Frequently Asked Questions

XML

1. **Q: What is IMA XML?**
   A: The IMA (XML) interface is commonly described as the computer-to-computer exchange of common business documents in a published, predefined, electronic format. In the IMA environment, XML allows an organization to submit electronic pre-order queries and Local Service Requests (LSRs) directly from its internal computer systems to the CenturyLink IMA XML interface. Responses to these queries are returned to the CLEC in an electronic format and may be posted directly to the CLEC's computer systems.

2. **Q: How is IMA XML different from the IMA GUI?**
   A: The IMA GUI is a user-to-computer interface while IMA XML is a computer-to-computer interface. The CenturyLink IMA GUI presents the user with a series of browser-based screens. Using these screens the CLEC can process pre-order, order, and post-order IMA transactions. There are no screens associated with XML. All of the information that is exchanged is done so in the form of data files.

3. **Q: How would an organization use the XML interface?**
   A: XML data files are based on CenturyLink standard XML WSDLs. There must be a mechanism to translate data from the proprietary format as it exists in the CLEC system to a format that the receiving organization can understand. This is done using XML translation software. The CLEC will also need internet access to support the exchange of data files between its organization and CenturyLink.

4. **Q: What method is used to transmit XML data files between the CLEC and CenturyLink?**
   A: In alignment with industry standards, CenturyLink has implemented web services which incorporates data security and integrity. Transport is via the internet. A VPN connection can also be requested. This VPN connection will be double encrypted. For more information on this, please contact Eis.Team@centurylink.com.

5. **Q: Once an organization has XML translation software what is required before it can be used with CenturyLink?**
   A: There is a comprehensive implementation process to enable successful implementation by a CLEC. This includes development or installation of the web service, development of the necessary translation software, integration of the translation environment with the existing CLEC customer care system, and an extensive testing initiative to insure that everything will work properly in a production environment. This process generally takes a considerable period of time.

6. **Q: Are XML local service requests (LSR) processed differently from local service requests that are submitted via the GUI?**
   A: No, XML LSRs are processed using the same data requirements and edited according to the same business process rules that govern GUI LSRs.

7. **Q: If there is no appreciable difference in the way that XML LSRs and GUI LSRs are handled, why would a CLEC choose to implement XML?**
   A: XML provides a standardized electronic transaction format. Additionally, XML can offer a means to generate requests directly from, and post responses directly to, the CLEC customer care system. This can provide enhanced data integration within the CLEC computing environment.

8. **Q: Where can I get additional information about XML?**
   A: The Internet is an excellent source for general XML information. Additionally both the IMA XML Disclosure Documents and the IMA XML Implementation Guidelines detail the requirements specific to the CenturyLink IMA XML interface: http://www.CenturyLink.com/disclosures/netdisclosure409.html and http://www.CenturyLink.com/wholesale/ima/xml/index.html. Your CenturyLink Service Manager can provide additional information or you may contact the CenturyLink Electronic Interface Services – Team Lead.

9. **Q: Will CenturyLink initiate the Post-order responses back to the CLEC?**

A: The CLEC is required to send a Pull request to CenturyLink to retrieve their responses. Additionally, CenturyLink has also implemented an option to have the Post-order responses Pushed. This option will require the CLEC to create and maintain a web service. The CLECs who choose to have their post-order transactions pushed to their web service will also be required to support and test the Pull request functionality. It is also recommended that the CLEC perform, at a minimum, one pull per day. If for some reason CenturyLink is unable to Push the post-order response to the CLEC's web service, the CLEC will be required to Pull such responses. CenturyLink will not be responsible for notifying the CLEC of such failures. CenturyLink will only re-try to Push a response to the CLEC if the Push failure is deemed a CenturyLink issue and a system notification will be sent to the CLEC community.

10. **Q: Is IMA XML synchronous or asynchronous?**
    A: IMA XML for pre-order processing is synchronous. CenturyLink returns synchronous acknowledgements for all submitted Orders. For Notice responses – transmission varies between Pulled and Pushed notices. If a CLEC establishes a Web Service for receipt of Pushed transactions, CenturyLink will open a connection to the CLEC's Web Service and send the transaction. The CLEC must send a synchronous acknowledgement. For all Pulled notices, the CLEC opens the connection requesting that notices be sent. CenturyLink will return an XML transaction containing multiple notices. Each notice must be acknowledged individually via new connections.

