CenturyLink™

Interconnect Mediated Access 38.0

User's Guide

How to prepare, submit, and follow up on LSRs

April 20, 2015

Document information

If you use this guide, please let us know at imadocs@centurylink.com. We welcome your feedback on this document.

The versions of this guide for the new release are listed below:

Document date	Description
March 23, 2015[draft]	Draft guide for CMP review Posted at http://www.centurylink.com/wholesale/cmp/review.html
March 30, 2015	Final guide posted at http://www.centurylink.com/wholesale/cmp/ review_archivesystem.html
April 20, 2015	Final guide posted at http://www.centurylink.com/wholesale/ima/gui/index.html

You can find guides for prior releases at http://www.centurylink.com/wholesale/cmp/review_archivesystem.html.

Change log

Changes to IMA for this release are provided through CMP (change management process) at http://www.centurylink.com/wholesale/cmp/index.html.

- None

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6—As needed

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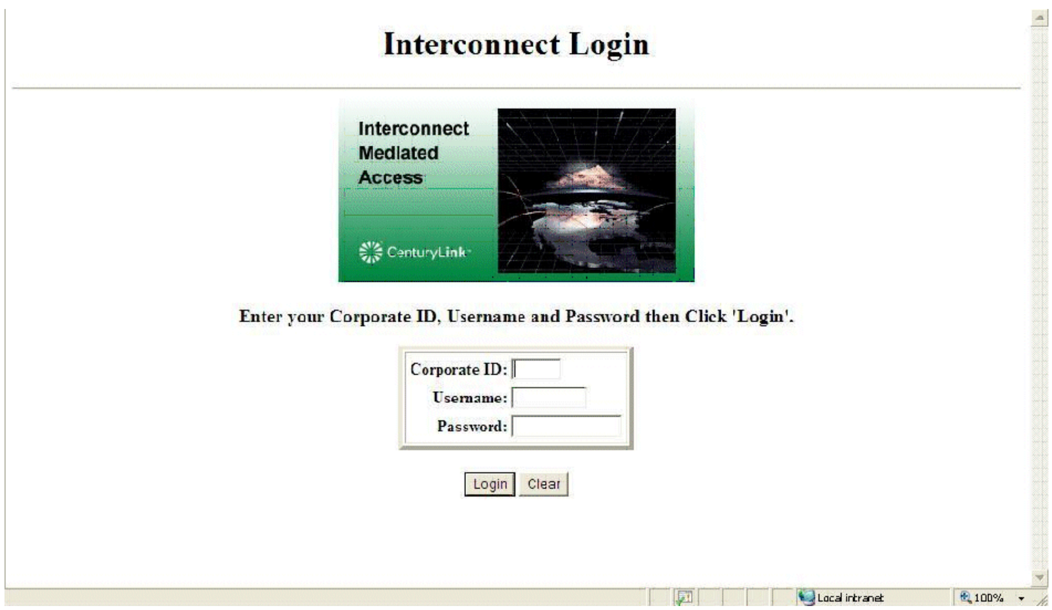
Getting started

This guide provides instructions on using IMA (Interconnect Mediated Access) for CLECs (including payphone service providers). The guide assumes you have a background in telecommunications local service, including some knowledge of CenturyLink™ products and order-writing conventions.

IMA is available for use by CLECS in the legacy Qwest territories within the former 14-state Qwest region.

Logging in to IMA

To log in to IMA, open a browser window and follow the guidelines in the *Connection Guide*.



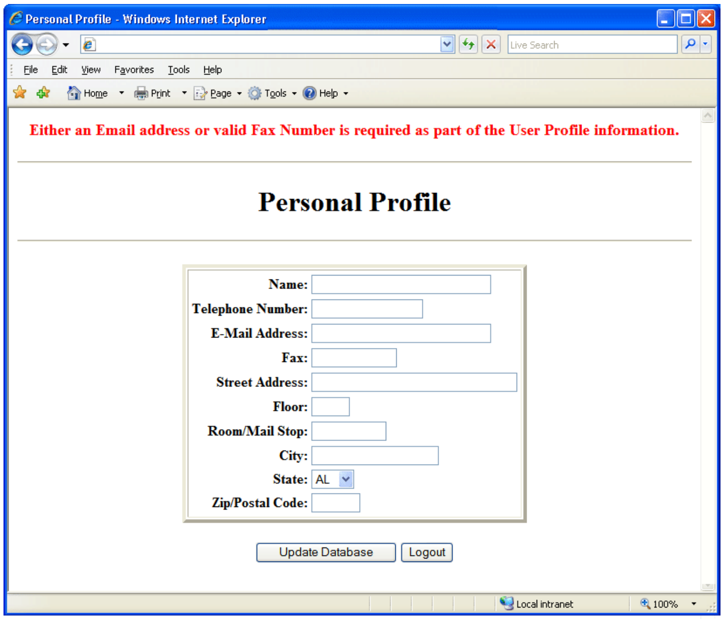
1 Fill in the three fields, using the values given to you by your system administrator.

- Note that the fields are case-sensitive.
- Once you have logged in for the first time, be sure to change your password. (See "Changing your password" on page 178.)

2 Click **Login**.

Creating your personal profile

The first time you log in to IMA, you must complete a personal profile before you can go on to other tasks. Your personal profile contains information that CenturyLink uses to contact you.



