

# Payphone Store User's Guide

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## Introduction

### Purpose

BellSouth's *Payphone Store* provides a simple, economical, and convenient way for Payphone Service Providers to submit service requests to the BellSouth Payphone Service Providers' Service Center. This User's Guide provides information for *Payphone Store* users

### Version Information

Removed Corrective Action Chapter.

**TABLE A. Revision History**

| Chapter           | Action Request # | Date/Issue                  | Description                        | Change Requested By / Made By                       |
|-------------------|------------------|-----------------------------|------------------------------------|---|
| Corrective Action | N/A              | April 3, 2006 / 3_corrected | Removed Corrective Action Chapter. | Dolly Roland / Mike Harfield                        |
| All               | N / A            | January 5, 2006 / 3         | Updated contact information        | Keri Lynn Morgan / Keri Lynn Morgan / Lynn Thomason |
| All               | N / A            | December 2, 2004 / 2a       | Corrected invalid graphic          | Matt Popinski / posted by M. Laney                  |
| All               | N / A            | April 27, 2004 / 2          | Updated link to Payphone Store     | —   |
| All               | N / A            | March 1, 2002 / 1           | Initial Issue                      | —   |

## 1. Description

### 1.1 Scope

The *Payphone Store User's Guide* contains information which will aid the Payphone Store user complete service requests and submit them via the internet to the BellSouth Payphone Service Provider Service Center.

### 1.2 Overview of the Payphone Store

The Payphone Store is an on-line, web based interface that provides subscribers the following functions:

- Create New service requests
- Create Change service requests
- Create Disconnect service requests
- View a list of all service requests submitted through the Payphone Store
- Create templates for all service request types (New, Change, and Disconnect)

### 1.3 System Availability

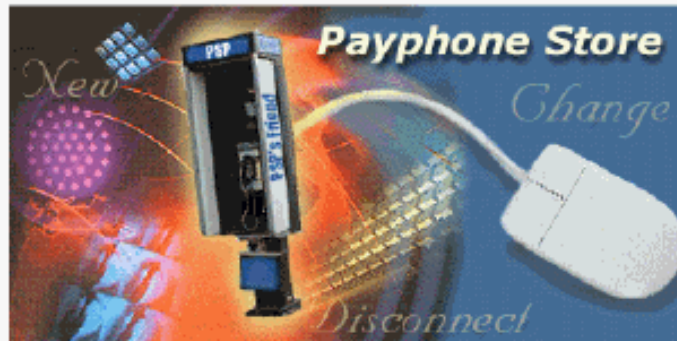
The Payphone Store is available seven days a week, 24 hours a day with the exception of scheduled maintenance and upgrades. These maintenance periods and upgrades are generally performed during non-peak hours. System connectivity is supported seven days a week, 24 hours a day. Support for service request issuance and system questions is available Monday through Friday from 8:00 a.m. until 4:30 p.m. CST. Please see [Contact Information](#) for more information regarding support

### 1.4 How to Obtain Access to the Payphone Store

[Click here](#) to access the Payphone Store via the Internet

From the home page, click 'click here to log in' to enter the system. Enter your Login ID and Password into the corresponding boxes. Then click the Login button.

**NOTE:** To obtain a Login ID and password, access the home page, complete the Payphone Store Access Request form, and send electronically to: [Cpm.Spoc@bridge.bellsouth.com](mailto:Cpm.Spoc@bridge.bellsouth.com) Your Payphone Store Login ID, Password and IPP code will be supplied via a telephone call from BellSouth within five business days.



Welcome to the Payphone Store!

 [Click here to log in](#)

The Payphone Store allows Payphone Service Providers (PSPs) to submit service requests to the Payphone Service Provider Service Center (PSPSC) over the Internet.

The Payphone Store enables you to do the following:

- Enter requests for the following types of services:
  - New
  - Disconnect
  - Change
- View all service requests your company has placed within the last 90 days on this website.

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**Figure 1. Home Page**

## PayPhone Store Access Request

(Please tab between fields for proper format)

---

|   |  |
|---|--|
| Date  | <input type="text" value="MM-DD-YYYY"/>                        |
| Company Name                                      | <input type="text" value="Company Name"/>                      |
| Name of Company Representative To Be Give Access* | <input type="text" value="Representative to be given access"/> |

---

|   |  |
|---|--|
| Password Requested (Up to eight alpha characters) | <input type="text" value="*****"/>                                     |
| Telephone Number of Company Representatives       | <input type="text" value="XXX"/> <input type="text" value="XXX-XXXX"/> |
| Mailing Address of Company                        | <input type="text"/>   |
| Contact Name                                      | <input type="text"/>   |
| Phone Number                                      | <input type="text" value="XXX"/> <input type="text" value="XXX-XXXX"/> |
| Fax   | <input type="text" value="XXX"/> <input type="text" value="XXX-XXXX"/> |

Figure 2. Payphone Store Access Request Form



## 1.5 Login

This chapter describes the Login screen, which allows users to log into the Payphone Store. The Login screen is displayed when you click the 'Click here to log in' link on the Payphone Store home page. Enter your Login ID and Password and click the 'Login' button. If the Payphone Store determines that either your Login ID or Password is incorrect, you will receive an 'unsuccessful' message. In the event you are unsuccessful in logging in, please contact BellSouth's Electronic Support Group for assistance at 888-462-8030.

## 1.6 Storefront - Main Menu

The Storefront - Main Menu provides you the starting point needed to enter a New service request, a Disconnect service request, Change your existing service, or view a list of your current service requests. A menu that allows you to create and save a template for future service requests is also available.

B E L L S O U T H I N T E R C O N N E C T I O N S E R V I C E S

## STOREFRONT - MAIN MENU

### Welcome to the Payphone Store

The Payphone Store is your online resource for ordering payphone service. Use this page to enter new service requests, change your existing service, or view the list of your current service requests.

#### Actions

- [Create a NEW Service Request](#)
- [Create a CHANGE Service Request](#)
- [Create a DISCONNECT Service Request](#)
- [View the list of current Service Requests](#)

#### Menus

- [Template Menu - Create, modify, and delete templates](#)
- [File Transfer Menu - Perform bulk data file transfers](#)

[Back to Login](#)

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**Figure 3. Storefront - Main Menu**

## 2. New Service Request

### 2.1 How to Enter a Request for New Service

A New service request contains the following sections:

- Customer Information (CUST)
- Order Information (ORDER)
- Location Information (LOC)
- Class of Service Information (COS)
- Line Information (LINE)
- Wiring Information (WIRING)
- Equipment Information (EQUIP)
- Premium Plan (TAPP)
- Initial Remarks (REMARK)

Within each section certain fields are required in order to send your request. The fields are identified in boldface. At the bottom of each screen there are buttons for each section of the service request. You can click on the individual buttons to progress sequentially through the service request or you can click on a particular button to go directly to that section. The Payphone Store displays which section you are in at the top of the screen.

