Chapter 3:
Switched Services Order Entry

Overview

Introduction   The Order Entry pages in Remote Control allow you to add, change, block, unblock, or disconnect ANIs, 8XXs, and Calling Cards. The Toll Free order entry pages also include the ability to create and modify the Call Routing Tree. This chapter explains how to perform these functions for Switched Services.

In this Chapter   This chapter contains the following topics.

Introduction

Order Entry and Service Maintenance

The Remote Control application enables you to add orders for Dedicated Services, Internet Services, and Switched Services. In addition, Remote Control also enables you to maintain existing service for these Switched Services products:

- 8XX
- ANI
- Calling Card

There are five service maintenance options that you can select to modify a customer's existing service. They are described in the following table:

Maintenance	Description
Change	This option enables you to change existing information regarding your customer account. You can change existing information for an **ANI, 8XX** or **Calling Card.**
Disconnect	This option enables you to release your customer from your Qwest billing account. You can disconnect an **ANI**, an **8XX** and a **Calling Card**. The **Disconnect** action sets the billing end date for an account on your Qwest reseller account. To reactivate a component that has been disconnected, you need to submit a new **Add** order.
Block	This option enables you to deactivate a customer's service on the Qwest network. Only ANIs can be blocked. **Note:** If you are blocking a customer for non-pay and they are no longer an active customer, then Qwest suggests that you follow the block order with a disconnect.
Unblock	This option enables you to reactivate a customer's service on the Qwest network. **Note:** You can only unblock ANIs.
Modify Call Tree	This option enables you to create or modify the primary or alternate call routing tree. **Note:** You can only use this functionality for Toll Free services.

Introduction, Continued

Order Entry or GBUS Batch Formatter?

Order Entry is especially useful for customers who have a small to medium volume of orders in a single day. This type of order entry enables you to key the order information directly into the Remote Control application.
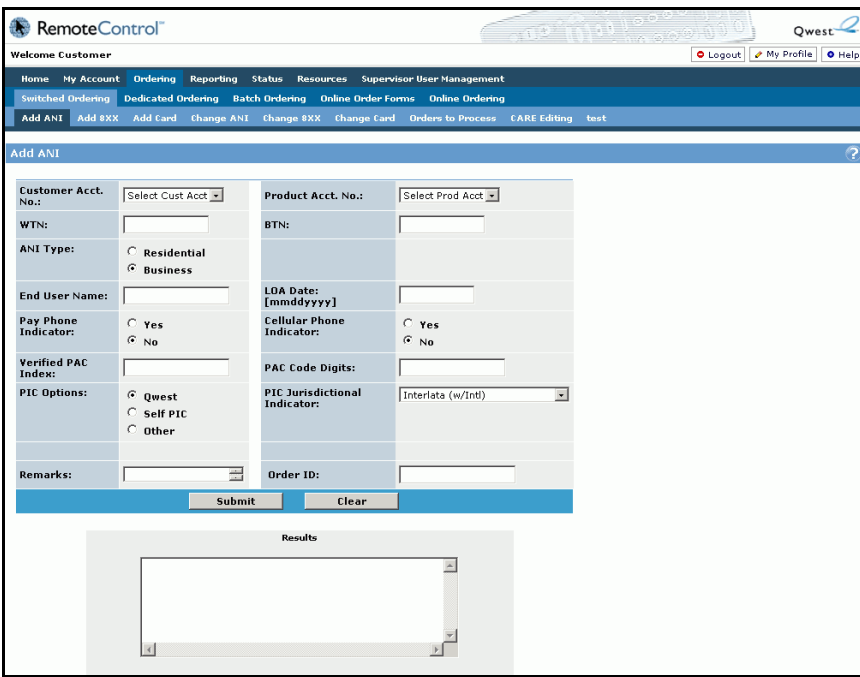
Note: If there are fields on the **Order Entry** page in which you entered incorrect information, then the fields become highlighted and a message box appears, informing you of the error.

An alternate order entry method is to create a batch file off-line, and then send it to Qwest in a file transmission. (See the **File Transfer** chapter for detailed information.) This order entry method is useful to customers who process a large volume of orders in a single day and who don't have the capability to extract GBUS (Generic Bulk Upload System) order information in the requested format. (See the **Remote Control Batch Formatter** chapter for detailed information.)

Adding an ANI Order

Procedure   To add an ANI order within the Remote Control application, complete the following steps:

Step	Action
1	From the **Remote Control Home Page**, select **Ordering > Switched Ordering > Add ANI.** **Result:** The **Add ANI** page appears.
2	From the **Customer Acct No.** drop-down list, select the appropriate customer account number. **Note:** The **Customer Account Number** is a combination of eight digits identifying a Qwest customer.

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Adding an ANI Order, Continued

Procedure (continued)

Step	Action
3	From the **Product Acct. No.** drop-down list select the appropriate product account number. **Note:** Each customer can have multiple **Product Account Numbers**, each associated with a different Customer Account Number. These **Product Account Numbers** identify component groupings on the customer's account.
4	In the WTN field, type the appropriate working telephone number. **Note**: The working telephone number (WTN) is the ten-digit number to which all incurred charges are billed.
5	In the BTN field, type the telephone number designated as the main billing number for the end-user location. The BTN should be the same number as the customer's LEC billing account number. **Note**: The default is the same number as the WTN. Accept the default or enter a new number.
6	From the ANI Type radio buttons, select the appropriate ANI type.
7	In the LOA Date field, type the date on which the end user authorizes a long-distance company to provide long-distance service for a given ANI. **Note**: An ANI LOA Date is outdated after 90 days.
8	Type the end user's name in the End User Name field.
9	From the Pay Phone Indicator option buttons, click the appropriate pay phone indicator. **Note**: <table><tr><th>If…</th><th>Then…</th></tr><tr><td>You select **Yes** for the Pay Phone Indicator</td><td>You cannot select **Yes** as the Cellular Phone Indicator</td></tr><tr><td>You select **No** for the Pay Phone Indicator</td><td>You can select **Yes** or **No** for the Cellular Phone Indicator</td></tr></table>

Adding an ANI Order, Continued

Procedure (continued)

Step	Action
10	From the **Cellular Phone Indicator** radio buttons, click the appropriate cellular phone indicator.

If…	Then…
You select **Yes** for the Pay Phone Indicator	You cannot select **Yes** as the Cellular Phone Indicator
You select **No** for the Pay Phone Indicator	You can select **Yes** or **No** for the Cellular Phone Indicator

> **Note:** Cellular ANIs are not submitted by Qwest to be PIC'd. If Qwest is the PIC choice, then you must inform the Cellular Vendor that Qwest is to be the long distance carrier. The cellular ANI must then be added to the customer account via Remote Control in order to receive the correct rate per the customer agreement with Qwest.

Step	Action
11	In the **Verified PAC Index** field, type the verified PAC Index if applicable.

> **Note:** Upon request for Project Account Codes (PAC), you choose either verified or non-verified. Verified PAC requires an index number that must be either pre-selected or existing. Qwest uses a set of codes associated with the index, which are verified when entered by the caller.

Step	Action
12	In the **PAC Code Digits** field, type the number of PAC code digits. From the **PIC Options** radio buttons, click the appropriate PIC options. The **PIC Options** determine how the PIC will be provisioned. The PIC options include:

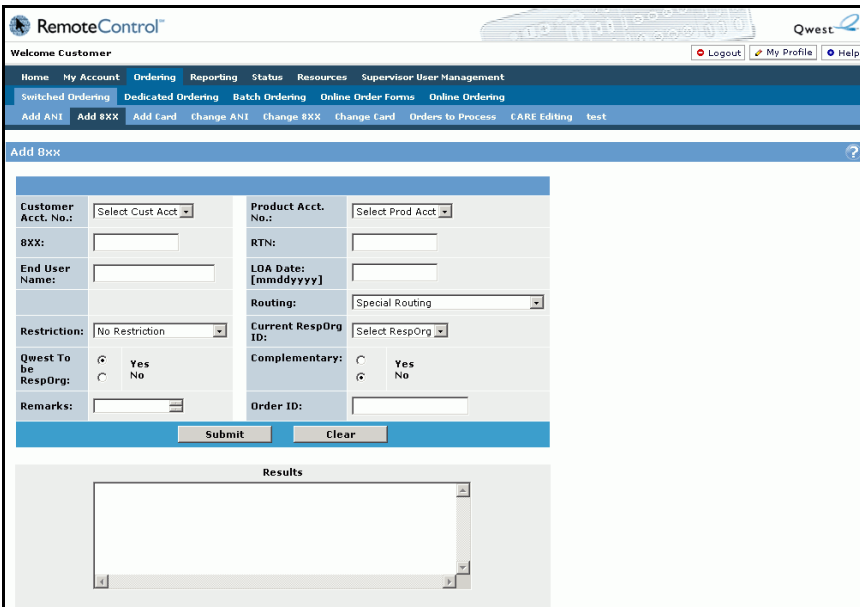| PIC Option	Description
Qwest	Qwest will process the CARE PIC to Qwest's CIC.
Self PIC	Qwest will hold the CARE PIC for seven days. If a PIC confirmation is not received from the LEC within seven days, Qwest will process the PIC to Qwest's CIC.
Other	The other option is available upon special request. Contact your SAM for details regarding this option.