1. Fill in the fields. (**Floor** and **Room/Mail Stop** are optional.)
   a. For your telephone and fax numbers, use the format **555-555-5555**.
   b. Fill in your e-mail address, fax number, or both to indicate how you want to receive system notifications.
2. Click **Update Database**.
3. Click **Return to Main Menu**.

Logging out of IMA

To log out of IMA, click **Return to Main Menu**, then click **Logout**.
If you're working in PreOrder/Order/PostOrder, you may first have to click **Cancel** or **Close** or **Finish** to close the window(s), then **File** > **Exit** to close the **Interconnect Mediated Access** window.

IMA hours (Mountain Time)

Monday–Friday	6 a.m. to midnight
Saturday	6 a.m. to 9 p.m.
Sunday	10 a.m. to 7 p.m.

IMA conventions

Buttons

Several buttons appear throughout IMA (and work the same way):

To ...	Click ...
Display the information in a separate browser window	**Print Preview**
E-mail the information in the window	**E-mail**
Clear the fields in the form or window	**Clear** or **Reset**
Close the form or window without saving the information	**Cancel**
Go on to other forms or tasks	**OK** or **Close** or **Finish**
Interrupt a process	**Abort**
Access PreOrder functions while filling out LSR forms	**PreOrder**

Repeating sections

Many forms contain repeating sections, allowing you to add multiple features or lines for a single account. As you add sections, a counter updates to show how many sections you've added and which section you're currently viewing. You can move from one section to another by moving the slider below the **Add** button.

Additional resources

Websites

IMA GUI Error Messages

http://www.centurylink.com/wholesale/ima/gui/all_errormessages_a-c.html

Local Service Ordering Guidelines

http://www.centurylink.com/wholesale/clecs/lsog.html

Products and Services

http://www.centurylink.com/wholesale/pcat/index.html

Wholesale Customer Contacts business procedure

http://www.centurylink.com/wholesale/clecs/customercontacts.html

Wholesale Resources—IMA

http://www.centurylink.com/wholesale/ima/index.html

Documents

In addition to this document, CenturyLink provides four other guides to help you use IMA. The first three guides are available at http://www.centurylink.com/wholesale/ima/gui/index.html:

- *IMA Connection Guide*—guidelines for connecting to IMA
- *CLEC System Administrator's Guide*—guidelines for managing CLEC users' accounts
- *Facility-Based Directory Listings Guide*—guidelines for submitting orders for facility-based directory listings

The fourth guide is available at http://www.centurylink.com/wholesale/training/coursecatalog.html:

- *Loop Qualification and Raw Loop Data CLEC Job Aid*—guidelines for retrieving raw loop data and for checking whether a loop qualifies (for CenturyLink HSI/Broadband Service or for unbundled ADSL service)

2

Before preparing service requests

Before filling out the LSR (local service request) forms, you can do certain tasks that save time when you actually fill out the forms and that reduce the chances for errors in your request. Before preparing a request, always try to

- validate the customer's service address (directly below)

  You validate the service address for a customer to make sure that the address you use on the LSR matches an address in CenturyLink's databases.

- review the customer's CSR (customer service record) (page 19)

  You review the CSR for a customer to make sure that they have a live account and that your records match CenturyLink's for the customer's current listing, billing information, and services and equipment.

Other tasks must be done before you *submit* a request, but they can be done either before you prepare the LSR forms or while you're actually preparing them. Because those tasks commonly depend on which forms you're preparing, they are discussed separately (chapter 3).

Validating addresses

Before preparing a request, you should validate your customer's service address—that is, make sure that the address you will use on the request forms matches an address in CenturyLink's databases. (If the addresses don't match, IMA will reject your request.) There's no need to validate addresses if you're requesting conversions for Local Number Portability, Loop with Number Portability (LNP), Unbundled Loop, Loop Split (Unbundled Loop), or UBL Split w/ NP. But otherwise, try to validate the service address even if it does not yet have telephone service (for example, because it is for new construction). If your customer is moving, be sure to validate both their current service address and what will be their new service address, so that IMA can automatically fill in both addresses on the End User form and so that you can check to see whether Dual Service is available if they've requested it. (See "Checking whether POTS facilities are available" on page 36.)

As long as you don't close your browser, IMA saves the last 10 addresses you validated. When you prepare the request forms, you can select any of those addresses and IMA will automatically fill in the validated address for your customer.

Searching for your customer's address

To validate the service address, you search for a matching address in CenturyLink's databases. You can search by using either the street address or the current telephone number for the service address. Experiment to find what type of search works best for you. In general, searches by street address are more reliable, but searches by telephone number may be easier under certain circumstances. More specifically:

- You must search by street address if your customer's service address does not currently have telephone service or if the telephone number for their service address was ported in from outside the normal wire center for the service address. And it's most effective to search by street address for service addresses that have many lines (like businesses or government buildings) or that have Centrex or designed services.

  To search by street address, follow the guidelines directly below.

- You can typically search by telephone number for service addresses that have had no major changes in service during the past few months and that have a working telephone number and a 1FR or 1FB (or similar) account—typically, single dwellings or small businesses that have few lines and that do not have Centrex or designed services.

  To search by telephone number, see "Searching by telephone number" on page 13.