B E L L S O U T H I N T E R C O N N E C T I O N S E R V I C E S

## CREATE NEW SERVICE REQUEST

### Creating a NEW Service Request

To order new service you will need to submit a service request. [Click here](#) to get started immediately.

To create a service request using a template, select one from the following list.

**Select Template:** [No Templates Found]

When you are finished, submit your request by clicking **Submit Request**. If at any point you want to save your form as is, you can click **Save Request As Template** to save it as a template. You may fill in the sections out of order. To start with a particular section of the form, click on the desired link below:

[Customer Information \(Cust\)](#)  
[Order Information \(Order\)](#)  
[Location Information \(Loc\)](#)  
[Class Of Service Information \(COS\)](#)  
[Line Information \(Line\)](#)  
[Wiring Requirements-Past Network Interface \(Wiring\)](#)  
[Equipment Information \(Equip\)](#)  
[Premium Plan \(TAPP\)](#)  
[Initial Remarks \(Remark\)](#)

---

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**Figure 4. Create New Service Request Menu**

## 2.2 Customer Information (Cust)

The Customer Information Section provides fields to enter contact and billing information associated with establishing New Service. This information must be obtained in the event further information is needed to process your request. The required fields in the Customer Information section are:

- Billing Name for new line (The billing name must be the same as certified with Public Service Commission)
- IPP Code (supplied with your Login ID and Password)
- Contact's First Name

- Contact's Telephone Number

In addition to the required fields, there are optional fields that provide additional helpful information when processing your service request. The optional fields are:

- Contact's last name
- Contact's FAX number
- Contact's toll free number

Once you have entered the required fields, click on the button associated with the next section you wish to complete.

**BELLSOUTH INTERCONNECTION SERVICES**

**Section A. Customer Information**  
Fields indicated in boldface are required.

Login ID: **0123400002**  
**Billing Name:**   
IPP Code: **01234** -

**Customer Contact Information**  
Enter name, telephone number, and fax number of the person to contact regarding this service request.

**First Name:**   
Last Name:   
**Telephone Number:**  -  -   
Fax Number:  -  -   
Toll-Free Number:  -  -

\* Cust | Order | Loc | COS | Line | Wiring | Equip | TAPP | Remark  
Submit | Save As Template | Cancel - Back to Storefront

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**Figure 5. Customer Information Screen**

## 2.3 Order Information (Order)

The Order Information Section provides fields for basic ordering information needed to process your service request. The required fields in the Order Information Section are:

- State (identifies the state in which the service will be installed)
- Type of Line (Access Line or SmartLine)
- Number of Lines ( identifies the number of lines being requested)
- Type of Account (Single Line - one telephone number per order or Multiple Line - multiple telephone numbers per order)

In addition to the required fields, there are optional fields that provide additional helpful information when processing your service request. The optional fields are:

- Club Bill Number (identifies the Club billing account associated with the line being installed, if appropriate)
- Requested Due Date (the date you want service to be established)
- Purchase Order Number (your number that can be associated with the order for your internal tracking purposes)
- Project ID (your identification that can be associated with the order for your internal tracking purposes)

Once you have entered the required fields, click on the button associated with the next section you wish to complete.

**B E L L S O U T H I N T E R C O N N E C T I O N S E R V I C E S**

**Section B. Order Information**  
Fields indicated in boldface are required.

**State:**

**Type of Line:**  Access Line  
 Smartline

**Number of Lines Requested:**

**Type of Account:**  Single Line Account  
 Multiple Line Account

**Club Bill Number:**

**Requested Due Date:**  -  -

**Purchase Order Number:**

**Project ID:**

|        |                  |     |                             |      |        |       |      |        |
|--------|------------------|-----|-----------------------------|------|--------|-------|------|--------|
| Cust   | * Order          | Loc | COS                         | Line | Wiring | Equip | TAPP | Remark |
| Submit | Save As Template |     | Cancel - Back to Storefront |      |        |       |      |        |

**Figure 6. Order Information Screen**

## 2.4 Order Location (LOC)

The Order Location section provides information regarding where the payphone is to be located. The required fields are:

- Location Name
- Street Address
- State
- ZIP Code
- Directory Listing

- Listed
- Non-listed (telephone number can be obtained through directory assistance, but is not printed in the directory)
- Non-Published (telephone number can not be obtained through directory assistance and is not printed in the directory)

A telephone number currently working at the location, although not required, is very beneficial in validating addresses.

Once you have entered the required fields, click on the button associated with the next section you wish to complete.

**B E L L S O U T H I N T E R C O N N E C T I O N S E R V I C E S**

**Section C. Location Information**  
Fields indicated in boldface are required.

**Location Name:**

**Location Address**

**Street Address:**

**City:**

**State:**

**ZIP Code:**

Existing Telephone Number at Location:  -  -

**Directory Listing:**  Listed  
 Non-Listed  
 Non-Published

Cust Order \*Loc COS Line Wiring Equip TAPP Remark  
Submit Save As Template Cancel - Back to Storefront

**Figure 7. Location Information Screen**

## 2.5 Class of Service Information (COS)

The Class of Service Section provides the opportunity to enter a three to five character Uniform Service Order Code (USOC) associated with the line type you are requesting. USOCs are detailed in the General Subscriber Services Tariffs. If you do not know the USOC, click the 'Line' button, where you can select criteria that will define the service USOC.



