

## Chapter 7: Long Distance (LD) Application

### Overview

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**Introduction** The **LD (Long Distance)** Product application allows you to view a listing of your Long Distance inventory associated to your Control Center Enterprise ID. You also have the ability to filter and/or download your inventory and create/view repair tickets. In addition, the LD product application provides you the ability to view your Project Accounting Codes (PAC).

**Note:** In Control Center, the system will only display products that apply specifically to your customer account ID. If you do not have a Long Distance product this page will not display.

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**In this Chapter** This chapter contains the following topics:

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## LD Inventory



### Introduction

The **LD Inventory** screen provides you a listing of the telephone numbers associated to your Control Center Enterprise ID. This screen is divided into two sections: Filters and Telephone numbers.

- The **Filters** section of the screen allows you to define the criteria for your list of telephone numbers. Once your criterion is applied the screen will only display those telephone numbers based on the criteria defined.
- The **Telephone Numbers** list displays all the telephone numbers associated with your Control Center Enterprise ID.

### Fields and Descriptions

The table below describes the fields and buttons displayed on the **LD Inventory** screen.

Field Name	Description
<b>Filters Section</b>	
<b>Phone #</b>	This <i>optional</i> field allows you to enter a NPA, NPA/NXX or NPA/NXX/XXXX value to filter your telephone number list by.
<b>Phone Range (From)</b>	This <i>optional</i> field allows you to enter the begin range of the telephone numbers you would like to filter.
<b>Phone Range (To)</b>	This <i>optional</i> field allows you to enter the end range of the telephone numbers you would like to filter.
<b>Name</b>	This <i>optional</i> field allows you to enter the telephone number identifier associated with the component for which you would like to filter.
<b>Proj Acc Code Type</b>	This <i>optional</i> field allows you to select the type of <b>PAC (Project Accounting Code)</b> associated with the telephone numbers you would like to filter. The available options are: <ul style="list-style-type: none"> <li>• <b>None</b></li> <li>• <b>Standard</b></li> <li>• <b>Verified</b></li> </ul>
<b>Proj Acc Code Index</b>	This <i>optional</i> field allows you to enter the Index number for the PAC associated with the telephone numbers you would like to filter.
<b>VNS Enabled</b>	This <i>optional</i> field allows you to select whether or not you want the listed telephone numbers to have <b>VNS (Virtual Network Service)</b> enabled (Yes/No) in your filter.
	This button allows you to reset the fields and view all the telephone numbers within the list.
	This button allows you to apply your criteria to the telephone number list.

*Continued on next page*



**LD Inventory**, continued

**Fields and Descriptions** (continued)

Field Name	Description
<b>Telephone Numbers Section</b>	
<b>Phone #</b>	This column displays all telephone numbers associated with your Control Center Enterprise ID.  <b>Note:</b> If you have applied a filter, this column displays all numbers matching your criteria.
<b>Name</b>	This column displays the associated customer maintained identifier assigned to the service component for each telephone number listed.
<b>VNS Enabled</b>	This column indicates whether or not VNS is enabled or disabled for each telephone number listed.
<b>Project Accounting Code Type</b>	This column indicates whether or not PAC is enabled for each telephone number listed.  <b>Note:</b> If PAC is enabled, this column indicates whether it is Verified or Non-Verified.
<b>Project Accounting Code Digits</b>	This column displays the PAC digits associated to the telephone number listed.
<b>Project Accounting Code Index</b>	This column displays the PAC index, if available, for each telephone number listed.

## Viewing the LD Inventory

**Procedure** Follow the steps in the procedure below to view the **LD Inventory** screen.

Step	Action
1	<p>From the <b>Landing</b> page, click on the <b>Long Distance</b> service</p> <p><b>Result:</b> The <b>Long Distance</b> drop down appears</p> 
2	<p>From the <b>Long Distance</b> dropdown, click on the <b>Switched</b> link.</p> <p><b>Result:</b> The <b>Inventory</b> screen appears.</p>  <p>The screenshot shows the 'Inventory' screen with a 'Filters' section on the left and a table of 'Telephone Numbers( 1 - 1 of 1)' on the right. The table has columns for Phone #, Name, VNS Enabled, Type, Digits, and Index. The data row shows: 909-444-1523, 9094441523, No, None, None, None.</p>

## Sorting the LD Inventory

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### Procedure


Follow the steps in the procedure below to **sort** the Telephone Number list.