11. **Q: Can Pre-Order transactions and Orders be sent simultaneously to the Test and Production environments?**
    A: Yes. CenturyLink has unique Web Services for the Test and Production environments. These are managed by unique URLs - which can be found in the IMA XML Implementation Guidelines document.

12. **Q: Is the Pre-Order Testing Process the same process as Order Testing?**
    A: Yes. The process for Pre-Order is the same as for Order. Test scenarios should represent the full business flow and include both pre-order and order. Additionally, pre-order can be tested individually to test the various CenturyLink responses.

13. **Q: Can CenturyLink receive or send more than one LSR/PON or Pre-Order transaction per SOAP Message?**
    A: CenturyLink can receive only one LSR/PON or Pre-Order transaction per SOAP Message. For response notices, if the CLEC is setup to receive Pushed notices, there will be one notice included per message. When the CLEC is Pulling notices, CenturyLink will group multiple notices within the Pull Response message. The number of notices contained in the Pull Response message will depend on the number of notices requested in the pull notice request (up to the maximum). CenturyLink does not allow batch order or pre-order submission.

14. **Q: Can the CLEC request a specific number of notices to be pulled?**
    A: Yes. The CLEC can indicate in their Pull Request to CenturyLink the number of notices to pull, up to the CenturyLink maximum. CenturyLink will default to the maximum number if no number is indicated in the Pull request. If the CLEC Pull transaction requests more notices than the CenturyLink maximum allowable, CenturyLink will default to the CenturyLink maximum. CenturyLink will also indicate on the Pull Request response if there are additional responses to be pulled.

15. **Q: I understand that the CLEC must present the CenturyLink Client certificate on transactions. Does the CLEC need a digital certificate of its own to provide to CenturyLink like we do today in EDI? Or is it solely based on the CenturyLink generated certificates?**
    A: CLECs using only the PULL responses method do not need to obtain their own Digital Certificate. The CenturyLink Client certificate is the CLECs specific certificate for use on preorder, order and post order (getNotices aka PULLs). CenturyLink will create and provide the certificate and instructions for loading the certificate into your system. CenturyLink will also provide instruction for downloading and managing the CenturyLink server certificate in your trust store.
    CLECs creating a full webservice for purposes of receiving PUSH'd notices from CenturyLink are required to obtain a server certificate – a certificate exchange will be coordinated by the XML Implementation representative.

16. **Q: There are instructions on the website http://ecom.CenturyLink.com/ as to how we are supposed to load the digital certificate into our workstation browsers - Microsoft IE, Netscape. But, there are no instructions regarding how to load the cert into our UNIX box that runs the web service so that we can send the cert with the transaction to CenturyLink. Are there instructions?**

A: Once you have completed the steps outlined on the website http://ecom.CenturyLink.com/ you need to export the digital certificate to your desktop. Instructions for this can be found at http://ecom.CenturyLink.com/ecomhelp/export_import.html. Once you complete those steps ftp that file to your server using the bin option.

17. Q: For EDI on certain fields we had to do Code conversions. Do those still apply to XML?
A: No. For XML use the value listed in the Valid Value column of the Developer Worksheets

18. Q: How do I gain access to the Electronic WSDLs?
A: Before a CLEC, Service Bureau or Third Party Software vendor can access the WSDL URLs they must have plans in place to implement a given IMA release. The CenturyLink WSDL requires a digital certificate, provided by CenturyLink. Any interested party should contact the Electronic Interface Services Team Lead or their assigned representative. Contact information for the EIS Lead can be found in the IMA XML Implementation Guidelines located at: http://www.CenturyLink.com/wholesale/ima/xml/index.html.

19. Q: How is the XML going to be documented in the Developer Worksheets?
A: Both the Developer Worksheets & XML WSDLs will be provided in the disclosure document and are necessary to describe the XML interface. The WSDLs define the element (tag) names and the structure of the XML messages. The Developer Worksheets define the business rules and valid values for each field.