**B E L L S O U T H I N T E R C O N N E C T I O N S E R V I C E S**

**Section D. Class of Service Information**

If you know the General Subscriber Services Tariff (GSST) A7.4 or A7.8 Class of Service (Universal Service Order Code [USOC]) for this service request, enter it into the following box.

|        |                  |     |                             |      |        |       |      |        |
|--------|------------------|-----|-----------------------------|------|--------|-------|------|--------|
| Cust   | Order            | Loc | *COS                        | Line | Wiring | Equip | TAPP | Remark |
| Submit | Save As Template |     | Cancel - Back to Storefront |      |        |       |      |        |

**Figure 8. Class of Service Information Screen**

## 2.6 Line Information (Line)

The Line Information Section provides fields for the most commonly ordered line features. The required fields are:

- Line restriction:
  - Unrestricted Line
  - Restricted Line A (1+900, DID, 976 and 7-digit Local Blocked)
  - Restricted Line B (1+900+DDD and 976 Blocked)
- Line Type:
  - Flat
  - Usage
- Line Direction:
  - Two Way
  - Outward Only
- Long Distance Carrier (PIC)

**NOTE: PIC Freeze No or Yes is also a required entry. If you elect to 'freeze' your selection, a Letter of Agency (LOA) will be required during the service request entry process. The LOA is required as BST's authorization to 'freeze' your selection**
- IntraLata Local Carrier (LPIC)

**NOTE: LPIC Freeze No or Yes is also a required entry. If you elect to 'freeze' your selection, a Letter of Agency (LOA) will be required during the service request entry process. The LOA is required as BST's authorization to 'freeze' your selection.**

In addition to the required fields, an optional field that provides the option to freeze your local service provider to BellSouth is available. This option is not valid in all states. A Letter of Agency (LOA) will be required during the service request entry process. The LOA is required as BST's authorization to "freeze" your selection.

**B E L L S O U T H I N T E R C O N N E C T I O N S E R V I C E S**

**Section E. Line Information**

Fields indicated in boldface are required.

The features in this section represent the most commonly ordered line features. However, this section does not include all features available through the General Subscriber Services Tariff (GSST). Please refer to the GSST for additional line features. If you desire any additional features, please enter them into Section I: Initial Remarks.

**Line Restriction:**

- Unrestricted Line
- Restricted Line A - 1+900, DID, 976 and 7-digit Local Blocked
- Restricted Line B - 1+900+DDD and 976 Blocked

- Line Type:**
- Flat
  - Usage

- Line Direction:**
- Two way
  - Outward only

**Long Distance Carrier (PIC):**

- PIC Freeze:**
- No
  - Yes

**IntraLATA Local Carrier (LPIC):**

- LPIC Freeze:**
- No
  - Yes

- Line Options:**
- [Operator Screening\\*](#)
  - [900 Blocking\\*](#)
  - [976 Blocking\\*\\*](#)
  - [International Call Blocking\\*\\*\\*](#)

- Local Service Freeze: (Not available in all states at this time)**
- No
  - Yes

- Inmate Service:**
- No
  - Yes

South Carolina [Billed Number](#)

## 2.7 Wiring Requirements (Wiring)

The Wiring Requirements Section provides a field to indicate if wiring beyond the Network Interface is needed. A Yes or No entry is required.

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**Section F. Wiring Requirements (Past Network Interface)**  
Fields indicated in boldface are required.

**Will BellSouth provide Inside Wiring past Network Interface?**

No

Yes (additional charges will apply)

Cust Order Loc COS Line \* Wiring Equip TAPP Remark

Submit Save As Template Cancel - Back to Storefront

**Figure 10. Wiring Requirements Screen**

## 2.8 Equipment Information (Equip)

The Equipment Information Section provides fields to indicate the placement of the Network Interface and for the type of payphone you will be installing. The following choices are available and a selection is required:

- Location for the placement of the network interface
  - Inside
  - Outside
  - Outside, away from the building
- Equipment Type
  - Coin
  - Coinless

Once you have entered the required fields, click on the button associated with the next section you wish to complete.

B E L L S O U T H I N T E R C O N N E C T I O N S E R V I C E S

**Section G. Equipment Information**

Fields indicated in boldface are required.

**Location for the placement of the interface equipment:**

- Inside
- Outside
- Outside, away from the building

**Equipment Type:**

- Coin
- Coinless

|        |                  |     |                             |      |        |         |      |        |
|--------|------------------|-----|-----------------------------|------|--------|---------|------|--------|
| Cust   | Order            | Loc | COS                         | Line | Wiring | * Equip | TAPP | Remark |
| Submit | Save As Template |     | Cancel - Back to Storefront |      |        |         |      |        |

**Figure 11. Equipment Information**

## 2.9 Premium Plan (TAPP)

Premium Plan is also known as the Traffic Aggregator Premium Plan or TAPP. The Premium Plan Section provides fields to place the new line on an existing TAPP account. There are no required fields on this screen, but if you are currently on a Premium Plan and do not make a selection, your new line will not be added to your current plan. Once you have entered the required fields, if appropriate, click on the button associated with the next section you wish to complete.

**B E L L S O U T H I N T E R C O N N E C T I O N S E R V I C E S**

**Section H. Traffic Aggregator Premium Plan (TAPP)**

Do you wish to place this account under your existing premium plan?

Yes  
 No

If Yes, enter the plan number here:

If you do not currently subscribe to a premium plan and would like more information contact the PSPSC.

|        |                  |     |                             |      |        |       |        |        |
|--------|------------------|-----|-----------------------------|------|--------|-------|--------|--------|
| Cust   | Order            | Loc | COS                         | Line | Wiring | Equip | * TAPP | Remark |
| Submit | Save As Template |     | Cancel - Back to Storefront |      |        |       |        |        |

**Figure 12. Traffic Aggregator Premium Plan (TAPP) Screen**

### 2.10 Initial Remarks (Remarks)

The Initial Remarks Section provides a field to enter any additional information regarding your service request such as any additional features not provided as a selection item in the Line Information section or access information. There are no required entries. Once you have entered additional information, click on the 'Submit' button.

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**Section I. Initial Remarks**  
List any additional service features you would like to order in the following box.  
These features are in addition to the ones you chose in Section E: Line Information.

[Empty text input box with scroll bar]

Cust Order Loc COS Line Wiring Equip TAPP \* Remark  
Submit Save As Template Cancel - Back to Storefront

**Figure 13. Initial Remarks Screen**

## 2.11 Letter of Agency

The Letter of Agency (LOA) will be presented if you selected to 'freeze' your PIC, LPIC or local service in the Line Information Section. A written signed consent must be submitted to the Payphone Service Provider Service Center *prior* to BellSouth's acceptance of an electronic LOA as authorization to 'freeze' a selection. If you have not previously submitted written consent, click the 'Line' button and change your selection from yes to no and contact the Payphone Service Provider Service Center to obtain more information regarding written consent and request or submit a LOA via Fax

BELLSOUTH INTERCONNECTION SERVICES

LETTER OF AGENCY

Letter of Agency Carrier/Provider Change or Freeze Request

Date: 13-Feb-02  
IPP Code: 012340001  
Account Billing Name: Account Name  
Telephone Numbers covered by this request:  
Location Street Address,  
Location State, ST 00000

This letter is to designate BellSouth to act as my agent in order to change the:

- Intra-LATA long distance carrier (LPIC) from \_\_\_\_\_ to BellSouth
- Intra-LATA long distance carrier (LPIC) freeze to Your Choice
- Inter-LATA long distance carrier (PIC) freeze to Your Choice
- Freeze local exchange carrier to BellSouth
- Remove freeze on Intra-LATA long distance carrier
- Remove freeze on inter-LATA long distance carrier
- Remove freeze on local exchange carrier

I understand that I may select only one primary intra-LATA long distance carrier and one primary inter-LATA long distance carrier for any one telephone number. I also understand that the primary inter-LATA long distance carrier may be different from the primary intra-LATA long distance carrier, the primary local exchange carrier, and that the primary intra-LATA long distance carrier may be different from the primary local exchange carrier.