Adding an ANI Order, Continued

Procedure (continued)

Step	Action
13	From the **PIC Jurisdictional Indicator** drop-down list, select the appropriate indicator. The PIC Jurisdictional Indicator enables you to specify the jurisdictions for which Qwest will process the ANI. The PIC Jurisdictional Indicators include <table><tr><th>PIC Option</th><th>Description</th></tr><tr><td>InterLATA (with International)</td><td>Qwest will process the PIC only for InterLATA with International.</td></tr><tr><td>IntraLATA and InterLATA (with International)</td><td>Qwest will process the PIC for IntraLATA and InterLATA with International.</td></tr><tr><td>IntraLATA Only</td><td>Qwest will process the PIC only for IntraLATA.</td></tr></table>
14	In the **Remarks** field, type any additional notes you want to include with the order.
15	In the **Order ID** field, type the unique identifier for the order.
16	Click **Submit**. **Result:** Comments appear in the **Results** dialog box. If there are correctable errors in the order, you can correct them and resubmit the order.

Adding an 8XX Order

Procedure   To add an 8XX order within the Remote Control application, complete the following steps:

Step	Action
1	From the **Remote Control Home Page**, select **Ordering > Switched Ordering > Add 8XX**. **Result:** The **Add 8XX** page appears.
2	From the **Customer Acct No.** drop-down list, select the appropriate customer account number. **Note:** The **Customer Account Number** is a combination of eight digits identifying a Qwest customer.

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Adding an 8XX Order, Continued

Procedure (continued)

Step	Action
3	From the **Customer Acct No.** drop-down list, select the appropriate customer account number.
	Note: The **Customer Account Number** is a combination of eight digits identifying a Qwest customer.
4	From the **Product Acct. No.** drop-down list, click the appropriate product account number.
	Note: Each customer can have multiple **Product Account Numbers**, each associated with one Customer Account Number. These **Product Account Numbers** identify component groupings on the customer's account.
5	In the **8XX** field, type the appropriate 8XX combination.
	Note: **8XX** is the term used for toll-free numbers that include the 800, 888, 877, 866, etc. prefixes.
6	In the **RTN** field, type the ring to number.
	Note: The **RTN** is the ten-digit telephone number to which the 8XX terminates.
7	In the **End User Name** field, type the end user's name.
8	In the **LOA Date** field, type the date on which the end user authorized long-distance service for the 8XX.
	Note: An 8XX LOA Date is outdated after 25 days.
9	From the **Routing** drop-down list, select the appropriate routing option.

Adding an 8XX Order, Continued

Procedure (continued)

Step	Action
10	From the **Restriction** drop-down list, select the appropriate restriction. **Restriction** options include: <table><tr><td>**Option**</td><td>**Description**</td></tr><tr><td>No Restriction</td><td>The 8XX is available for the area you selected from the **Routing** drop-down list.</td></tr><tr><td>Regional by State</td><td>The 8XX is available only from the states the customer specifies.</td></tr><tr><td>Regional by LATA</td><td>The 8XX is available only from the LATAs the customer specifies.</td></tr><tr><td>Regional by NPA/NXX</td><td>The 8XX is available only from the NPA/NXXs the customer specifies.</td></tr><tr><td>Regional by Area Code</td><td>The 8XX is available only from the Area Codes the customer specifies.</td></tr></table> **Note:** A service option form must be submitted to your Switched Account Manager (SAM) to complete any special restriction requests.
11	From the **Current RespOrg ID** drop-down list, select the unique identifier for the appropriate responsible organization (RespOrg). **Note:** If you select **LGT01**, the 8XX number must be in reserve status.
12	From the **Qwest to be RespOrg** option buttons, select whether Qwest is to be the responsible organization.
13	From the **Complementary** option box, select the appropriate option.
14	In the **Remarks** field, type any notes you want to add to the order.
15	In the **Order ID** field, type the unique identifier for the order.
16	Click **Submit**. **Result:** Comments appear in the **Results** dialog box. If the order contains correctable errors, you can correct them and resubmit the order.

Adding a Calling Card Order

Overview   If you are using Random Code Generation, you must wait for confirmation from Qwest before fulfilling Calling Cards for your customers. These numbers are randomly generated, and Qwest must confirm that the number is actually available. To confirm Calling Card number assignment, you must:

- Make a note of all Order ID numbers, since these numbers are required to verify calling card numbers later.

- Run an Order ID report to receive a list of Authorization Codes that were placed within a corresponding order. (See Chapter 7: Reports for more information)

Note: The following procedure is the **Calling Card** *order request*. To confirm that the Authorization Codes for your card system are network-ready, you must run an **Order ID Query**. If the Order ID query **does not** display the Authorization Code placed in the order, the order has been rejected. The most common reason for rejection is that the number already exists in the Qwest databases.

Adding a Calling Card Order, Continued

Procedure   To add a Calling Card order within the Remote Control application, complete
the following steps:

Step	Action
1	From the **Remote Control Home Page**, select **Ordering > Switched Ordering > Add Card**. **Result:** The **Add Card** page appears.
2	From the Customer Acct No. drop-down list, select the appropriate customer account number. **Note**: The Customer Account Number is a combination of eight digits identifying a Qwest customer.

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Adding a Calling Card Order, Continued

Procedure (continued)

Step	Action
3	From the **Product Acct. No.** drop-down list, click the appropriate product account number.
	Note: Each customer can have multiple **Product Account Numbers**, each associated with a different Customer Account Number. These **Product Account Numbers** identify component groupings on the customer's account.
4	From the **Access No.** drop-down list, click the appropriate access number. The access number is the number the reseller prints on their card. The end user dials the access number to access the Calling Card platform and use the card. Qwest offers the following access numbers:

Number	Description
800-860-4444	This number corresponds to the "Qwest International" prompt and is used for BTN + 4 numbers for some customers.
800-866-3691	This number corresponds to the Generic Branded Calling Card.
Customer-Specific Numbers	These numbers correspond to a specific customer application.

Step	Action
5	In the **Remarks** field, type any additional notes you want to add to the order.
6	In the **Order ID** field, type the unique identifier assigned to the order.
7	From the **International Origin** option box, indicate whether the card should allow calls to be made from outside the United States.
8	From the **International Termination** option box, indicate whether the card should allow calls to be made to numbers outside the United States.

Adding a Calling Card Order, Continued

Procedure (continued)

Step	Action
9	Depending on the type of Calling Card number to be generated, complete one of the following:

If…	Then…
You want to generate a specific fourteen digit Calling Card code	a) Click the **Specified Codes** button. b) Type the Calling Card code or codes to be generated in the **Code** field. c) Go to step 12.
You want the system to generate a random fourteen digit Calling Card code	a) Click the **Random Code Generation** button. b) Type the quantity of codes to be generated in the **Qty of Codes** field. c) Click the **Generate** button. d) Go to step 12.
You want to generate a PIN (personal identification number) for a specific BTN (billing telephone number)	a) Click the **BTN+4** button. b) Type the billing telephone number in the **BTN** field. c) Type the number of PINs you want generated in the **Qty of PINs** field. d) Click the **Generate** button. e) Go to step 12.

Notes:
- A calling card number cannot start with a zero.
- A calling card cannot contain four sequential numbers (for example, 1234)
- A calling card cannot contain four consecutive numbers (for example, 4444)

Step	Action
10	Click **Submit**. **Result:** Comments appear in the **Results** dialog box. If the order contains correctable errors, you can correct them and resubmit the order.

Changing an ANI Order

Introduction   Use this procedure to change customer ANI orders that have been entered into Remote Control and are network or billing ready. This procedure assumes that the ANI has been successfully added to the customer list for your account in the Qwest database.

Procedure   Follow the steps in the table below to change an ANI order within the Remote Control application.

Step	Action
1	From the **Remote Control Home Page**, select **Ordering > Switched Ordering > Change ANI**. **Result:** The **Change ANI** page appears.

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Changing an ANI Order, Continued

Procedure (continued)

Step	Action
2	From the **Type of Change** drop-down list, select **Change**.
3	In the **WTN** field, type a working telephone number and click the **Find** button. **Result:** The **Change ANI Order Entry** page auto-populates with the ANI information.
4	Edit the following fields as necessary: • BTN • End User Name • LOA Date • Order ID (you must enter a new order ID for the change) • PIC Jurisdictional Indicator* • Change CIC Code • Remarks **Note:** Editing this field makes changes to CARE.
5	Once you have edited the necessary ANI information, click **Submit**. **Result:** Comments appear in the **Results** dialog box. If the order contains correctable errors, you can correct them and resubmit the order.
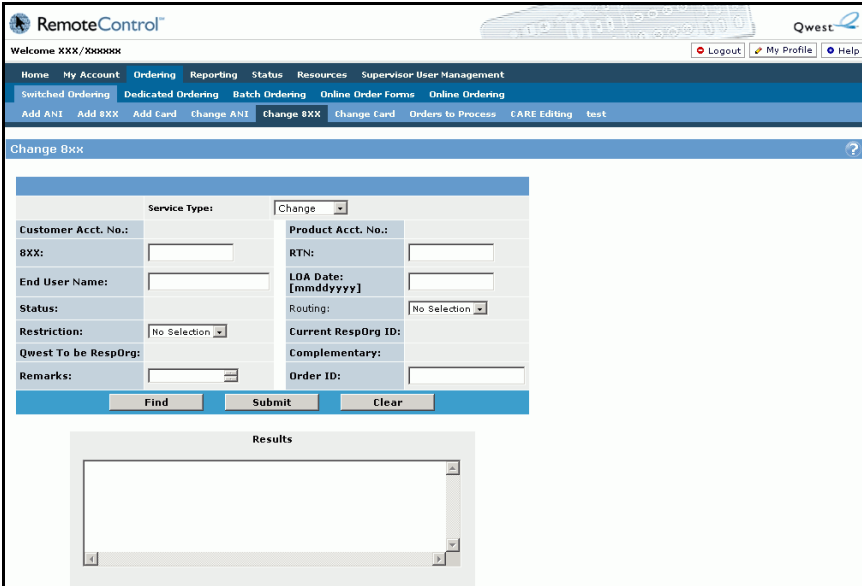
Changing an 8XX Order

Introduction   This procedure is used to change customer 8XX orders that have been entered into Remote Control and are network or billing ready. This procedure assumes that the 8XX has been successfully added to the customer list for your account in the Qwest database.