For example, here is a sample snippet from an XML WSDL that defines PON & several other elements which must be sent in the XML transaction in the order in which they are found in each section:

```
<xs:element name = "LSR_ADMIN_HDR" type = "LSR_ADMIN_HDR_Type"/>
<xs:complexType name = "LSR_ADMIN_HDR_Type">
        <xs:sequence>
                <xs:element name = "PON" type = "TEXT16_Type"/>
                <xs:element name = "VER" type = "TEXT2_Type" minOccurs = "0"/>
                <xs:element name = "LSR_NO" type = "LSR_NO_Type" minOccurs = "0"/>
                  </xs:sequence>
</xs:complexType>
```

The element name corresponds to the Developer Worksheet field names except where documented in the Developer Worksheets. For Example if the XML Element Name is different then the LSOG field name then the Developer Worksheet will have xml = elementName. Most fields in the WSDL have been defined as optional, the developer worksheets determine what fields need to be sent based on the product and activity type. The XML snippet above for the ver shows that it is optional, the worksheet NBR snippet below explains when he VER field is needed on the order.

LSR 3: VER – NBR:
Products 1, 2, 3, 4, 5, 6, 7, 8, 9, 9a, 10, 11, 12, 13, 15, 16, 17, 18, 19, 20, 21, 22, 23, 23a, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42:
This VER will be used for all forms associated with this request. CenturyLink does not edit VER. If provided, the VER is returned on the FOC. The same VER can be used when a Fatal Error is received prior to when the Co-Provider is sent a FOC or a manually generated Error. The VER is not required on initial orders, however, it is required on supplemental orders and should be incremented each time a supplemental order is sent.

For any LSR - excepting an Original LSR - If VER field is populated, SUP field must be populated.

20. Q: How long should the XML Connection remain open to receive a Pre order response?
A: Timeouts can vary based on the transactions. CenturyLink publishes the response times at the following URL: http://www.CenturyLink.com/wholesale/results/roc.html, select the View Performance Indicator Definitions. This document contains the PO-1 Pre-Order/Order times.

21. Q: How do we find information on XML specific fields vs. OBF/LSOG Fields?

A: This information will be published in Chapter 1 of the IMA Disclosure Document beginning with Release 23.0.

SATE

1. **Q: What is SATE?**
   A: SATE is CenturyLink's Stand Alone Test Environment, which the CLEC can use to test their XML system.

2. **Q: Can I use SATE for all of my XML testing including controlled Production?**
   A: No, a CLEC must successfully complete Progression Testing phase, using the SATE environment, followed by Controlled Production phase prior to being approved to utilize the CenturyLink XML in full Production mode. The production environment is used for the Controlled Production phase.

3. **Q: Where can I get more information on SATE?**
   A: For more information, see the current version of: IMA XML Implementation Guidelines – for Interconnect Mediated Access (IMA) and the SATE Data Documents.

4. **Q: How do I sign up to use SATE and get more information?**
   A: A CLEC must contact an Electronic Interface Services Team member who will provide information and assist with the testing and implementation process.

5. **Does CenturyLink provide certification to Service Bureaus or 3rd Party Software Vendors?**
   A: No, Although SATE access and regression testing is permitted, no "certification" is provided by CenturyLink to Service Bureaus or Third-party Software Vendors.

6. **What is regression testing?**
   A: CenturyLink permits access to SATE for CLECs wishing to test their XML functionality without CenturyLink's direct supervision. Regression testing is primarily for those with 'no intent' toward meeting any CenturyLink entry or exit criteria within an Implementation process. It can be thought of as a 'sandbox' in which to try transactions in a 'free-form' testing approach.

General

22. **Q: How does a CLEC issue a change order on a newly converted account when they get the error message Not authorized to retrieve CSR"?**
    A: CenturyLink uses the Conversion in Progress (CIP) field, and two Conversion Service Order fields (CSO1 and CSO2). To issue a change order on a newly converted account when they get the error message "Not authorized to retrieve CSR" the CLEC submits an LSR with ACT = C, populates the CIP field with Y, and populates CSO1 with the service order of the conversion. NOTE: CSO2 is optional if there is more than one service order.

23. **Q: Does CenturyLink require pre-order as part of the order process?**
    A: Some requests require telephone number and appointment reservations. These requests may require the use of the appropriate pre-order transactions. A telephone number or appointment reservation can be made manually by calling the ISC and then used on an XML transaction. CenturyLink strongly recommends that all other appropriate pre-order activities be performed, although it is not required. The use of appropriate pre-order activities can greatly reduce LSR errors and rejects as well as improve flow-through.