I further understand that there may be a charge for each provider change and could involve a charge in changing back to the original primary carrier/provider.

I am authorized to request changes on this account.

Customer Contact: First and Last Name

Authorized based upon electronic submittal in accordance with previous written consent.

|        |                             |      |
|--------|-----------------------------|------|
| Cust   | Loc                         | Line |
| Submit | Cancel - Back to Storefront |      |

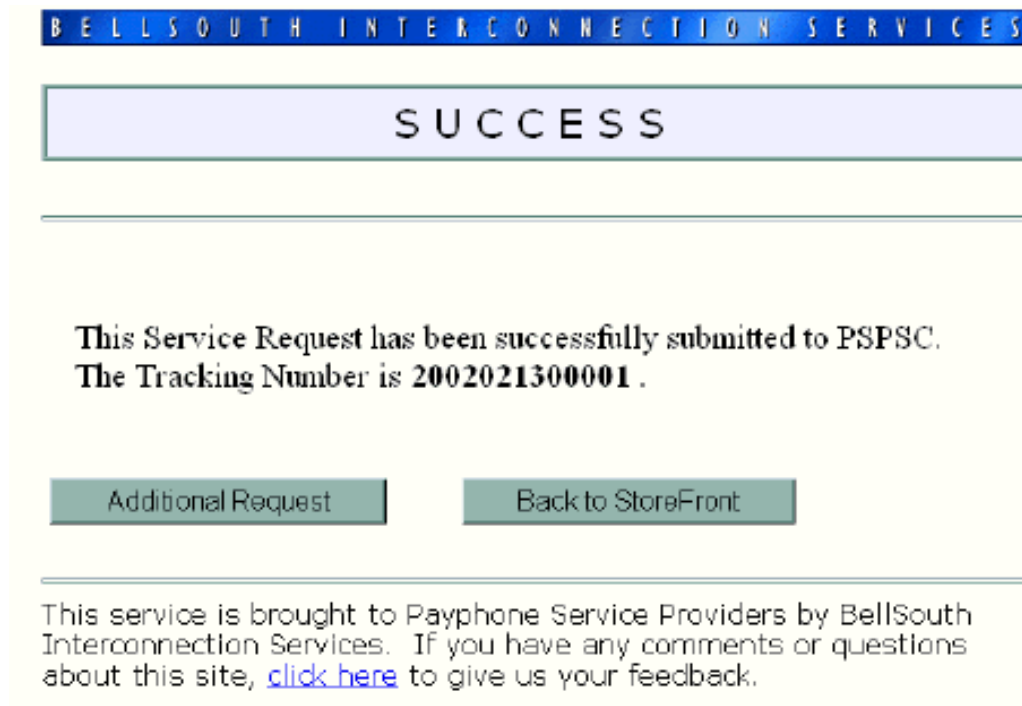
Figure 14. Letter of Agency Screen



## 2.12 Submission of New Service Request

After all required information has been filled out, you are ready to submit your service request. To do this, click the *'Submit'* button located near the bottom of your screen. The system will respond with one of two responses:

- *'Success'* which indicates you have successfully completed and submitted your service request. A system generated Tracking Number is also provided. You can later view your service request by utilizing this Tracking Number **OR**
- *'Validation'* which indicates that one or more of the required fields have not been populated. A list of the field or fields that need to be completed will also be provided. Go to each section indicated, complete the field(s) and submit your service request.



**Figure 15. Success Screen**

B E L L S O U T H I N T E R C O N N E C T I O N S E R V I C E S

## VALIDATION

---

You have to **Enter the required fields listed below before you can submit successfully.**

**Customer Information:** Contact Telephone Number [Cust](#)

**Order Information:** Number of Lines Requested must be greater than 0. [Ord](#)

**Location Information:** Location Name [Loc](#)

[Back to Customer Info](#)

[Back to Login](#)

**Figure 16. Validation Screen**

## 3. CHANGE Service Request

### 3.1 Change Service Request

A Change Service Request is generated to make a Change to existing service. A Change Service Request contains the following sections:

- Customer Information (CUST)
- Order Information (ORDER)
- Location Information (LOC)
- Line Information (LINE)
- Initial Remarks (REMARKS)

Each section contains fields that are in boldface indicating completion of the field is required. At the bottom of each screen there are buttons for each section. You can click on these buttons to progress sequentially through the service request or you can click on a specific button to go directly to that section.

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**CREATE CHANGE SERVICE REQUEST**

**Creating a CHANGE Service Request**

To change your existing service you will need to submit a service request. [Click here](#) to get started immediately.

To create a service request using a template, select one from the following list.

**Select Template:** [No Templates Found]

When you are finished, submit your request by clicking **Submit Request**. If at any point you want to save your form as Is, you can click **Save Request As Template** to save it as a template. You may fill in the sections out of order. To start with a particular section of the form, click on the desired link below:

[Customer Information \(Cust\)](#)  
[Order Information \(Order\)](#)  
[Location Information \(Loc\)](#)  
[Line Information \(Line\)](#)  
[Initial Remarks \(Remark\)](#)

**Figure 17. Create Change Service Request**

## 3.2 Customer Information Section

The Customer Information Section provides fields to enter contact and billing information associated with changing your existing service. This information must be obtained in the event further information is needed to process your request. The required fields in the Customer Information section are:

- Billing Name
- IPP Code (supplied with your Login ID and Password)
- Contact's First Name
- Contact's Telephone Number

In addition to the required fields, there are optional fields that provide additional helpful information when processing your service request. The optional fields are:

- Contact's last name
- Contact's FAX number
- Contact's toll free number

Once you have entered the required fields, click on the button associated with the next section you wish to complete.

BELLSOUTH INTERCONNECTION SERVICES

**Section A. Customer Information**

Fields indicated in boldface are required.