Procedure   Follow the steps in the table below to change an 8XX order within the Remote Control application.

Step	Action
1	From the **Remote Control Home Page**, select **Ordering > Switched Ordering > Change 8XX**. **Result:** The **Change 8XX** page appears.

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Changing an 8XX Order, Continued

Procedure (continued)

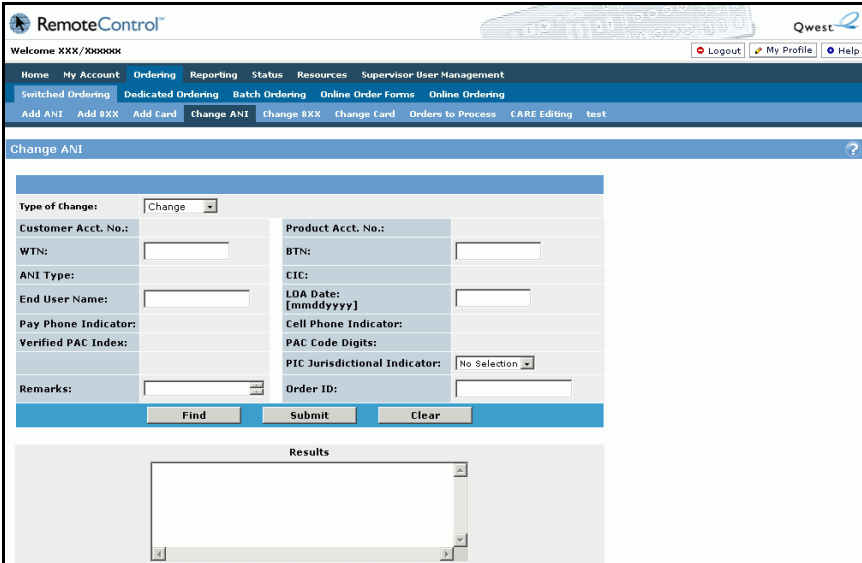| Step	Action
2	From the **Service Type** drop-down list, select **Change**.
3	In the **8XX** field, type an 8XX number, then click **Find**. **Result:** The **Change 8XX** page auto-populates with the 8XX information.
4	Edit the following fields as needed: • RTN • End User Name • LOA Date • Routing • Restriction (requires the Qwest Service Option Form to change) • Current RespOrg ID • Remarks • Order ID (you must enter a new order ID for the change) **Note:** Editing the **RTN**, **Routing**, and **Restriction** fields makes changes to the Qwest network.
5	Once you have edited the necessary 8XX information, click **Submit**. **Result:** Comments appear in the **Results** dialog box. If the order contains correctable errors, you can correct them and resubmit the order.

Changing an 8XX Bulk Order

Introduction to Bulk Change

This process is used to change customer 8XX bulk orders that have been entered into Remote Control and are network or billing ready. This procedure assumes that the 8XXs have been successfully added to the customer list for your account in the Qwest database.

This section describes how to create and use an **8XX Call Routing Tree** in Remote Control to route 8XX traffic. The Call Routing Tree uses features and rules to establish patterns that incoming calls to 8XX numbers follow to facilitate load balancing and least cost routing.

The Call Routing Tree is a graphical representation in Remote Control of an 8XX Call Plan. Call routing information is inserted and by using **features** and **rules** to change the information provisioned in the Qwest network.

Every 8XX has a **Call Routing Tree** which displays a group of routing instructions that determines where 8XX traffic will terminate. A Call Routing Tree with minimal content (one 8XX number and at least one terminating address) is a Simple 8XX call plan. A Call Routing Tree with enhancements such as Day of Year, Day of Week, Time of Day, etc. is referred to as an Enhanced Call Plan.

The Call Routing Tree contains three levels or branches that identify the routing plan for an 8XX number.

The three levels or branches are as follows:
- 8XX Level (Global Default)
- Feature Level
- Routing Instruction Level
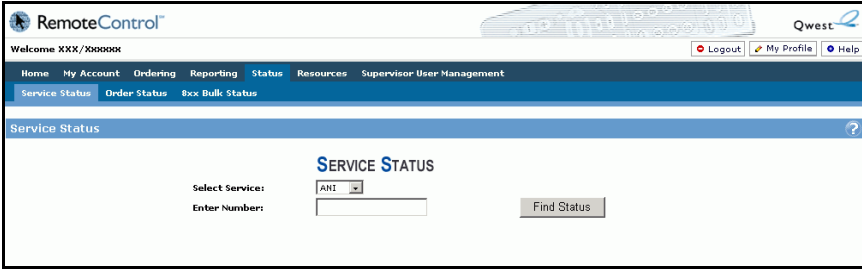
Changing an 8XX Bulk Order, Continued
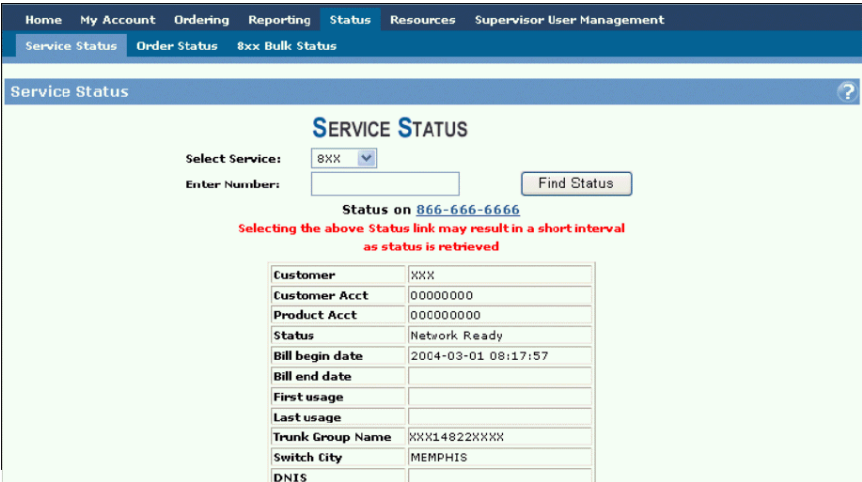
Procedure   Follow the steps in the table below to access and change an 8XX Bulk order within the Remote Control application.

Step	Action
1	From the **Remote Control Home Page**, select **Status > Service Status**. **Result:** The **Service Status** page appears.
2	Select 8XX in the **Select Service** field.
3	Enter an 8XX number in the **Enter Number** field.

Changing an 8XX Bulk Order, Continued
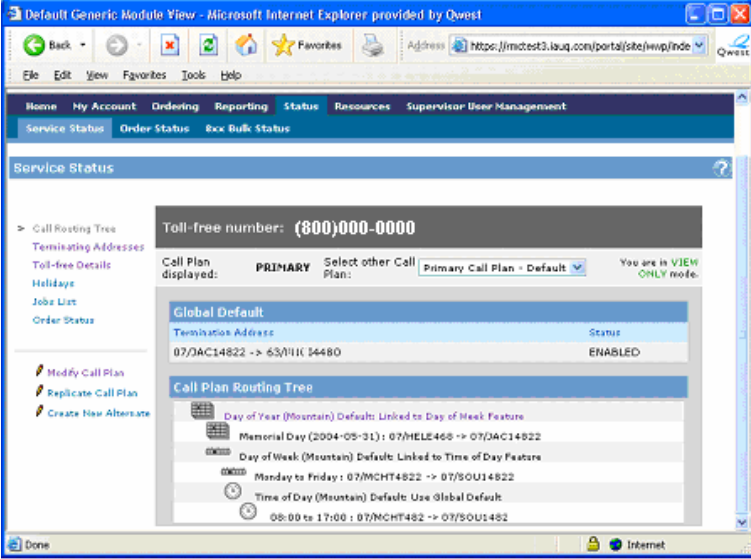
Procedure (continued)

Step	Action
4	Select **Find Status.** **Result:** The Primary Call Plan for the 8XX appears and the 8XX is displayed as a hyperlink.
5	Select the **Status On**: (8XX hyperlink).

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Changing an 8XX Bulk Order, Continued
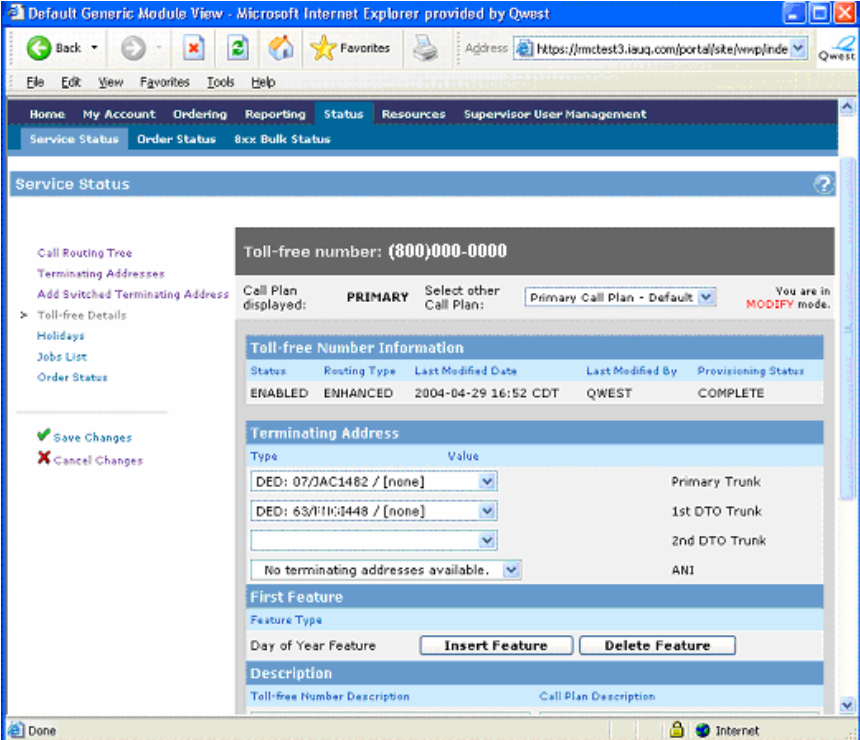
Procedure (continued)

Step	Action
6	Click on **Modify Call Plan.** **Result:** The 8XX Call Routing Tree is now in **MODIFY** mode.

