rules for Local Ordering, Data Element Dictionary* using the <u>BBRLO Search Tool</u>.

2. Review rules associated with the telephone number (ATN) field. The ATN field is located within Administrative Section of each service request form (e.g., LSR, EU, DL, etc.).

For BBRLO Search Tool directions, <u>click here</u>.

5.8   9641 - Requested Activity Already Pending

Explanation   There are two likely reasons for receiving this clarification:

SCENARIO A:

The submitted LSR requests a service or product that is already part of a pending order for this account. The current LSR cannot be processed until the pending order is completed and is posted to the Customer Service Record (CSR).

OR

SCENARIO B:

Another CLEC may have submitted an LSR for this account and the LSR is still pending. If another CLEC submitted an LSR that is still pending, your CLEC will not be able to submit an order for the account until the other CLEC's pending order completes.

Resolution   The steps outlined below address both *SCENARIO A* and *SCENARIO B*.

To confirm ownership of an end user's account, CLECs may consult the Customer Service Record (CSR) for specific information about an end user and the Line Loss Notification Report which lists disconnects and partial disconnects for a particular carrier.

Use the Customer Service Record:

1. Launch Local Exchange Navigation System (LENS) or your company's system for accessing Customer Service Records (CSRs).

2. Conduct an inquiry to view the end user's CSR. For instructions to view CSRs using LENS, click here.

3. If you are unable to view the CSR in LENS (or your company's system), it is likely that your CLEC does not currently own the account. The telephone number has been ported to another CLEC's switch. The CLEC should follow their internal procedures, which may include contacting the end user, to submit any further activity for this telephone number.

Use the Loss Notification Report:

The Loss Notification Report is a daily report that lists the disconnects (D orders) or partial disconnects (C orders) that have completed the ordering and billing process. The information in this report is available on the Performance Management and Analysis Platform (PMAP) website for seven calendar days. To view information about disconnects and partial disconnects, the CLEC should choose the appropriate OCN (Company Code). Each result contains the following information:

- Telephone Number

- Name of the Affected Party

- Completion Date

To access the Loss Notification Report:

1. Navigate to the PMAP home page.

2. Click Login on the top, center portion of the home page.

3. Type the User Name and Password for your CLEC.

   ° If you do not have a User Name and Password, select the Request a Password hypertext link on the Login Page. A form requesting pertinent information about you and your CLEC is displayed. Complete the form by typing directly on the form. Once you've completed the form, print it. Or, if desired, the form also can first be printed blank and then completed manually. After completing the form using either method, fax the form to your Account Executive.

4. From the hypertext lilnks on the right side of the page, cllick CLEC Operations Reports.

5. Select Loss Notification Report.

5.9   9860 - Unable To Handle Request; End User Account Frozen

Explanation   This clarification is typically generated for one of the following reasons:

SCENARIO A:
The account listed on the LSR has been frozen by another CLEC or by the end user.
The account cannot be converted to another carrier until the freeze is removed;
therefore, the requested activity cannot be handled at this time.

OR

SCENARIO B:
The telephone number may have been typed incorrectly. Common errors include
omitted or transposed digits.

OR

SCENARIO C:
The telephone number entered in the ATN field may not have been formatted properly.

Resolution   *SCENARIO A:*
The CLEC should contact the end user to discuss options for removing the freeze or
inform the end user that the request cannot be processed because the account is frozen.

SCENARIO B:
Ensure the accuracy of the data entered.

SCENARIO C:
The telephone number should be entered as ten digits with no spaces or dashes. For
example, 5615551212 is a valid entry while 561-555-1212, 561 555 1212, and (561)
5551212 are all invalid.

For additional information regarding telephone number entries:

1.Access the *BellSouth Business Rules for Local Ordering, Data Element
Dictionary* using the BBRLO Search Tool.

2.Review rules associated with telephone number (ATN) field. The ATN field is
located within Administrative Section of each service request form (e.g., LSR, EU,
DL, etc.).

For BBRLO Search Tool directions, click here.

5.10   9861 - ADSL Not Allowed With This Service

Explanation   This clarification is typically generated when attempting to convert an end user with
DSL service to a UNE-P provider. DSL is not available on UNE-P lines. When an
account is converted from one carrier to another, the end user's Customer Service
Record (CSR) information moves to the new carrier. However, a UNE-P carrier cannot
directly convert an end user's account which contains DSL because DSL must be
ordered from, and provided by, an Internet Service Provider (ISP) and cannot be
ordered through BellSouth Interconnection Services.

Resolution   Consult with the end user to verify whether ADSL is desired.