24. **Q: If a request is sent containing data in the fields that CenturyLink has identified as not supported (using an "N" on the Developer Worksheet), will the LSR be rejected?**
    A: Yes, if all activities for that specific product are "N" (Not Required) on the Developer Worksheet then the field is marked as "Not Used by CenturyLink" and the field is not included in the XML WSDLs. .The transaction will receive a SOAP fault message for invalid XML.

25. **Q: If a request is sent containing data in the fields that CenturyLink has identified as being prohibited (using a "P" on the Developer Worksheet), will the LSR be rejected?**
    A: Yes – this LSR will be rejected by the BPL.

26. **Q: How does CenturyLink notify a CLEC of XML Developer Worksheet Changes?**

A: If there is a bug in the Disclosure document, CenturyLink will issue a notice to all XML users, indicating an addendum has been issued to the disclosure document. For additional information refer to the CMP website for the latest notifications, date changes and pointers to proper documentation. CenturyLink may also include future enhancement/clarification information in the Combined CLEC Question and Answer Log for that release (http://www.CenturyLink.com/wholesale/ima/xml/index.html).

27. **Q: Where can the CLEC find the NC, NCI and SECNCI values valid for CenturyLink?**
    A: The NC, NCI and SECNCI values can be found in the product-specific Technical Publication. Information about how a CLEC can get this publication can be obtained from the CenturyLink Service Manager.

28. **Q: Where can the CLEC's find Standard Interval dates for their products?**
    A: The CLEC's Interconnect Agreement specifies any negotiated product-specific interval dates. The Interconnect Agreement can be obtained from the CenturyLink Service Manager. General guidelines about standard interval dates can be found at the CenturyLink Wholesale website, http://www.CenturyLink.com/wholesale/guides/sig.

29. **Q: Can a CLEC request and receive duplicate copies of previously issued IMA notices? What kind?**
    A. CLECs can request and receive re-sends of Confirmations (LSRCs for GUI; Local Response FOCs for XML), Service Order Completion (SOCs), Pending Service Order Notifications (PSONs), and Local Responses for all RT values except RT=V.

30. **Q: How is "Not Required (N)" in Developer Worksheets handled?**
    A: An activity for a field can be marked as "N" indicating that it is not used for that activity. When this occurs the transaction sent to CenturyLink can be received either without the element for that field or with an empty element.

    In cases where the field is not used at all by CenturyLink but is an LSOG field then the Negotiated business rule will read "Not Used by CenturyLink". If a transaction is received with this field, it will receive a soap fault error.

    In the case where the field is used by CenturyLink but is a counter for the number of specific forms for example, the Negotiated Business Rule will read "Populated By CenturyLink". CenturyLink will determine the information for these fields based on the information provided in the transactions. If this field is sent on a transaction to CenturyLink it will receive a soap fault error. NOTE: The transaction may receive system error message on these fields.

    Additional information can be found in Chapter 1 of the Disclosure Document.

31. **Q: Some of the fields are marked as Conditional ("C") but there are valid values listed, does CenturyLink required that the field always be sent with one of those values?**
    A: No. The field should only be populated if the condition is met which requires a value to be sent. Otherwise the field should not be sent to CenturyLink. Additionally, fields are marked as "C" if the value in the field is edited by CenturyLink.

Pre-Order

1. **Q: CSR - Is the service address on the CSR the same as what you would find using the Address Validation Query?**
   A: The service address, or listed address, on the CSR could be the same as the address found when using Address Validation. It is possible however, that these addresses may differ slightly. The exact address as provided by the Address Validation Query should always be the address used by the CLEC on an LSR, as this is the address on which the BPL performs its address validation edit.

2. **Q: CSR - If a CSR is too large to transmit, what kind of message will the CLEC receive? What are the procedures for receiving a CSR that cannot be transmitted electronically?**
   A: If the CSR is too large, the CLEC will receive the timeout message, "OSS gateway error timeout." They may also receive a partial CSR with an Error message stating they have only received X number of pages out of X. If the CLEC receives either of the above error and either; (1) knows the CSR is for a large customer; or, (2) has requested the CSR a second time and still receives the timeout message — the CLEC should either request the CSR manually or

specify on the electronic CSR query that the CSR be returned via fax or email. This is done using the following information:

1. TXACT = B (Full CSR over base size) or D (Partial CSR over base size)
2. RTNMETH = L (E-mail) or F (Electronic File)
Please refer to the Disclosure Document for CSRQ6 and CSRQ8.