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Changing an 8XX Bulk Order, Continued
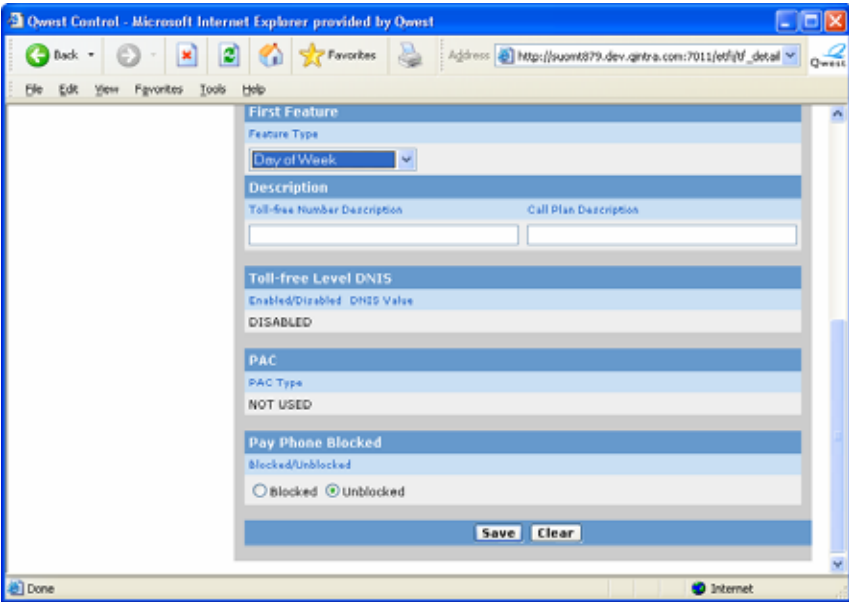
Procedure   **Adding Features to the Call Routing Tree**

Step	Action
7	Select **Toll Free Details.** **Results:** The **Toll Free Details** screen appears.

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Changing an 8XX Bulk Order, Continued
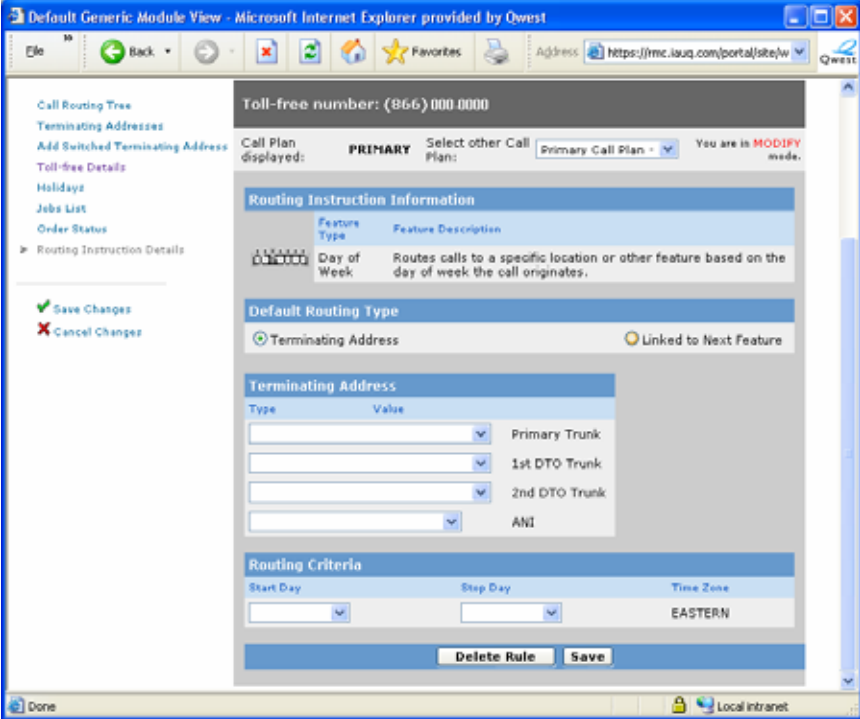
Procedure (continued)

Step	Action
8	Under the **First Feature** heading, click on the **Feature Type** field drop-down menu. **Result**: The menu shows all available features that can be added.
9	Select a feature to be added. Available features are: • Day of Year • Day of Week • Time of Day • Geographic Routing • Percentage Allocation
10	Select **Save**.

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Changing an 8XX Bulk Order, Continued
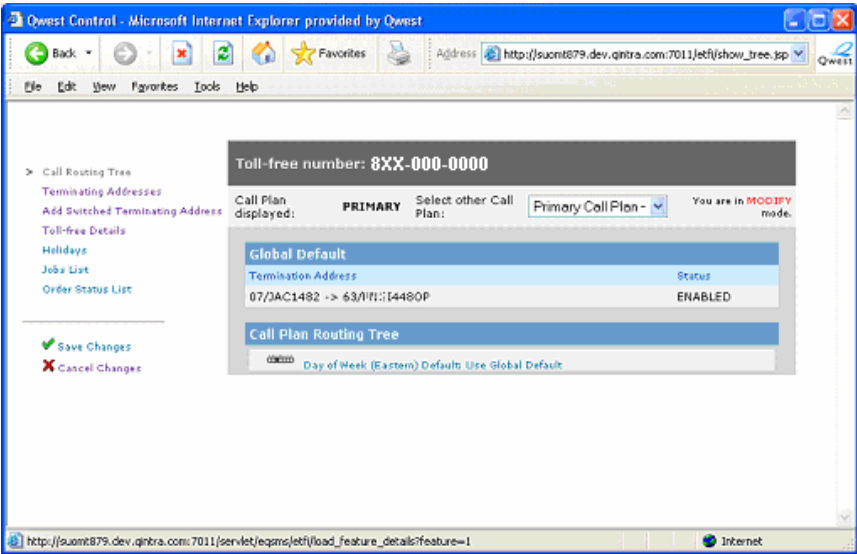
Procedure (continued)

Step	Action
11	Select **Add Rule.** **Result**: The **Routing Instruction Details** screen appears.
12	Enter the **Terminating Address.** **Note:** This information is feature-specific. In the Day of Week example, the Terminating Address is the main and overflow trunks that calls are to route across.

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Changing an 8XX Bulk Order, Continued

Procedure (continued)

Step	Action
13	Enter the **Routing Criteria.**
14	Select **Save.** **Note:** This information is feature-specific. Using the 'Day of Week' example, the Routing Criteria is the beginning and ending day of the week for the rule to be in effect. **Result:** The **Call Routing Tree** shows the Features and associated Rules that have been added.

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Changing an 8XX Bulk Order, Continued

Procedure   **Inserting a Feature between two Features**

Step	Action
1	In the Call Routing Tree, click on the feature **above** the one that is to be inserted. **Result**: The **Feature Details** page appears.
2	Click **Insert Linked Feature.**
3	From the **Linked Feature** field, select the feature type.
4	Select **Save.**
5	Click **Add Rule.** **Result:** The **Routing Instruction Details** page appears.
6	Select the terminating address.
7	Select the routing criteria for the feature.
8	Select **Save.** **Result:** The feature is inserted.

Procedure   **Inserting a Feature at the top of the Call Plan**

Step	Action
1	In the Call Routing Tree, click **Toll Free Details.** **Result:** The Toll Free Details information appears.
2	Click **Insert Feature.**
3	From the **Feature Type** field, select the feature.
4	Select **Save.**
5	Click **Add Rule.** **Note:** The time zone can be changed at this time, if applicable.
6	Select the terminating address.
7	Select the routing criteria for the feature.
8	Select **Save.** **Result:** The feature is inserted.

Changing an 8XX Bulk Order, Continued

Procedure   **Deleting a Rule**

Step	Action
1	In the Call Routing Tree, click on the rule to be deleted.
	Result: The **Routing Instruction Details** page appears.
2	Click **Delete Rule.**
	Result: The rule is removed from the Call Routing Tree.

Procedure   **Deleting all Features**

Step	Action
1	In the Call Routing Tree, click **Toll Free Details.**
	Result: The **Toll Free Details** page appears.
2	Select **Delete Feature.**
3	Select **Save.**
	Result: The features are removed from the call routing tree.

Changing an 8XX Bulk Order, Continued

Procedure –
Day of Year
Routing

The **Day of Year** feature routes calls to different terminating locations during any of the days for which it is provisioned. This is typically done for holidays. Remote Control includes a list of standard holidays that automatically updates every year.

The system automatically validates the Day of Year feature with the following conditions, which must apply for the feature to pass validation:

- Every routing instruction in a feature level has a terminating address associated with it or is linked to another feature level
- The same date cannot be used more than once within the same Day of Year feature level
- The system automatically resets standard holidays for the next year once the date has passed

Note: If the validation process detects an error, the Day of Year feature will not be processed and a message will indicate the error.

