



SCHEDULE JMM-1

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# SBC Ameritech Flow Through and Exceptions

LSOR 5 - Version 5.02

Ameritech - Flow Through and Exceptions  
Version 5.02

## Revision History

<b>Revision History</b>	
04/22/02 - Version 5.00 (Initial Release)	
07/30/02 – Version 5.01	
10/01/02 – Version 5.01	<ul style="list-style-type: none"><li>• Clarification to Exception Conditions for Number Portability to include “Partial” Conversion as Specified requests and “Partial Disconnects”.</li></ul>
10/29/02 – Version 5.02	
11/06/02	Clarification in General Purpose paragraph to indicate that the document only depicts those REQTYPs that are “service order” driven.

**Revision Notes Version 4.02 to Version 5.00**  
**05/13/02**

<b>Section</b>	<b>Revision</b>	<b>Description</b>
Accessible Letter	New Section	Provides Accessible Letters announcing flow through changes for this version of the document
All	New format	<ul style="list-style-type: none"> <li>• Divide into specific Product/Activity types to clarify flow through and exception functionality</li> <li>• Add REQTYP</li> </ul>
Basic Exchange Residence, Basic Exchange Business and Loop with Port - Basic 8db Loop w/Analog Port	Clarify exceptions for Features/USOCs	<ul style="list-style-type: none"> <li>• Added an appendix and cross reference for USOCs existing on the CSR and values populated in the Feature field that will drop to manual</li> </ul>
All	Added new LSOR 5 field as applicable to the product that create drop to manual conditions	<ul style="list-style-type: none"> <li>• Fields identified as applicable to the Product <ul style="list-style-type: none"> <li>➤ NCON</li> </ul> </li> </ul>
Loop with Number Portability	Reflect new flow through functionality	Implement new flow through functionality for Loop with Number Portability (REQTYP 'B') for Conversion As Specified activity (ACT 'V')
Line Sharing	Reflect new flow through functionality	Implement new flow through functionality for Supps to Cancel (SUPP type 1) and Due Date change (SUPP type 2)
Loop with Port (UNE-P)	Reflect new flow through functionality	Implement new flow through functionality for Suspend activity (ACT 'S') and Restore activity (ACT 'B')

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**Revision Notes Version 5.00 to Version 5.01**

**07/30/02**

Section	Revision	Description
Loop with Port - Basic 8db Loop w/Analog Port-REQ M ACT V	Local Service Requests Mechanically Generated via LEX or EDI but are NOT eligible for Mechanized Service Order Flow Through	Removed- CLEC UNE-P to CLEC UNE-P Conversion As Specified
Loop with Port - Basic 8db Loop w/Analog Port-REQ M ACT V	Local Service Requests Mechanically Generated via LEX or EDI that ARE eligible for Mechanized Service Order Flow Through	Added- CLEC UNE-P to CLEC UNE-P Conversion As Specified
Loop with Port - Basic 8db Loop w/Analog Port-REQ M ACT V	Exception Conditions for Eligible Mechanized Service Order Flow Through	Removed-Contract FID's
Loop REQ A ACT N,V,T, D, C <ul style="list-style-type: none"> <li>• 8db Standard</li> <li>• 5db Conditioned</li> </ul>	Exception Conditions for Eligible Mechanized Service Order Flow Through	Changed >10 Loops to > 20 Loops Removed- Supp type 1 and 2
Digital Subscriber Line Service (Unbundled Loop) REQ A ACT N,V,T,D,C	Exception Conditions for Eligible Mechanized Service Order Flow Through	Removed- Supp type 1 and 2
Number Portability REQ C ACT V	Clarification to Exception Conditions for Number Portability to include "Partial" Conversion as Specified requests and "Partial Disconnects".	

**Revision Notes Version 5.01 to Version 5.02**

**10/29/02**

Section	Revision	Description
<ul style="list-style-type: none"> <li>• Loop with LNP Includes xDSL &amp; Digital Subscriber Line Service (Unbundled Loop) REQ B ACT V                             <ul style="list-style-type: none"> <li>• Exception Conditions for Eligible Mechanized Service Order Flow Through</li> </ul> </li> </ul>	Removed Supp 1 and 2 from DTM Condition	SUP 1 and 2 Types flow through for REQ B ACT V
<ul style="list-style-type: none"> <li>• Digital Subscriber Line Service (Line Sharing Non DLE and Line Sharing Sub Loop DLE REQ A ACT V                             <ul style="list-style-type: none"> <li>• Local Service Requests Mechanically Generated via LEX or EDI that ARE eligible for Mechanized Service Order Flow Through</li> </ul> </li> </ul>	Added CLEC to CLEC Migrations for line sharing	Updated Flow Through
<ul style="list-style-type: none"> <li>• Number Portability REQ C ACT V                             <ul style="list-style-type: none"> <li>• Local Service Requests Mechanically Generated via LEX or EDI that ARE eligible for Mechanized Service Order Flow Through</li> </ul> </li> </ul>	Added Retail/Resale to CLEC LNP Wire line to Wireless Number Portability	Updated FT to include Wire line to Wireless Number Portability
<ul style="list-style-type: none"> <li>• Basic Exchange – Residence and Business (Single Line/Multi Lines) REQ E ACT C                             <ul style="list-style-type: none"> <li>• Exception Conditions for Eligible Mechanized Service Order Flow Through</li> </ul> </li> </ul>	Added Complex Listing (Excluding Non Pub Changes)	New Flow Through allowing Non Pub Changes to Flow Through
<ul style="list-style-type: none"> <li>• Loop with Port - Basic 8db Loop w/Analog Port REQ M ACT C                             <ul style="list-style-type: none"> <li>• Exception Conditions for Eligible Mechanized Service Order Flow Through</li> </ul> </li> </ul>	Added Complex Listing (Excluding Non Pub Changes)	New Flow Through allowing Non Pub Changes to Flow Through
<ul style="list-style-type: none"> <li>• Basic Exchange – Residence and Business (Single Line/Multi Lines) REQ E ACT W or V                             <ul style="list-style-type: none"> <li>• Exception Conditions for Eligible Mechanized Service Order Flow Through</li> </ul> </li> </ul>	Removed Deny for NP	New Flow Through allowing Non Pay conversions to flow through
<ul style="list-style-type: none"> <li>• Loop with Port - Basic 8db Loop w/Analog Port REQ M ACTV                             <ul style="list-style-type: none"> <li>• Exception Conditions for Eligible Mechanized Service Order Flow Through</li> </ul> </li> </ul>	Removed Deny for NP	New Flow Through allowing Non Pay conversions to flow through

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### **General**

#### **Purpose**

This document has been created as a guideline for use by the Competitive Local Exchange Carriers (CLEC) to be familiar with the designed functionality of Flow Through and exceptions.