Searching by street address

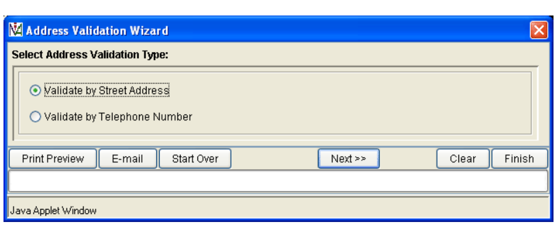
Search by street address

- if your customer's service address does not currently have telephone service
- if the telephone number for their service address was ported in from outside the normal wire center for the service address
- if the service address has many lines (like businesses or government buildings) or has Centrex or designed services

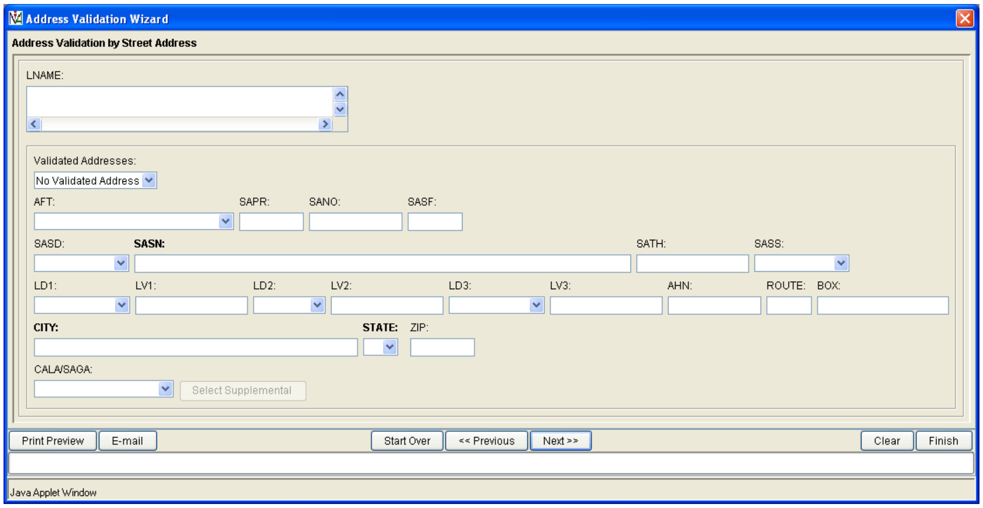
To search by street address

1 In the **Interconnect Functions** window, select **PreOrder/Order/PostOrder**.

2 In the **Interconnect Mediated Access** window, select **PreOrder > Validate Address**.



3 Select **Validate by Street Address**, then click **Next**.



4 Fill in the fields in this window, following the guidelines in *Pre-Order (POP)* at http://www.centurylink.com/wholesale/clecs/lsog.html.

a Skip the **Validated Addresses** field unless you want to modify an address that you’ve already validated—for example, by adding supplemental address information (page 17).

b Fill in the at least the **SASN**, **CITY**, and **STATE** fields. If you are requesting a private line, use the service address for location A of the circuit.

c If the address includes supplemental information such as an apartment number and

- If you want to validate just one specific location at this address, select the location designator from one or more of the LD lists, and type the correct location value (e.g., the number of the apartment or floor) in each corresponding LV field.
- If you want to validate two or more specific locations at this address, skip these fields.

d Select the SAGA (street address geographical area) for the service address from the **CALA/SAGA** list. If you don’t know the SAGA, search (**Ctrl**+**F**) for your customer’s city in *LFACS-AN Community Names* at http://www.centurylink.com/wholesale/systems/street.html, and use the SAGA given there. If you can’t find the SAGA, fill in the ZIP Code (you may still need to select the SAGA later on).

5 Click **Next**.

One of the following windows appears:

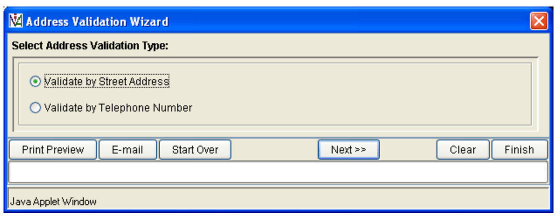
- an error message or an obvious mismatch (Click **Previous** and repeat step 4. Check the information you entered for accuracy and enter additional address information if necessary.)
- **Near Matches found. Select one.** (See “Selecting from near matches” on page 14.)
- **Multiple CALA/SAGAs found. Select one.** (See “Selecting from multiple CALA/SAGAs” on page 15.)

- **SAG Only Match Found.** (See "Dealing with a SAG Only match" on page 16.)
- **Supplemental Matches found. Select one.** (See "Providing supplemental address information" on page 17.)
- **Address Validation Response** (See "Checking the address match" on page 18.)

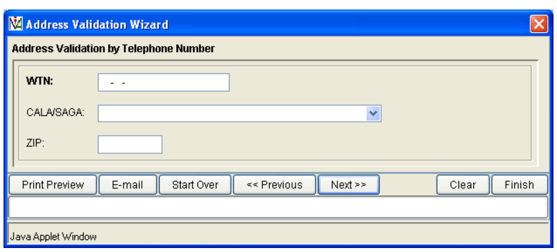
Searching by telephone number

You can typically search by telephone number for 1FR or 1FB (or similar) accounts that have had no major changes in service during the past few months and that have a working telephone number—typically, single dwellings or small businesses that have few lines and that do not have Centrex or designed services.

1. In the **Interconnect Functions** window, select **PreOrder/Order/PostOrder**.
2. In the **Interconnect Mediated Access** window, select **PreOrder** > **Validate Address**.