Step	Action
1	In the Call Routing Tree, click **Toll Free Details.** **Result:** The Toll Free Details information appears.
2	From the **Feature Type** field, select **Day of Year.**
3	Select **Save.**
4	Click **Add Rule.** **Note:** The time zone can be changed at this time, if applicable.
5	Select the terminating address.
6	Select the Day of Year from the drop-down list.
7	Select **Save.** **Note:** The screen returns to the Call Routing Tree which shows the Day of Year feature that was added.
8	To add another Day of Year routing instruction, click on the Feature Details page on the call routing tree where it is to be added.
9	Click **Add Rule**, and repeat steps 5-7 until all routing instructions have been completed for that feature.

Changing an 8XX Bulk Order, Continued

**Procedure –
Changing
Time Zones**

Although it is not mandatory, **time zones** should be set according to the
location of the terminating address. Time zone changes are made within the
Features Detail page. The default time zone is Eastern. Time zones for each
call plan are set independently.

Note: The time zone can be changed on Day of Year, Day of Week and
Time of Day. This functionality is not available for Geographic
Routing or for Percentage Allocation.

Step	Action
1	Click the **Feature** link from the call routing tree for each feature to be changed. **Result**: The **Feature Details** page appears.
2	Select the appropriate time zone from the drop-down list.
3	Select **Save.**

Changing an 8XX Bulk Order, Continued

**Procedure –
Day of Week
Routing**

The **Day of Week** feature routes calls to different terminating addresses based on the day of the week. Weeks always start on Sunday and end on Saturday. To provision a weekend, the feature must be provisioned twice with two routing instructions:

- First from Saturday to Saturday
- Second from Sunday to Sunday

Note: The feature will not function properly if the days are set from Saturday to Sunday.

The system automatically validates the Day of Week feature with the following conditions, which must apply for the feature to pass validation:

- Every routing instruction in a feature level has a terminating address associated with it or is linked to another feature level
- The same date is not being used more than once in the same Day of Week feature, including day ranges
- The system will verify that the Start Day is before the Stop Day

Note: If the validation process detects an error, the Day of Week feature will not be processed and a message will indicate the error.

Step	Action
1	In the Call Routing Tree, click **Toll Free Details.** **Result:** The **Toll Free Details** information appears.
2	From the **Feature Type** field, select **Day of Week**.
3	Select **Save.**
4	Click **Add Rule.** **Note:** The time zone can be changed at this time, if applicable
5	Select the terminating address.
6	Select the Start Day and then the Stop Day.
7	Select **Save.**
8	The screen returns to the **Call Routing Tree** which shows the Day of Week feature that was added.

Changing an 8XX Bulk Order, Continued

Procedure (continued)

Step	Action
9	To add another Day of Week routing instruction, click on the **Feature Details** page on the call routing tree where it is to be added.
10	Click **Add Rule**, and repeat steps 5-7 until all routing instructions have been completed for that feature.

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Changing an 8XX Bulk Order, Continued

Procedure – Time of Day Routing	The **Time of Day** feature sends calls to different terminating addresses at different times of day. The data entered is a range of time in hours and minutes of a 24-hour clock (military time). A 24-hour period in Remote Control is measured from 00:00 to 23:59 (midnight to 11:59 p.m.)

The system automatically validates the Time of Day feature with the following conditions, which must apply for the feature to pass validation:

- Every routing instruction in a feature level has a terminating address associated with it or is linked to another feature level
- The same time is not being used more than once in the same Time of Day feature, including time ranges
- The system will verify that the Start Time is less than the Stop Time

Note: If the validation process detects an error, the Time of Day feature will not be processed and a message will indicate the error.

Step	Action
1	In the Call Routing Tree, click **Toll Free Details.** **Result:** The **Toll Free Details** information appears.
2	From the **Feature Type** field, select **Time of Day.**
3	Select **Save**.
4	Click **Add Rule.** **Note:** The time zone can be changed at this time, if applicable.
5	Select the terminating address.
6	Select the Start Time and then the Stop Time.
7	Select **Save**.
8	The screen returns to the **Call Routing Tree** which shows the Time of Day feature that was added.
9	To add another Time of Day routing instruction, click on the **Feature Details** page on the call routing tree where it is to be added.
10	Click **Add Rule**, and repeat steps 5-7 until all routing instructions have been completed for that feature.

Changing an 8XX Bulk Order, Continued

**Procedure –
Geographic
Routing**

The **Geographic Routing (GEO)** feature sets up associations between terminating addresses and originating NPA/NXX/XXXX combinations. Based on the 3-, 6-, or 10-digit originating ANI, the call is routed to the corresponding terminating address.

Note: Either the 3-digit (area code), 6-digit (area code and first three digits) or 10-digit (area code plus 7-digit phone number) numbers can be entered in this field, or a combination of all three options. The database will route from most specific (i.e., the 10-digit number) to least specific (i.e., area code only)

The system automatically validates the Geographic Routing feature with the following conditions, which must apply for the feature to pass validation:

- The same NPA NXX XXXX is not provisioned more than once in the same geographic routing feature level
- Every routing instruction in a feature level has a terminating address associated with it or is linked to another feature level
- Every routing instruction has at least one valid NPA, NPA/NXX, NPA/NXX/XXXX combination
- The same terminating address is not being used in more than one routing instruction within the same geographic routing feature level

Note: If the validation process detects an error, the Geographic Routing feature will not be processed and a message will indicate the error.

Step	Action
1	In the Call Routing Tree, click **Toll Free Details.** **Result:** The **Toll Free Details** information appears.
2	From the **Feature Type** field, select **Geographic Routing**.
3	Select **Save**. **Result:** The **Geographic Routing Details** page appears.
4	Click **Add Rule.**
5	Select the terminating address.
6	Enter the NPA, NPA/NXX, or NPA/NXX/XXXX.
7	Select **Save.** **Result:** The screen returns to the **Call Routing Tree** which shows the Geographic Routing feature that was added.

Changing an 8XX Bulk Order, Continued

Procedure (continued)

Step	Action
8	To add another Geographic Routing instruction, click on the **Feature Details** page on the call routing tree where it is to be added.
9	Click **Add Rule** and repeat steps 5-7 until all routing instructions have been completed for that feature.

Changing an 8XX Bulk Order, Continued

**Procedure –
Percentage
Allocation
Routing**

The **Percentage Allocation** feature allows you to allocate a percentage of calls (1 to 100%) to two or more terminating addresses. Incoming toll free calls are then distributed by that percentage. RMC can route percentages in increments of 1/10 of a percent, but percentages must always add up to 100%.

- The Percent Allocation feature ***cannot*** link to another enhanced feature (DOW, TOD, DOY, etc.); it must be the last route in the call plan
- The Percent Allocation routing instructions ***can*** link to another enhanced feature; they do not have to be the last feature in the route

Note: The percent allocation will be more accurate with a higher volume of calls over time. Percentage allocation routing also maintains a higher accuracy when a maximum of eight terminating locations is used.

Step	Action
1	In the Call Routing Tree, click **Toll Free Details.** **Result:** The **Toll Free Details** information appears.
2	From the **Feature Type** field, select **Percentage Allocation.**
3	Select **Save.**
4	Click **Uniform Distribution** if applicable. **Note**: This will route 100% of the call traffic to one routing instruction.
5	Click **Add Rule.**
6	Select the terminating address.

Changing an 8XX Bulk Order, Continued

Procedure (continued)

Step	Action
7	Enter the percent of 8XX traffic to be allocated to the selected trunk.
8	Select **Save.** **Result:** The screen returns to the **Call Routing Tree** which shows the Percent Allocation feature that was added.
9	To add another Percentage Allocation routing instruction, click on the **Feature Details** page on the call routing tree where it is to be added.
10	Click **Add Rule**, and repeat steps 6-8 until all routing instructions have been completed for that feature.

Changing an 8XX Bulk Order, Continued

Procedure – Linking Features

Linking Features and Rules affects how 8XX call traffic is treated as related to each feature. When linking features, consideration should be given to how the call traffic is going to flow. Features should be linked from least specific to most specific.

Note: When linking time-based features, begin with the feature that occurs the LEAST. **The order should be Day of Year, Day of Week, and then Time of Day.**

Step	Action
1	In the Call Routing Tree, click **Toll Free Details.** **Result:** The **Toll Free Details** information appears
2	From the **Feature Type** field, select the desired feature.
3	Select **Save**.
4	Click **Add Rule.** **Note:** The time zone can be changed at this time, if applicable.
5	Select the terminating address.
6	Add the desired Rule criteria.
7	Select **Save**.
8	Click on the feature details. **Result**: The feature information appears.
9	Click **Linked to Next Feature.**

Changing an 8XX Bulk Order, Continued

Procedure (continued)

Step	Action
10	From the **Linked Feature** field, select the desired feature.
11	Select **Save.**
12	Click **Add Rule.** **Note:** The time zone can be changed at this time, if applicable.
13	Select the terminating address.
14	Select the desired Rules criteria.
15	Select **Save.**
16	Click on the feature details. **Result**: The feature information appears.
17	Click **Linked to Next Feature.**
18	From the **Linked Feature** field, select the desired feature.
19	Select **Save.**
20	Click **Add Rule.** **Note:** The time zone can be changed at this time, if applicable
21	Select the terminating address.
22	Select the desired Rules criteria.
23	Select **Save.**
24	Select **Save Changes** from the left hand column.

Changing an 8XX Bulk Order, Continued

Procedure **Deleting a Linked Rule**

Step	Action
1	In the Call Routing Tree, select the rule **above** the one to be deleted. **Result**: The feature is displayed in the **Linked Feature** field
2	Click **Delete Linked Feature.** **Note:** The message "Are you sure you want to delete this linked feature and all attached features?" appears.
3	Select **OK.**
4	Select the terminating address.
5	Click **Save.** **Result:** The feature and its attached rules are removed from the call plan routing tree.