If the end user wants DSL service:

1. Instruct the end user to contact the DSL or Internet Service Provider concerning the change in local service so that disruption in service is minimized while the CLEC converts the account. In re-provisioning the DSL service it is possible the service may need to be assigned by the ISP to a different line/wire pair in the end user's residence.

2. Upon receiving this clarification and after notifying the end user, call the Local Carrier Service Center (LCSC) to request that a "C" (change) order be issued to remove the ADL ++ USOC from the end user's account. An LCSC representative will call the CLEC back with an order number within one hour.

If the end user does not want DSL service:

1. Upon receiving this clarification and after notifying the end user, call the LCSC to request that a "C" (change) order be issued to remove the ADL ++ USOC from the end user's account. An LCSC representative will call the CLEC back with an order number within one hour.

6.   Manual Clarifications

6.1   Navigation Tip

The most frequently occurring clarifications in this category are listed below. Click on the desired clarification to access explanations and descriptions for that clarification.

- **BAN [Billing Account Number] xxx (Invalid, Incorrect, Missing, etc.)**
- **Caller ID**
- **Duplicate PON [Purchase Order Number]**
- **Incorrect CSR [Customer Service Record]**
- **Incorrect Listing**
- **Invalid ACT Type [Activity Type]**
- **Invalid Address**
- **Invalid Class Of Service**
- **Invalid FID [Field Identifier]**
- **Invalid Mailbox**
- **Invalid PIC/LPIC**
- **Invalid REQ Type [Requisition Type]**
- **Invalid TN [Telephone Number]**
- **Invalid TOS [Type of Service]**
- **Invalid USOC [Uniform Service Order Code]**
- **LSO [Local Serving Office] xxx (Invalid, Incorrect, Missing, etc.)**
- **No Longer CLEC Customer**
- **PG - Page of Total**
- **Pending Order**
- **Ringmaster**
- **RPON [Related Purchase Order Number] In Clarification**
- **Working TN [Telephone Number]**

6.2   BAN [Billing Account Number] xxx (Invalid, Incorrect, Missing, etc.)

Note   "xxx" indicates unique information generated from the LSR submission.

Explanation   The most likely reason for this clarification is the Local Service Request (LSR) references the wrong Billing Account Number (BAN).

The BAN identifies the billing account to which recurring and non-recurring charges for the request will be billed. The 13-character code must be established prior to submitting any service request. The value supplied in the BAN field should be either the CRIS or CABS account number depending on criteria such as Requisition Type (REQ Type) and area (e.g., FL-South, FL-North, FL-Southeast, etc.).

Most CLECs will have multiple Billing Account Numbers. For example, for a given CLEC, a unique BAN is required for each situation outlined below:

- CLEC selling Resale products and services in South Florida.
- CLEC selling UNE products and services in South Florida.
- CLEC selling Resale products and services in Southeast Florida.
- CLEC selling UNE products and services in Southeast Florida.

To establish a BAN, contact your Account Executive on the CLEC Care Team.

When completing the LSR, the Company Code (CC), Carrier Customer Name Abbreviation (CCNA), and Access Customer Name Abbreviation (ACNA), when used, must also correspond to the appropriate BAN.

Resolution   **1.** Verify the BAN for the LSR is appropriate for the REQ Type and area for the telephone number.

2. Review your company records to verify that the values supplied for CC, CCNA, and ACNA correspond to the appropriate BAN. This typically applies to UNE carriers and is usually not an issue for Resale carriers.

3. Access the *BellSouth Business Rules for Local Ordering, Data Element Dictionary* using the BBRLO Search Tool to review rules associated with BAN, CCNA, ACNA, and CC fields. Fields are contained within the Local Service Request form in the Administrative Section (CCNA and CC) and Bill Section (BAN1 and ACNA).

For BBRLO Search Tool directions, click here.

6.3   Caller ID

Explanation   This clarification is typically generated for one of the following reasons:

SCENARIO A:
Typically, the Caller ID clarification is the result of conflicting or missing Universal Service Order Codes (USOCs). For example, if Call Waiting Deluxe is listed as a service on the LSR, an additional Caller ID USOC is also required. If the appropriate Caller ID USOC is not included on the LSR, a clarification is generated.

OR

SCENARIO B:
The feature detail associated with the Caller ID USOC may be incorrectly formatted, incomplete, or invalid.

Resolution   This resolution addresses both *SCENARIO A* and *SCENARIO B*.

Follow the suggested resolutions for **Manual Clarification- Invalid USOC**. When using the *Local Exchange Ordering Implementation Guide, Volume 2* and the *CLEC USOC Manual* focus your attention on the USOCs specific to Caller ID.

