



SBC Ameritech Flow Through and Exceptions

LSOR 5 - Version 5.01

Ameritech - Flow Through and Exceptions
Version 5.01

Revision History

Revision History

04/22/02 - Version 5.00 (Initial Release)	
07/30/02 – Version 5.01 (Initial Release)	
11/6/02 – Version 5.01	Updated UNEP and NP to exclude SUP 1 and SUP 2 as DTM. Added verbiage to General Purpose statement indicating the only “service order” REQTYPs are in scope for this document.
12/12/02	<p>Clarifications on Exceptions for the following Product Types:</p> <p>Basic Exchange Residence and Business</p> <ul style="list-style-type: none"> • Hunting • Bill Under FIDs on CSR (clarified per Accessible Letter CLECAMS02-111) • Optional Calling Plans (clarified per Accessible Letter CLECAMS02-111) • Change Activity to Change TN (clarified per Accessible Letter CLECAMS02-111) • Aux to Main added (clarified per Accessible Letter CLECAMS02-111) <p>Loop with Port – Basic 8db Loop w/ Analog Port</p> <ul style="list-style-type: none"> • Bill Under FID on CSR (clarified in Accessible Letter CLECAMS02-111) • Aux to Main added (clarified per Accessible Letter CLECAMS02-111) <p>Digital Subscriber Line Service (Unbundled Loop)</p> <ul style="list-style-type: none"> • Added ACT T Move and ACT V Activity as not eligible for flow through and reflect the same activity as Product Type Loop • Replaced >10 Loops with >20 Loops (per Accessible Letter CLECAMS02-091) <p>Digital Subscriber Line Service (Line Sharing and DLE Subloop), (Line Sharing Non DLE)</p> <ul style="list-style-type: none"> • >10 Loops removed as per version 4.02
01/20/03	<p>Clarifications on Exception for the following Product Types</p> <p>Basic Exchange Residence and Business; Loop with Port; Digital Subscriber Line Service (Line Sharing and DLE Subloop), (Line Sharing Non DLE)</p> <ul style="list-style-type: none"> • Supp Type 1 (Cancel) and 2 (Change Due Date) where previous version drops to manual <p>Loop; Digital Subscriber Line Service; LNP; Loop with LNP</p> <ul style="list-style-type: none"> • Supp Type 1 (Cancel) and 2 (Change Due Date) where previous version drops to manual • Supp Type 2 (Change Due Date) where previous version in jeopardy status <p>Loop; Digital Subscriber Line Service (Unbundled Loop); Loop with LNP</p> <ul style="list-style-type: none"> • CFA validation response other than Available or Occupied <p>Loop with LNP</p> <ul style="list-style-type: none"> • Sup Types 1 and 2 clarified as exception for 5.01

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

Section	Revision	Description
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"> • Divide into specific Product/Activity types to clarify flow through and exception functionality • Add REQ TYP
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"> • Added an appendix and cross reference for USOCs existing on the CSR and values populated in the Feature field that will drop to manual
All	Added new LSOR 5 field as applicable to the product that create drop to manual conditions	<ul style="list-style-type: none"> • Fields identified as applicable to the Product <ul style="list-style-type: none"> ➤ NCON
Loop with Number Portability	Reflect new flow through functionality	Implement new flow through functionality for Loop with Number Portability (REQ TYP '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')

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"> • 8db Standard • 5db Conditioned 	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

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/clec/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" REQTYPs are in scope for this document.

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Accessible Letter

Accessible Letter Number	Title	Date
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