3. Select **Validate by Telephone Number**, then click **Next**.



4. Fill in the fields in this window.
   - **a** In the **WTN** field, type the current telephone number for the service address. Be sure it's the current working number. If there are multiple lines at the service address, be sure to use the billing telephone number (the number for the main line). If your customer lives near a state line and the central office is across the state line, use the area code for the central office rather than your customer's actual area code. (Follow the guidelines in http://www.centurylink.com/wholesale/clecs/preordering.html.)
   - **b** Select the SAGA (street address geographical area) for the service address from the **CALA/SAGA** list. If you don't know the SAGA, search (**Ctrl**+**F**) for your customer's city in *LFACS-AN Community Names* at http://www.centurylink.com/wholesale/systems/street.html, and use the SAGA given there. If you can't find the SAGA, fill in the ZIP Code (you may still need to select the SAGA later on).

5 Click **Next**.

One of the following windows appears:

- an error message or an obvious mismatch (Click **Previous** and repeat step 4, checking the information you entered for accuracy. If necessary, validate by street address.)
- **Multiple Matches found. Select one.** (See "Selecting from multiple matches" on page 15.)
- **Multiple CALA/SAGAs found. Select one.** (See "Selecting from multiple CALA/SAGAs" on page 15.)
- **Address Validation Response** (See "Checking the address match" on page 18.)

Selecting from near matches

If the **Near Matches found. Select one.** window appears, you select your customer's address from a list of possible matches.

Determine whether one of the listed addresses matches the address for your customer.

If one matches ...	If none match ...
a Select the row that shows the correct address. **b** Click **Next**. **c** Do one of the following: • If the **Multiple SAGA/CALAs found. Select one.** window appears, go to "Selecting from multiple CALA/SAGAs" on page 15. • If the **SAG Only Match Found.** window appears, go to "Dealing with a SAG Only match" on page 16. • If the **Supplemental matches found. Select one.** window appears, go to "Providing supplemental address information" on page 17. • If the **Address Validation Response** window appears, go to "Checking the address match" on page 18.	**a** If the **SANO Range** or **AHN Range** column shows a range of numbers, select the row that shows the correct range. **b** In the **SANO** or **AHN** field, type the correct number within the range. **c** Click **Next** and do one of the following: • If the **Multiple SAGA/CALAs found. Select one.** window appears, go to "Selecting from multiple CALA/SAGAs" on page 15. • If the **SAG Only Match Found.** window appears, go to "Dealing with a SAG Only match" on page 16. • If the **Supplemental matches found. Select one.** window appears, go to "Providing supplemental address information" on page 17. • If the **Address Validation Response** window appears, go to "Checking the address match" on page 18. • If you still don't get a match, go to "Dealing with addresses that you can't validate" on page 18.

Selecting from multiple matches

If the **Multiple Matches found. Select one.** window appears, you select your customer's address from a list of possible matches.

Determine whether one of the listed addresses matches the address for your customer.

If one matches ...	If none match ...
a Select the row that shows the correct address. **b** Click **Next**. **c** Do one of the following: • If the **Multiple SAGA/CALAs found. Select one.** window appears, go to "Selecting from multiple CALA/SAGAs" on page 15. • If the **Address Validation Response** window appears, go to "Checking the address match" on page 18.	**a** Click **Previous**. **b** Check for errors in the information you entered. • If you find errors, correct them and repeat the rest of the procedure. If you had to guess at the CALA/SAGA, click **Previous** and select another credible CALA/SAGA. • If you don't find errors, go to "Dealing with addresses that you can't validate" on page 18.

Selecting from multiple CALA/SAGAs

If the **Multiple CALA/SAGAs found. Select one.** window appears, you need to select the correct CALA or SAGA for your customer. (*CALA* is customer address location area; *SAGA* is street address geographical area.)

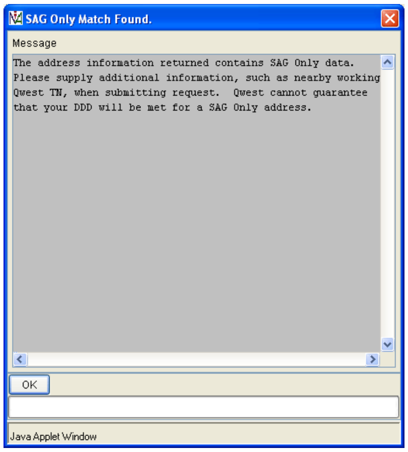
Determine whether one of the listed CALA/SAGAs is correct for your customer.

If one is correct ...	If none are correct ...
a Select the row that shows the correct CALA or /SAGA. **b** Click **Next**. **c** Do one of the following: • If the **SAG Only Match Found.** window appears, go to "Dealing with a SAG Only match" on page 16. • If the **Supplemental matches found. Select one.** window appears, go to "Providing supplemental address information" on page 17. • If the **Address Validation Response** window appears, go to "Checking the address match" on page 18.	**a** Click **Previous** and check for errors in the address you entered. • If you find errors, correct them and try again to validate the address. • If you don't find errors, go to "Dealing with addresses that you can't validate" on page 18.

For further SAGA data, see http://www.centurylink.com/wholesale/systems/street.html.

Dealing with a SAG Only match

If the following window appears, the address you entered is not in CenturyLink's primary database of addresses with existing phone service—it appears only in a database of street addresses (the SAG or street address guide). The message most likely appears because the address you entered doesn't currently have phone service. If there's no phone service, CenturyLink will need to install facilities at the address.