6.4   Duplicate PON [Purchase Order Number]

Explanation   This clarification is typically generated for one of the following reasons:

SCENARIO A:
The same Purchase Order Number (PON) was previously submitted. It is possible that the CLEC resubmitted a service request that had recently already been received. It is also possible that the CLEC reused the PON from another unrelated service request which was submitted less than two years plus one day ago.

OR

SCENARIO B:
The LSR is a supplement, but the LSR did not contain a version number.

Resolution   *SCENARIO A:*
Check CLEC records to ensure the PON was not assigned to another LSR.

- If the LSR was mistakenly assigned the same PON as another order, assign a unique PON. Cancel the original PON and resubmit the service request after assigning a unique PON to it.

SCENARIO B:
Check CLEC records to verify whether the PON was a supplement to an existing PON.

- If the LSR is a supplement, assign a version number to the duplicate PON, as appropriate.

6.5   Incorrect CSR [Customer Service Record]

Explanation   The clarification is typically generated for one of the following reasons:

SCENARIO A:
Sometimes a CLEC's end user may have multiple telephone lines corresponding to multiple account numbers. When an end user has multiple accounts, a Customer Service Record (CSR) exists for each account. This clarification may be generated when the CLEC submits an LSR that is associated to the wrong account's CSR.

OR

SCENARIO B:
It is possible that a telephone number may appear on more than one CSR. For example, an end user may have been assigned a telephone number that had already been in circulation and attached to another end user's account. In this case, the records from the previous end user may have been erroneously referenced on the LSR instead of records for the current end user.

OR

SCENARIO C:
The information used from the CSR may have been incorrectly transferred to the LSR. This could include typing errors such as transposed or missing digits.

Resolution   *SCENARIO A:*

1. Verify whether the end user has multiple CSRs.
2. Review each CSR to determine which CSR matches the telephone number.
3. Ensure the product or service being ordered is applied to the correct telephone number and CSR.

SCENARIO B:

1. Verify there are multiple CSRs for the telephone number.
2. Review each CSR to determine which end user's CSR is correct.
3. Ensure the product or service being ordered is applied to the correct account, telephone number, and CSR.

SCENARIO C:

1. Verify the end user's name and information is transferred correctly from the CSR to the LSR.

6.6   Incorrect Listing

Explanation   Typically, specific listing information is provided with this clarification. Usually, the clarification is returned because there may have been an error in the Directory Listing (DL) or Caption Request forms in the LSR. Both forms are used to generate directory listings in the White and Yellow Pages.

Resolution

1. Review the detailed clarification message to determine which of the two service request forms generated the clarification.

2. Compare the contents of the Directory Listing and Caption Request forms with the rules provided ty the *BellSouth Business Rules for Local Ordering, Data Element Dictionary* using either the <u>BBRLO Search Tool</u>.

For BBRLO Search Tool directions, <u>click here.</u>

6.7   Invalid ACT Type [Activity Type]

Explanation   This clarification is typically returned when the requested Activity Type (ACT Type) is not available for the specified Requisition Type (REQ Type).

Resolution   Access the *BellSouth Business Rules for Local Ordering Required/Conditional/ Optional Tables* using the <u>BBRLO Search Tool</u> to find the appropriate ACT Types for the desired REQ Type.

For BBRLO Search Tool directions, <u>click here.</u>

6.8   Invalid Address

Explanation   All addresses are validated against BellSouth's Regional Street Address Guide (RSAG) database for E911 compliance. The address listed in the LSR does not adhere to E911 standards and cannot be validated. The E911 address validation is very sensitive and a clarification is returned for even simple formatting discrepancies. For example, entering "ST." rather than "ST" in the thoroughfare field results in a clarification.

Resolution   To ensure you are using appropriate address field abbreviations (e.g. "ST" rather than "ST."), consult the *BellSouth Pre-Order Business Rules Appendix* .

There are additional methods to ensure the supplied address is E911 compliant:

- Conduct a pre-order address validation inquiry using LENS or TAG. Ensure all address fields used on the LSR match the query results exactly.
  OR

- Obtain the account's Customer Service Record (CSR) and compare the CSR's service address with the LSR's service address. Ensure all address fields used on the LSR match the CSR exactly.

In the event an E911 compliant address cannot be obtained, submit an Address Verification Request to the appropriate E911 coordinator. The form and instructions, along with contact information for all E911 county/parish coordinators, are provided in the *CLEC's User Guide to E911 for Facility Based Providers* .

NOTE: Although the title of the E911 guide specifies Facility-Based CLECs, the information provided in this guide is applicable to *all* Local carriers.

