

Ameritech – Flow Through and Exceptions

Version 4.02

Product Type	Order Types Mechanically Generated	Exceptions	Order Types Not Currently Flowed Through
RESALE:			
Basic Exchange – Residence (Single Line/Multi Lines)	<ul style="list-style-type: none"> • Conversion As Is/As Specified • New Activity • Disconnect Activity • Change Activity • Suspend & Restore (Vac & Non-Pay) • Local Directory Lstg for Main, Additional Main and Additional Listing • Sup Types: Cancel Change DD 	<ul style="list-style-type: none"> • Installment Billing • -Res to Bus TOS change • TYA (Type of Account) FID on CSR • Multi line hunting new/changed • Remote Call Forwarding on all order types except disconnects • Regulated Jacks • Toll Restriction Zero Minus • 800, 877, 888 or Toll service noted in Remarks • Promo are noted in Remarks • Complete or Partial are noted in Remarks • Complex TOS • Additional Labor Charges • Network Interface device request is populated • Pending Orders • Multi-ring service • Telephone assistance plan • Sup Types – All other less Cancels and Change DD • Expedite • Complex Listings • RPON (Related PON) field populated on LSR • Circuit found on CSR and ACT = V or W • OTN (Out Telephone Number) on LSR if number being changed for Auxiliary to Main • Service Address not in SAG (ZZ instead of IT qualifier) • C order rec'd after a D to add transfer of calls • TDD on LSR 	<ul style="list-style-type: none"> • Record Activity • Outside Moves
RESALE (Cont'd):			

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Basic Exchange Residence (Single Line/Multi Lines) CONT'D	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 800 service USOC on CSR • Answering service patrons on CSR • Line found without line USOC on CSR • Project field populated on LSR • Complex listing record type code on LSR • Non-standard telephone no for a directory line • Nick Name (ie Jones, Michael (Mickey)) • Directory Ordering remarks • White Page Product (WPP) field populated on LSR • Omit listing or omit TN from Street Directory • Conversion as is or as specified from UNE-P to Resale 	<ul style="list-style-type: none"> •
Basic Exchange – Business (Single Line/Multi Lines)	<ul style="list-style-type: none"> • Conversion As Is/As Specified • New Activity • Disconnect Activity • Change Activity • Suspend & Restore (Vac & Non-Pay) • Local Directory Lstg for Main, Additional Main and Additional Listing • Sup Types: <ul style="list-style-type: none"> - Cancel - Change DD 	<ul style="list-style-type: none"> • Installment Billing • Bus to Res TOS change • TYA (Type of Account) FID on CSR • Multi line hunting new/changed • Remote Call Forwarding on all order types except disconnects • Regulated Jacks • Toll Restriction Zero Minus • 800, 877, 888 or TOLL service noted in Remarks • Promo are noted in Remarks Complete or Partial are noted in Remarks 	<ul style="list-style-type: none"> • Record Activity • Outside Moves
RESALE (Cont'd):			
Basic Exchange Business (Single Line/Multi Line) CONT'D	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Complex TOS • Additional Labor Charges • Quantity of lines = 25 • Expedite • Network Interface device request is populated 	<ul style="list-style-type: none"> •

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		<ul style="list-style-type: none"> Optional Call plans • Pending Orders • Sup Types – All other less Cancels and Change DD • Complex Listings • Multi-ring service • Related PON (RPON) field populated on LSR • Circuit found on CSR and ACT = V or W • OTN (Out Telephone Number) on LSR if number being changed for Auxiliary to Main • Service Address not in SAG (ZZ instead of IT qualifier) • C order rec'd after a D to add transfer of calls • TDD on LSR • 800 service USOC on CSR • Answering service patrons on CSR • Line found without line USOC on CSR • Project field populated on LSR • Complex listing record type code on LSR • Non-standard telephone no for a directory line • Nick Name (ie Jones, Michael (Mickey)) • Directory Ordering remarks • White Page Product (WPP) field populated on LSR • Omit listing or omit TN from Street Directory • Conversion as is or as specified from UNE-P to Resale 	
RESALE (Cont'd):			
Complex Business – <ul style="list-style-type: none"> • PBX (DID & Trunks) • ISDN (BRI & PRI) • Centrex 	None		<ul style="list-style-type: none"> • All Activity/Line Activity types would drop to manual handling