1 Click **OK**.

IMA saves the address so that you can select it from the list of validated addresses on the LSR forms.

2 Make a note to provide additional information on the **Remarks** tab of the LSR form (such as a working CenturyLink telephone number from a nearby address) before you submit the request. Note too that if CenturyLink has to install facilities, CenturyLink cannot guarantee to meet your desired due date (DDD).

3 If your request is for new phone service or for an outside move, make a note to select **A** or **B** from the **NCON** list on the End User or Resale Private Line form.

Note: When entering a new LOC at an existing service address due to a SAG Only match in IMA Address Validation, an NCON=B entry should be made on the End User form.

4 Do any of the following:

- To show the information in a new browser window, click **Print Preview**.
- To e-mail the information in the window, click **E-mail**.
- To validate another address, click **Start Over**.
(As long as you don't close your browser, IMA saves the last 10 addresses you validated so that you can select them when you're filling out the request forms and automatically fill in fields on the forms.)
- To go on to other tasks, click **Finish**.

Providing supplemental address information

If the **Supplemental Matches found. Select one.** window appears, you need to provide additional address information, such as the building, floor, or room number of the service address.

1 Do one of the following:

- To validate just one location at the address, check whether one of the rows in the window shows the correct supplemental information for the service address, then follow the guidelines in either column of the table below.
- To validate two or more locations at the address, follow the guidelines in the right column of the table (even if the window does show the correct supplemental address information).

If the window shows the supplemental address information ...	If the window doesn't show the supplemental address information ...
a Select the row that shows the correct information. (If more than one row shows the correct information, select any of those rows.) **b** Click **OK**. The **Address Validation Response** window displays the service address with the supplemental address information you selected. **c** Click **Previous**. **d** From the **Validated Addresses** list, select the address that includes the supplemental address information.	**a** Click **Cancel** to close the **Supplemental Matches** window. **b** Click **Previous**. **c** From the **Validated Addresses** list, select the address *without* any supplemental address information. (You can select an address with supplemental address information, but you may overwrite it if you modify it as in the steps below.) **d** In one or more of the **LD** lists, select the location designator (e.g., **RM - Room**). **e** In the corresponding **LV** field(s), type the location value (e.g., **14**).

2 Click **Next**.

- If the **Address Validation Response** window appears, check the address match, following the guidelines in the next section. If there is a slider above the WTN field, make sure that one of the repeating sections shows the **TN STATUS** as **WORKING** and the correct name and TN for the current customer.
- If the **Supplemental Matches found. Select one.** window reappears or if you don't find a WTN and WORKING TN status along with the correct customer name, go to "Dealing with addresses that you can't validate" on page 18.

3 If you're validating more than one location at the address, repeat steps b–e in the right column of the table above.

Checking the address match

If the **Address Validation Response** window appears, the service address for your customer matches an address in CenturyLink's databases.

1 Check that the address in the **Validated Addresses** field matches your records of the service address (the address you want to use on the LSR).

  a Check the customer's name to make sure it's accurate for the current customer at the service address. (You can't do this for nonpublished numbers.)

  b Check the other fields in the window, including those on the three tabs. (For definitions of the fields, click **Pre-Order (POP)** at http://www.centurylink.com/wholesale/clecs/lsog.html.)

  c If there is a slider above the WTN field, make sure that one of the repeating sections shows the **TN STATUS** as **WORKING** and the correct name and TN for the current customer.

If the addresses match ...	If the addresses don't match ...
Do any of the following: • To show the information in a new browser window, click **Print Preview**. • To e-mail the information in the window, click **E-mail**. • To validate another address, click **Start Over** (As long as you don't close your browser, IMA saves the last 10 addresses you validated so that you can select them when you're filling out the request forms and have IMA automatically fill in fields on the forms.) • To go on to other tasks, click **Finish**.	Check for errors in the address you entered. Then do one of the following: • If you find errors, click **Previous** and try again to validate the address. If you had to guess at the CALA/SAGA, click **Previous** and select another credible CALA/SAGA. • If you don't find errors, go to "Dealing with addresses that you can't validate" on page 18.

Dealing with addresses that you can't validate

If IMA displays a message indicating that the information you entered does not match a valid address:

1 Check for errors in the information you entered.

- If you find errors, correct them and try again to validate the address.
- If you don't find errors and
  - if you searched by street address, try searching by telephone number
  - if you searched by telephone number, try searching by street address

2 If your address records seem to be accurate and you still can’t find a valid match

   a Contact CenturyLink and ask them to enter the address in CenturyLink’s databases before you submit the request. Follow the guidelines in http://www.centurylink.com/wholesale/clecs/customercontacts.html.

   b Make a note that you may need to enter the service address information manually when you prepare the End User and Resale Private Line forms.

Reviewing customer service records

Before you submit a service request, you should review the CSR (customer service record) for the customer to ensure that they have a live account and to check that your records match the CSR for the customer’s listing, billing information, and current services and equipment. (If there has been a recent billing change in the customer’s account, the CSR may not indicate that the account is live, but you may still be able to submit a request for that account.) When you retrieve a full CSR, you can use the **Recap** button to fill in the **Service** section on the Centrex Resale, Centrex Resale Split, Port Service, Resale, and Resale Split forms.

Before you retrieve the CSR, make sure that your company already owns the customer’s account or that you have an LOA (letter of authorization) to view the CSR.