6.9   Invalid Class Of Service

Explanation   Class of Service can apply at both the account-level and line-level service information. The term Basic Class of Service is used to refer to account-level information, while Line Class of Service refers to a specific telephone number on a multi-line account. Both indicate the type of service being requested on the LSR.

Clarifications related to Class of Service typically occur for one of the following reasons:

SCENARIO A:
The Basic Class of Service listed is invalid because it conflicts with the Type of Service (TOS). For example, class of service for 1FR (flat rate service) with TOS of 2BM (measured rate) is invalid. This can happen when a resale account is being converted to a UNE-P carrier. Additionally, these types of conflicts can occur when a valid code is discontinued for an area or Central Office. For example, measured service and flat rate service may have previously been available from a specific Central Office, but when flat rate service was discontinued, clarifications are subsequently generated since flat rate service is no longer unavailable.

OR

SCENARIO B:
The LSR contained the same USOC under the Basic Class of Service and Line Class of Service field. The specifics of your LSR submission requires different USOCs be entered under the Basic Class of Service and the Line Class of Service fields.

OR

SCENARIO C:
The Basic Class of Service field wasa not populated on the LSR.

Resolution   *SCENARIO A:*

1.   Refer to the Local Exchange Ordering Implementation Guide, Volume 2 to ensure complete understanding of class of service.

2.   Access the *BellSouth Business Rules for Local Ordering, Data Element Dictionary* using the BBRLO Search Tool to review rules associated with the TOS field. The TOS field is located on the within Administrative Section of the Local Service Request form.

3.   Correct the TOS and Class of Service, as required.

SCENARIO B:
Refer to the http://www.interconnection.bellsouth.com/guides/usoc/html/gleod001/index.htm*Local Exchange Ordering Implementation Guide, Volume 2* to identify the correct scenarios for using the Basic Class of Service and Line Class of Service USOCs.

SCENARIO C:
To determine when the Basic Class of Service USOC is required, review the *Required/Conditional/Optional Tables* using the BBRLO Search Tool.

For BBRLO Search Tool directions, click here.

6.10   Invalid FID [Field Identifier]

Explanation   Field Identifiers (FIDs) and Uniform Service Order Codes (USOCs) are typically used in tandem. FIDs are two, three or four-character alphanumeric descriptive codes used to specify feature details. Generally, the FID provides information to ensure the USOC is applied to the LSR appropriately.

The most common causes of Invalid FID clarifications are:

SCENARIO A:
The FID listed on the LSR is incompatible with the specified USOC.

OR

SCENARIO B:
The feature detail contains an incorrectly formatted FID.

OR

SCENARIO C:
The USOC listed on the LSR requires a valid FID, which is not included in the LSR.

Resolution   For *SCENARIOS A, B, and C:*
Follow the suggested resolutions steps for **Manual Clarification - Invalid USOC**.

6.11   Invalid Mailbox

Explanation   This clarification typically occurs for one of the following reasons:

SCENARIO A:
The voice mail telephone number is missing or invalid.

OR

SCENARIO B:
The Feature Detail for the Voice Mail service USOC may be missing, incorrectly formatted, or invalid.

Resolution   *SCENARIO A:*
Check your CLEC's records to verify the accuracy of the telephone number.

SCENARIO B:
Follow the suggested resolution steps for **Manual Clarification - Invalid USOC.**
When using the *Local Exchange Ordering Implementation Guide, Volume 2* and the *CLEC USOC Manual,* focus your attention on USOCs specific to Voice Mail.

6.12   Invalid PIC/LPIC

Explanation   Typically, this clarification indicates the two- or four-character alphanumeric value for InterLATA Presubscription Indicator Code (PIC) or IntraLATA Presubscription Indicator Code (LPIC) is missing or invalid.

Resolution   **1.** Review your CLEC's records to verify the values supplied for PIC and LPIC fields are accurate.

2. Access the *BellSouth Business Rules for Local Ordering, Data Element Dictionary* using the <u>BBRLO Search Tool</u> to review rules associated with LPIC and PIC fields. Both fields are contained within the Resale Service form, Service Details section.

For BBRLO Search Tool directions, <u>click here</u>.

6.13   Invalid REQ Type [Requisition Type]

Explanation   Generally, this clarification indicates that the supplied Requisition Type (REQ Type) does not correspond with the CLEC's Billing Account Number (BAN1) which is located in the Bill Section of the Local Service Request (LSR) form.

Resolution   Access the *BellSouth Business Rules for Local Ordering, Data Element Dictionary* using the <u>BBRLO Search Tool</u> to review rules associated with REQ Type and BAN1. Both fields, or data elements, are contained within the LSR form. The REQ Type field (REQTYP) is located in the Administrative Section while the BAN1 is located in the Bill Section.