This document is not intended to be used for ordering requirements. CLECs should refer to the CLEC Handbook and the Local Service Ordering Requirements (LSOR) for detailed ordering requirements. These documents can be found at <https://clec.sbc.com/hb> under Tech PUBs and User Guides.

The LSOR provides definitions of Request types (REQ TYPE) and activities used in this document. Only “service order” driven REQ TYPs are depicted in this document.

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**Accessible Letter**

<b>Accessible Letter Number</b>	<b>Title</b>	<b>Date</b>
CLECAMS02-025	Plan of Record Flow-Through Enhancements for March 9, 2002	02/13/02
CLECAMS02-037	Re-Schedule of Plan of Record Release – Uniform and Enhanced OSS POR for the EDI/LSR Ordering Version 05.00	03/01/02
CLECAMS02-062	Plan of Record Flow-Through Enhancements for April 20, 2002	04/19/02
CLECAMS02-086	Flow Through Enhancements for the August 3, 2002 Release	07/18/02
CLECAMS02-091	Update to Flow Through Enhancement for the August 3, 2002 Release	07/30/02
CLECAMS02-115	Flow Through Enhancements for the Nov 9, 2002 Release	10/10/02
CLECAMS02-117	Update to Flow Through Enhancement for the Nov 9, 2002 Release	10/18/02

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Basic Exchange - Residence (Single Line/Multi Lines)	E					
		W	N/A	<ul style="list-style-type: none"> <li>• CLEC UNE-P to CLEC Resale Conversion As Is</li> </ul>	<ul style="list-style-type: none"> <li>• ILEC Retail Basic Residence to CLEC Resale Conversion As Is</li> <li>• CLEC Resale to CLEC Resale Conversion As Is</li> </ul>	<ul style="list-style-type: none"> <li>• Installment Billing</li> <li>• Res to Bus TOS change</li> <li>• Bill Under FIDs on CSR</li> <li>• Hunting</li> <li>• Regulated Jacks</li> <li>• Toll Restriction Zero Minus</li> <li>• 800, 877, 888 or Toll service noted in Remarks</li> <li>• Promo are noted in Remarks</li> <li>• Additional Labor Charges</li> <li>• NIDR is populated</li> <li>• Pending Orders</li> <li>• Optional calling plans</li> <li>• SUP Types:               <ul style="list-style-type: none"> <li>--Other that are NOT Fatal or Manual Reject error corrections (Type 3)<sup>1</sup></li> </ul> </li> <li>• Expedite</li> <li>• RPON (Related PON) is populated</li> <li>• Circuit found on CSR</li> <li>• TDD on LSR</li> <li>• PROJECT populated with 1<sup>st</sup> 3 characters 'SBC'</li> <li>• NOR populated</li> <li>• TOS 3rd position does not equal F or M</li> <li>• TOS 4<sup>th</sup> position does not equal "-" (hyphen)</li> <li>• Specific USOC/FID on the CSR (See Appendix A)</li> <li>• USOC/FID Populated in Feature or Feature Detail field located in Appendix A (See Appendix A)</li> <li>• 800 service USOC on CSR</li> <li>• Answering service patrons on CSR</li> <li>• Line found without line USOC on CSR</li> <li>• Complex listing record type code on LSR</li> <li>• Non-standard telephone no for a directory line</li> <li>• Nick Name (ie Jones, Michael)</li> <li>• Directory Ordering remarks</li> <li>• White Page Product (WPP) field populated on LSR</li> <li>• Omit listing or omit TN from Street Directory</li> </ul>

<sup>1</sup> Sups to correct a previously rejected order will be re-evaluated for flow-through eligibility as if it were the original/initial order.

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Basic Exchange - Residence (Single Line/Multi Lines) (CONT'd)	E					
		V	N/A		<ul style="list-style-type: none"> <li>• ILEC Retail Basic Residence to CLEC Resale Conversion As Specified</li> <li>• CLEC Resale to CLEC Resale Conversion As Specified</li> <li>• CLEC Resale to CLEC UNE-P Conversion As Specified</li> </ul>	<ul style="list-style-type: none"> <li>• Installment Billing</li> <li>• Res to Bus TOS change</li> <li>• Bill Under FIDs on CSR</li> <li>• Multi line hunting new/changed</li> <li>• Remote Call Forwarding on all order types except disconnects</li> <li>• Regulated Jacks</li> <li>• Toll Restriction Zero Minus</li> <li>• 800, 877, 888 or Toll service noted in Remarks</li> <li>• Promo are noted in Remarks</li> <li>• Complete or Partial are noted in Remarks</li> <li>• Additional Labor Charges</li> <li>• NIDR is populated</li> <li>• Pending Orders</li> <li>• SUP Types: --Other that are NOT Fatal or Manual Reject error corrections (Type 3)<sup>1</sup></li> <li>• Expedite</li> <li>• RPON (Related PON) field populated on LSR</li> <li>• Circuit found on CSR</li> <li>• Service Address not in SAG (ZZ instead of IT qualifier)</li> <li>• TDD on LSR</li> <li>• PROJECT populated with 1<sup>st</sup> 3 characters 'SBC'</li> <li>• NOR populated</li> <li>• TOS 3rd position does not equal F or M</li> <li>• TOS 4<sup>th</sup> position does not equal "-" (hyphen)</li> <li>• Specific USOC/FID on the CSR (See Appendix A)</li> <li>• USOC/FID Populated in Feature or located in Appendix A (See Appendix A)</li> <li>• 800 service USOC on CSR</li> <li>• Line found without line USOC on CSR</li> <li>• Complex listing record type code on LSR</li> <li>• Non-standard telephone no for a directory line</li> <li>• Nick Name (ie Jones, Michael (Mickey))</li> <li>• Directory Ordering remarks</li> <li>• White Page Product (WPP) field populated on LSR</li> <li>• Omit listing or omit TN from Street</li> </ul>