When you want to review a CSR, you can retrieve

- the full CSR (directly below)

  You typically retrieve a full CSR whenever

  - you’re converting the account of another service provider
  - you want to change features on an account that your company owns
  - you know that the CSR isn’t too large—for example, it’s a CSR for a single telephone number
  - you want to use the Recap function

- a partial CSR (page 23)

  You typically retrieve a partial CSR when you need only part of the information in a large CSR—for example, when you need information on service and equipment for only a few lines on a large Centrex system.

- the CSR as a downloadable electronic file (page 29)

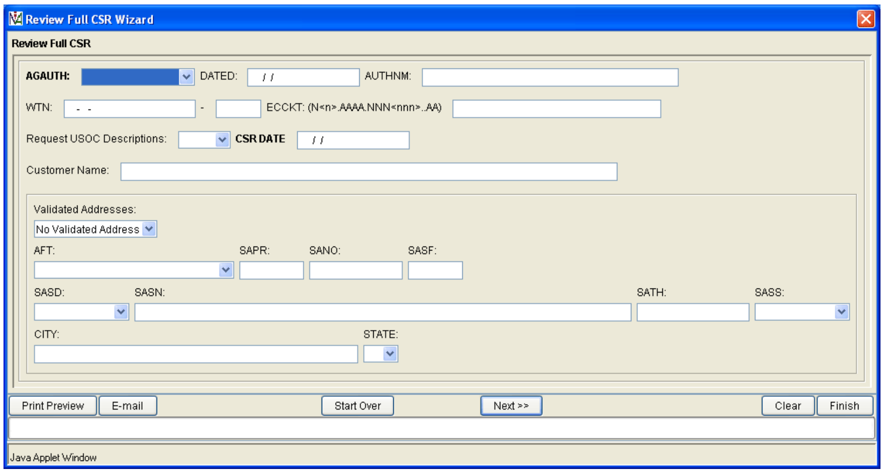
  You typically retrieve the CSR as a downloadable electronic file when it is too large to view online. You can open the file in many word-processing or spreadsheet programs and view it or print it.

Retrieving a full CSR

Before you retrieve the CSR, make sure that you either own the account or have an LOA (letter of authorization) to view the CSR.

1 In the **Interconnect Functions** window, select **PreOrder/Order/PostOrder**.

2 In the **Interconnect Mediated Access** window, select **PreOrder** > **Review CSR** > **Review Full CSR**.



3 Do one of the following, using the guidelines in *Customer Service Record Inquiry (CSR)* at http://www.centurylink.com/wholesale/clecs/lsog.html:

If you are the customer's service provider ...	If you are not the customer's service provider but have an LOA (letter of authorization) on file ...
In the **AGAUTH** (agency authorization status) field, select **N–No Authorization**.	**a** In the **AGAUTH** (agency authorization status) field, select **Y—Authorization on File** **b** In the **DATED** field, type the date of the LOA (**YYYY/MM/DD**). **c** (Optional) In the **AUTHNM** (authorization name) field, type the name of the person who signed the LOA.

4 Type the telephone number in the **WTN** field or the circuit ID in the **ECCKT** field.

- For a standard 10-digit telephone number, type the customer's billing number or working telephone number. If you know the customer code, type it in the field immediately to the right of the **WTN** field.
- For trunk-based or circuit-based products such as PRI ISDN, Private Line, or UBL, use the circuit ID if possible. If you don't know the circuit ID, type the special billing number (SBN—for example, 265 A33 2145) in the **WTN** field.

5 If you want the CSR to include descriptions of the USOCs, select **Y–Yes** in the **Request USOC Descriptions** field. (Descriptions are currently available only for the Western and Eastern regions.)

6 In the **CSR DATE** field, type the date for which you want the CSR to reflect pending service orders. Use the current date or a future date—typically, the due date. (If the CSR reflects all pending service orders, your request can be handled more efficiently.) If you retrieved the CSR by clicking the **PreOrder** button on one of the LSR forms, type the DDD for the LSR here.

7 Click **Next**.

- If the **Review Full CSR–Response** window appears, continue with step 8.
- If the **Multiple matches found. Pick one.** window appears, select the customer's account from the list. (CenturyLink-specific fields are explained in *Customer Service Record Inquiry (CSR)* at http://www.centurylink.com/wholesale/clecs/lsog.html.) Then click **Next**, and continue with step 8.
- If the message **No active account found** appears,
  - **a** Check the WTN or circuit ID you entered in step 4 above. If necessary, correct it and repeat the procedure.
  - **b** Type the listed name or the subscriber name of the customer in the **Customer Name** field.
    - If the customer is a residential customer, type the name in the format *Smith, John*
    - If the customer is a business customer, type the full business name without abbreviations, for example, *CenturyLink, Incorporated*.
  - **c** Do one of the following:
    - If you have validated the address of the customer whose CSR you want, select the address from the **Validated Addresses** list.

      IMA automatically fills in the remaining fields on the window.
    - If you weren't able to validate the address, fill in at least the **SASN**, **CITY**, **STATE**, and **CALA/SAGA** fields, following the guidelines in "Validating addresses" on page 10.
  - **d** Click **Next** and continue with step 8.

8 Check the message in the center of the window (just above the tabs).

- If the message is **Complete Customer Record Displayed**, IMA displays the complete CSR. Go to "If the complete CSR is displayed" on page 22.
- If the window shows any other message, IMA cannot display the complete CSR. Click **Next** and go to "If the complete CSR is not displayed" on page 23.