For BBRLO Search Tool directions, <u>click here</u>.

6.14   Invalid TN [Telephone Number]

Explanation   This clarification is typically generated for one of the following reasons:

SCENARIO A:
The telephone number entered in the TN field may not have been formatted properly.

OR

SCENARIO B:
When using LENS to enter an order, the CLEC must specify the area in which the line will exist. For example, in Florida, a CLEC has three choices for area: FL-North, FL-South, FL-Southeast. If the wrong area is selected, the Invalid TN clarification will be generated.

OR

SCENARIO C:
The telephone number may have been typed incorrectly. Common errors include missing or transposed digits.

Resolution *SCENARIO A:*
The telephone number should be entered as ten digits with no spaces or dashes. For example, 5615551212 is a valid entry while 561-555-1212, 561 555 1212, and (561) 5551212 are all invalid.

For additional information regarding telephone number entries:

1. Access the *BellSouth Business Rules for Local Ordering, Data Element Dictionary* using the <u>BBRLO Search Tool</u>.

2. Review rules associated with the telephone number (ATN) field. The ATN field is located within Administrative Section of each service request form (e.g., LSR, EU, DL, etc.).

For BBRLO Search Tool directions, <u>click here</u>.

SCENARIO B:

1. Ensure the appropriate area is selected.

2. Consult the *BellSouth Pre-Order Business Rules Appendix* for a mapping of NPAs to areas.

SCENARIO C:
Ensure the accuracy of the data entered.

6.15 Invalid TOS [Type of Service]

Explanation The type of service indicated is invalid for the telephone number supplied in the Local Service Request (LSR). The type of service, or TOS, is a three-character code that indicates the type of service (e.g., business, residential, government, etc.), the number of lines, and the rate basis (i.e., measured or flat). It is likely that the account number listed on the LSR has a different class of service than the TOS code indicates.

Resolution Access the *BellSouth Business Rules for Local Ordering, Data Element Dictionary* using the <u>BBRLO Search Tool</u> to review rules associated with the TOS field. The TOS field is located on the Administrative Section of the LSR form.

For BBRLO Search Tool directions, <u>click here</u>.

6.16 Invalid USOC [Uniform Service Order Code]

Explanation   Clarifications related to Uniform Service Order Codes (USOCs) and Field Identifiers (FIDs) are quite common. USOCs and FIDs are interdependent, and must be selected and formatted carefully.

When using USOCs and FIDs, remember the following:

- USOCs are three- or five-character alphanumeric codes that denote a particular product or service desired by the end user. USOCs do not contain the letter "I" or the number "0".

NOTE: If you receive a Invalid USOC clarification, be sure you used the number "1" and/or the letter "O"

- FIDs are two-, three- or four-character alphanumeric descriptive codes used to specify instructions to users or a mechanized system. Generally, the FID provides information to ensure the USOC is applied to the LSR appropriately.

- USOCs and FIDs presented in the BellSouth documentation are not available to all types of Local customers. For example, some USOCs and FIDs apply only to Resale while others only apply to UNE.

- Some USOCs and FIDs are not available in all states, areas, switches, etc.

- USOCs may contain feature detail, which can include a FID. Selecting a particular USOC predetermines which FIDs, if any, are used with the specified USOC. In addition, the presence of a particular USOC may dictate the inclusion or exclusion of additional USOCs.

Invalid USOC clarification are typically generated for one of the following reasons:

SCENARIO A:
The feature detail associated with the chosen USOC may be incomplete, invalid, or incorrectly formatted.

OR

SCENARIO B:
The USOC listed on the LSR may be incompatible with other supplied USOCs or additional USOCs could be required.

OR

SCENARIO C:
The LSR may include a USOC that cannot be applied to the particular situation. For example, the USOC may not be available to a UNE carrier or the USOC may not be available for the state, switch, etc.

Resolution   For *SCENARIOS A, B, and C,* follow the steps below to ensure appropriate use and formatting of USOCs.

1. Review the *Local Exchange Ordering Implementation Guide, Volume 2* for information about FIDs and feature detail formatting information.

2. Consult either version of the *CLEC USOC Manual* to ensure appropriate use and formatting of applicable USOCs and FIDs. The *CLEC USOC Manual* provides availability details as well as valid locations, FIDs, switches, etc.

3. Review the http://www.interconnection.bellsouth.com/guides/ other_guides/html/fid_gls1/index.htm *BellSouth FID Glossary for CLECs* to ensure appropriate use and formatting of applicable FIDs.

4. Access the *BellSouth Business Rules for Local Ordering, Required/ Conditional/Optional Tables* using the BBRLO Search Tool to review rules associated with the appropriate USOC.