Login ID: 0123400002  
**Billing Name:**   
IPP Code: 01234 -

**Customer Contact Information**

Enter name, telephone number, and fax number of the person to contact regarding this service request.

**First Name:**   
Last Name:   
**Telephone Number:**  -  -   
Fax Number:  -  -   
Toll-Free Number:  -  -

|        |                  |                             |      |        |
|--------|------------------|-----------------------------|------|--------|
| * Cust | Order            | Loc                         | Line | Remark |
| Submit | Save As Template | Cancel - Back to Storefront |      |        |

**Figure 18. Customer Information Screen**

**3.3 Order Information Section (ORDER)**

The Order Information Section provides fields for basic ordering information needed to process your service request. The required fields in the Order Information Section are:

- State (identifies the state in which the service will be installed)
- Telephone Number of existing service

In addition to the required fields, there are optional fields that provide additional helpful information when processing your service request. The optional fields are:

- Requested Due Date (the date you want service to be established)
- Purchase Order Number (your number that can be associated with the order for your internal tracking purposes)
- Project ID (your identification that can be associated with the order for your internal tracking purposes)

Once you have entered the required fields, click on the button associated with the next section you wish to complete.

**BELLSOUTH INTERCONNECTION SERVICES**

**Section B. Order Information**  
Fields indicated in boldface are required.

**State:** Choose: ▾

**Telephone Number:**  -  -

**Requested Due Date:**  -  -

**Purchase Order Number:**

**Project ID:**

| Cust | * Order | Loc | Line | Remark |
|------|---------|-----|------|--------|
|------|---------|-----|------|--------|

Submit    Save As Template    Cancel - Back to Storefront

**Figure 19. Order Information Screen**

[Enter paragraph text here.]

### 3.4 Location Information Section (LOC)

There are no required fields for location information. Although the fields are not required, you may enter the location information if you desire.

**BELLSOUTH INTERCONNECTION SERVICES**

**Section C. Location Information**  
Fields indicated in boldface are required.

Location Name:

Location Address

Street Address:

City:

State:

ZIP Code:

**Cust** **Order** **\*Loc** **Line** **Remark**

**Submit** **Save As Template** **Cancel - Back to Storefront**

**Figure 20. Location Information Screen**

**3.5 Line Information Section (LINE)**

The Line Information Section provides fields to request a PIC / LPIC change. If you wish to request additional line features or changes, please provide your changes in the Remarks Section.

Optional fields are also provided to freeze your PIC, LPIC, or local service provider. The option to freeze your local service is not valid in all states. A Letter of Agency (LOA) will be require during the service request entry process. The LOA is required as BST's authorization to “freeze” your selection. For more information on LOA's, please see the Letter of Agency Section.

**B E L L S O U T H I N T E R C O N N E C T I O N S E R V I C E S**

**Section E. Line Information**

Fields indicated in boldface are required.

Use this section to indicate PIC/LPIC/Local Service Freeze changes. If you desire additional line features or changes, please enter the details in the Initial Remarks section.

Long Distance Carrier (PIC):

PIC Freeze:

- No
- Yes
- Remove freeze on inter-LATA long distance carrier PIC

IntraLATA Local Carrier (LPIC):

LPIC Freeze:

- No
- Yes
- Remove freeze on intra-LATA long distance carrier LPIC

Current Local Intra-lata Provider:

Local Service Freeze: (Not available in all states at this time)

- No
- Yes
- Remove freeze on local exchange carrier

|                   |                             |                |  |                   |                             |
|-------------------|-----------------------------|----------------|--|-------------------|-----------------------------|
| <del>Cust</del>   | <del>Order</del>            | <del>Loc</del> | <del>*Line</del>                       | <del>Remark</del> | <del>Letter of Agency</del> |
| <del>Submit</del> | <del>Save As Template</del> |                | <del>Cancel - Back to Storefront</del> |                   |                             |

**Figure 21. Line Information (LINE)**

**3.6 Letter of Agency Section**

The Letter of Agency (LOA) will be presented if you selected to change your LPIC to BellSouth or you requested a 'freeze' of your PIC, LPIC or local service in the Line Information Section. A written signed consent must be submitted to the Payphone Service Provider Service Center *prior* to BellSouth's acceptance of an electronic



LOA as authorization to 'freeze' a selection. If you have not previously submitted written consent, click the 'Line' button and change your selection from yes to no and contact the Payphone Service Provider Service Center to obtain more information regarding written consent and request or submit a LOA via Fax

BELLSOUTH INTERCONNECTION SERVICES

LETTER OF AGENCY

Letter of Agency Carrier/Provider Change or Freeze Request

Date: 13-Feb-02  
IPP Code: 012340001  
Account Billing Name: Account Name  
Telephone Numbers covered by this request:  
Location Street Address,  
Location State, ST 00000

This letter is to designate BellSouth to act as my agent in order to change the:

- Intra-LATA long distance carrier (LPIC) from \_\_\_\_\_ to BellSouth
- intra-LATA long distance carrier (LPIC) freeze to Your Choice
- Inter-LATA long distance carrier (PIC) freeze to Your Choice
- Freeze local exchange carrier to BellSouth
- Remove freeze on Intra-LATA long distance carrier
- Remove freeze on inter-LATA long distance carrier
- Remove freeze on local exchange carrier

I understand that I may select only one primary intra-LATA long distance carrier and one primary inter-LATA long distance carrier for any one telephone number. I also understand that the primary inter-LATA long distance carrier may be different from the primary intra-LATA long distance carrier, the primary local exchange carrier, and that the primary intra-LATA long distance carrier may be different from the primary local exchange carrier.

I further understand that there may be a charge for each provider change and could involve a charge in changing back to the original primary carrier/provider.

I am authorized to request changes on this account.

Customer Contact: First and Last Name

Authorized based upon electronic submittal in accordance with previous written consent.

|        |                             |      |
|--------|-----------------------------|------|
| Cust   | Loc                         | Line |
| Submit | Cancel - Back to Storefront |      |

Figure 22. Letter of Agency Section

### 3.7 Initial Remarks Section

Initial Remarks are required for Change Service Requests. This section is provided for any additional Changes not requested in Section E and / or to further define your change request.

BELLSOUTH INTERCONNECTION SERVICES

**Section I. Initial Remarks**  
Provide details of requested changes. **(Required)**

[Text Area]

Cust Order Loc Line \* Remark

Submit Save As Template Cancel - Back to Storefront

**Figure 23. Initial Remarks Screen**

[Enter paragraph text here.]