Procedure **Deleting a Linked Feature**

Step	Action
1	In the Call Routing Tree, click on the feature detail level of the feature **above** the feature to be deleted. **Result**: The **Feature Details** page appears.
2	The feature that is being deleted is displayed in the **Linked Feature** field.
3	Click **Delete Linked Feature.** **Note:** The message "Are you sure you want to delete this linked feature and all attached features?" appears.
4	Select **OK.**
5	Click on **Save.** **Result:** The feature is removed from the call plan routing tree.

Changing an 8XX Bulk Order, Continued

Procedure   **Replicating a Call Plan**
Replicate Call Plan can be used to retrieve a single toll free number and copy that call plan for up to 999 additional toll free numbers.

Follow the steps in the table below to replicate a call plan.

Step	Action
1	Retrieve the toll free number via the **Service Status** page. **Result**: The **Call Plan** page appears. **Note:** If you are making changes to a primary 8XX, click **Modify** and make the changes
2	Click the **Replicate Call Plan** link. **Result:** The **Replicate** Call Plan page appears
3	Type or paste the toll free number(s) for replication and click **Submit**. **Result**: The system displays the date/time the order was submitted and the RMC order number. **Note:** For additional details, please see the "Process Orders - 8XX Page" in Remote Control.

Changing an 8XX Bulk Order, Continued

Alternate Call Plans   Alternate Call Plans are Call Plans used in place of the Primary Call Plan. They are provisioned the same way as Primary Call Plans but for different operating scenarios.

The purpose of having an Alternate Call Plan is to allow calls to be routed in a certain way based on downloads to the Qwest SCP. This action is accomplished by changing the status of the Alternate Call Plan from inactive mode to active mode, thereby making it the Primary Call Plan.

- Alternate Call Plans remain inactive until they are needed
- When an emergency or other situation arises, the Alternate Call Plan can be quickly activated
- Alternate Call Plans are effective based on downloads to the Qwest SCPs
- RMC allows up to 20 Alternate Call Plans per toll free number
- When a call plan is no longer needed, it can be deleted, unless the alternate is marked as the "Default". Default "Alternate" call plans are not available for removal

Note: If the Primary Call Plan is the call plan that needs to be deleted, you must contact your Wholesale Account Manager.

Changing an 8XX Bulk Order, Continued

Procedure   **Creating an Alternate Call Plan**

Creating an Alternate Call Plan is preformed in much the same manner as the Primary Call Plan. This file contains the help file for creating a new Alternate Call Plan.

Follow the steps in the table below to create a new alternate call plan:

Step	Action
1	Retrieve the toll free number via the **Service Status** page. **Result:** The **8XX Service Status** page appears.
2	Click on the **Status on 8XX-XXX-XXXX** link. **Result:** The system retrieves and displays all relevant call plan information for the specified toll free number.
3	Click **Create New Alternate**. **Result:** The first Alternate template is provided.
4	Modify the Alternate Call Plan as needed. **Note:** Remember to save your changes after each lower level change. Click **Save Changes**. **Result:** The **Submit** dialog box appears.
5	Type or paste the toll free numbers if replication of the call plan is needed and click **Submit**. **Result:** The system displays the date/time that the order was submitted and the RMC order ID. **Note:** For additional details, please see the "Process Orders - 8XX Page" in Remote Control.

Changing an 8XX Bulk Order, Continued

Procedure   **Deleting an Alternate Call Plan**

Follow the steps in the table below to delete an alternate call plan:

Step	Action
1	Retrieve the toll free number via the **Service Status** page. **Result:** The **8XX Service Status** page appears.
2	Click on the **Status on 8XX-XXX-XXXX** link. **Result:** The system retrieves and displays all relevant call plan information for the specified toll free number.
3	Click **Select Other Call Plan** and then choose the alternate for deletion. **Result:** The system returns the selected Alternate Call Plan.
4	Click **Delete Alternate**. **Result:** The **Delete Alternate** submit screen returns.
5	Type or paste the toll free numbers if replication of the call plan is needed and click **Submit**. **Result:** The system displays the date/time that the order was submitted and the RMC order ID. **Note:** For additional details, please see the "Process Orders - 8XX Page" in Remote Control.

Changing an 8XX Bulk Order, Continued

Procedure   **Make an Alternate Call Plan the Primary**
This file contains the help file for making an Alternate Call Plan the Primary.

Follow the steps in the table below to make an alternate call plan the primary:

Step	Action
1	Retrieve the toll free number via the **Service Status** page. **Result:** The **8XX Service Status** page appears.
2	Click on the **Status on 8XX-XXX-XXXX** link. **Result:** The system retrieves and displays all relevant call plan information for the specified toll free number.
3	Click **Select Other Call Plan** and then choose the alternate for swapping. **Result:** The system returns the selected Alternate Call Plan.
4	Click **Make Primary**. **Result**: The **Activate Alternates** submit screen returns.
5	Type or paste the toll free numbers if replication of the call plan is needed and click **Submit**. **Result:** The system displays the date/time that the order was submitted and the RMC order ID. **Note:** For additional details, please see the "Process Orders - 8XX Page" in Remote Control.

Changing an 8XX Bulk Order, Continued

Procedure   **Add a Switched Terminating Address (Ring to Number)**
Use this page to add a **switched** terminating address.

Follow the steps in the table below to add a terminating address:

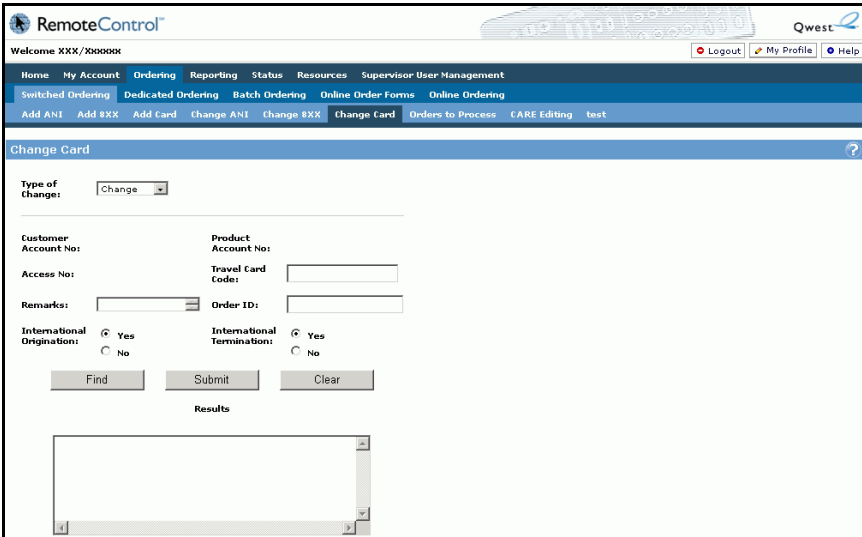| Step	Action
1	Retrieve the toll free number via the **Service Status** page. **Result:** The **8XX Service Status** page appears.
2	Click on the **Status on 8XX-XXX-XXXX** link. **Result:** The system retrieves and displays all relevant call plan information for the specified toll free number.
3	Click **Modify Call Plan**. **Result**: The call plan is in modify mode.
4	Click **Add Switched Terminating Address**.
5	Add the appropriate ring to number and then click **Save**.
6	Click **Save Changes** from the left-hand column and then submit the order.

Changing a Calling Card Order

Introduction   This procedure is used to change Calling Card orders that have been entered into Remote Control and are network or billing ready. This procedure assumes that the Calling Card has been successfully added to the customer list for your account in the Qwest database.

Procedure   Follow the steps in the table below to change a Calling Card order.

Step	Action
1	From the **Remote Control Home Page**, select **Ordering > Switched Ordering > Change Card**. **Result:** The **Change Card** page appears.

Continued on next page

Changing a Calling Card Order, Continued

Procedure (continued)

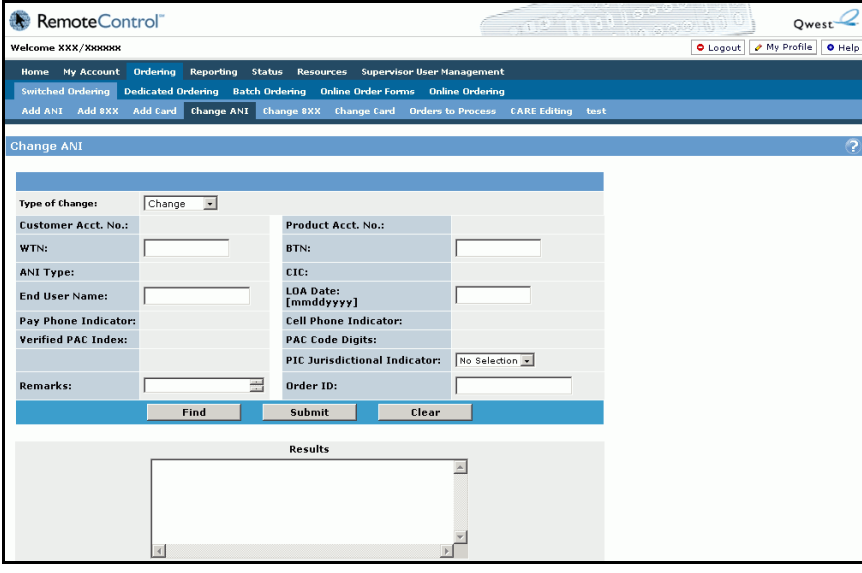| Step	Action
2	From the **Type of Change** drop-down list, select **Change**.
3	In the **Calling Card Code** field, type a calling card code, then click **Find**. **Result:** The **Change Card** page autopopulates with the calling card information.
4	Edit the following fields as necessary: • Remarks • Order ID (you must enter a new order ID for the change) • International Origination (for Change orders only) • International Termination (for Change orders only)
5	Once you have edited the necessary information, click **Submit**. **Result:** Comments appear in the **Results** dialog box. If the order contains correctable errors, you can correct them and resubmit it.