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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 - Residence (Single Line/Multi Lines)	E					
		W	N/A	<ul style="list-style-type: none"> • CLEC UNE-P to CLEC Resale Conversion As Is 	<ul style="list-style-type: none"> • ILEC Retail Basic Residence to CLEC Resale Conversion As Is • CLEC Resale to CLEC Resale Conversion As Is • SUP Types: -Cancel (Type 1) -Change Due Date (Type 2) 	<ul style="list-style-type: none"> • Installment Billing • Res to Bus TOS change • Multi Line Hunting • Shared Hunting • Regulated Jacks • Toll Restriction Zero Minus • 800, 877, 888 or Toll service noted in Remarks • Promo are noted in Remarks • Additional Labor Charges • NIDR is populated • Pending Orders • SUP Types: --Other that are NOT Fatal or Manual Reject error corrections (Type 3)¹ --Cancel (Type 1) and Change Due Date (Type 2) where previous version drops to manual • Expedite • RPON (Related PON) is populated • Circuit found on CSR • TDD on LSR • PROJECT populated with 1st 3 characters 'SBC' • NOR populated • TOS 3rd position does not equal F or M • TOS 4th position does not equal "-" (hyphen) • Specific USOC/FID on the CSR (See Appendix A) • USOC/FID Populated in Feature or Feature Detail field located in Appendix A (See Appendix A) • 800 service USOC on CSR • Answering service patrons on CSR • Line found without line USOC on CSR • Complex listing record type code on LSR • Non-standard telephone no for a directory line • Nick Name (ie Jones, Michael) • Directory Ordering remarks • White Page Product (WPP) field populated on LSR • Omit listing or omit TN from Street Directory

¹ 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"> • CLEC UNE P to CLEC Resale Conversion as Specified 	<ul style="list-style-type: none"> • ILEC Retail Basic Residence to CLEC Resale Conversion As Specified • CLEC Resale to CLEC Resale Conversion As Specified • CLEC Resale to CLEC UNE-P Conversion As Specified • SUP Types: <ul style="list-style-type: none"> -Cancel (Type 1) -Change Due Date (Type 2) 	<ul style="list-style-type: none"> • Installment Billing • Res to Bus TOS change • Multi line hunting • Shared hunting • 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 • Additional Labor Charges • NIDR is populated • SUP Types: <ul style="list-style-type: none"> --Other that are NOT Fatal or Manual Reject error corrections (Type 3)¹ --Cancel (Type 1) and Change Due Date (Type 2) where previous version drops to manual • Expedite • RPON (Related PON) field populated on LSR • Circuit found on CSR • Service Address not in SAG (ZZ instead of IT qualifier) • TDD on LSR • PROJECT populated with 1st 3 characters 'SBC' • NOR populated • TOS 3rd position does not equal F or M • TOS 4th position does not equal "-" (hyphen) • Specific USOC/FID on the CSR (See Appendix A) • USOC/FID Populated in Feature or located in Appendix A (See Appendix A) • 800 service USOC on CSR • Line found without line USOC on CSR • 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

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Basic Exchange - Residence (Single Line/Multi Lines) (CONT'd)	E					
		N	N/A	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> New Install SUP Types: <ul style="list-style-type: none"> -Cancel (Type 1) -Change Due Date (Type 2) 	<ul style="list-style-type: none"> Multi line hunting Shared hunting 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 Additional Labor Charges NIDR is populated Pending Orders SUP Types: <ul style="list-style-type: none"> --Other that are NOT Fatal or Manual Reject error corrections (Type 3)¹ --Cancel (Type 1) and Change Due Date (Type 2) where previous version drops to manual Expedite RPON (Related PON) field populated on LSR Service Address not in SAG (ZZ instead of IT qualifier) TDD on LSR PROJECT populated with 1st 3 characters 'SBC' NOR populated TOS 3rd position does not equal F or M TOS 4th position does not equal "-" (hyphen) USOC/FID Populated in Feature or Feature Detail field located in Appendix A (See Appendix A) 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