Step	Action
1	From the <b>LD Inventory</b> screen, click on the <b>Phone #</b> column label to sort the list by the telephone number.
2	From the <b>LD Inventory</b> screen, click on the <b>Name</b> column label to sort the list by the identifier associated with the component.
3	From the <b>LD Inventory</b> screen, click on the <b>VNS Enabled</b> column label to sort the list by VNS Enabled Yes/No.
4	From the <b>LD Inventory</b> screen, click on the <b>Project Account Code Type</b> column label to sort the list by PAC Verified or Non-Verified (if enabled).
5	From the <b>LD Inventory</b> screen, click on the <b>Project Accounting Code Digits</b> column label to sort the list by the PAC digits associated to each telephone number.
6	From the <b>LD Inventory</b> screen, click on the <b>Project Accounting Code Index</b> column label to sort the list by the PAC Index associated to each telephone number.

## Filtering the LD Inventory

### Procedure

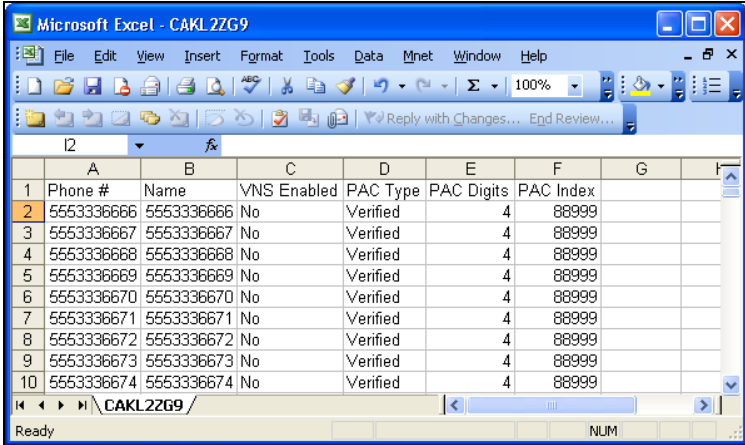
Follow the steps in the procedure below to **filter** your list of telephone numbers, only those telephone numbers matching your criteria will be displayed

Step	Action
1	From the <b>LD Inventory</b> screen, enter a specific NPA/NXX/XXXX in the <b>Phone #</b> field (if applicable) for the number(s) you wish to filter.
2	In the <b>Phone Range From</b> field (if applicable), enter your begin telephone number to filter your list.
3	In the <b>Phone Range To</b> field (if applicable), enter your end telephone number to filter your list.
4	In the <b>Name</b> field (if applicable), enter the telephone number identifier associated with the component to filter your list.
5	From the <b>Proj Acc Code Type</b> menu (if applicable), select the type of PAC associated with the telephone number to filter your list.
6	In the <b>Proj Acc Code Index</b> field (if applicable), enter the index number for the PAC associated with the telephone number to filter your list.
7	From the <b>VNS Enabled</b> menu (if applicable), select whether or not you want the filtered list of telephone numbers to have VNS enabled/disabled..
8	<p>Click <b>Go</b>.</p> <p><b>Result:</b> The <b>Telephone Number</b> list refreshes and displays only the telephone numbers matching your filtering criteria.</p> 
9	If needed, click <b>Reset</b> to view all the telephone numbers without a filter.

## Downloading the LD Inventory

**Procedure** Follow the steps in the procedure below to download your list of telephone numbers.

**Note:** This function will provide the entire inventory under your Control Center Enterprise ID; this will not include filtered lists.