Disconnecting an ANI Order

Introduction   Disconnecting an ANI releases your customer from your Qwest billing account. An order that disconnects your customer from billing essentially releases your customer to Qwest. Qwest can choose to block the customer's service or to retain the customer.
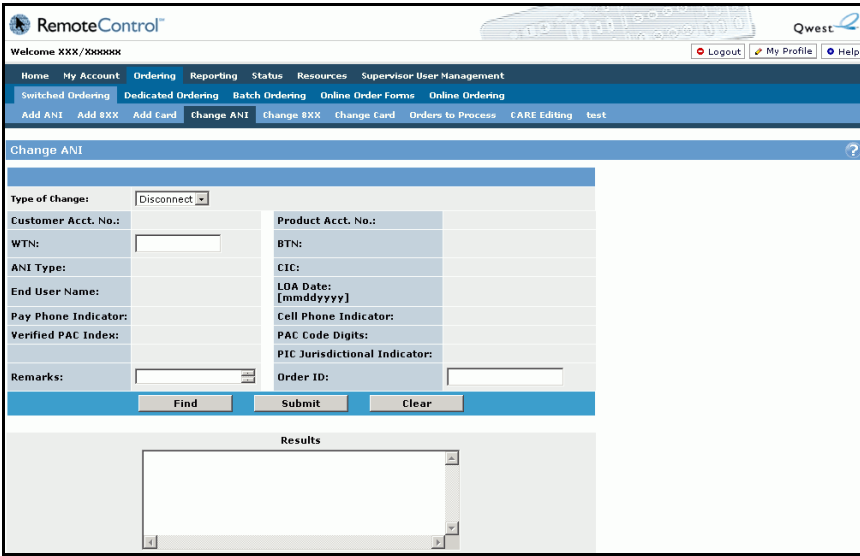
Procedure   Follow the steps in the table below to disconnect an ANI.

Step	Action
1	From the **Remote Control Home Page**, select **Ordering > Switched Ordering > Change ANI**. **Result:** The **Change ANI** page appears.

Disconnecting an ANI Order, Continued

Procedure (continued)

Step	Action
2	From the **Type of Change** drop-down list, select **Disconnect**. **Result:** The **Disconnect ANI** page appears.
3	In the **WTN** field, type a working telephone number, then click **Find**. **Result:** The **Disconnect ANI** page autopopulates with the ANI information.
4	In the **Order ID** field, type a unique identifier for the order. **Note:** A unique order ID is **required** for all disconnect transactions.
5	Click **Submit**. **Result:** Comments appear in the **Results** dialog box. If the order contains correctable errors, you can correct them and resubmit it.

Disconnecting an 8XX Order

Introduction   Disconnecting an 8XX releases your customer from your Qwest billing account, and shuts the 8XX number off in the switch.
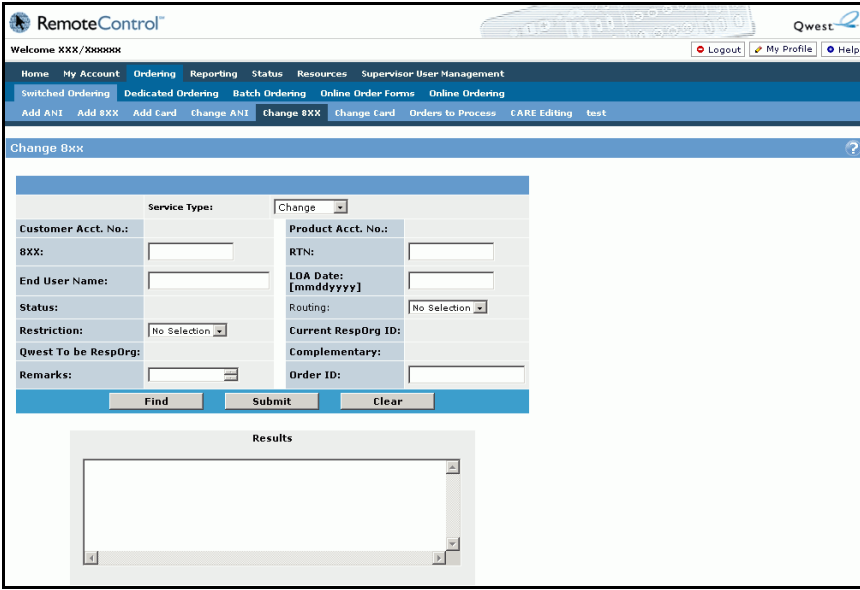
General Information   When a Qwest customer has an 8XX ported away from them, we ask that the customer wait the mandated period of time (in the case of a port), and then submit a disconnect order with Qwest. If the 8XX was ported to a carrier that does not use Qwest to provide service, this will ensure that the 8XX is cleared from the customer's account. If, however, the 8XX was ported to a carrier that does use Qwest, the number should have already been transferred and the disconnect order will reject without negative consequences.

Qwest also asks that customers submit disconnect orders whenever they turn numbers back to "Spare" in the NSMS.
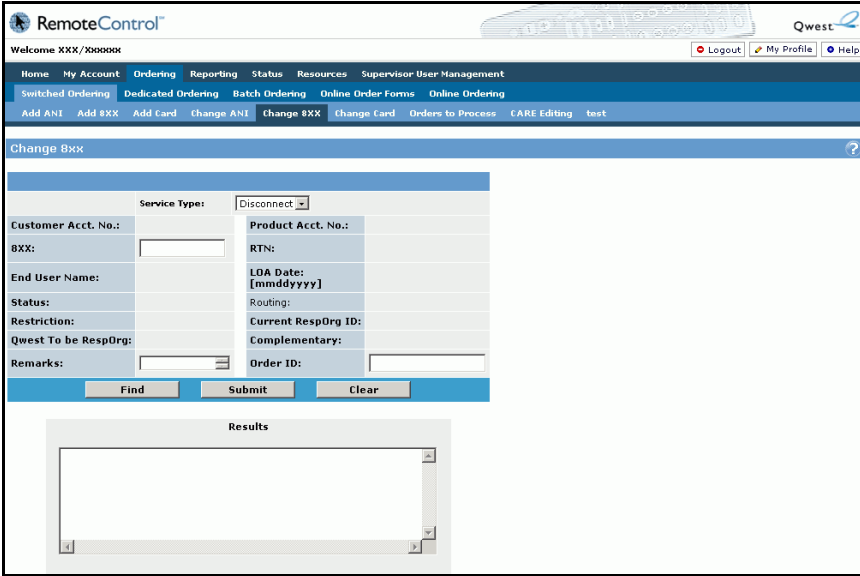
Procedure   Follow the steps in the table below to disconnect an 8XX.

Step	Action
1	From the **Remote Control Home Page**, select **Ordering > Switched Ordering > Change 8XX**. **Result:** The **Change 8XX** page appears.

Continued on next page
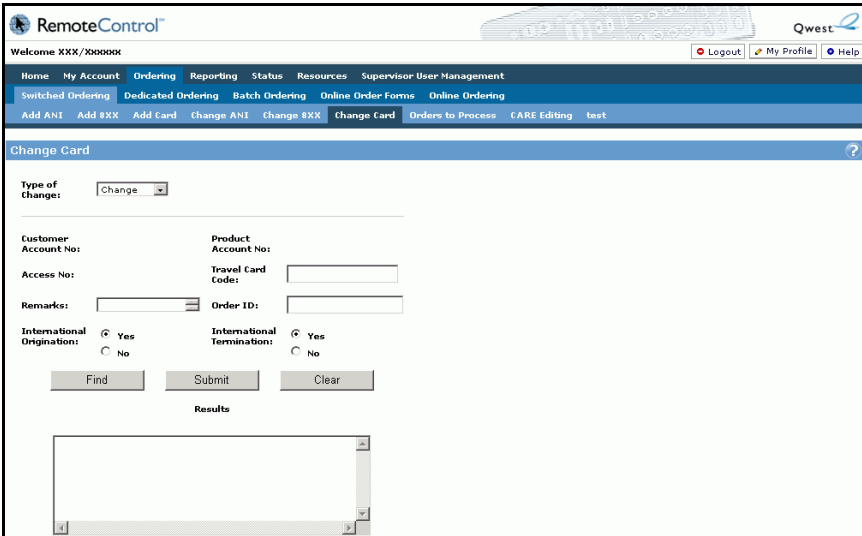
Disconnecting an 8XX Order, Continued

Procedure (continued)

Step	Action
2	From the **Type of Change** drop-down list, click **Disconnect**. **Result:** The **Disconnect 8XX** page appears.
3	In the **8XX** field, type an 8XX number, then click **Find**. **Result:** The **Disconnect 8XX** page autopopulates with the 8XX information.
4	In the **Order ID** field, type a unique identifier for the order. **Note:** A unique order ID is required for each transaction.
5	Click **Submit**. **Result:** Comments appear in the **Results** dialog box. If the order contains any correctable errors, you can correct them and resubmit it.