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Basic Exchange - Residence (Single Line/Multi Lines) (CONT'd)	E					
		C	N/A	<ul style="list-style-type: none"> Change BUS to RES 	<ul style="list-style-type: none"> Change Activity to add, change or delete a feature Change Activity to add or disconnect a disassociated line SUP Types: <ul style="list-style-type: none"> -Cancel (Type 1) -Change Due Date (Type 2) 	<ul style="list-style-type: none"> Expedite Regulated Jacks Multi Line Hunting Shared hunting Toll Restriction Zero Minus 800 service noted in Remarks Promo are noted in Remarks Additional Labor Charges NIDR is populated Pending Orders SUP Types: <ul style="list-style-type: none"> --Other that are NOT Fatal or Manual Reject error corrections (Type 3)¹ --Cancel (Type 1) and Change Due Date (Type 2) where previous version drops to manual (See Appendix A) PROJECT populated with 1st 3 characters 'SBC' RPON populated NOR populated TOS 3rd position does not equal F or M TOS 4th position does not equal "-" (hyphen) NCON populated Aux to Main
		D	N/A	N/A	<ul style="list-style-type: none"> Disconnect Activity SUP Types: <ul style="list-style-type: none"> -Cancel (Type 1) -Change Due Date (Type 2) 	<ul style="list-style-type: none"> NOR populated Specific USOC/FID on the CSR (See Appendix A) Pending Orders RPON (Related PON) field populated on LSR SUP Types: <ul style="list-style-type: none"> --Other that are NOT Fatal or Manual Reject error corrections (Type 3) --Cancel (Type 1) and Change Due Date (Type 2) where previous version drops to manual
		Y	N/A	N/A	<ul style="list-style-type: none"> Deny Activity SUP Types: <ul style="list-style-type: none"> -Cancel (Type 1) -Change Due Date (Type 2) 	<ul style="list-style-type: none"> Pending Orders SUP Types: <ul style="list-style-type: none"> --Other that are NOT Fatal or Manual Reject error corrections (Type 3) --Cancel (Type 1) and Change Due Date (Type 2) where previous version drops to manual RPON (Related PON) field populated on LSR PROJECT populated with 1st 3 characters 'SBC' NOR populated TOS 3rd position does not equal F or M TOS 4th position does not equal "-" (hyphen)

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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"> Suspend Activity SUP Types: <ul style="list-style-type: none"> -Cancel (Type 1) -Change Due Date (Type 2) 	<ul style="list-style-type: none"> Pending Orders SUP Types: <ul style="list-style-type: none"> --Other that are NOT Fatal or Manual Reject error corrections (Type 3)¹ --Cancel (Type 1) and Change Due Date (Type 2) where previous version drops to manual RPON (Related PON) field populated on LSR PROJECT populated with 1st 3 characters 'SBC' NOR populated TOS 3rd position does not equal F or M TOS 4th position does not equal "-" (hyphen)
		B	N/A	N/A	<ul style="list-style-type: none"> Restore Activity SUP Types: <ul style="list-style-type: none"> -Cancel (Type 1) -Change Due Date (Type 2) 	<ul style="list-style-type: none"> Pending Orders SUP Types: <ul style="list-style-type: none"> --Other that are NOT Fatal or Manual Reject error corrections (Type 3)¹ --Cancel (Type 1) and Change Due Date (Type 2) where previous version drops to manual RPON (Related PON) field populated on LSR PROJECT populated with 1st 3 characters 'SBC' NOR populated TOS 3rd position does not equal F or M TOS 4th position does not equal "-" (hyphen)
		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"> • ILEC Retail Basic Business to CLEC Resale Conversion As Is • CLEC Resale to CLEC Resale Conversion As Is • CLEC Resale to CLEC UNE-P Conversion As Is • SUP Types: -Cancel (Type 1) -Change Due Date (Type 2) 	<ul style="list-style-type: none"> • Installment Billing • Bus to Res TOS change • Multi Line Hunting • Shared Hunting • 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 • Additional Labor Charges • NIDR is populated • Pending Orders • SUP Types: --Other that are NOT Fatal or Manual Reject error corrections (Type 3)¹ --Cancel (Type 1) and Change Due Date (Type 2) where previous version drops to manual • Expedite • RPON (Related PON) is populated • Circuit found on CSR • TDD on LSR • PROJECT populated with 1st 3 characters 'SBC' • NOR populated • TOS 3rd position does not equal F or M • TOS 4th position does not equal "-" (hyphen) • Specific USOC/FID on the CSR (See Appendix A) • USOC/FID Populated in Feature or Feature Detail field located in Appendix A (See Appendix A) • 800 service USOC on CSR • Answering service patrons on CSR • Line found without line USOC on CSR • Complex listing record type code on LSR • Non-standard telephone no for a directory line • Nick Name (ie Jones, Michael) • Directory Ordering remarks • White Page Product (WPP) field populated on LSR • Omit listing or omit TN from Street Directory