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Basic Exchange - Residence (Single Line/Multi Lines) (CONT'd)	E					
		N	N/A	• N/A	• New Install	<ul style="list-style-type: none"> <li>• Multi line hunting</li> <li>• Regulated Jacks</li> <li>• Toll Restriction Zero Minus</li> <li>• 800, 877, 888 or Toll service noted in Remarks</li> <li>• Promo are noted in Remarks</li> <li>• Complete or Partial are noted in Remarks</li> <li>• Additional Labor Charges</li> <li>• NIDR is populated</li> <li>• Pending Orders</li> <li>• SUP Types: --Other that are NOT Fatal or Manual Reject error corrections (Type 3)<sup>1</sup></li> <li>• Expedite</li> <li>• RPON (Related PON) field populated on LSR</li> <li>• Service Address not in SAG (ZZ instead of IT qualifier)</li> <li>• TDD on LSR</li> <li>• PROJECT populated with 1<sup>st</sup> 3 characters 'SBC'</li> <li>• NOR populated</li> <li>• TOS 3rd position does not equal F or M</li> <li>• TOS 4<sup>th</sup> position does not equal "-" (hyphen)</li> <li>• USOC/FID Populated in Feature or Feature Detail field located in Appendix A (See Appendix A)</li> <li>• Complex listing record type code on LSR</li> <li>• Non-standard telephone no for a directory line</li> <li>• Nick Name (ie Jones, Michael (Mickey))</li> <li>• Directory Ordering remarks</li> <li>• White Page Product (WPP) field populated on LSR</li> <li>• Omit listing or omit TN from Street Directory</li> </ul>

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Basic Exchange - Residence (Single Line/Multi Lines) (CONT'd)	E					
		C	N/A	<ul style="list-style-type: none"> <li>Change Activity to Change TN</li> <li>Change Activity with Hunting</li> <li>Change BUS to RES</li> </ul>	<ul style="list-style-type: none"> <li>Change Activity to add, change or delete a feature</li> <li>Change Activity to add or disconnect a disassociated line</li> </ul>	<ul style="list-style-type: none"> <li>Expedite</li> <li>Regulated Jacks</li> <li>Toll Restriction Zero Minus</li> <li>800 service noted in Remarks</li> <li>Promo are noted in Remarks</li> <li>Additional Labor Charges</li> <li>NIDR is populated</li> <li>Pending Orders</li> <li>SUP Types:                             <ul style="list-style-type: none"> <li>--Other that are NOT Fatal or Manual Reject error corrections (Type 3)<sup>1</sup></li> </ul> </li> <li>Specific USOC/FID on the CSR (See Appendix A)</li> <li>PROJECT populated with 1<sup>st</sup> 3 characters 'SBC'</li> <li>RPON populated</li> <li>NOR populated</li> <li>TOS 3rd position does not equal F or M</li> <li>TOS 4<sup>th</sup> position does not equal "-" (hyphen)</li> <li>NCON populated</li> <li>Complex listing (Excludes Non-Pub)</li> </ul>
		D	N/A	N/A	<ul style="list-style-type: none"> <li>Disconnect Activity</li> </ul>	<ul style="list-style-type: none"> <li>NOR populated</li> <li>Specific USOC/FID on the CSR (See Appendix A)</li> <li>Pending Orders</li> <li>RPON (Related PON) field populated on LSR</li> <li>SUP Types:                             <ul style="list-style-type: none"> <li>--Other that are NOT Fatal or Manual Reject error corrections (Type 3)<b>Error! Bookmark not defined.</b></li> </ul> </li> </ul>
		Y	N/A	N/A	<ul style="list-style-type: none"> <li>Deny Activity</li> </ul>	<ul style="list-style-type: none"> <li>Pending Orders</li> <li>SUP Types:                             <ul style="list-style-type: none"> <li>--Other that are NOT Fatal or Manual Reject error corrections (Type 3)<b>Error! Bookmark not defined.</b></li> </ul> </li> <li>RPON (Related PON) field populated on LSR</li> <li>PROJECT populated with 1<sup>st</sup> 3 characters 'SBC'</li> <li>NOR populated</li> <li>TOS 3rd position does not equal F or M</li> <li>TOS 4<sup>th</sup> position does not equal "-" (hyphen)</li> </ul>

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Basic Exchange - Residence (Single Line/Multi Lines) (CONT'd)	E					
		S	N/A	N/A	<ul style="list-style-type: none"> <li>Suspend Activity</li> </ul>	<ul style="list-style-type: none"> <li>Pending Orders</li> <li>SUP Types:                             <ul style="list-style-type: none"> <li>--Other that are NOT Fatal or Manual Reject error corrections (Type 3)<sup>1</sup></li> </ul> </li> <li>RPON (Related PON) field populated on LSR</li> <li>PROJECT populated with 1<sup>st</sup> 3 characters 'SBC'</li> <li>NOR populated</li> <li>TOS 3rd position does not equal F or M</li> <li>TOS 4<sup>th</sup> position does not equal "--" (hyphen)</li> </ul>
		B	N/A	N/A	<ul style="list-style-type: none"> <li>Restore Activity</li> </ul>	<ul style="list-style-type: none"> <li>Pending Orders</li> <li>SUP Types:                             <ul style="list-style-type: none"> <li>--Other that are NOT Fatal or Manual Reject error corrections (Type 3)<sup>1</sup></li> </ul> </li> <li>RPON (Related PON) field populated on LSR</li> <li>PROJECT populated with 1<sup>st</sup> 3 characters 'SBC'</li> <li>NOR populated</li> <li>TOS 3rd position does not equal F or M</li> <li>TOS 4<sup>th</sup> position does not equal "--" (hyphen)</li> </ul>
		R	N/A	ALL	N/A	N/A
		T	N/A	ALL	N/A	N/A