The manual process is to call the ISC and request the CSR to be e-mailed. The electronic process is to use RTNMETH=L on the CSR query via XML to request that the CSR be returned via email.

3. **Q: AVQ – Do I have to validate an address in order to place an order through IMA?**
A: It is recommended that you ALWAYS validate the address before placing an order to reduce errors, and possible rejects from the ISC. CenturyLink advises that CLECs validate the address and get a CSR, as part of the order process.

4. **Q: AVQ - What is the difference between TTA, LSO, SITEID, and NPANXX?**
A: The LSO is the NPANXX of the wire center. TTA is the CenturyLink representation of the central office. SITEID is the CenturyLink representation of the servicing wire center (could be a NPANXX or a CLLI code). All of these fields could contain different information. SITEID and TTA are used for TN reservation. LSO is used for Service Availability Query (SAQ).

5. **Q: AVQ - What is the difference between an exact match and an exact match with supplemental information?**
A: An exact match with supplemental information returns a list of additional information that pertains to the base address. This can be a list of apartment numbers, buildings, or floors that all exist at the base address. It is important to realize that the list generated is not a comprehensive list, rather a sampling of possible supplemental information. It is intended to let the CLEC know that there may be additional information at the address.

6. **Q: AVQ—How are the address request fields populated in case of a numbered, unnumbered and descriptive address?**
A: Numbered Address:
101 Main St., Apt 102, Bldg D
Denver, CO 80209
CenturyLink field population:
SANO: 101
SASN: Main
SATH: St
LD1: APT
LV1: 102
LD2: FLR
LV2: 1st
LD3: BLDG
LV3: D
SALOC: Denver
SAST: CO
SAZC 80209

Unnumbered Address
RR1, Box 10
Taylor, CO 80222
AHN: 123 (An AHN is assigned by CenturyLink for any house without a number.)
CenturyLink field population:
SASN: @, Taylor
AHN: 123
Route: 1
Box: 10
SALOC: Taylor

SAST: CO
SAZC 80222

Descriptive Address: (Descriptive Addresses are only valid for pre-order AVQ transactions)
Cedar Hills Apartments
Denver, CO 80209
CenturyLink field population:
SASN: @ Cedar Hills Apartments
SALOC: Denver
SAST: CO
SAZC: 80209

7. **Q: CSR – If an end user customer submits a CSR + Listing (TXTYP = M) is the listing information coming from the LSTRQ Database?**
   A: No, it comes from the CSR. However if the accoutn is Unbundled, our system will do an LSTR Query behind the scenes and return the information as appropriate.

Order

1. **Q: If an end-user customer changes CLECs and moves locations at the same time - are two LSRs required to perform the conversion and move of that customer?**
   A: No, the CLEC would submit only one LSR to perform both requests. The Activity Type on the LSR would be populated with V, and the End User Move Indicator (EUMI) field would be populated with Y. ACT=V indicates conversion of service to the new CLEC. EUMI value of Y indicates the end-user is moving locations.

2. **Q: Can a CLEC place an order for a digital capable loop through IMA (i.e. DS1)?**
   A: IMA is designed to accept orders for analog ADSL, and ISDN Capable Unbundled Loops.

3. **Q: The Shared Loop product does not support an Activity Type (ACT) of "N." How does a CLEC order a new shared loop product?**
   A: A Shared Loop Change Order (Activity of C) changes an End User's existing retail POTS line into a line that is shared by the CLEC (data portion) and CenturyLink (voice portion), when using an LNA of N.

4. **Q: What should a CLEC do if they receive the following error: "WO 999 – Invalid USOCs – problems with Validity, Resellability, State or Contract?"**
   A: First verify that the correct USOC and Class of Service are being used. If the USOC and Class of Service are valid, contact the CenturyLink Service Manager regarding the CLEC Interconnect Agreement. The CenturyLink Service Manager will be able to verify whether you are able to order that particular USOC. Additionally, the CLEC can perform a Service Availability Query (SAQ) to check this information themselves.