1. Directory flows for RESALE.

RESALE no longer takes the same path as other products because of the edits done in BRS

UNE:			
Loop	• New Activity	• Related PONS (RPON field	• AIT does not accept: EDI

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<ul style="list-style-type: none"> • 8db Standard • 5db Conditioned 	<ul style="list-style-type: none"> • Disconnect Activity • Change Activity - add or delete circuit <ul style="list-style-type: none"> - Line Activity (LNA) Disconnect; New 	populated) <ul style="list-style-type: none"> • Projects • 10+ Loops • New BAN • Sups - All • DSC NBR field populated • <u>CFA Validation response other than available or occupied</u> 	Move, Record, Conversion As Is, or Conversion As Specified orders for Loop requests <ul style="list-style-type: none"> • Line Activity of “C” • Coordinated Cuts drop to Network (DFDT included) • Hicap order
Ports (ULS) <ul style="list-style-type: none"> • ADTS (AIT Digital Trunking Service) • Centrex • DID • ISDN – Direct or Centrex • ISDN Prime/PRI • PBX 	None		All
Loop with Number Portability (LSNP)	None		All

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UNE (continued):			
Number Portability (LNP)	<ul style="list-style-type: none"> • Conversion As Specified on simple Res or Bus Pots services 	<ul style="list-style-type: none"> • Related PON field populated (RPON) • Project field populated, or Q > 99 • Final Bill Address present • Pending Activity detected • Complex TOS • Sups (revisions) • Contract FID (SPP, CN or TAC+) on CSR • CPE USOC on CSR • Bill Under FID on CSR • 800 Service USOCs found on CSR • “Toll”, “800, 877, 888”, found in Remarks • Promo are noted in Remarks • “Complete” or “Partial” are noted in Remarks • <u>Not all TNs on CSR are found on Conversion As Specified Request Partial Disconnects</u> • Scan Alert found on CSR • Answering Service patrons (ASL) found on CSR • Cross-Reference FID found on CSR • Paging USOCs found on CSR • Minimum due date blank on LNP Schedule Date Table • Expedite • Circuit found on CSR • Non-standard telephone no for a directory line • Line found without line USOC on CSR • Conversion as specified from UNE-P • Conversion as specified on Complex class of service 	<ul style="list-style-type: none"> • Record & Outside Moves • Suspend & Restore • Coordinated Cuts drop to Network (DFDT included)
Loop with Port (CPO or UNE-P) <ul style="list-style-type: none"> • UNE-P Residence-POTS • UNE-P Business Loop-POTS 	<ul style="list-style-type: none"> • Conversion as Specified (Resale/Retail to UNE-P) • Conversion As Is (Resale/Retail to UNE-P) • New/Add (Except MI – see comment in order types not 	<ul style="list-style-type: none"> • Sups (revisions) • Related PON field populated (RPON) • Remote Call Forwarding • Deny for Non-payment (DNP) on CSR 	<ul style="list-style-type: none"> • Record and Move order types are not accepted • Coordinated Cuts drop to Network (DFDT included)

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UNE (continued):			
<ul style="list-style-type: none"> • UNE-P Business Port-POTS 	<p>currently flowed through)</p> <ul style="list-style-type: none"> • Change • Disconnect 	<ul style="list-style-type: none"> • Conversion As Specified or Conversion As Is on an acct. already established as UNE-P • Pending Activity • Complex TOS • Quantity of lines = 25 • Complex listing • Circuit found on CSR and ACT = V or W • Scan Alert FID on CSR • <u>Aux to Main Request</u> • 800 service noted in remarks • • Complete or Partial are noted in Remarks • Promo are noted in Remarks • Additional labor charges detected on incoming order • TOS changed from RES to BUS • Complex listing record type code • Non-standard telephone no. for a directory line • Nick name (i.e.: Jones, Michael ((Mickey)) • Directory Ordering remarks • White Page Products (WPP) (i.e.: foreign directory) • Omit listing or omit TN from Street Directory • Line found without line USOC on CSR • Assume order and ZRUS FID found on CSR • Service address not in SAG (ZZ instead of IT qualifier) • C order rec'd after a D to add transfer of calls. • Cross-Reference FID on order • TDD on incoming order • Expedite • Toll restriction zero minus • Multi line hunting • Projects • Installment billing found on CSR 	