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Basic Exchange - Business (Single Line/Multi Lines)	E					
		W	N/A	N/A	<ul style="list-style-type: none"> <li>• ILEC Retail Basic Business to CLEC Resale Conversion As Is</li> <li>• CLEC Resale to CLEC Resale Conversion As Is</li> <li>• CLEC Resale to CLEC UNE-P Conversion As Is</li> </ul>	<ul style="list-style-type: none"> <li>• Installment Billing</li> <li>• Bus to Res TOS change</li> <li>• Bill Under FIDs on CSR</li> <li>• Hunting</li> <li>• Regulated Jacks</li> <li>• Toll Restriction Zero Minus</li> <li>• 800, 877, 888 or Toll service noted in Remarks</li> <li>• Promo are noted in Remarks</li> <li>• Complete or Partial are noted in Remarks</li> <li>• Additional Labor Charges</li> <li>• NIDR is populated</li> <li>• Pending Orders</li> <li>• Optional calling plans</li> <li>• SUP Types:               <ul style="list-style-type: none"> <li>--Other that are NOT Fatal or Manual Reject error corrections (Type 3)<sup>1</sup></li> </ul> </li> <li>• Expedite</li> <li>• RPON (Related PON) is populated</li> <li>• Circuit found on CSR</li> <li>• TDD on LSR</li> <li>• PROJECT populated with 1<sup>st</sup> 3 characters 'SBC'</li> <li>• NOR populated</li> <li>• TOS 3rd position does not equal F or M</li> <li>• TOS 4<sup>th</sup> position does not equal "-" (hyphen)</li> <li>• Specific USOC/FID on the CSR (See Appendix A)</li> <li>• USOC/FID Populated in Feature or Feature Detail field located in Appendix A (See Appendix A)</li> <li>• 800 service USOC on CSR</li> <li>• Answering service patrons on CSR</li> <li>• Line found without line USOC on CSR</li> <li>• Complex listing record type code on LSR</li> <li>• Non-standard telephone no for a directory line</li> <li>• Nick Name (ie Jones, Michael)</li> <li>• Directory Ordering remarks</li> <li>• White Page Product (WPP) field populated on LSR</li> <li>• Omit listing or omit TN from Street Directory</li> </ul>

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Basic Exchange - Business (Single Line/Multi Lines) (CONT'D)	E					
		V	N/A	N/A	<ul style="list-style-type: none"> <li>• ILEC Retail Basic Residence to CLEC Resale Conversion As Specified</li> <li>• CLEC Resale to CLEC Resale Conversion As Specified</li> <li>• CLEC Resale to CLEC UNE-P Conversion As Specified</li> </ul>	<ul style="list-style-type: none"> <li>• Installment Billing</li> <li>• Res to Bus TOS change</li> <li>• Bill Under FIDs on CSR</li> <li>• Multi line hunting new/changed</li> <li>• Remote Call Forwarding on all order types except disconnects</li> <li>• Regulated Jacks</li> <li>• Toll Restriction Zero Minus</li> <li>• 800, 877, 888 or Toll service noted in Remarks</li> <li>• Promo are noted in Remarks</li> <li>• Complete or Partial are noted in Remarks</li> <li>• Additional Labor Charges</li> <li>• NIDR is populated</li> <li>• Pending Orders</li> <li>• SUP Types: <ul style="list-style-type: none"> <li>--Other that are NOT Fatal or Manual Reject error corrections (Type 3)<sup>1</sup></li> </ul> </li> <li>• Expedite</li> <li>• RPON (Related PON) field populated on LSR</li> <li>• Circuit found on CSR</li> <li>• Service Address not in SAG (ZZ instead of IT qualifier)</li> <li>• TDD on LSR</li> <li>• PROJECT populated with 1<sup>st</sup> 3 characters 'SBC'</li> <li>• NOR populated</li> <li>• TOS 3rd position does not equal F or M</li> <li>• TOS 4<sup>th</sup> position does not equal "-" (hyphen)</li> <li>• Specific USOC/FID on the CSR (See Appendix A)</li> <li>• USOC/FID Populated in Feature or located in Appendix A (See Appendix A)</li> <li>• 800 service USOC on CSR</li> <li>• Line found without line USOC on CSR</li> <li>• Complex listing record type code on LSR</li> <li>• Non-standard telephone no for a directory line</li> <li>• Nick Name (ie Jones, Michael (Mickey))</li> <li>• Directory Ordering remarks</li> <li>• White Page Product (WPP) field populated on LSR</li> <li>• Omit listing or omit TN from Street</li> </ul>

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Basic Exchange - Business (Single Line/Multi Lines) (CONT'D)	E					
		N	N/A	<ul style="list-style-type: none"> <li>• N/A</li> </ul>	<ul style="list-style-type: none"> <li>• New Install</li> </ul>	<ul style="list-style-type: none"> <li>• Multi line hunting</li> <li>• Regulated Jacks</li> <li>• Toll Restriction Zero Minus</li> <li>• 800, 877, 888 or Toll service noted in Remarks</li> <li>• Promo are noted in Remarks</li> <li>• Complete or Partial are noted in Remarks</li> <li>• Additional Labor Charges</li> <li>• NIDR is populated</li> <li>• Pending Orders</li> <li>• SUP Types:               <ul style="list-style-type: none"> <li>--Other that are NOT Fatal or Manual Reject error corrections (Type 3)<sup>1</sup></li> </ul> </li> <li>• Expedite</li> <li>• RPON (Related PON) field populated on LSR</li> <li>• Service Address not in SAG (ZZ instead of IT qualifier)</li> <li>• TDD on LSR</li> <li>• PROJECT populated with 1<sup>st</sup> 3 characters 'SBC'</li> <li>• NOR populated</li> <li>• TOS 3rd position does not equal F or M</li> <li>• TOS 4<sup>th</sup> position does not equal "-" (hyphen)</li> <li>• USOC/FID Populated in Feature or Feature Detail field located in Appendix A (See Appendix A)</li> <li>• Complex listing record type code on LSR</li> <li>• Non-standard telephone no for a directory line</li> <li>• Nick Name (ie Jones, Michael (Mickey))</li> <li>• Directory Ordering remarks</li> <li>• White Page Product (WPP) field populated on LSR</li> <li>• Omit listing or omit TN from Street Directory</li> </ul>