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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"> • ILEC Retail Basic Residence to CLEC Resale Conversion As Specified • CLEC Resale to CLEC Resale Conversion As Specified • CLEC Resale to CLEC UNE-P Conversion As Specified • SUP Types: -Cancel (Type 1) -Change Due Date (Type 2) 	<ul style="list-style-type: none"> • Installment Billing • Res to Bus TOS change • Multi line hunting • 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 • Additional Labor Charges • NIDR is populated • Pending Orders • SUP Types: --Other that are NOT Fatal or Manual • Reject error corrections (Type 3)¹ • --Cancel (Type 1) and Change Due Date (Type 2) where previous version drops to manual • Expedite • RPON (Related PON) field populated on LSR • Circuit found on CSR • Service Address not in SAG (ZZ instead of IT qualifier) • TDD on LSR • PROJECT populated with 1st 3 characters 'SBC' • NOR populated • TOS 3rd position does not equal F or M • TOS 4th position does not equal "-" (hyphen) • Specific USOC/FID on the CSR (See Appendix A) • USOC/FID Populated in Feature or located in Appendix A (See Appendix A) • 800 service USOC on CSR • Line found without line USOC on CSR • 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

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Basic Exchange - Business (Single Line/Multi Lines) (CONT'D)	E					
		N	N/A	<ul style="list-style-type: none"> • N/A 	<ul style="list-style-type: none"> • New Install • SUP Types: <ul style="list-style-type: none"> -Cancel (Type 1) -Change Due Date (Type 2) 	<ul style="list-style-type: none"> • Multi line hunting • Shared hunting • 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 • Additional Labor Charges • NIDR is populated • Pending Orders • SUP Types: <ul style="list-style-type: none"> --Other that are NOT Fatal or Manual Reject error corrections (Type 3)¹ --Cancel (Type 1) and Change Due Date (Type 2) where previous version drops to manual • Expedite • RPON (Related PON) field populated on LSR • Service Address not in SAG (ZZ instead of IT qualifier) • TDD on LSR • PROJECT populated with 1st 3 characters 'SBC' • NOR populated • TOS 3rd position does not equal F or M • TOS 4th position does not equal "-" (hyphen) • USOC/FID Populated in Feature or Feature Detail field located in Appendix A (See Appendix A) • 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

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Basic Exchange - Business (Single Line/Multi Lines) (CONT'D)	E					
	C	N/A		<ul style="list-style-type: none"> • Change BUS to RES 	<ul style="list-style-type: none"> • Change Activity to add, change or delete a feature • Change Activity to add or disconnect a disassociated line • SUP Types: <ul style="list-style-type: none"> -Cancel (Type 1) -Change Due Date (Type 2) 	<ul style="list-style-type: none"> • Expedite • Regulated Jacks • Multi Line Hunting • Shared Hunting • Toll Restriction Zero Minus • 800 service noted in Remarks • Promo are noted in Remarks • Additional Labor Charges • NIDR is populated • Pending Orders • SUP Types: <ul style="list-style-type: none"> --Other that are NOT Fatal or Manual • Reject error corrections (Type 3)¹ • --Cancel (Type 1) and Change Due Date (Type 2) where previous version drops to manual • Specific USOC/FID on the CSR (See Appendix A) • PROJECT populated with 1st 3 characters 'SBC' • RPON populated • NOR populated • TOS 3rd position does not equal F or M • TOS 4th position does not equal "-" (hyphen) • NCON populated • Aux to Main
	D	N/A	N/A	N/A	<ul style="list-style-type: none"> • Disconnect Activity • SUP Types: <ul style="list-style-type: none"> -Cancel (Type 1) -Change Due Date (Type 2) 	<ul style="list-style-type: none"> • NOR populated • PROJECT populated with 1st 3 characters 'SBC' • Pending Orders • RPON (Related PON) field populated on LSR • SUP Types: <ul style="list-style-type: none"> --Other that are NOT Fatal or Manual • Reject error corrections (Type 3) • --Cancel (Type 1) and Change Due Date (Type 2) where previous version drops to manual
	Y	N/A	N/A	N/A	<ul style="list-style-type: none"> • Deny Activity • SUP Types: <ul style="list-style-type: none"> -Cancel (Type 1) -Change Due Date (Type 2) 	<ul style="list-style-type: none"> • NOR populated • PROJECT populated with 1st 3 characters 'SBC' • Pending Orders • RPON (Related PON) field populated on LSR • SUP Types: <ul style="list-style-type: none"> --Other that are NOT Fatal or Manual • Reject error corrections (Type 3) • --Cancel (Type 1) and Change Due Date (Type 2) where previous version drops to manual