Disconnecting a Calling Card Order

Introduction   Disconnecting a Calling Card releases your customer from your Qwest billing
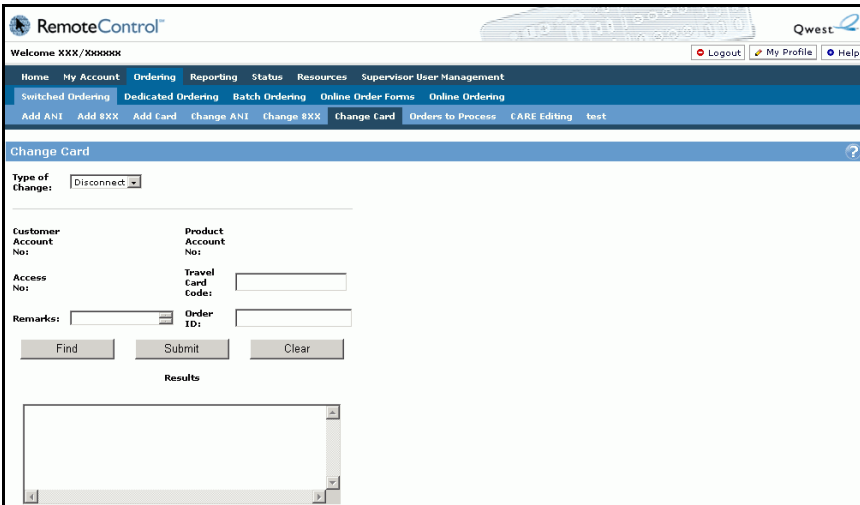account and shuts the Calling Card number off in the switch.

Procedure   Follow the steps in the table below to disconnect a Calling Card.

Step	Action
1	From the **Remote Control Home Page**, select **Ordering > Switched Ordering > Change Card**. **Result:** The **Change Card** page appears.

Continued on next page
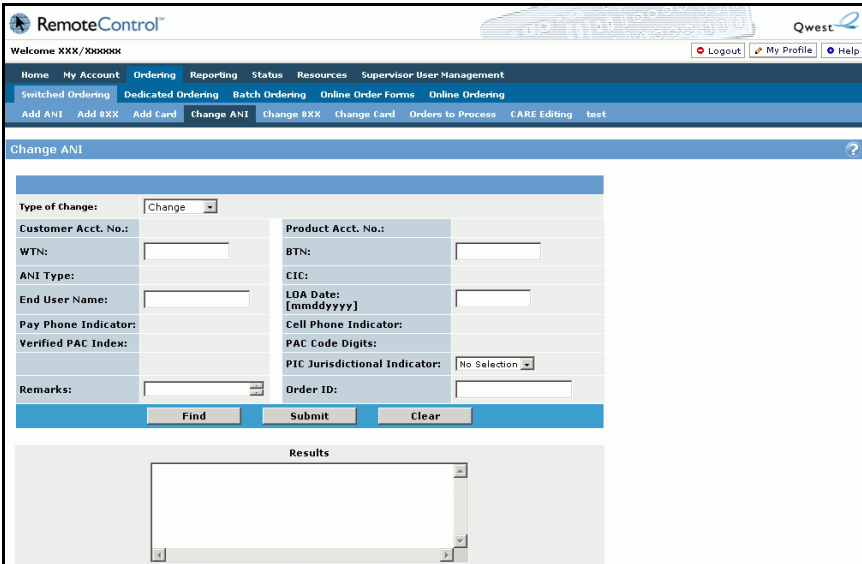
Disconnecting a Calling Card Order, Continued

Procedure (continued)

Step	Action
2	From the **Type of Change** drop-down list, select **Disconnect**. **Result:** The **Disconnect Card** page appears.
3	In the **Calling Card Code** field, type a calling card code and click the **Find** button. **Result:** The **Disconnect Card** page autopopulates with the calling card information.
4	In the **Order ID** field, type a unique identifier for the order. **Note:** A unique order ID is required for each transaction.
5	Click **Submit**. **Result:** Comments appear in the **Results** dialog box. If the order contains any correctable errors, you can correct them and resubmit it.

Blocking an ANI Order

Introduction   Blocking an ANI deactivates a customer's service on the Qwest network.
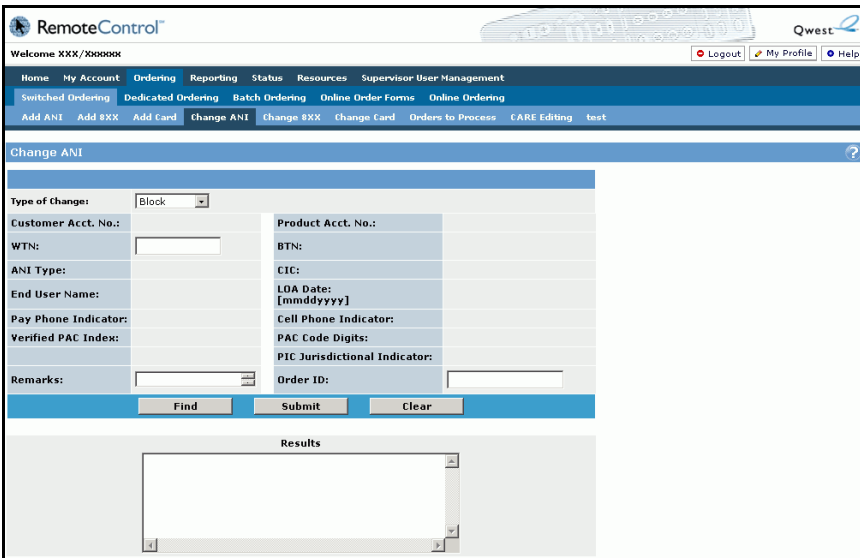
Procedure   Follow the steps in the table below to block an ANI.

Step	Action
1	From the **Remote Control Home Page**, select **Ordering > Switched Ordering > Change ANI**. **Result:** The **Change ANI** page appears.

Continued on next page
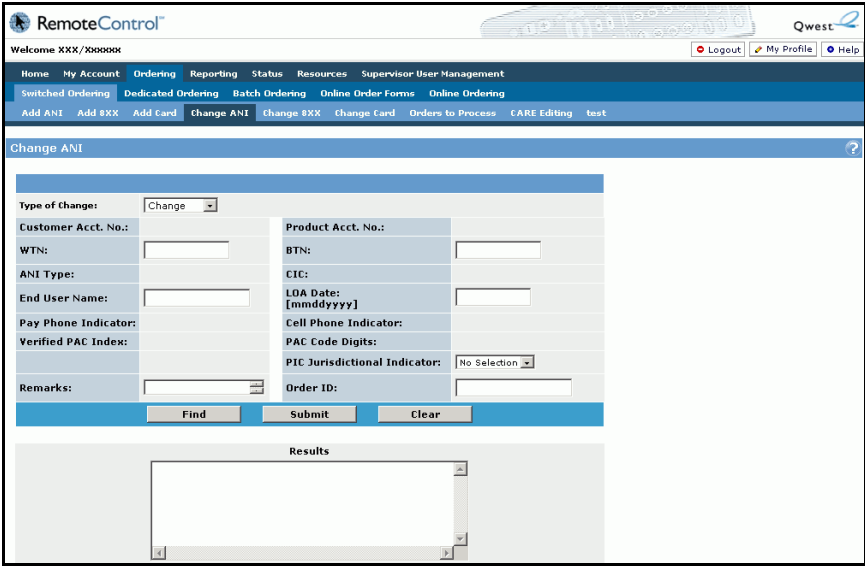
Blocking an ANI Order, Continued

Procedure (continued)

Step	Action
2	From the **Type of Change** drop-down list, click **Block**. **Result:** The **Block ANI** page appears.
3	In the **WTN** field, type a working telephone number, then click **Find**. **Result:** The **Block ANI** page autopopulates with the ANI information.
4	In the **Order ID** field, type a unique identifier for the order. **Note:** A unique order ID is required for the block transaction.
5	Click **Submit**. **Result:** Comments appear in the **Results** dialog box. If there are correctable errors in the order, you can correct them and resubmit the order.

Unblocking an ANI Order

Introduction   Unblocking an ANI reactivates a customer's service on the Qwest network.
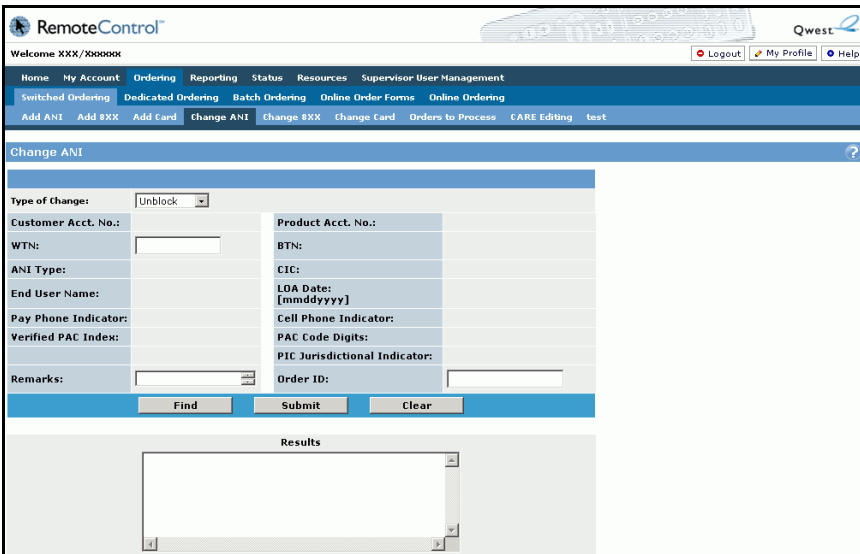
Procedure   Follow the steps in the table below to unblock an ANI.

Step	Action
1	From the **Remote Control Home Page**, select **Ordering > Switched Ordering > Change ANI**. **Result:** The **Change ANI** page appears.

Continued on next page

Unblocking an ANI Order, Continued

Procedure (continued)

Step	Action
2	From the **Type of Change** drop-down list, click **Unblock**. **Result:** The **Unblock ANI** page appears.
3	In the **WTN** field, type a working telephone number, then click **Find**. **Result:** The **Unblock ANI** page autopopulates with the ANI information.
4	In the **Order ID** field, type a unique identifier for the order. **Note:** A unique order ID is required for each unblock transaction.
5	Click **Submit**. **Result:** Comments appear in the **Results** dialog box. If the order contains correctable errors, you can correct them and resubmit it.