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Basic Exchange - Business (Single Line/Multi Lines) (CONT'D)	E					
		C	N/A	<ul style="list-style-type: none"> <li>Change Activity to Change TN</li> <li>Change Activity with Hunting</li> <li>Change BUS to RES</li> </ul>	<ul style="list-style-type: none"> <li>Change Activity to add, change or delete a feature</li> <li>Change Activity to add or disconnect a disassociated line</li> </ul>	<ul style="list-style-type: none"> <li>Expedite</li> <li>Regulated Jacks</li> <li>Toll Restriction Zero Minus</li> <li>800 service noted in Remarks</li> <li>Promo are noted in Remarks</li> <li>Additional Labor Charges</li> <li>NIDR is populated</li> <li>Pending Orders</li> <li>SUP Types:                             <ul style="list-style-type: none"> <li>--Other that are NOT Fatal or Manual Reject error corrections (Type 3)<sup>1</sup></li> </ul> </li> <li>Specific USOC/FID on the CSR (See Appendix A)</li> <li>PROJECT populated with 1<sup>st</sup> 3 characters 'SBC'</li> <li>RPON populated</li> <li>NOR populated</li> <li>TOS 3rd position does not equal F or M</li> <li>TOS 4<sup>th</sup> position does not equal "-" (hyphen)</li> <li>NCON populated</li> <li>Complex listing (Excludes Non-Pub)</li> </ul>
		D	N/A	N/A	<ul style="list-style-type: none"> <li>Disconnect Activity</li> </ul>	<ul style="list-style-type: none"> <li>NOR populated</li> <li>PROJECT populated with 1<sup>st</sup> 3 characters 'SBC'</li> <li>Pending Orders</li> <li>RPON (Related PON) field populated on LSR</li> <li>SUP Types:                             <ul style="list-style-type: none"> <li>--Other that are NOT Fatal or Manual Reject error corrections (Type 3)</li> </ul> </li> </ul>
		Y	N/A	N/A	<ul style="list-style-type: none"> <li>Deny Activity</li> </ul>	<ul style="list-style-type: none"> <li>NOR populated</li> <li>PROJECT populated with 1<sup>st</sup> 3 characters 'SBC'</li> <li>Pending Orders</li> <li>RPON (Related PON) field populated on LSR</li> <li>SUP Types:                             <ul style="list-style-type: none"> <li>--Other that are NOT Fatal or Manual Reject error corrections (Type 3)</li> </ul> </li> </ul>
		S	N/A	N/A	<ul style="list-style-type: none"> <li>Suspend Activity</li> </ul>	<ul style="list-style-type: none"> <li>NOR populated</li> <li>PROJECT populated with 1<sup>st</sup> 3 characters 'SBC'</li> <li>Pending Orders</li> <li>RPON (Related PON) field populated on LSR</li> <li>SUP Types:                             <ul style="list-style-type: none"> <li>--Other that are NOT Fatal or Manual Reject error corrections (Type 3)</li> </ul> </li> </ul>

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PRODUCT TYPE	REQ TYPE	Activity	Local Service Requests NOT Mechanically Generated via LEX or EDI	Local Service Requests Mechanically Generated via LEX or EDI but are NOT eligible for Mechanized Service Order Flow Through	Local Service Requests Mechanically Generated via LEX or EDI that ARE eligible for Mechanized Service Order Flow Through	Exception Conditions for Eligible Mechanized Service Order Flow Through
Basic Exchange - Business (Single Line/Multi Lines) (CONT'D)	E					
		B	N/A	N/A	<ul style="list-style-type: none"> <li>Restore Activity</li> </ul>	<ul style="list-style-type: none"> <li>NOR populated</li> <li>PROJECT populated with 1<sup>st</sup> 3 characters 'SBC'</li> <li>Pending Orders</li> <li>RPON (Related PON) field populated on LSR</li> <li>SUP Types: --Other that are NOT Fatal or Manual Reject error corrections (Type 3)</li> </ul>
		R	N/A	ALL	N/A	N/A
		T	N/A	ALL	N/A	N/A
Complex Resale Business - Coin	E					
		ALL	N/A	ALL Activities	N/A	N/A
Complex Resale Business - ISDN (BRI)	E					
		ALL	ALL	N/A	N/A	N/A
Complex Resale Business - ISDN (PRI)	Z					
		ALL	N/A	ALL	N/A	N/A
Complex Resale Business - CENTREX/PLEXAR	P					
		ALL	N/A	ALL	N/A	N/A
Complex Resale Business - Private Line	K					
		ALL	N/A	ALL	N/A	N/A
Complex Resale Business - Digital Trunking	R					
		ALL	N/A	ALL	N/A	N/A
Complex Resale Business - DID/PBX	T					
		ALL	N/A	ALL	N/A	N/A

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Loop with Port - Basic 8db Loop w/Analog Port	M					
		V	N/A	<ul style="list-style-type: none"> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• ILEC Basic Exchange Retail to CLEC UNE-P Conversion As Specified</li> <li>• CLEC Resale to CLEC UNE-P Conversion As Specified</li> <li>• CLEC UNE-P to CLEC UNE-P Conversion As Specified</li> </ul>	<ul style="list-style-type: none"> <li>• RPON populated</li> <li>• NOR populated</li> <li>• NCON populated</li> <li>• Pending Activity</li> <li>• &gt; 25 lines</li> <li>• Complex listing</li> <li>• Circuit found on CSR and ACT = V</li> <li>• Scan Alert FID on CSR</li> <li>• Bill Under FID on CSR</li> <li>• 800 service noted in remarks</li> <li>• Complete or Partial are noted in Remarks</li> <li>• ALBR is populated</li> <li>• RES to BUS</li> <li>• Complex listing record type code</li> <li>• Non-standard telephone no. for a directory line</li> <li>• Nick name (i.e.: Jones, Michael ((Mickey)))</li> <li>• Directory Ordering remarks</li> <li>• White Page Products (WPP) (i.e.: foreign directory)</li> <li>• Omit listing or omit TN from Street Directory</li> <li>• Line found without line USOC on CSR</li> <li>• Service address not in SAG (ZZ instead of IT qualifier)</li> <li>• Cross-Reference FID on order</li> <li>• TDD on incoming order</li> <li>• Expedite</li> <li>• Toll restriction zero minus</li> <li>• Multi line hunting</li> <li>• Projects</li> <li>• Installment billing found on CSR</li> <li>• 800 service USOC on CSR</li> <li>• Answering Service patrons on CSR</li> <li>• SUP Types: <ul style="list-style-type: none"> <li>-Other that are NOT Fatal or Manual Reject error corrections (Type 3)</li> </ul> </li> </ul>