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Basic Exchange - Business (Single Line/Multi Lines) (CONT'D)	E					
		S	N/A	N/A	<ul style="list-style-type: none"> Suspend Activity SUP Types <ul style="list-style-type: none"> -Cancel (Type 1) -Change Due Date (Type 2) 	<ul style="list-style-type: none"> NOR populated PROJECT populated with 1st 3 characters 'SBC' Pending Orders RPON (Related PON) field populated on LSR SUP Types: <ul style="list-style-type: none"> --Other that are NOT Fatal or Manual Reject error corrections (Type 3) --Cancel (Type 1) and Change Due Date (Type 2) where previous version drops to manual
		B	N/A	N/A	<ul style="list-style-type: none"> Restore Activity SUP Types <ul style="list-style-type: none"> - Cancel (Type 1) -Change Due Date (Type 2) 	<ul style="list-style-type: none"> NOR populated PROJECT populated with 1st 3 characters 'SBC' Pending Orders RPON (Related PON) field populated on LSR SUP Types: <ul style="list-style-type: none"> --Other that are NOT Fatal or Manual Reject error corrections (Type 3) --Cancel (Type 1) and Change Due Date (Type 2) where previous version drops to manual
		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

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Basic Exchange - Business (Single Line/Multi Lines) (CONT'D)	E					
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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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
Loop with Port - Basic 8db Loop w/Analog Port	M					
		V	N/A	•	<ul style="list-style-type: none"> • ILEC Basic Exchange Retail to CLEC UNE-P Conversion As Specified • CLEC Resale to CLEC UNE-P Conversion As Specified • CLEC UNE-P to CLEC UNE-P Conversion As Specified 	<ul style="list-style-type: none"> • RPON populated • NOR populated • NCON populated • Pending Activity • > 25 lines • Complex listing • Circuit found on CSR and ACT = V • Scan Alert FID on CSR • Bill Under FID on CSR • 800 service noted in remarks • Complete or Partial are noted in Remarks • ALBR is populated • RES to BUS/ BUS to RES • 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 • Service address not in SAG (ZZ instead of IT qualifier) • Cross-Reference FID on order • TDD on incoming order • Expedite • Toll restriction zero minus • Multi line hunting • Shared hunting • Projects • Installment billing found on CSR • 800 service USOC on CSR • Answering Service patrons on CSR • SUP Types: <ul style="list-style-type: none"> -Other that are NOT Fatal or Manual Reject error corrections (Type 3)¹ --Cancel (Type 1) and Change Due Date (Type 2) where previous version drops to manual

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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
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"> • New Install in Illinois, Wisconsin, Ohio and Indiana 	<ul style="list-style-type: none"> • RPON populated • NOR populated • NCON populated • Pending Activity • Complex TOS • > 25 lines • Complex listing • 800 service noted in remarks • Promo are noted in Remarks • ALBR populated • 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 • Service address not in SAG (ZZ instead of IT qualifier) • Expedite • Toll restriction zero minus • Multi line hunting • Shared hunting • Project populated 1st 3 characters 'SBC' • SUP Types: <ul style="list-style-type: none"> -Other that are NOT Fatal or Manual Reject error corrections (Type 3)¹ --Cancel (Type 1) and Change Due Date (Type 2) where previous version drops to manual