5. **Q: LSR – AN field: Loop and Loop with Number Portability: Explain how the Account Number (AN) field is defined and provide its use. How does SBN work in conjunction with the AN field?**
   A: When a new or conversion loop or loop with number portability request is received by CenturyLink, a Special Bill Number (SBN) is assigned by CenturyLink for each loop the request creates (i.e. converted to a CLEC account). One SBN is assigned per loop, which means that each loop is contained on a unique account. NOTE: The use of space holders ("000-000-000") as valid values in the AN field is now limited to certain products and ACT types. The special bill numbers are returned to the CLEC on the FOC. The CLEC must have a mechanism for storing the SBN values for each of their loops.

6. **Q: LSR – PG_OF field: How does CenturyLink use the Pg Of field?**
   A: The Pg_Of_ field is used in conjunction with the RPON field for relating multiple requests. For example, if there were three requests that a CLEC wanted to relate to each other, the RPON of the first order would be blank and the Pg_Of_field would be populated with the value of 0103 (01 of 03). The second request would have the PON of the first request populated in the RPON field and the Pg_Of_ field would be populated with 0203 (02 of 03). The third

request would have the PON of the first request populated in the RPON field and the Pg_Of_ field would be populated with 0303.

Proper use of the field allows CenturyLink and the CLEC to know that there are three related orders and which have been sent and received.

7. **Q: LSR – D/T Sent field: What time zone does date/time sent need to be in?**
   A: Transactions originating from the CLEC - time code should be consistent with your time zone.
   Transactions originating at CenturyLink - time codes are Mountain Time.

8. **Q: LSR – Test field: How is the Test field used?**
   A: The test field is used to indicate the type of test requested when the loop is installed. The options are Performance Testing, Cooperative Testing, and No Testing.

9. **9. Q: LSR – ACT field: Clarify the differences between Activity of V (conversion as specified) and Activity of Z (conversion as specified/no DL).**
   A: Resale (POTS, ISDN, PBX), and Analog and Digital Line-Side Ports: An Activity of V is used when a change to a directory listing is needed with the conversion. An Activity of Z is used when the directory listings do not change in the conversion. The existing directory listings will be maintained. Centrex: Activity of Z is not valid. Unbundled Loop: Activity of Z is not applicable. Activity of V is used for a conversion from CenturyLink to a CLEC. Activity of C is used for a conversion from CLEC to CLEC. Number Portability and Loop with Number Portability: For Number Portability and Loop with Number Portability an Activity of V indicates the account should be converted as specified and the directory listings will be deleted if the DL form is not submitted with the order. Activity of Z indicates that the account should be converted as specified with the account and directory listings to stay in place “as is”.

10. **Q: LSR – MI field: How is the MI used?**
    A: The Migration Indicator (MI) field replaces the CONVIND (Conversion Indicator) field and requires the CLEC to indicate a full or partial migration to a new or existing account.

11. **Q: LSR – BAN field: How is a BAN created?**
    A: Upon negotiating an Interconnection Agreement with CenturyLink, the CLEC completes a New Customer Questionnaire. A Questionnaire is required for each state the CLEC wishes to provide Local Services. Upon completion of a Questionnaire a CLEC may or may not be required to pay a one time deposit to CenturyLink. If a deposit is required, upon payment a BAN is established. In the Central Region of the CenturyLink territory, the BANs are assigned one per each State. If no deposit is required, a BAN is assigned after execution of the CenturyLink Interconnection Agreement.

12. **Q: LSR – BAN field: How are BAN1 and BAN2 used on Loop Service with Number Portability requests?**
    A: Local Number Portability is the method of number porting most commonly used when Loop Service with Number Portability is ordered, as most switches today support LNP. However, if Interim Number Portability is requested, BAN1 is the Billing Account Number (BAN) used for the Loop Service and BAN2 is the BAN used for Interim Number Portability Service. The BAN1 is not required to be populated in some instances – see Developer Worksheet.

13. **Q: LSR – MANUAL IND field: Does the entry of any type of information in the Remarks field require the user to populate ‘Y’ in the Manual Ind field?**
    A: The Manual Indicator should only be populated with a ‘Y’ when the remarks require a CenturyLink ISC representative to manually act upon the remark. The valid values are “Y”, “N” (the default) or not populated.