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Loop with Port - Basic 8db Loop w/Analog Port (Cont'd)	M					
		N	N/A	New Install in Michigan	<ul style="list-style-type: none"> <li>• New Install in Illinois, Wisconsin, Ohio and Indiana</li> </ul>	<ul style="list-style-type: none"> <li>• RPON populated</li> <li>• NOR populated</li> <li>• NCON populated</li> <li>• Pending Activity</li> <li>• Complex TOS</li> <li>• &gt; 25 lines</li> <li>• Complex listing</li> <li>• 800 service noted in remarks</li> <li>• Promo are noted in Remarks</li> <li>• ALBR populated</li> <li>• Complex listing record type code</li> <li>• Non-standard telephone no. for a directory line</li> <li>• Nick name (i.e.: Jones, Michael ((Mickey)))</li> <li>• Directory Ordering remarks</li> <li>• White Page Products (WPP) (i.e.: foreign directory)</li> <li>• Omit listing or omit TN from Street Directory</li> <li>• Service address not in SAG (ZZ instead of IT qualifier)</li> <li>• Expedite</li> <li>• Toll restriction zero minus</li> <li>• Multi line hunting</li> <li>• Project populated 1<sup>st</sup> 3 characters 'SBC'</li> <li>• SUP Types: -Other that are NOT Fatal or Manual Reject error corrections (Type 3)</li> </ul>

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Loop with Port - Basic 8db Loop w/Analog Port (Cont'd)	M					
		C	N/A	•	<ul style="list-style-type: none"> <li>Change Activity to add, delete or change vertical features</li> <li>Change Activity to add or disconnect a disassociated line</li> </ul>	<ul style="list-style-type: none"> <li>RPON populated</li> <li>Pending Activity</li> <li>Complex TOS</li> <li>&gt; 25 lines</li> <li>Complex listing (Excludes Non-Pub)</li> <li>800 service noted in remarks</li> <li>Promo are noted in Remarks</li> <li>ALBR populated</li> <li>Complex listing record type code</li> <li>Non-standard telephone no. for a directory line</li> <li>Nick name (i.e.: Jones, Michael ((Mickey))</li> <li>Directory Ordering remarks</li> <li>White Page Products (WPP) (i.e.: foreign directory)</li> <li>Omit listing or omit TN from Street Directory</li> <li>Service address not in SAG (ZZ instead of IT qualifier)</li> <li>Expedite</li> <li>Toll restriction zero minus</li> <li>Multi line hunting</li> <li>Project populated 1<sup>st</sup> 3 characters 'SBC'</li> <li>SUP Types: <ul style="list-style-type: none"> <li>-Other that are NOT Fatal or Manual Reject error corrections (Type 3)</li> </ul> </li> </ul>
		D	N/A	N/A	<ul style="list-style-type: none"> <li>Disconnect Activity</li> </ul>	<ul style="list-style-type: none"> <li>RPON populated</li> <li>Pending Activity</li> <li>&gt; 25 lines</li> <li>Project populated 1<sup>st</sup> 3 characters 'SBC'</li> <li>SUP Types: <ul style="list-style-type: none"> <li>-Other that are NOT Fatal or Manual Reject error corrections (Type 3)</li> </ul> </li> </ul>
		S	N/A	N/A	<ul style="list-style-type: none"> <li>Suspend Activity</li> </ul>	<ul style="list-style-type: none"> <li>RPON populated</li> <li>NOR populated</li> <li>Pending Activity</li> <li>&gt; 25 lines</li> <li>Project populated 1<sup>st</sup> 3 characters 'SBC'</li> <li>SUP Types: <ul style="list-style-type: none"> <li>-Other that are NOT Fatal or Manual Reject error corrections (Type 3)</li> </ul> </li> </ul>

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Loop with Port - Basic 8db Loop w/Analog Port (Cont'd)	M					
		B	N/A	N/A	<ul style="list-style-type: none"> <li>Restore Activity</li> </ul>	<ul style="list-style-type: none"> <li>RPON populated</li> <li>NOR populated</li> <li>Pending Activity</li> <li>&gt; 25 lines</li> <li>Project populated 1<sup>st</sup> 3 characters 'SBC'</li> <li>SUP Types:                             <ul style="list-style-type: none"> <li>-Other that are NOT Fatal or Manual Reject error corrections (Type 3)</li> </ul> </li> </ul>
		R	N/A	ALL	N/A	N/A
		T	N/A	ALL	N/A	N/A
Loop with Port - COIN	M					
		ALL	N/A	ALL	N/A	N/A
Complex Loop with Port - ISDN (BRI)	Y					
		ALL	N/A	ALL	N/A	N/A
Complex Loop with Port - Digital Trunking	S					
		ALL	N/A	ALL	N/A	N/A
Complex Loop with Port - DID/PBX	U					
		ALL	N/A	ALL	N/A	N/A
Complex Loop with Port - DID/PBX	W					
		ALL	N/A	ALL	N/A	N/A
Complex Loop with Port - DID/PBX	U					
		ALL	N/A	ALL	N/A	N/A
Port - Analog Line	F					
		ALL	N/A	ALL	N/A	N/A
Port - Centrex/Plexar	V					
		ALL	N/A	ALL	N/A	N/A
Port - ISDN PRI	2					

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Loop with Port - Basic 8db Loop w/Analog Port (Cont'd)	M					
		ALL	N/A	ALL	N/A	N/A
Port - Digital Trunking	3					
		ALL	N/A	ALL	N/A	N/A
Loop <ul style="list-style-type: none"> <li>8db Standard</li> <li>5db Conditioned</li> </ul>	A					
		V	N/A	ALL	N/A	N/A
		N	N/A	N/A	<ul style="list-style-type: none"> <li>New Installs</li> </ul>	<ul style="list-style-type: none"> <li>RPON populated</li> <li>NOR populated</li> <li>Project populated with 1st 3 characters 'SBC'</li> <li>&gt; 20 Loops</li> <li>Expedite</li> <li>NCON populated</li> <li>SUP Types: <ul style="list-style-type: none"> <li>-Other that are NOT Fatal or Manual Reject error corrections (Type 3)<sup>1</sup></li> </ul> </li> </ul>
		D	N/A	N/A	<ul style="list-style-type: none"> <li>Disconnect Activity</li> </ul>	<ul style="list-style-type: none"> <li>RPON populated</li> <li>NOR populated</li> <li>Project populated with 1<sup>st</sup> 3 characters 'SBC'</li> <li>&gt; 20 Loops</li> <li>Expedite</li> <li>SUP Types: <ul style="list-style-type: none"> <li>-Other that are NOT Fatal or Manual Reject error corrections (Type 3)</li> </ul> </li> </ul>
		C	N/A	Change Activity with Line Activity 'C'	Change Activity to add or delete a circuit	<ul style="list-style-type: none"> <li>RPON populated</li> <li>NOR populated</li> <li>Project populated with 1st 3 characters 'SBC'</li> <li>&gt; 20 Loops</li> <li>NCON populated</li> <li>CHC populated</li> <li>Expedite</li> <li>SUP Types: <ul style="list-style-type: none"> <li>-Other that are NOT Fatal or Manual Reject error corrections (Type 3)<sup>1</sup></li> </ul> </li> </ul>
		T	N/A	ALL Outside Move Activity	N/A	