Step	Action																																																																																																			
1	<p>From the <b>LD Inventory</b> screen, click on the <a href="#">DOWNLOAD</a> hyperlink.</p> <p><b>Result:</b> Your inventory is exported to Excel.</p>  <p>The screenshot shows a Microsoft Excel window titled 'Microsoft Excel - CAKL22G9'. The spreadsheet contains the following data:</p> <table border="1"> <thead> <tr> <th></th> <th>A</th> <th>B</th> <th>C</th> <th>D</th> <th>E</th> <th>F</th> <th>G</th> <th>H</th> </tr> <tr> <th>1</th> <th>Phone #</th> <th>Name</th> <th>VNS Enabled</th> <th>PAC Type</th> <th>PAC Digits</th> <th>PAC Index</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>2</td> <td>5553336666</td> <td>5553336666</td> <td>No</td> <td>Verified</td> <td>4</td> <td>88999</td> <td></td> <td></td> </tr> <tr> <td>3</td> <td>5553336667</td> <td>5553336667</td> <td>No</td> <td>Verified</td> <td>4</td> <td>88999</td> <td></td> <td></td> </tr> <tr> <td>4</td> <td>5553336668</td> <td>5553336668</td> <td>No</td> <td>Verified</td> <td>4</td> <td>88999</td> <td></td> <td></td> </tr> <tr> <td>5</td> <td>5553336669</td> <td>5553336669</td> <td>No</td> <td>Verified</td> <td>4</td> <td>88999</td> <td></td> <td></td> </tr> <tr> <td>6</td> <td>5553336670</td> <td>5553336670</td> <td>No</td> <td>Verified</td> <td>4</td> <td>88999</td> <td></td> <td></td> </tr> <tr> <td>7</td> <td>5553336671</td> <td>5553336671</td> <td>No</td> <td>Verified</td> <td>4</td> <td>88999</td> <td></td> <td></td> </tr> <tr> <td>8</td> <td>5553336672</td> <td>5553336672</td> <td>No</td> <td>Verified</td> <td>4</td> <td>88999</td> <td></td> <td></td> </tr> <tr> <td>9</td> <td>5553336673</td> <td>5553336673</td> <td>No</td> <td>Verified</td> <td>4</td> <td>88999</td> <td></td> <td></td> </tr> <tr> <td>10</td> <td>5553336674</td> <td>5553336674</td> <td>No</td> <td>Verified</td> <td>4</td> <td>88999</td> <td></td> <td></td> </tr> </tbody> </table>		A	B	C	D	E	F	G	H	1	Phone #	Name	VNS Enabled	PAC Type	PAC Digits	PAC Index			2	5553336666	5553336666	No	Verified	4	88999			3	5553336667	5553336667	No	Verified	4	88999			4	5553336668	5553336668	No	Verified	4	88999			5	5553336669	5553336669	No	Verified	4	88999			6	5553336670	5553336670	No	Verified	4	88999			7	5553336671	5553336671	No	Verified	4	88999			8	5553336672	5553336672	No	Verified	4	88999			9	5553336673	5553336673	No	Verified	4	88999			10	5553336674	5553336674	No	Verified	4	88999		
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## LD Inventory Details

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**Introduction** The **Inventory Details** screen allows you to view the billing address information for a selected telephone number. This screen also provides the associated customer maintained identifier (Name), PAC details and VNS information.

From the **Inventory Details** screen you can update your associated customer maintained identifier (Name) for the selected service component.

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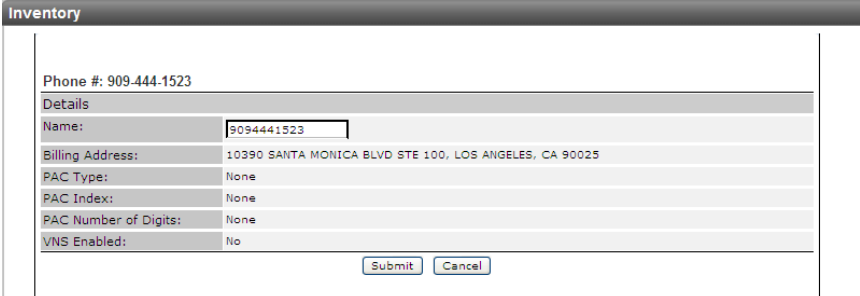
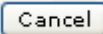
### Fields and Descriptions

The table below describes the fields and buttons displayed on the **Inventory Details** screen.