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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
Loop with Port - Basic 8db Loop w/Analog Port (Cont'd)	M					
		C	N/A		<ul style="list-style-type: none"> • Change Activity to add, delete or change vertical features • Change Activity to add or disconnect a disassociated line 	<ul style="list-style-type: none"> • RPON populated • Pending Activity • Complex TOS • > 25 lines • Complex listing • 800 service noted in remarks • Promo are noted in Remarks • ALBR populated • 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 • Service address not in SAG (ZZ instead of IT qualifier) • Expedite • Toll restriction zero minus • Multi line hunting • Shared hunting • Project populated 1st 3 characters 'SBC' • Aux to Main • SUP Types: <ul style="list-style-type: none"> -Other that are NOT Fatal or Manual Reject error corrections (Type 3)¹ --Cancel (Type 1) and Change Due Date (Type 2) where previous version drops to manual
		D	N/A	N/A	<ul style="list-style-type: none"> • Disconnect Activity 	<ul style="list-style-type: none"> • RPON populated • Pending Activity • > 25 lines • Project populated 1st 3 characters 'SBC' • SUP Types: <ul style="list-style-type: none"> -Other that are NOT Fatal or Manual Reject error corrections (Type 3)¹ --Cancel (Type 1) and Change Due Date (Type 2) where previous version drops to manual

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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
Loop with Port - Basic 8db Loop w/Analog Port (Cont'd)	M					
		S	N/A	N/A	<ul style="list-style-type: none"> Suspend Activity 	<ul style="list-style-type: none"> RPON populated NOR populated Pending Activity > 25 lines Project populated 1st 3 characters 'SBC' SUP Types: <ul style="list-style-type: none"> -Other that are NOT Fatal or Manual Reject error corrections (Type 3)¹ --Cancel (Type 1) and Change Due Date (Type 2) where previous version drops to manual
		B	N/A	N/A	<ul style="list-style-type: none"> Restore Activity 	<ul style="list-style-type: none"> RPON populated NOR populated Pending Activity > 25 lines Project populated 1st 3 characters 'SBC' SUP Types: <ul style="list-style-type: none"> -Other that are NOT Fatal or Manual Reject error corrections (Type 3)¹ --Cancel (Type 1) and Change Due Date (Type 2) where previous version drops to manual
		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

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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
Loop with Port - Basic 8db Loop w/Analog Port (Cont'd)	M					
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					
		ALL	N/A	ALL	N/A	N/A
Port - Digital Trunking	3					
		ALL	N/A	ALL	N/A	N/A

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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
Loop • 8db Standard • 5db Conditioned	A					
		V	N/A	ALL	N/A	N/A
		N	N/A	N/A	• New Installs	<ul style="list-style-type: none"> • RPON populated • NOR populated • Project populated with 1st 3 characters 'SBC' • > 20 Loops • Expedite • NCON populated • SUP Types: <ul style="list-style-type: none"> -Other that are NOT Fatal or Manual Reject error corrections (Type 3)¹ --Cancel (Type 1) and Change Due Date (Type 2) where previous version drops to manual • CFA validation response other than Available or Occupied
		D	N/A	N/A	• Disconnect Activity	<ul style="list-style-type: none"> • RPON populated • NOR populated • Project populated with 1st 3 characters 'SBC' • > 20 Loops • Expedite • SUP Types: <ul style="list-style-type: none"> -Other that are NOT Fatal or Manual Reject error corrections (Type 3)¹ --Cancel (Type 1) and Change Due Date (Type 2) where previous version drops to manual
		C	N/A	Change Activity with Line Activity 'C'	Change Activity to add or delete a circuit	<ul style="list-style-type: none"> • RPON populated • NOR populated • Project populated with 1st 3 characters 'SBC' • > 20 Loops • NCON populated • CHC populated • Expedite • SUP Types: <ul style="list-style-type: none"> -Other that are NOT Fatal or Manual Reject error corrections (Type 3)¹ -Cancel (Type 1) and Change Due Date (Type 2) where previous version drops to manual • CFA validation response other than Available or Occupied
		T	N/A	ALL Outside Move Activity	N/A	