14. **Q: LSR – PENDING ORDER field: How is the Pending Order Flag used?**
    A: The pending order flag allows the CLEC to indicate to the Interconnect Service Center (ISC) that there is already a pending order on the account.

15. **Q: LSR – PON field: Explain the relationship between the TXNUM in Pre-Order and the PON in Order processing.**

A: The Transaction Number (TXNUM) is used to uniquely identify pre-order transactions. The PON is used in some of the pre-order transactions to identify the associated order transaction. For example, when reserving an appointment, the PON is included on the pre-order appointment reservation transaction. That same PON should be used on the associated order transaction, so that CenturyLink can identify the reserved appointment. If no order is received that does not utilize the associated PON for that appointment, the appointment will be returned to CenturyLink appointment pool for use by others.

16. **Q: EUI – LOCNUM (7) This field is Required with an Activity of T, LOCNUM=2; What does the CLEC use this field for?**
    A: Activity of T is for an outside move. CenturyLink is asking that the old end user address be entered as LOCNUM = 1 and the new end user's address be entered as LOCNUM = 2. This is a repeatable section and tracking of the old and the new addresses are handled via the LOCNUM field.

17. **Q: EUI – AHN field: What is the AHN field? How is it used?**
    A: AHN stands for Assigned House Number and is internal to CenturyLink. When an address has not been numbered by the county, CenturyLink assigns an AHN. The value of the AHN is returned on the AVR. AHN should be included on the request when known.

18. **Q: EUI – CALA field: What is the CALA field?**
    A: CALA stands for Customer Address Location Area. It can be used instead of zip code. The CALA is a CenturyLink defined region. A zip code may span multiple CALAs. When this occurs, the CALA should be used instead of the zip code.

19. **Q: Directory Listings – Are directory listings included in an unbundled loop, unbundled loop with number portability, or number portability order?**
    A: Yes, Facility Based Directory Listings can now be ordered within the LSR for Loop Products and Number Portability.

20. **Q: Port Service – Directory Listings - Are directory listings included in an Unbundled Digital Line Side Switch Port and an Unbundled Analog Line Side Switch Port order?**
    A: Yes.

21. **Q: Resale - FEATURE field: Are Features automatically deleted when they are not addressed on a 'conversion' request?**
    A: Yes, CLECs must enter a conversion feature activity (FA=V) for features to be retained during the conversion. Any existing features from the CSR that do not appear on the conversion LSR in the Feature detail will be removed during the conversion. FA=D is also valid when requesting the removal or disconnect of an existing feature.CLECs may also use FA=N to designate "End-State" Features for select products and activities. Please refer to the Disclosure Document and PCAT to determine when the use of "End-State" Features is permitted. This option allows the CLEC to identify the features that should be on the account post-conversion, for example. CenturyLink will determine the features to add/delete in order to reach that desired "End-State".

22. **Q: What Pre-Order queries are recommended when placing POTS & UNE-P POTS Orders?**
    A: If performed all within XML, the recommended flow would be AVQ, CSRQ, FAQ, AAQ, and TNAQ (if ACT = N or LNA=N), Order (UNE-P POTS or POTS Resale):
    1) Perform an AVQ and retain the Local Serving Office (AVR_LSO) from the AVQ response.

    2) Perform an FAQ, using the LSO from the AVQ response (AVR_LSO), and retain the Dispatch-Indicator (FAR_DSIND) and the Working-Lines-Left-In (FAR_WLINUM) responses. Evaluate the FAQ Dispatch Indicator (FAR_DSIND) response; if the Dispatch Indicator is "Y," then an appointment is required.

    3) Perform an AAQ, using the Working-Lines-Left-In from the FAQ response (FAR_WLINNUM) in the AAQ Requested Number field (AAQ_REQNUM), which indicates how many lines the technician will be working on during the appointment. This information is relevant because if many lines are to be worked on, then a longer duration appointment will be made by the system. Retain the Appointment Time (AAR_APPTSLOT) and the Inquiry Reservation Confirmation Number (AAR_INQRES NBR) from the AAQ response.