Field Name	Description
<b>Name</b>	This field displays the associated customer maintained identifier assigned to the service component for each telephone number listed.  <b>Note:</b> If you have administration rights, you can edit this value.
<b>Billing Address</b>	This field displays the address of record for the telephone number listed.
<b>PAC Type</b>	This field indicates whether or not PAC is enabled for each telephone number listed.  <b>Note:</b> If PAC is enabled, this column indicates whether it is Verified or Non-Verified.
<b>PAC Index</b>	This field displays the <b>VPAC (Verified Project Accounting Code)</b> Index, if available, for the selected telephone number.
<b>PAC Number of Digits</b>	This field displays the PAC digits associated to the telephone number listed.
<b>VNS Enabled</b>	This field indicates whether or not VNS is enabled or disabled for each telephone number listed.
	This button allows you to save your entries in the Inventory Details screen.
	This button allows you to undo any changes you may have made in the Inventory Details screen.

## Viewing the LD Inventory Details

**Procedure** Follow the steps in the procedure below to view the **Inventory Details** screen.

Step	Action
1	<p>From the <b>Landing</b> page, click on the <b>Long Distance</b> service</p> <p><b>Result:</b> The <b>Long Distance</b> drop down appears</p> 
2	<p>From the <b>Long Distance</b> dropdown, click on the <b>Switched</b> link.</p> <p><b>Result:</b> The <b>Inventory</b> screen appears.</p> 
3	<p>From the <b>Inventory</b> screen, click on the specific <b>Phone #</b> link.</p> <p><b>Result:</b> The <b>Inventory Details</b> screen appears.</p> 
4	<p>Click  to return to the <b>Inventory</b> screen.</p>

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## Changing Phone # Name

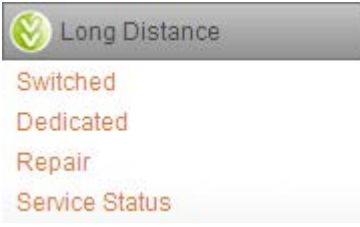
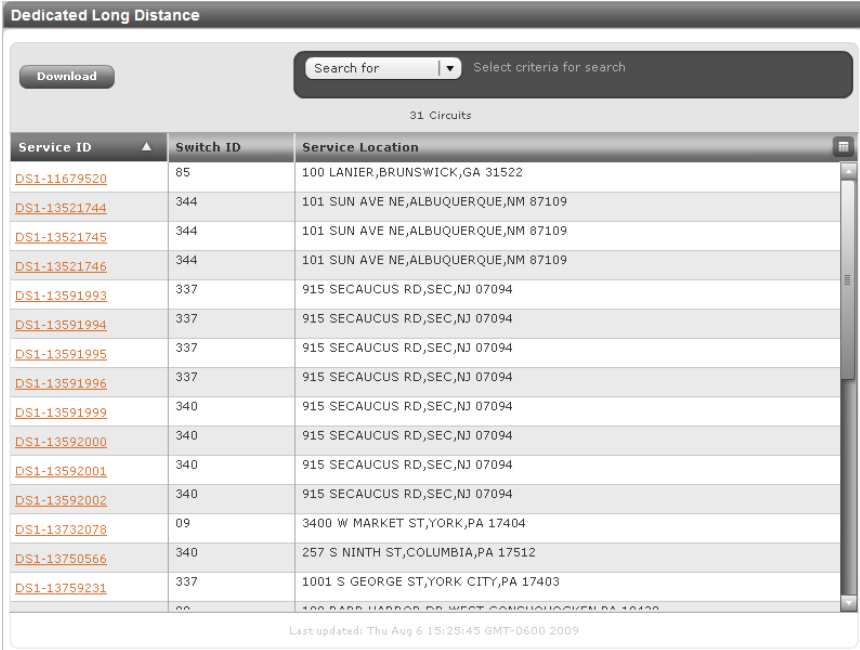
**Procedure**

If you have administrative rights, you can edit the Phone# Name value; follow the steps in the procedure below to perform this action.