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Digital Subscriber Line Service (Unbundled Loop)	A					
		N	N/A	N/A	<ul style="list-style-type: none"> <li>New Installs</li> </ul>	<ul style="list-style-type: none"> <li>RPON populated</li> <li>NOR populated</li> <li>Project populated with 1st 3 characters 'SBC'</li> <li>&gt; 10 Loops</li> <li>Expedite</li> <li>NCON populated</li> <li>SUP Types:</li> <li>-Other that are NOT Fatal or Manual Reject error corrections (Type 3)1</li> </ul>
		D	N/A	N/A	<ul style="list-style-type: none"> <li>Disconnect Activity</li> </ul>	<ul style="list-style-type: none"> <li>RPON populated</li> <li>NOR populated</li> <li>Project populated with 1<sup>st</sup> 3 characters 'SBC'</li> <li>&gt; 10 Loops</li> <li>Expedite</li> <li>SUP Types:</li> <li>-Other that are NOT Fatal or Manual Reject error corrections (Type 3)</li> </ul>
		C	N/A	Change Activity with Line Activity 'C'	Change Activity to add or delete a circuit	<ul style="list-style-type: none"> <li>RPON populated</li> <li>NOR populated</li> <li>Project populated with 1st 3 characters 'SBC'</li> <li>&gt; 10 Loops</li> <li>NCON populated</li> <li>CHC populated</li> <li>Expedite</li> <li>SUP Types:</li> <li>-Other that are NOT Fatal or Manual Reject error corrections (Type 3)1</li> </ul>

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Digital Subscriber Line Service (Line Sharing Non DLE)	A					
		N	N/A	N/A	<ul style="list-style-type: none"> <li>New Installs</li> </ul>	<ul style="list-style-type: none"> <li>RPON populated</li> <li>NOR populated</li> <li>Project populated with 1st 3 characters 'SBC'</li> <li>&gt; 10 Loops</li> <li>Expedite</li> <li>NCON populated</li> <li>SUP Types:</li> <li>-Other that are NOT Fatal or Manual Reject error corrections (Type 3)<sup>1</sup></li> </ul>
		D	N/A	N/A	<ul style="list-style-type: none"> <li>Disconnect Activity</li> </ul>	<ul style="list-style-type: none"> <li>RPON populated</li> <li>NOR populated</li> <li>Project populated with 1<sup>st</sup> 3 characters 'SBC'</li> <li>&gt; 10 Loops</li> <li>Expedite</li> <li>SUP Types:</li> <li>-Other that are NOT Fatal or Manual Reject error corrections (Type 3)</li> </ul>
		C	N/A	<ul style="list-style-type: none"> <li>Change Activity with Line Activity 'C'</li> </ul>	<ul style="list-style-type: none"> <li>Change Activity to add or delete a circuit</li> </ul>	<ul style="list-style-type: none"> <li>RPON populated</li> <li>NOR populated</li> <li>Project populated with 1st 3 characters 'SBC'</li> <li>&gt; 10 Loops</li> <li>NCON populated</li> <li>CHC populated</li> <li>Expedite</li> <li>SUP Types:</li> <li>-Other that are NOT Fatal or Manual Reject error corrections (Type 3)<sup>1</sup></li> </ul>
		V	N/A	N/A	Conversion Activity CLEC to CLEC	<ul style="list-style-type: none"> <li>RPON populated</li> <li>NOR populated</li> <li>Project populated with 1st 3 characters 'SBC'</li> <li>&gt; 10 Loops</li> <li>Expedite</li> <li>NCON populated</li> <li>SUP Types:</li> <li>-Other that are NOT Fatal or Manual Reject error corrections (Type 3)</li> </ul>

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Digital Subscriber Line Service (Line Sharing and Subloop DLE)	A					
		N	N/A	N/A	<ul style="list-style-type: none"> <li>New Installs</li> </ul>	<ul style="list-style-type: none"> <li>RPON populated</li> <li>NOR populated</li> <li>Project populated with 1st 3 characters 'SBC'</li> <li>&gt; 10 Loops</li> <li>Expedite</li> <li>NCON populated</li> <li>SUP Types:                             <ul style="list-style-type: none"> <li>-Other that are NOT Fatal or Manual Reject error corrections (Type 3)1</li> </ul> </li> </ul>
		D	N/A	N/A	<ul style="list-style-type: none"> <li>Disconnect Activity</li> </ul>	<ul style="list-style-type: none"> <li>RPON populated</li> <li>NOR populated</li> <li>Project populated with 1<sup>st</sup> 3 characters 'SBC'</li> <li>&gt; 10 Loops</li> <li>Expedite</li> <li>SUP Types:                             <ul style="list-style-type: none"> <li>-Other that are NOT Fatal or Manual Reject error corrections (Type 3)</li> </ul> </li> </ul>
		V	N/A	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>Conversion Activity CLEC to CLEC</li> </ul>	<ul style="list-style-type: none"> <li>RPON populated</li> <li>NOR populated</li> <li>Project populated with 1st 3 characters 'SBC'</li> <li>&gt; 10 Loops</li> <li>Expedite</li> <li>NCON populated</li> <li>SUP Types:                             <ul style="list-style-type: none"> <li>-Other that are NOT Fatal or Manual Reject error corrections (Type 3)</li> </ul> </li> </ul>
		C	N/A	<ul style="list-style-type: none"> <li>Change Activity with Line Activity 'C'</li> </ul>	<ul style="list-style-type: none"> <li>Change Activity to add or delete a circuit</li> </ul>	<ul style="list-style-type: none"> <li>RPON populated</li> <li>NOR populated</li> <li>Project populated with 1st 3 characters 'SBC'</li> <li>&gt; 10 Loops</li> <li>NCON populated</li> <li>CHC populated</li> <li>Expedite</li> <li>SUP Types:                             <ul style="list-style-type: none"> <li>-Other that are NOT Fatal or Manual Reject error corrections (Type 3)1</li> </ul> </li> </ul>