For BBRLO Search Tool directions, click here.

NOTE: 1.   If information for a specific USOC is required, access the *CLEC USOC Manual organized alphanumerically* .

2.   If information is needed to make a selection from a range of products, consult the http:// www.interconnection.bellsouth.com/guides/usoc/html/ gusoc101/index.htm *CLEC USOC Manual organized by service category* .

6.17   LSO [Local Serving Office] xxx (Invalid, Incorrect, Missing, etc.)

Note   "xxx" indicates unique information generated from the LSR submission.

Explanation   The Local Serving Office (LSO) identifies the six-digit NPA/NXX of the local or alternate serving office associated with the customer's primary location. Typically, this clarification is issued when the LSO field, located in the Administrative Section of the Local Service Request (LSR) form, is invalid or missing.

Resolution   Use the Local Exchange Navigation System (LENS) or Telecommunications Access Gateway (TAG) pre-order inquiry to determine the appropriate entry for the LSO field.

6.18   No Longer CLEC Customer

Explanation   Typically, this clarification indicates one of the following scenarios:

SCENARIO A:
The CLEC submitted an LSR for an account that is owned by another carrier. Because your CLEC does not own this account, an LSR cannot be electronically submitted for this end user.

OR

SCENARIO B:
The telephone number entered in the ATN field may not have been formatted properly.

OR

SCENARIO C:
The telephone number may have been typed incorrectly. Common errors include missing and transposed digits.

Resolution   *SCENARIO A:*
To confirm ownership of an end user's account, CLECs may consult the Customer Service Record (CSR) for specific information about an end user and the Line Loss Notification Report which lists disconnects and partial disconnects for a particular carrier.

Use the Customer Service Record:

1. Launch Local Exchange Navigation System (LENS) or your company's system for accessing Customer Service Records (CSRs).

2. Conduct an inquiry to view the end user's CSR. For instructions to view CSRs using LENS, click here.

3. If you are unable to view the CSR in LENS (or your company's system), it is likely that your CLEC does not

Use the Loss Notification Report:
The Loss Notification Report is a daily report that lists the disconnects (D orders) or partial disconnects (C orders) that have completed the ordering and billing process. The information in this report is available on the <u>Performance Management Analysis Platform (PMAP)</u> website for seven calendar days. To view information about disconnects and partial disconnects, the CLEC should choose the appropriate OCN (Company Code). Each result contains the following information:

- Telephone Number

- Name of the Affected Party

- Completion Date

To access the Loss Notification Report:

1. Navigate to the <u>PMAP home page</u>.

2. Check Login on the top, center protion of the home page.

3. Type the User Name and Password for your CLEC.

   ° If you do not have a User Name and Pass

SCENARIO B:
The telephone number should be entered as ten digits with no spaces or dashes. For example, 5615551212 is a valid entry while 561-555-1212, 561 555 1212, and (561) 5551212 are all invalid.

For additional information regarding telephone number entries:

1. Access the *BellSouth Business Rules for Local Ordering, Data Element Dictionary* using the <u>BBRLO Search Tool</u>.

2. Review rules associated with telephone number (ATN) field. The ATN field is located within Administrative Section of each service request form (e.g., LSR, EU, DL, etc.).

For BBRLO Search Tool directions, <u>click here</u>.

SCENARIO C:
Ensure the accuracy of the data entered.

6.19   PG - Page of Total

Note

Explanation	The submitted LSR did not contain all of the forms, or pages, necessary for processing. Pages may be missing from the form. This clarification generally occurs when LSRs are mailed or faxed to the Local Customer Service Center (LCSC).
Resolution	Verify required forms by using the <u>Order Form Selection Tool for Local Customers.</u> Resubmit the service request with the appropriate forms.

6.20   Pending Order

Explanation   There are two likely reasons for receiving this clarification:

SCENARIO A:
The submitted LSR requests a service or product that is already part of a pending order for this account. The current LSR cannot be processed until the pending order is completed and is posted to the Customer Service Record (CSR).

OR

SCENARIO B:
Another CLEC may have submitted an LSR for this account and the LSR is still pending. If another CLEC submitted an LSR that is still pending, your CLEC will not be able to submit an order for the account until the other CLEC's pending order completes.

Resolution   The steps outlined below address both *SCENARIO A* and *SCENARIO B.*

To confirm ownership of an end user's account, CLECs may consult the Customer Service Record (CSR) for specific information about an end user and the Line Loss Notification Report which lists disconnects and partial disconnects for a particular carrier.

Use the Customer Service Record:

1. Launch Local Exchange Navigation System (LENS) or your company's system for accessing Customer Service Records (CSRs).