Step	Action
1	From the <b>Inventory Details</b> screen (for the selected telephone number), enter the requested name in the Phone # <b>Name</b> field.
2	<p>Click .</p> <p><b>Result:</b> The selected telephone number is updated.</p>  <p>The screenshot shows the 'Inventory' screen with a table titled 'Telephone Numbers( 1 - 1 of 1)'. The table has columns: Phone #, Name, VNS Enabled, Type, Digits, and Index. The first row contains: 909-444-1523, TEST NAME, No, None, None, None. On the left side of the screenshot, there are filter fields for Phone # (909, 444, 1523), Phone Range (From, To), Name, Proj Acc Code Type, Proj Acc Code Index, and VNS Enabled. There are also 'Reset' and 'Go' buttons at the bottom of the filter section.</p>

## Viewing the Dedicated Long Distance Inventory

**Procedure** Follow the steps in the procedure below to view the **Dedicated LD Inventory** screen.

Step	Action																																																			
1	<p>From the <b>Landing</b> page, click on the <b>Long Distance</b> service</p> <p><b>Result:</b> The <b>Long Distance</b> drop down appears</p> 																																																			
2	<p>From the <b>Long Distance</b> dropdown, click on the <b>Dedicated</b> link.</p> <p><b>Result:</b> The <b>Dedicated Long Distance Inventory</b> screen appears.</p>  <p><b>Dedicated Long Distance</b></p> <p>Download Search for [ ] Select criteria for search</p> <p>31 Circuits</p> <table border="1"> <thead> <tr> <th>Service ID</th> <th>Switch ID</th> <th>Service Location</th> </tr> </thead> <tbody> <tr><td><a href="#">DS1-11679520</a></td><td>85</td><td>100 LANIER,BRUNSWICK,GA 31522</td></tr> <tr><td><a href="#">DS1-13521744</a></td><td>344</td><td>101 SUN AVE NE,ALBUQUERQUE,NM 87109</td></tr> <tr><td><a href="#">DS1-13521745</a></td><td>344</td><td>101 SUN AVE NE,ALBUQUERQUE,NM 87109</td></tr> <tr><td><a href="#">DS1-13521746</a></td><td>344</td><td>101 SUN AVE NE,ALBUQUERQUE,NM 87109</td></tr> <tr><td><a href="#">DS1-13591993</a></td><td>337</td><td>915 SECAUCUS RD,SEC,NJ 07094</td></tr> <tr><td><a href="#">DS1-13591994</a></td><td>337</td><td>915 SECAUCUS RD,SEC,NJ 07094</td></tr> <tr><td><a href="#">DS1-13591995</a></td><td>337</td><td>915 SECAUCUS RD,SEC,NJ 07094</td></tr> <tr><td><a