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UNE (continued):			
		<ul style="list-style-type: none"> • 800 service USOC on CSR • Answering Service patrons on CSR 	
UNE-P Coin	<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • All
Digital Subscriber Line Service (Unbundled Loop)	<ul style="list-style-type: none"> • New Activity • Change Activity - add or delete circuit • Line Activity (LNA) Disconnect; New 	<ul style="list-style-type: none"> • Sups - All • Related PONS (RPON field populated) • Projects • 10+ Loops • New Ban • Hicap order with quantity >4 • Hicap and reserved due date • Street address not in SAG (ZZ instead of IT qualifier) • DSC NBR field populated • <u>CFA Validation response other than available or occupied</u> 	<ul style="list-style-type: none"> • Record and Move order types are not accepted • Coordinated Cuts drop to Network (DFTT included) • Disconnect Ban

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UNE (continued):			
Digital Subscriber Line Service (Line Sharing- Non DLE)	<ul style="list-style-type: none"> • New Activity • Change Activity-add or delete circuit • Line Activity (LNA) Disconnect; New 	<ul style="list-style-type: none"> • Sups – All • Related Pons (RPON field populated) • New BAN • Projects 	<ul style="list-style-type: none"> • Record and Move order types are not accepted • Coordinated Cuts drop to Network (DFFT included) • Disconnect Ban
Digital Subscriber Line Service (Line Sharing and Subloop- DLE)	<ul style="list-style-type: none"> • New Activity • Change Activity –add or delete circuit or change profile • Line Activity(LNA) Disconnect; New 	<ul style="list-style-type: none"> • Sups – All • Related Pons (RPON field populated) • New BAN • Projects 	<ul style="list-style-type: none"> • Record and Move order types are not accepted • Coordinated Cuts drop to Network (DFFT included) • Disconnect Ban

NOTES:

1. Expedite process
EXPEDITES are not valid for LNP, LNP with Loop, or LSNP.
2. 8/23/02 Clarification to Exceptions for Loop and Digital Subscriber Line Service (Unbundled Loop) to include DSC NBR field populated.
3. 9/3/02 Clarification to Exceptions and Order Types Not Currently Flowed Through for Basic Exchange Residence, Basic Exchange Business and Loop with Port
4. 9/30/02 Clarification to Exception Conditions for Number Portability to include “Partial” Conversion as Specified requests and move “Partial Disconnect” from Order Types not Flowed Through to the Exception Conditions list.
5. 01/20/03 Clarification to Exception Conditions for Loop and Digital Subscriber Line Service (Unbundled Loop) to include CFA Validation responses.

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Change – Single Lines)	<ul style="list-style-type: none"> • Conversion As Is/As Specified • New Activity • Disconnect Activity • Change Activity • Suspend & Restore (Vac & Non-Pay) • Local Directory Lstg for Main, Additional Main and Additional Listing • Sup Types: Cancel Change DD 	<ul style="list-style-type: none"> • Installment Billing • Contract FID (SPP, CN or TAC+) on CSR • Denied for NP • Res to Bus TOS change • Bill Under FIDs on CSR • TYA (Type of Account) FID on CSR • Multi line hunting new/changed • Remote Call Forwarding on all order types except disconnects • Regulated Jacks • Toll Restriction Zero Minus • 800, 877, 888 or Toll service noted in Remarks • Promo are noted in Remarks • Complete or Partial are noted in Remarks • Complex TOS • Additional Labor Charges • Network Interface device request is populated • Pending Orders • Multi-ring service • Telephone assistance plan • Optional calling plans • Sup Types – All other less Cancels and Change DD • Expedite • Complex Listings • RPON (Related PON) field populated on LSR • Circuit found on CSR and ACT = V or W • OTN (Out Telephone Number) on LSR if number being changed for Auxiliary to Main • Service Address not in SAG (ZZ instead of IT qualifier) • C order rec'd after a D to add transfer of calls • TDD on LSR 	<ul style="list-style-type: none"> • Record Activity • Outside Moves