2. Conduct an inquiry to view the end user's CSR. For instructions to view CSRs using LENS, click here.

3. If you are unable to view the CSR in LENS (or your company's system), it is likely that your CLEC does not currently own the account. The telephone number has been ported to another CLEC's switch. The CLEC should follow their internal procedures, which may include contacting the end user, to submit any further activity for this telephone number.

Use the Loss Notification Report:
The Loss Notification Report is a daily report that lists the disconnects (D orders) or partial disconnects (C orders) that have completed the ordering and billing process. The information in this report is available on the Performance Management Analysis Platform (PMAP) website for seven calendar days. To view information about disconnects and partial disconnects, the CLEC should choose the appropriate OCN (Company Code). Each result contains the following information:

1. Telephone Number

2. Name of the Affected Party

3. Completion Date

To access the Loss Notification Report:

1. Navigate to the PMAP home page.

2. Click Login on the top, center portion of the home page.

3. Type the User Name and Password for your CLEC.

    °   If you do not have a User Name and Password, select the Request a Password hypertext link on the Login Page. A form requesting pertinent information about you and your CLEC is displayed. Complete the form by typing directly on the form. Once you've completed the form, print it. Or, if desired, the form also can first be printed blank and then completed manually. After completing the form using either method, fax the form to your Account Executive.

4. From the hypertext links on the right side of the page, click CLEC Operations Reports.

5. Select Loss Notification Report.

6.21   Ringmaster

Explanation   Typically, this clarification is attributed to invalid Ringmaster USOCs or invalid or missing FIDs in the feature detail. Usually, this clarification is generated for one of the following reasons:

SCENARIO A:
The CLEC is attempting to add a duplicate Ringmaster feature to the account where the same feature already exists. This may occur with a Requisition Type (REQ Type) "V" (conversion as specified). Because the LSR requests Ringmaster service where it already exists, a clarification is returned.

OR

SCENARIO B:
The Ringmaster service requires that the Ring Pattern (RNP) FID be populated. This clarification is returned because the RNP FID or feature detail is missing or invalid.

OR

SCENARIO C:
The Ringmaster USOC requires a valid telephone number to which the Ringmaster service can be applied. The telephone number may be missing or invalid. Common problems include omitting or transposing digits.

OR

SCENARIO D:
The Ringmaster USOC requires a correctly formatted telephone number to which the Ringmaster service can be applied. The telephone number listed on the LSR may be formatted incorrectly.

Resolution   *SCENARIO A:*
Verify that the service already exists on the account by comparing the LSR to the Customer Service Record (CSR).

1. If the service already exists on the CSR, remove the USOC and associated feature detail from the LSR.

2. If the service does not exist on the CSR, follow the resolution for **Manual Clarification - Invalid USOC.**

SCENARIO B:

1. Consult with the end user to identify which Ringmaster feature should be added to the account.

2. Follow the resolution for **Manual Clarification - Invalid USOC**.

SCENARIO C:
Verify that a valid telephone number associated with a USOC or FID has been entered.

SCENARIO D:
Verify that the telephone number associated with USOC or FID has been formatted properly.

6.22   RPON [Related Purchase Order Number] In Clarification

Explanation   The CLEC has indicated on the LSR that there is a Related PON. The RPON associated with this LSR is currently in clarification. The RPON in clarification must be resolved before this LSR can be processed.

Example:
If a CLEC were to submit two LSRs with Related Purchase Order Numbers (PONs) - Z000111 and Z000112 - each LSR would reference the other's PON in the Administrative Section of the Local Service Request form in the RPON field. A clarification received for Z000111 that states "RPON in Clarification" would indicate a clarification was generated in conjunction with Z000112, the Related Purchase Order Number. Before PON Z000111 can be processed, the clarification associated with Z000112 must first be resolved following the steps outlined below.

Resolution   1.   Review your LSR to identify the RPON. the RPON field is located in the Administrative Section of the LSR form.

2.   Resolve the clarification generated by the Related PON.

3.   Verify that the original PON corresponds with the Related PON. This could include ensuring that the RPON field is appropriately populated on both LSRs.

4.   Resubmit both LSRs within one hour of each other.

6.23   Working TN [Telephone Number]

Explanation   This clarification is typically attributed to one of the following reasons:

SCENARIO A:
This clarification indicates that the LSR listed an Activity Type (ACT Type) of "N" (new service) where service already exists for the listed telephone number. Special notation is required for new service to be processed where working service already exists.

OR

SCENARIO B:
When attempting to convert an end user to your CLEC, the clarification indicates the LSR contained an invalid ACT Type.