### 3.8 Submission of Create a Change Service Request

After all appropriate information has been filled out, you are ready to submit your service request. To do this, click the 'Submit' button located near the bottom of your screen. The system will respond with one of two responses:

- *'Success'* which indicates you have successfully completed and submitted your service request A system generated Tracking Number is also provided. You can later view your service request by utilizing this Tracking Number **OR**
- *'Validation'* which indicates that one or more of the required fields has not been populated. A list of the field or fields that need to be completed will also be provided. Go to each section indicated, complete the field(s) and submit your service request.

B E L L S O U T H I N T E R C O N N E C T I O N S E R V I C E S

S U C C E S S

---

**This Service Request has been successfully submitted to PSPSC.  
The Tracking Number is 2002021300001 .**

Additional Request

Back to StoreFront

---

This service is brought to Payphone Service Providers by BellSouth Interconnection Services. If you have any comments or questions about this site, [click here](#) to give us your feedback.

**Figure 24. Success Screen**

B E L L S O U T H I N T E R C O N N E C T I O N S E R V I C E S

V A L I D A T I O N

---

You have to **Enter the required fields listed below before you can submit successfully.**

Customer Information: Contact Telephone Number [Cust](#)

Order Information: Number of Lines Requested must be greater than 0. [Ord](#)

Location Information: Location Name [Loc](#)

[Back to Customer Info](#) [Back to Login](#)

**Figure 25. Validation Screen**

[Enter paragraph text here.]

## 4. Disconnect Service Request

### 4.1 Create Disconnect Service Request Section

A Disconnect Service Request is used to request the disconnection of existing service. The Disconnect Service Request contains the following sections:

- Customer Information (CUST)
- Order Information (ORDER)
- Location Information (LOC)
- Initial Remarks (REMARKS)

At the bottom of each section there are buttons for each section. You can click on these buttons to progress sequentially through the service request, or you can click on a specific button to go directly to that section.



**Figure 26. Create Disconnect Service Request Screen**

## 4.2 Customer Information (CUST)

The Customer Information Section provides fields to enter contact information associated with disconnecting your existing service. This information must be obtained in the event further information is needed to process your request. The required fields are:

- Billing Name
- IPP Code (supplied with your Login ID and Password)
- In addition to the required fields, there are optional fields that provide additional helpful information when processing your service request.

In addition to the required fields, there are optional fields that provide additional helpful information when processing your service request. The optional fields are:

- Contact's Last Name
- Contact's FAX number
- Contact's toll free number

Once you have entered the required fields, click on the button associated with the next section you wish to complete.

**B E L L S O U T H I N T E R C O N N E C T I O N S E R V I C E S**

**Section A. Customer Information**  
Fields indicated in boldface are required.

Login ID: 0123400002  
**Billing Name:**   
IPP Code: 01234 -

**Customer Contact Information**  
Enter name, telephone number, and fax number of the person to contact regarding this service request.

**First Name:**   
Last Name:   
**Telephone Number:**  -  -   
Fax Number:  -  -   
Toll-Free Number:  -  -

|        |                  |                             |        |
|--------|------------------|-----------------------------|--------|
| * Cust | Order            | Loc                         | Remark |
| Submit | Save As Template | Cancel - Back to Storefront |        |

**Figure 27. Customer Information Screen**

[Enter paragraph text here.]

### 4.3 Order Information

The Order Information Section provides information needed to disconnect your service. The required fields in the Order Information Section are:

- State (identifies the state in which the service will be disconnected)
- Telephone Number (to be disconnected)

In addition to the required fields, there are optional fields that provide helpful information when processing your service request. The optional fields are:

- Requested Due Date (the date you want service to be disconnected)
- Purchase Order Number (your number that can be associated with the order for your internal tracking purposes)
- Project ID (your identification that can be associated with the order for your internal tracking purposes)



Once you have entered the required fields, click on the button associated with the next section you wish to complete.

**BELLSOUTH INTERCONNECTION SERVICES**

**Section B. Order Information**  
Fields indicated in boldface are required.

**State:** Choose: ▾

**Telephone Number:** [ ] - [ ] - [ ]

**Requested Due Date:** [ ] - [ ] - [ ]

**Purchase Order Number:** [ ]

**Project ID:** [ ]

Cust   ^ Order   Loc   Remark

Submit   Save As Template   Cancel - Back to Storefront

**Figure 28. Order Information Screen**

[Enter paragraph text here.]

#### **4.4 Location Information Section (LOC)**

There are no required fields for location information. You may enter information into any field or click on the button associated with the next section.

**B E L L S O U T H I N T E R C O N N E C T I O N S E R V I C E S**

**Section C. Location Information**  
Fields indicated in boldface are required.

Location Name:

Location Address

Street Address:

City:

State:

ZIP Code:

Cust Order \*Loc Remark

Submit Save As Template Cancel - Back to Storefront

**Figure 29. Location Information Screen**

[Enter paragraph text here.]

#### **4.5 Initial Remarks**

Initial Remarks are not required for your disconnect service request. You may enter any desired remarks or submit your service request.

BELLSOUTH INTERCONNECTION SERVICES

**Section I. Initial Remarks**  
Provide any additional comments.

Submit Save As Template Cancel - Back to Storefront

**Figure 30. Initial Remarks Screen**

#### **4.6 Submission of a Create a Disconnect Service Request**

After all required information has been filled out, you are ready to submit your service request. To do this, click the 'Submit' button located near the bottom of your screen. The system will respond with one of two responses:

- *'Success'* which indicates you have successfully completed and submitted your service request. A system generated Tracking Number is also provided. You can later view your service request by utilizing this Tracking Number  
**OR**
- *'Validation'* which indicates that one or more of the required fields has not been populated. A list of the field or fields that need to be completed will also be provided. Go to each section indicated, complete the field(s) and submit your service request.

BELLSOUTH INTERCONNECTION SERVICES

SUCCESS

---

**This Service Request has been successfully submitted to PSPSC.  
The Tracking Number is 2002021300001 .**

Additional Request

Back to StoreFront

---

This service is brought to Payphone Service Providers by BellSouth Interconnection Services. If you have any comments or questions about this site, [click here](#) to give us your feedback.

**Figure 31. Success Screen**

B E L L S O U T H I N T E R C O N N E C T I O N S E R V I C E S

## VALIDATION

---

You have to **Enter the required fields listed below before you can submit successfully.**

**Customer Information:** Contact Telephone Number [Cust](#)

**Order Information:** Number of Lines Requested must be greater than 0. [Ord](#)

**Location Information:** Location Name [Loc](#)

[Back to Customer Info](#)

[Back to Login](#)

**Figure 32. Validation Screen**

## 5. View a List of Your Service Requests

### 5.1 View Request

The *View the list of current Service Requests* option can be accessed from the Storefront - Main Menu. This option provides you access to view all your service requests submitted by your company to the Payphone Store within the last 90 days.