If the complete CSR is displayed

1 Review the information in the CSR.

The **Vcsr** field indicates whether the CSR includes information for pending service orders as of the date shown in the **CSR DATE** field.

The window shows the Listing, Billing, Service and Equipment, and Pending Order sections of the CSR as tabs:

- The **Listing** tab displays the customer’s listing information.
- The **Billing** tab displays the customer’s billing name and address.
- The **Service and Equipment** tab displays the type of services and equipment on the customer’s account.
- If there are pending service orders, the **Pending Order** tab displays the service order number and due date for each pending service order and indicates whether the CSR includes data from each of those service orders as of the date shown in the **CSR DATE** field. (If the **Order Due Date** field is **00000000**, no due date has yet been assigned to the service order.)

2 When you are finished viewing the CSR, do any of the following:

- To display the information in a separate browser window, click **Print Preview**.
- To e-mail the CSR, click **E-mail**.
- To retrieve another full CSR, click **Start Over**.

  (If you plan to use to use the Recap function to fill in the fields in the **Service** section on the Centrex Resale, Centrex Resale Split, Port Service, Resale, or Resale Split form, click **Finish** and continue filling out the form before you retrieve any more CSRs.)
- To go on to other tasks, click **Finish**.

If the complete CSR is not displayed

If the message in the center of the window (just above the tabs) displays any message other than **Complete Customer Record Displayed**, do one of the following:

If you need to see more data for the CSR …	If you do not need to see any more data for the CSR …
a Click **Next**. **b** In the window that appears, do any or all of the following: • To retrieve additional data, click **Retrieve Additional CSR Data**. The **Review Full CSR–Response** window (the previous window) reappears, and IMA displays additional data for the CSR. • To e-mail the full CSR, click **E-mail all/ partial CSR Data**. • To create a downloadable electronic file of the full CSR, click **Create Electronic File of all/partial CSR Data**, then click **Next**. When you are ready to download the electronic file, go to "Retrieving CSRs as downloadable electronic files" on page 29.	Do one of the following: • Click **Start Over** to retrieve another full CSR. • Click **Finish** to go on to other tasks.

Retrieving a partial CSR

You can retrieve a partial CSR either by WTN (working telephone number) or by ECCKT (circuit ID). If you search by WTN, you can retrieve CSR information for up to 30 WTNs on the same account in a single query.

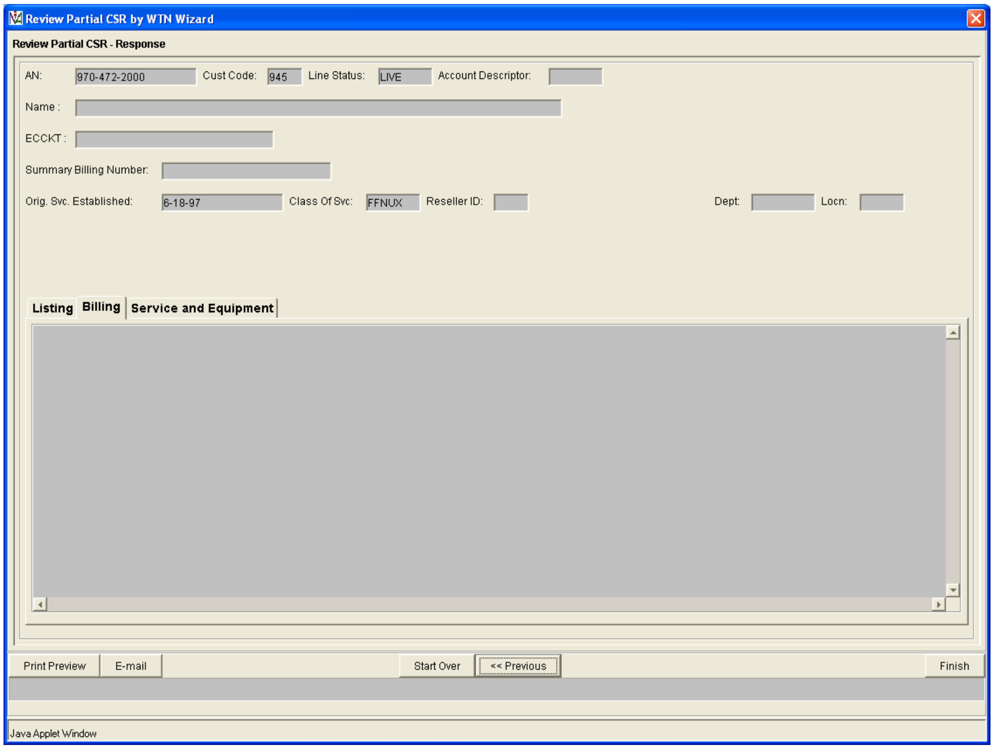
Before you retrieve the CSR, make sure that you either own the account or have an LOA (letter of authorization) to view the CSR.

Retrieving a partial CSR by WTN

If you want to retrieve more than one CSR for an account, you can retrieve partial CSRs by WTN (working telephone number).

1 In the **Interconnect Functions** window, select **PreOrder/Order/ PostOrder**.

2 In the **Interconnect Mediated Access** window, select **PreOrder** > **Review CSR** > **Review Partial CSR** > **Retrieve by WTN(s)**.