    4) Within 24 business hours of receiving an appointment confirmation, place the UNE-P POTS or POTS Resale order, using the Appointment Time from the AAQ response (AAR_APPTSLOT) in the Appointment Time (LSR_ APPTIME) field and the Inquiry Reservation Confirmation Number from the AAQ response (AAR_INQRES NBR) in the Appointment Confirmation field (LSR_APTCON).

    5) Perform a TNAQ for lines being added to an existing account or for providing new service.

23. **Q: When would the Pre-Order Appointment Query need to be for Unbundled Loop and Loop Service with Number Portability?**
    A: An appointment is required for all Coordinated Installations (when CHC=Y).

24. **Q: For Resale products when the ACT is a "New Install", "Conversion As Is" or "Conversion As Specified", does an Appointment need to be scheduled before submitting the LSR?**
    A: An appointment is necessary if a dispatch is needed. The IMA Pre-Order Facility Availability Query function would inform the CLEC if a dispatch is necessary. If an appointment is necessary and one is not scheduled, your LSR will be rejected.

25. **Q. If a technician needs to be dispatched to install Inside Wire or Jacks, does the IMA Pre-Order Appointment Availability Query function need to be utilized?**
    A: Yes, if the IMA Pre-Order Facility Availability Query function identifies a line needing dispatch an appointment must be made or the request will be rejected.

26. **Q. What if the appointment offered does not meet the CLEC's needs for Unbundled Loop and Loop with Number Portability?**
    A: If a CLEC desires to override appointment scheduler, the "APT CON" Field on the LSR should be populated with "OVERRIDE".

27. **Q: Can more then one product form be sent on a single order? For example if I have three circuits to change on an LS Order.**
    A: No. Only one product form can be sent per LSR. In the example that would result in one LS form with three service detail sections.

28. **Q: What is the difference between the SPR ordering and LNP ordering?**
    A: SPR is Simple Port and is only used if the following conditions are present on the account:
    - Single Line Account
    - The account has a 1FR or 1FB USOC for the TN being ported
    - TN does not have RSID or ZCID
    - TN being ported does not have CenturyLink Broadband/Line Sharing on TN being ported
    - TN being ported does not have AIN features on it

    If the above criteria are not met, the order must be submitted using the normal LNP Ordering process.

29. **Q: LNP – What is the max number of TN's a customer can include on an LSR?**
    A: 100

Post-Order Responses

1. **Q: Is there any kind of order where if rejected we must issue a NEW PON?**
   A: If a fatal error is generated by IMA's business processing layer (BPL), the Local Response (LR) will have a response type of RT=V, meaning the order has not been written to the IMA database. In this case, the PON can be reused when the corrected order is submitted to CenturyLink or a new PON can be used.

   If a fatal error is generated by the CenturyLink ISC, the Local Response (LR) will have a response type of RT=Z, meaning the order has been written to the IMA database. In this case, the subsequent order must use the same PON, with the version incremented and the supp field must be populated.

2. **Q: The LR (FOC) refers several times to a 'Product Specific Form' in the developer worksheet. What is the Product Specific Form, and its use?**
   A: The product specific form is the form that contains the information specific to the product (Examples: the loop service or resale forms).

3. **Q: LR - Does CenturyLink require that a LR-FOC be sent prior to a CLEC sending a SUPP to Cancel, Change DDD, or Change Other?**
   A: No. The CLEC can SUPP a transaction at anytime – before or after the LR-FOC is sent to the CLEC.

4. **Q: How do I tell the difference between a System (BPL) reject and an ISC reject?**
   A: The BPL reject is identified by RT=V. The ISC reject is identified by RT=Z.

5. **Q: How do I get a notice resent, if I have acknowledged the original notice?**
   A: Call the ISC to request a notice resent just as you do with the IMA GUI. A notice resent by the ISC is treated as a separate notice (as it is today with GUI notices), the notice follows the 'normal' processing flow, and is not affected by the status of the original notice. The notice will be given a new transaction ID and can be tracked separately from the original notice.

6. **Q: How do I know what information is needed to be sent in the acknowledgement for post order notices received?**
   A: Information can be found in the Post Order WSDL, Appendix H of the disclosure document.

7. **Q: How can I identify error messages in DSRED for FBDL?**

   A: The document IMA Facility Based Directory Listings Corrective Procedures and Confirmation/Error Codes can be found on the website: http://www.centurylink.com/wholesale/ima/xml/index.html