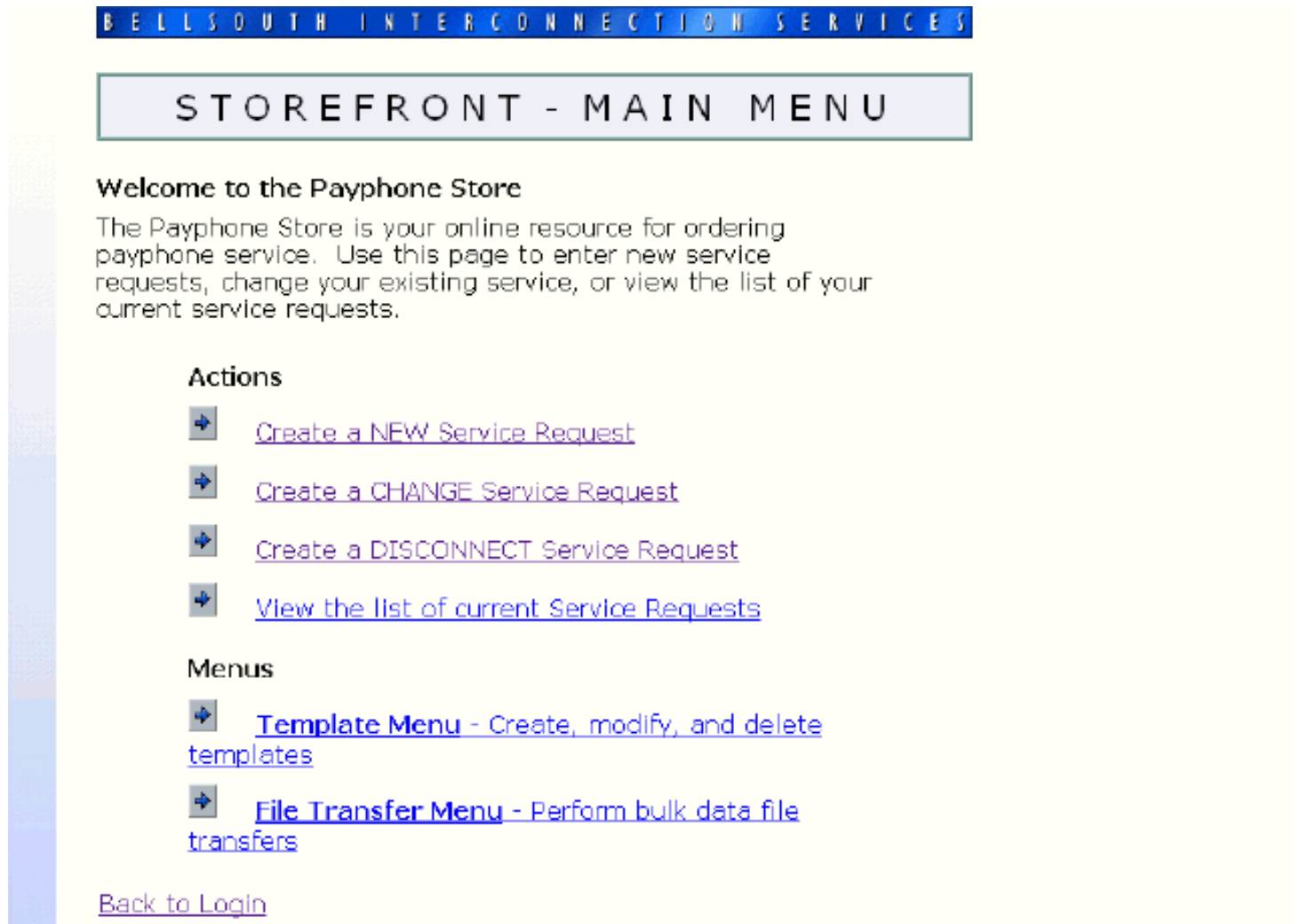


Figure 33. Storefront-Main Menu Screen

**B E L L S O U T H I N T E R C O N N E C T I O N S E R V I C E S**

**VIEW - REQUEST MENU**

**Select Service Requests For Viewing**

Use this page to view your list of current service requests and to select a service request for viewing. To select a service request for viewing, click on a tracking number. The website is updated with all current information for your request, including comments and remarks from the Payphone Service Provider Service Center personnel.

---

Sort/Filter by Criteria
Back to Storefront

| Tracking #                    | Activity | IPP Code  | Location  | Customer Name | Telephone #  | PO Number | PSP Remark | PSPSC Remark |
|-------------------------------|----------|-----------|-----------|---------------|--------------|-----------|------------|--------------|
| <a href="#">2002021300001</a> | N        | 012340001 | No where  | Account Name  |              |           |            |              |
| <a href="#">2002010700004</a> | N        | 012348250 | The Store | TEST          |              |           |            |              |
| <a href="#">2001121600002</a> | C        | 012340000 |           | Test          | 205-000-0000 |           |            |              |
| <a href="#">2001121600001</a> | N        | 012340000 | Anywhere  | Test Order    |              |           |            |              |

**Figure 34. View Request Menu Page Screen**

## 5.2 Sort / Filter by Criteria

The Sort / Filter by Criteria button, located at the top and bottom of your service request screen, allows you to sort and filter your service request as follows:

**Sort by:**

- IPP Code
- Activity Type
- Tracking Number
- Login ID

**Filter by:**

- Tracking Number
- Telephone Number
- PO Number
- Login ID
- IPP Code

- Location Name
- Customer Name
- Activity Type

### 5.3 View Service Request

From the *View - Request* menu, you may select a service request to view. Simply click on the tracking number and the Payphone Store will return the service request. The following provides examples of how your service request will be displayed:

**BELLSOUTH INTERCONNECTION SERVICES**

---

## VIEW SERVICE REQUEST

---

**View Service Request - New Service**

This page is a read-only view of the selected service request form. Scroll down to view the entire form. You may also add a remark to this form in the Subsequent Remarks section below.