OR

SCENARIO C:
When attempting to add a line to existing service, the clarification indicates that the feature detail required to add the line did not include the "/ADL" FID as required.

Resolution   *SCENARIO A:*

1. Identify the Working Service on Premises (WSOP) FID on the End User form.

2. In the WSOP field, enter a "V" to indicate an "abandoned station" or disconnection of existing service. This will allow new service to be delivered.

SCENARIO B:

1. To convert an end user to your CLEC, indicate the correct ACT Type. Examples of appropriate ACT Types include both "V" (conversion as specified) and "T" (end user has moved), among others.

2. Access the <u>BBRLO Search Tool</u> to review ACT Types. The General Information section provides a comprehensive list of ACT Types while the Required/ Conditional/ Optional Tables provide specific ACT Types appropriate for conversions.

For BBRLO Search Tool directions, <u>click here</u>.

SCENARIO C:
To add an additional line where there is existing service, enter the following information in the appropriate fields in the Service Details section of the LSR:

1. Populate the Feature Activity (FA) Column with an "N" (new feature).

2. Populate the associated USOC column with the desired Class of Service USOC.

3. Enter "/ADL" in the associated feature detail column.

NOTE: • **For Resale requests, the Class of Service USOC is placed into the Service Details section of the Resale Service form.**

• **For UNE-P orders, the Class of Service USOC is placed into the Service Details section of the Port Service form.**

7. Conclusion

7.1 Assistance for CLECs

Many types of documents exist to assist CLECs with submitting LSRs and resolving errors/clarifications. Above all, errors and clarifications can be prevented by consulting the Bellsouth Business Rules for Local Ordering (BBRLO) Search Tool prior to submitting an order. CLECs can use the BBRLO to verify that the LSR conforms to the published business rules which guide the ordering process.

BBRLO Search Tool

CLECs may also access specific information for the ordering applications by consulting each application's user guide. The guides for the relevant applications can be found at the following sites:

- Local Exchange Navigation System (LENS)
- Telecommunications Access Gateway (TAG)
- Electronic Data Interchange (EDI)
- Local Exchange Ordering Implementation Guide, Volume 2
- CLEC Service Order Tracking System

Additional documentation includes the following:

- BellSouth FID Glossary for CLECs
- BellSouth Products and Services Interval Guide
- CLEC USOC Manual (organized alphabetically)
- CLEC USOC Manual (organized by service category)
- Local Service Request (LSR) Forms
- Order Form Selection Tool

Appendix A.   Appendix – Acronyms

A.1   Appendix – Acronyms

Term	Definition
ACNA	Access Customer Name Abbreviation
ACT Type	Activity Type
AN	Account Number
ATN	Account Telephone Number
BAN	Billing Account Number
BBRLO	BellSouth Business Rules for Local Ordering
BST	BellSouth Telecommunications
CABS	Carrier Access Billing System
CC	Company Code
CCNA	Carrier Customer Name Abbreviation
CLEC	Competitive Local Exchange Carrier
CO	Central Office
CRIS	Customer Records Information System
CSOTS	CLEC Service Order Tracking System
CSR	Customer Service Record
CWINS	Customer Wholesale Interconnection Network Services
DL	Directory Listings form (part of the Local Service Request)
DSL	Digital Subscriber Line
EATN	Existing Account Telephone Number
EDI	Electronic Data Interchange
EU	End User form (part of the Local Service Request)
FA	Feature Activity (section on the Local Service Request)
FID	Field Identifier
ICS	Interconnection Services
ISP	Internet Service Provider
LCSC	Local Carrier Service Center
LEC	Local Exchange Carrier
LENS	Local Exchange Navigation System
LEO	Local Exchange Ordering (System)
LEO IG 2	Local Exchange Ordering Implementation Guide, Volume 2

LESOG	Local Exchange Service Order Generator (System)
LNA	Line-Level Activity
LPIC	IntraLATA Presubscription Indicator Code
LSO	Local Serving Office
LSR	Local Service Request
NPA	Numbering Plan Area (Area Code -- e.g., **561**-555-1212)
NXX	Network Numbering Exchange (e.g., 561-**555**-1212)
PIC	InterLATA Presubscription Indicator Code
PON	Purchase Order Number
R/C/O Tables	Required/Conditional/Optional Tables (part of BBRLO)
REQ Type	Requisition Type
RPON	Related Purchase Order Number
RSAG	Regional Street Address Guide
SAE	Services and Equipment
TAG	Telecommunications Access Gateway
TCIF	Telecommunications Industry Forum
TN	Telephone Number
TOS	Type of Service
UNE	Unbundled Network Elements
USOC	Uniform Service Order Code
WKG SVC	Working Service