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Line Splitting	A					
		N	N/A	N/A	<ul style="list-style-type: none"> <li>• New Installs</li> </ul>	<ul style="list-style-type: none"> <li>• RPON populated</li> <li>• NOR populated</li> <li>• Project populated with 1st 3 characters 'SBC'</li> <li>• &gt; 10 Loops</li> <li>• Expedite</li> <li>• NCON populated</li> <li>• SUP Types:               <ul style="list-style-type: none"> <li>• -Cancel (Type 1)</li> <li>• -Change Due Date (Type 2)</li> <li>• -Other that are NOT Fatal or Manual Reject error corrections (Type 3)1</li> </ul> </li> </ul>

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Loop with LNP Includes xDSL & Digital Subscriber Line Service (Unbundled Loop)	B					
		V	N/A	<ul style="list-style-type: none"> <li>• ILEC Retail Complex to CLEC Loop with LNP Conversion As Specified</li> <li>• CLEC Resale/UNE-P to CLEC Loop with LNP</li> <li>• Hicap</li> </ul>	<ul style="list-style-type: none"> <li>• ILEC Retail Basic Exchange Residence or Business services to CLEC Loop with NP Conversion As Specified</li> </ul>	<ul style="list-style-type: none"> <li>• 20 Loops</li> <li>• RPON populated</li> <li>• NOR populated</li> <li>• Port Choke Number</li> <li>• Bill Under FID found on CSR</li> <li>• Answering Service Patron</li> <li>• Cross Reference FID found on CSR</li> <li>• Deny for NP</li> <li>• Contract FID (SPP, CN or TAC+) on CSR</li> <li>• 800 Service</li> <li>• Remarks contain Toll, Complete or Partial</li> <li>• Wireless and Cellular</li> <li>• TC OPT populated with H21</li> <li>• TERS on LSR/CSR</li> <li>• Multi ring Service</li> <li>• TSP populated</li> <li>• ONSP populated</li> <li>• Pending Orders</li> <li>• SUP Types:</li> </ul> <p style="margin-left: 20px;">-Other that are NOT Fatal or Manual Reject error corrections (Type 3)<sup>1</sup></p>

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PRODUCT TYPE	REQ TYPE	Activity	Local Service Requests NOT Mechanically Generated via LEX or EDI	Local Service Requests Mechanically Generated via LEX or EDI but are NOT eligible for Mechanized Service Order Flow Through	Local Service Requests Mechanically Generated via LEX or EDI that ARE eligible for Mechanized Service Order Flow Through	Exception Conditions for Eligible Mechanized Service Order Flow Through
Number Portability	C					
		V		<ul style="list-style-type: none"> <li>• ILEC Retail Complex to CLEC LNP Conversion As Specified</li> <li>• CLEC Resale/UNE-P to CLEC LNP</li> </ul>	<ul style="list-style-type: none"> <li>• ILEC Retail Basic Exchange Residence or Business services to CLEC LNP Conversion As Specified</li> <li>• Retail/Resale to CLEC LNP Wire line to Wireless Number Portability</li> </ul>	<ul style="list-style-type: none"> <li>• RPON populated</li> <li>• Project field populated with 1<sup>st</sup> 3 characters 'SBC'</li> <li>• &gt; 99 lines</li> <li>• Final Bill Address present</li> <li>• Pending order</li> <li>• Complex TOS</li> <li>• Contract FID (SPP, CN or TAC+) on CSR</li> <li>• CPE USOC on CSR</li> <li>• Bill Under FID on CSR</li> <li>• 800 Service USOCs found on CSR</li> <li>• "Toll", "800, 877, 888", found in Remarks</li> <li>• Promo are noted in Remarks</li> <li>• Not all TNs on CSR are found on Conversion As Specified Request (Partial)</li> <li>• Partial Disconnects</li> <li>• Scan Alert found on CSR</li> <li>• Answering Service patrons (ASL) found on CSR</li> <li>• Cross-Reference FID found on CSR</li> <li>• Paging USOCs found on CSR</li> <li>• Minimum due date blank on LNP Schedule Date Table</li> <li>• Expedite</li> <li>• Circuit found on CSR</li> <li>• Non-standard telephone no for a directory line</li> <li>• Line found without line USOC on CSR</li> <li>• SUP Types: <ul style="list-style-type: none"> <li>-Other that are NOT Fatal or Manual Reject error corrections (Type 3)<sup>1</sup></li> </ul> </li> </ul>

Ameritech - Flow Through and Exceptions  
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**Appendix A**

USOC/FID Drop to Manual Matrix

Product Description	REQTYP	ACT	USOC/FID Feature/FEATURE DETAIL Value	CSR	LSR - Feature
Basic Exchange - Residence	E	W	DRS	X	
Basic Exchange - Residence	E	W	DRS1X	X	
Basic Exchange - Residence	E	W	DRS2X	X	
Basic Exchange - Residence	E	V	DRS		X
Basic Exchange - Residence	E	V	DRS1X		X
Basic Exchange - Residence	E	V	DRS2X		X
Basic Exchange - Residence	E	N	DRS		X
Basic Exchange - Residence	E	N	DRS1X		X
Basic Exchange - Residence	E	N	DRS2X		X
Basic Exchange - Residence	E	C	DRS		X
Basic Exchange - Residence	E	C	DRS1X		X
Basic Exchange - Residence	E	C	DRS2X		X
Unbundled Loop with Port	M	V	DRS	X	X
Unbundled Loop with Port	M	V	DRS1X	X	X
Unbundled Loop with Port	M	V	DRS2X	X	X
Unbundled Loop with Port	M	N	DRS		X
Unbundled Loop with Port	M	N	DRS1X		X
Unbundled Loop with Port	M	N	DRS2X		X
Unbundled Loop with Port	M	C	DRS		X
Unbundled Loop with Port	M	C	DRS1X		X
Unbundled Loop with Port	M	C	DRS2X		X