---

### REQUEST SUMMARY

Tracking Number - 2002021300002

---

[Cust](#) [Order](#) [Loc](#) [COS](#) [Line](#) [Wiring](#) [Equip](#) [TAPP](#) [Remark](#) [SubRemarks](#) [FOC](#)  
[Back](#) [Back To StoreFront](#)

---

| Section A                  | Customer Information |
|----------------------------|----------------------|
| <i>User Information</i>    |                      |
| Login ID:                  | 0123400002           |
| Billing Name:              | Billing Name Example |
| IPP Code:                  | 012340000            |
| <i>Contact Information</i> |                      |
| Name:                      | Name Example         |
| Telephone Number:          | 111-111-1111         |
| Fax Number:                |                      |
| Toll-Free Number:          |                      |
| Date and Time Received:    | 02/13/2002 13:17:12  |

---

Figure 35. Service Request



## Section B

## Order Information

### *Order Information*

State: AL  
Activity Type: New Line  
Club Bill Number:  
Line Type: Access Line  
Number of Lines: 1  
Type of Account: Single Line  
Requested Due Date:

### *Customer's Information*

Purchase Order Number:  
Project ID:

---

[Cust](#) [Order](#) [Loc](#) [COS](#) [Line](#) [Wiring](#) [Equip](#) [TAPP](#) [Remark](#) [SubRemarks](#) [FOC](#)  
[Back](#) [Back To StoreFront](#)

---

## Section C

## Location Information

### *Address Information*

Name: Location Name Example  
Street Address: 100 Main Street  
City/State/Zip: Anywhere AL 35244  
Existing Telephone Number:

### *Service Listing*

Payphone service will be: Non Listed

---

**Figure 36. Order Information and Location Information**

## SERVICE OPTIONS

---

### Section D Class Of Service Information

*Class Of Service*

Class Of Service:

---

[Cust](#) [Order](#) [Loc](#) [COS](#) [Line](#) [Wiring](#) [Equip](#) [TAPP](#) [Remark](#) [SubRemarks](#) [FOC](#)  
[Back](#) [Back To StoreFront](#)

---

### Section E Line Information

*Line Type*

Restricted Line Type: Restricted Line A

Rate Type: Flat

Directions Enabled: Two Way Calling

*Line Options*

\*Operator Screening: No

\*900 Blocking: No

\*976 Blocking: No

\*Int'l Call Blocking: No

\*Collect & Third Number: No

*Carrier Options*

Long Distance Carrier: My C

PIC Freeze: No

IntraLATA Local Carrier: My C

LPIC Freeze: No

Local Service Freeze: No

Inmate Freeze: No

Call Blocking Provided: GSST Tariff

*Optional Services:*

Services designated with an asterisk (\*) are optional services and are not a requirement of basic service. These optional services can be cancelled without a cancellation charge.

---

[Cust](#) [Order](#) [Loc](#) [COS](#) [Line](#) [Wiring](#) [Equip](#) [TAPP](#) [Remark](#) [SubRemarks](#) [FOC](#)  
[Back](#) [Back To StoreFront](#)

Figure 37. Service Options

## INSTALLATION OPTIONS

---

### Section F                      Wiring Requirements

BellSouth will not provide Inside Wiring

---

[Cust](#) [Order](#) [Loc](#) [COS](#) [Line](#) [Wiring](#) [Equip](#) [TAPP](#) [Remark](#) [SubRemarks](#) [FOC](#)  
[Back](#)   [Back To StoreFront](#)

---

### Section G                      Equipment Information

Set Location:                      Outside the Building  
Equipment Type:                      Coin

---

[Cust](#) [Order](#) [Loc](#) [COS](#) [Line](#) [Wiring](#) [Equip](#) [TAPP](#) [Remark](#) [SubRemarks](#) [FOC](#)  
[Back](#)   [Back To StoreFront](#)

---

### Section H                      Premium Plan

*Plan Information:*

Premium Plan Selected:                      No  
Premium Plan Number:

---

**Figure 38. Installation Options**

## INITIAL REMARKS

---

### Section I Initial Remarks

Remark added by user 0123400002 on 02/13/2002 13:17:12

Example to be used in Payphone Store User's Guide

---

[Cust](#) [Order](#) [Loc](#) [COS](#) [Line](#) [Wiring](#) [Equip](#) [TAPP](#) [Remark](#) [SubRemarks](#) [FOC](#)  
[Back](#) [Back To StoreFront](#)

---

## SUBSEQUENT REMARKS

---

### Section J Subsequent Remarks

To reply or add a new remark, type into the text box below and click the **Add Remark Button**



The image shows a screenshot of a web application interface. It features a large, empty text input box with a light blue border and a scroll bar on the right side. Below the text box is a rectangular button with a light blue background and a dark blue border, containing the text "Add Remark".

**Figure 39. Remarks**

## 5.4 Firm Order Confirmation

This section provides information regarding the due date of your service request. The FOC column on the View Request menu tells you when an FOC has been added to the service request. For request with a single order, the FOC column will read *1 of 1* when that service request has a confirmed due date. You can then click on the tracking number, which will result in the service request being displayed. Then click on the FOC button at the bottom of the screen and the completed FOC will be displayed.

If there are multiple orders associated with a service request, the FOC column will display the number of orders, out of the total number of orders, that have a firm order confirmation. For example, if two of the four orders have an FOC, the FOC column will display *2 of 4*.

## 6. Templates

### 6.1 Create a Template

Templates are Service Request forms that have been fully or partially completed. The Template Menu allows Payphone Store users to create templates for New, Change and Disconnect service request and modify templates you previously created. From the StoreFront-Main Menu, choose *Template Menu*. The same screens used to fill out a Service Request will be used when you create your template.

**BELLSOUTH INTERCONNECTION SERVICES**

### Template Menu

Use this page to create, update and delete service request templates.

Templates are service request forms that have been fully or partially filled out. Use the same screens to fill out a template as you do to fill out a service request, but choose **Save As Template** to create/update the template.

#### Actions

[Create a NEW template](#)  
[Create a CHANGE template](#)  
[Create a DISCONNECT template](#)

Modify NEW template: [No Templates Found]  
Modify CHANGE template: [No Templates Found]  
Modify DISCONNECT template: [No Templates Found]

Delete NEW template: [No Templates Found]  
Delete CHANGE template: [No Templates Found]  
Delete DISCONNECT template: [No Templates Found]

**Figure 40. Template Menu Screen**

## **7. Bulk File Transfer Menu**

### **7.1 Bulk File Transfer**

Bulk File Transfer options are not currently available

## 8. Help

### 8.1 Contact Information

If you experience a problem accessing the Payphone Store or would like to obtain a password, please contact the BellSouth Electronic Communications Support Group at 888-462-8030

Questions regarding information that goes on your service request, please contact the BellSouth Payphone Service Provider Service Center at 800-786-7619.