href="#">DS1-13591996</a></td><td>337</td><td>915 SECAUCUS RD,SEC,NJ 07094</td></tr> <tr><td><a href="#">DS1-13591999</a></td><td>340</td><td>915 SECAUCUS RD,SEC,NJ 07094</td></tr> <tr><td><a href="#">DS1-13592000</a></td><td>340</td><td>915 SECAUCUS RD,SEC,NJ 07094</td></tr> <tr><td><a href="#">DS1-13592001</a></td><td>340</td><td>915 SECAUCUS RD,SEC,NJ 07094</td></tr> <tr><td><a href="#">DS1-13592002</a></td><td>340</td><td>915 SECAUCUS RD,SEC,NJ 07094</td></tr> <tr><td><a href="#">DS1-13732078</a></td><td>09</td><td>3400 W MARKET ST,YORK,PA 17404</td></tr> <tr><td><a href="#">DS1-13750566</a></td><td>340</td><td>257 S NINTH ST,COLUMBIA,PA 17512</td></tr> <tr><td><a href="#">DS1-13759231</a></td><td>337</td><td>1001 S GEORGE ST,YORK CITY,PA 17403</td></tr> <tr><td><a href="#">DS1-13759232</a></td><td>337</td><td>1001 S GEORGE ST,YORK CITY,PA 17403</td></tr> </tbody> </table> <p>Last updated: Thu Aug 6 15:25:45 GMT-0600 2009</p>	Service ID	Switch ID	Service Location	<a href="#">DS1-11679520</a>	85	100 LANIER,BRUNSWICK,GA 31522	<a href="#">DS1-13521744</a>	344	101 SUN AVE NE,ALBUQUERQUE,NM 87109	<a href="#">DS1-13521745</a>	344	101 SUN AVE NE,ALBUQUERQUE,NM 87109	<a href="#">DS1-13521746</a>	344	101 SUN AVE NE,ALBUQUERQUE,NM 87109	<a href="#">DS1-13591993</a>	337	915 SECAUCUS RD,SEC,NJ 07094	<a href="#">DS1-13591994</a>	337	915 SECAUCUS RD,SEC,NJ 07094	<a href="#">DS1-13591995</a>	337	915 SECAUCUS RD,SEC,NJ 07094	<a href="#">DS1-13591996</a>	337	915 SECAUCUS RD,SEC,NJ 07094	<a href="#">DS1-13591999</a>	340	915 SECAUCUS RD,SEC,NJ 07094	<a href="#">DS1-13592000</a>	340	915 SECAUCUS RD,SEC,NJ 07094	<a href="#">DS1-13592001</a>	340	915 SECAUCUS RD,SEC,NJ 07094	<a href="#">DS1-13592002</a>	340	915 SECAUCUS RD,SEC,NJ 07094	<a href="#">DS1-13732078</a>	09	3400 W MARKET ST,YORK,PA 17404	<a href="#">DS1-13750566</a>	340	257 S NINTH ST,COLUMBIA,PA 17512	<a href="#">DS1-13759231</a>	337	1001 S GEORGE ST,YORK CITY,PA 17403	<a href="#">DS1-13759232</a>	337	1001 S GEORGE ST,YORK CITY,PA 17403
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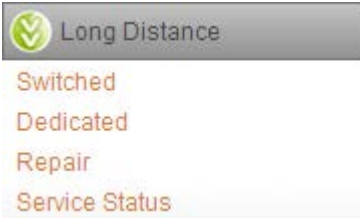
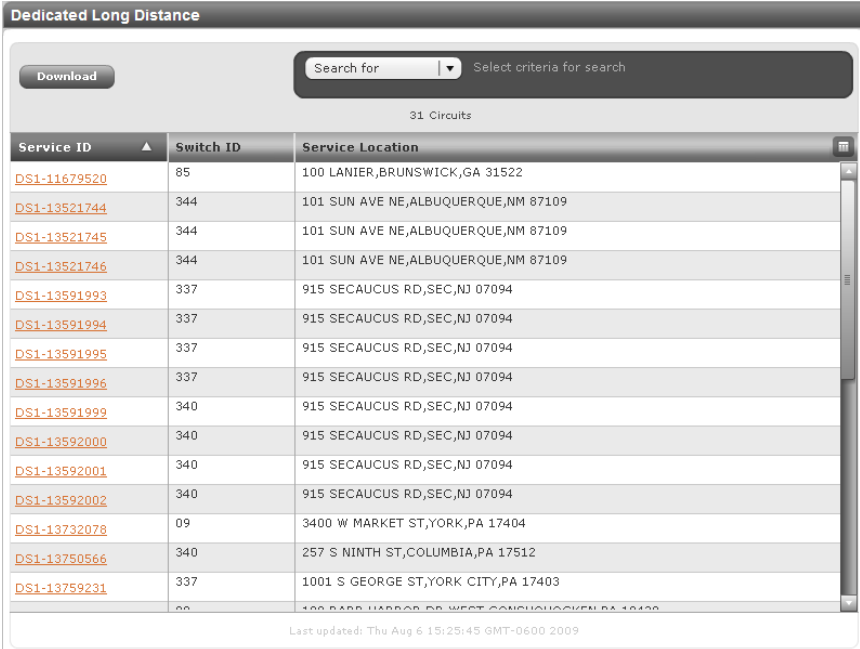
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## Viewing the Dedicated LD Details