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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
Digital Subscriber Line Service (Unbundled Loop)	A					
		N	N/A	N/A	<ul style="list-style-type: none"> New Installs 	<ul style="list-style-type: none"> RPON populated NOR populated Project populated with 1st 3 characters 'SBC' > 20 Loops Expedite NCON populated SUP Types: <ul style="list-style-type: none"> -Other that are NOT Fatal or Manual Reject error corrections (Type 3)¹ -Cancel (Type 1) and Change Due Date (Type 2) where previous version drops to manual -Change Due Date (Type 2) is in jeopardy status. CFA validation response other than Available or Occupied
		D	N/A	N/A	<ul style="list-style-type: none"> Disconnect Activity 	<ul style="list-style-type: none"> RPON populated NOR populated Project populated with 1st 3 characters 'SBC' > 20 Loops SUP Types: <ul style="list-style-type: none"> -Other that are NOT Fatal or Manual Reject error corrections (Type 3)¹ -Cancel (Type 1) and Change Due Date (Type 2) where previous version drops to manual -Change Due Date (Type 2) is in jeopardy status.
		C	N/A	Change Activity with Line Activity 'C'	Change Activity to add or delete a circuit	<ul style="list-style-type: none"> RPON populated NOR populated Project populated with 1st 3 characters 'SBC' > 20 Loops NCON populated CHC populated Expedite SUP Types: <ul style="list-style-type: none"> -Other that are NOT Fatal or Manual Reject error corrections (Type 3)¹ -Cancel (Type 1) and Change Due Date (Type 2) where previous version drops to manual -Change Due Date (Type 2) is in jeopardy status. CFA validation response other than Available or Occupied
		T	N/A	ALL Outside Move Activity	N/A	

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Digital Subscriber Line Service (Line Sharing Non DLE)	A					
	N	N/A	N/A		<ul style="list-style-type: none"> • New Installs • SUP Types: <ul style="list-style-type: none"> -Cancel (Type 1) -Change Due Date (Type 2) 	<ul style="list-style-type: none"> • RPON populated • NOR populated • Project populated with 1st 3 characters 'SBC' • Expedite • NCON populated • SUP Types: <ul style="list-style-type: none"> -Other that are NOT Fatal or Manual Reject error corrections (Type 3)¹ -Cancel (Type 1) and Change Due Date (Type 2) where previous version drops to manual
	D	N/A	N/A		<ul style="list-style-type: none"> • Disconnect Activity • SUP Types: <ul style="list-style-type: none"> -Cancel (Type 1) -Change Due Date (Type 2) 	<ul style="list-style-type: none"> • RPON populated • NOR populated • Project populated with 1st 3 characters 'SBC' • Expedite • SUP Types: <ul style="list-style-type: none"> -Other that are NOT Fatal or Manual Reject error corrections (Type 3)¹ -Cancel (Type 1) and Change Due Date (Type 2) where previous version drops to manual
	C	N/A		<ul style="list-style-type: none"> • Change Activity with Line Activity 'C' 	<ul style="list-style-type: none"> • Change Activity to add or delete a circuit • SUP Types: <ul style="list-style-type: none"> -Cancel (Type 1) -Change Due Date (Type 2) 	<ul style="list-style-type: none"> • RPON populated • NOR populated • Project populated with 1st 3 characters 'SBC' • NCON populated • CHC populated • Expedite • SUP Types: <ul style="list-style-type: none"> -Other that are NOT Fatal or Manual Reject error corrections (Type 3)¹ -Cancel (Type 1) and Change Due Date (Type 2) where previous version drops to manual

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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
Digital Subscriber Line Service (Line Sharing and Subloop DLE)	A					
		N	N/A	N/A	<ul style="list-style-type: none"> New Installs SUP Types: <ul style="list-style-type: none"> -Cancel (Type 1) -Change Due Date (Type 2) 	<ul style="list-style-type: none"> RPON populated NOR populated Project populated with 1st 3 characters 'SBC' Expedite NCON populated SUP Types: <ul style="list-style-type: none"> -Other that are NOT Fatal or Manual Reject error corrections (Type 3)¹ -Cancel (Type 1) and Change Due Date (Type 2) where previous version drops to manual
		D	N/A	N/A	<ul style="list-style-type: none"> Disconnect Activity SUP Types: <ul style="list-style-type: none"> -Cancel (Type 1) -Change Due Date (Type 2) 	<ul style="list-style-type: none"> RPON populated NOR populated Project populated with 1st 3 characters 'SBC' Expedite SUP Types: <ul style="list-style-type: none"> -Other that are NOT Fatal or Manual Reject error corrections (Type 3)¹ -Cancel (Type 1) and Change Due Date (Type 2) where previous version drops to manual
		C	N/A	<ul style="list-style-type: none"> Change Activity with Line Activity 'C' 	<ul style="list-style-type: none"> Change Activity to add or delete a circuit SUP Types: <ul style="list-style-type: none"> -Cancel (Type 1) -Change Due Date (Type 2) 	<ul style="list-style-type: none"> RPON populated NOR populated Project populated with 1st 3 characters 'SBC' NCON populated CHC populated Expedite SUP Types: <ul style="list-style-type: none"> -Other that are NOT Fatal or Manual Reject error corrections (Type 3)¹ -Cancel (Type 1) and Change Due Date (Type 2) where previous version drops to manual