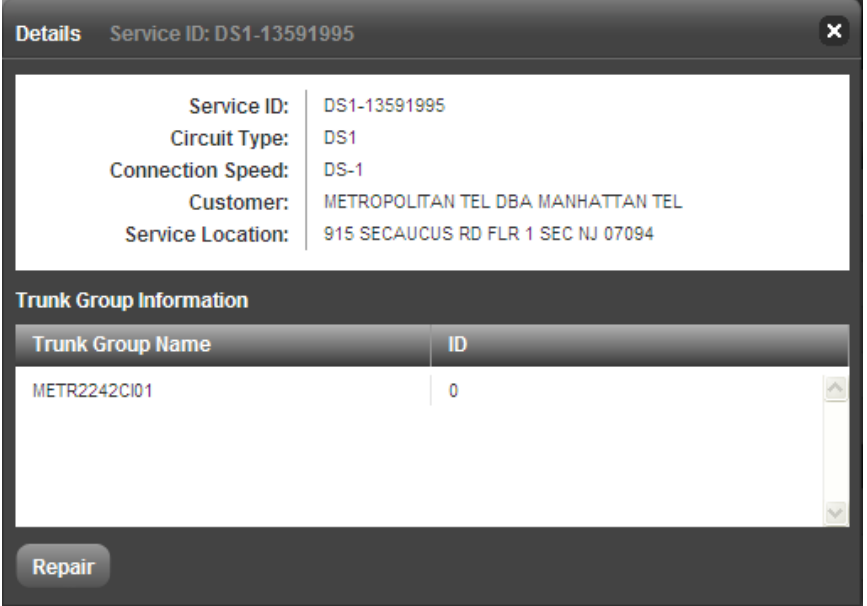

**Procedure** Follow the steps in the procedure below to view the **Inventory Details** screen.

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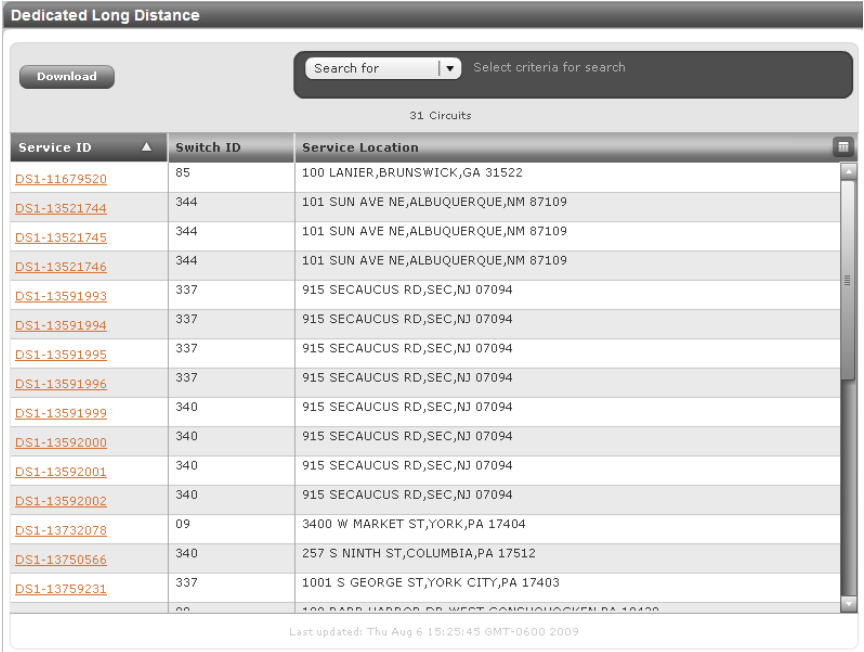
## Viewing the Dedicated LD Details, continued