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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
Line Splitting	A					
		N	N/A	N/A	<ul style="list-style-type: none"> • New Installs 	<ul style="list-style-type: none"> • RPON populated • NOR populated • Project populated with 1st 3 characters 'SBC' • > 20 Loops • Expedite • NCON populated • SUP Types: <ul style="list-style-type: none"> • -Cancel (Type 1) • -Change Due Date (Type 2) • -Other that are NOT Fatal or Manual Reject error corrections (Type 3)1

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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
Loop with LNP Includes xDSL & Digital Subscriber Line Service (Unbundled Loop)	B					
		V	N/A	<ul style="list-style-type: none"> • ILEC Retail Complex to CLEC Loop with LNP Conversion As Specified • CLEC Resale/UNE-P to CLEC Loop with LNP • Hicap 	<ul style="list-style-type: none"> • ILEC Retail Basic Exchange Residence or Business services to CLEC Loop with NP Conversion As Specified 	<ul style="list-style-type: none"> • 20 Loops • RPON populated • NOR populated • Port Choke Number • Bill Under FID found on CSR • Answering Service Patron • Cross Reference FID found on CSR • Deny for NP • Contract FID (SPP, CN or TAC+) on CSR • 800 Service • Remarks contain Toll, Complete or Partial • Wireless and Cellular • TC OPT populated with H21 • TERS on LSR/CSR • Multiring Service • TSP populated • ONSP populated • Pending Orders • CFA validation response other than Available or Occupied • SUP Types: <ul style="list-style-type: none"> - Cancel (Type 1) - Change Due Date (Type 2) - Other that are NOT Fatal or Manual Reject error corrections (Type 3)¹

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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		ILEC Retail Complex to CLEC LNP Conversion As Specified CLEC Resale/UNE-P to CLEC LNP	ILEC Retail Basic Exchange Residence or Business services to CLEC LNP Conversion As Specified • SUP Types: -Cancel (Type 1) -Change Due Date (Type 2)	<ul style="list-style-type: none"> • RPON populated • Project field populated with 1st 3 characters 'SBC' • > 99 lines • Final Bill Address present • Pending order • Complex TOS • 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 • Partial Disconnects • 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 • SUP Types: -Other that are NOT Fatal or Manual Reject error corrections (Type 3)¹ -Cancel (Type 1) and Change Due Date (Type 2) where previous version drops to manual or is in jeopardy status

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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			
Basic Exchange - Residence	E	W			
Basic Exchange - Residence	E	W			
Basic Exchange - Residence	E	V			
Basic Exchange - Residence	E	V			
Basic Exchange - Residence	E	V			
Basic Exchange - Residence	E	N			
Basic Exchange - Residence	E	N			
Basic Exchange - Residence	E	N			
Basic Exchange - Residence	E	C			
Basic Exchange - Residence	E	C			
Basic Exchange - Residence	E	C			
Unbundled Loop with Port	M	V			
Unbundled Loop with Port	M	V			
Unbundled Loop with Port	M	V			
Unbundled Loop with Port	M	N			
Unbundled Loop with Port	M	N			
Unbundled Loop with Port	M	N			
Unbundled Loop with Port	M	C			
Unbundled Loop with Port	M	C			
Unbundled Loop with Port	M	C			