**Procedure** (continued)

Step	Action														
3	<p>From the <b>Dedicated Long Distance</b> screen, click on the specific Service ID.</p> <p><b>Result:</b> The details screen appears.</p>  <p>The screenshot shows a window titled 'Details' with a close button (X) in the top right corner. The window content is as follows:</p> <table border="1"> <tr> <td>Service ID:</td> <td>DS1-13591995</td> </tr> <tr> <td>Circuit Type:</td> <td>DS1</td> </tr> <tr> <td>Connection Speed:</td> <td>DS-1</td> </tr> <tr> <td>Customer:</td> <td>METROPOLITAN TEL DBA MANHATTAN TEL</td> </tr> <tr> <td>Service Location:</td> <td>915 SECAUCUS RD FLR 1 SEC NJ 07094</td> </tr> </table> <p>Below this is a section titled 'Trunk Group Information' containing a table:</p> <table border="1"> <thead> <tr> <th>Trunk Group Name</th> <th>ID</th> </tr> </thead> <tbody> <tr> <td>METR2242CI01</td> <td>0</td> </tr> </tbody> </table> <p>At the bottom of the window is a 'Repair' button.</p>	Service ID:	DS1-13591995	Circuit Type:	DS1	Connection Speed:	DS-1	Customer:	METROPOLITAN TEL DBA MANHATTAN TEL	Service Location:	915 SECAUCUS RD FLR 1 SEC NJ 07094	Trunk Group Name	ID	METR2242CI01	0
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4	Click the  button to return the <b>Dedicated Long Distance Inventory</b> .														

# Create Dedicated Long Distance Repair Ticket

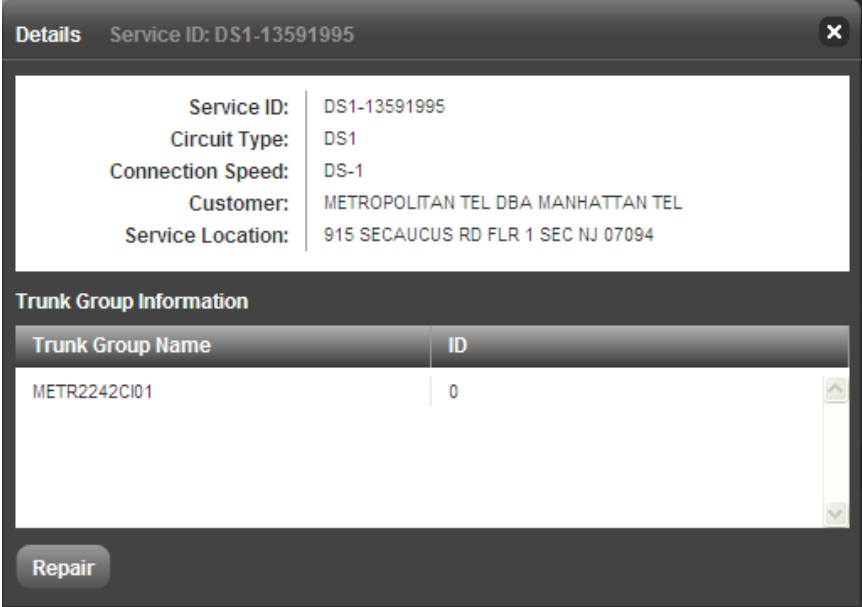

**Procedure** Follow the steps in the procedure below to create **Dedicated Long Distance Repair** ticket.

Step	Action																																																
1	<p>From the <b>Landing</b> page, click on the <b>Long Distance</b> service</p> <p><b>Result:</b> The <b>Long Distance</b> drop down appears</p> 																																																
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## Create Dedicated Long Distance Repair Ticket, continued

**Procedure** (continued)

Step	Action
3	<p>From the <b>Dedicated Long Distance</b> screen, click on the specific Service ID.</p> <p><b>Result:</b> The details screen appears.</p> 
4	<p>Click the  button.</p> <p><b>Result:</b> The Repair module will launch.</p>

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## LD (Long Distance) Repair

**Introduction**      The **Repair** application provides you the ability to view and create repair tickets for your LD services. This functionality can be accessed via the Repair Module.

For detailed instructions, see **Chapter 9: Repair Module**.

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