3 Do one of the following, using the guidelines in *Customer Service Record Inquiry (CSR)* at http://www.centurylink.com/wholesale/clecs/lsog.html:

If you are the customer’s service provider ...	If you are not the customer’s service provider but have an LOA (letter of authorization) on file ...
In the **AGAUTH** (agency authorization status) field, select **N–No Authorization**.	**a** In the **AGAUTH** (agency authorization status) field, select **Y—Authorization on File**. **b** In the **DATED** field, type the date of the LOA (**YYYY/MM/DD**). **c** (Optional) In the **AUTHNM** (authorization name) field, type the name of the person who signed the LOA.

4 If you want the CSR to include descriptions of the USOCs, select **Y–Yes** in the **Request USOC Descriptions** field. (Descriptions are currently available only for the Western and Eastern regions.)

5 In the **BTN** field, type the customer’s billing number or working telephone number. If you know the customer code, type it in the field immediately to the right of the **BTN** field.

6 If the **WTN** field is dimmed, click **Add** so that you can add a WTN. (If the field is already filled, check the WTN and revise it if necessary.

The counter updates to show the current number of repeating WTN sections.

7 In the **WTN** field, type the customer’s billing number or working telephone number.

8 If you want to retrieve CSR information for additional WTNs on the same account (up to 30), repeat steps 6–7.

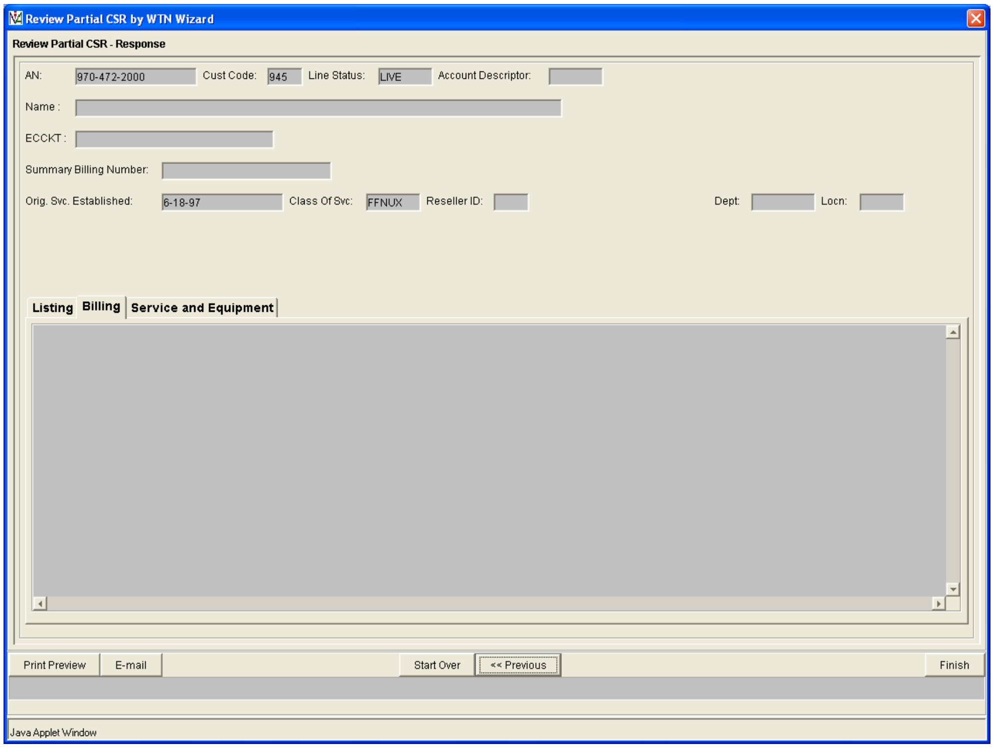
- To view a different WTN, drag the slider.
- To delete a WTN, click **Delete Current**.
- To clear the fields for one of the WTNs, click **Clear Current**.

9 Click **Next**, and do either of the following:

- If the window that appears indicates that IMA has found the CSR information, continue with step 10.
- If the message **No active account found** appears,
  - **a** Check the WTN you entered in step 7 above. If necessary, correct it and repeat the procedure.
  - **b** Type the listed name or the subscriber name of the customer in the **Customer Name** field.
    - If the customer is a residential customer, type the name in the format *Smith, John.*
    - If the customer is a business customer, type the full business name without abbreviations, for example, *CenturyLink, Incorporated*.
    - If you validated the address of the customer whose CSR you want, select the address from the **Validated Addresses** list.

      IMA automatically fills in the remaining fields on the window.
    - If you weren’t able to validate the address, fill in at least the **SASN**, **CITY**, **STATE**, and **CALA/SAGA** fields, following the guidelines in “Validating addresses” on page 10.
  - **c** Click **Next** and continue with step 10.

10 Click **Next**.



11 Review the information in the window.

- The **Listing** tab displays the customer's listing information.
- The **Billing** tab displays the customer's billing name and address.
- The **Service and Equipment** tab displays the type of services and equipment on the customer's account.

12 If the CSR contains more information than can be displayed in the window, the **Next** button is active. Click **Next** to see that information.

13 In the window that appears, do any or all of the following:

- To retrieve additional data, click **Retrieve Additional CSR Data**.

  The **Review Partial CSR–Response** window (the previous window) reappears, and IMA displays additional data for your review.
- To e-mail the partial CSR, click **E-mail all/partial CSR Data**.
- To create a downloadable electronic file of the partial CSR, click **Create Electronic File of all/partial CSR Data**, then click **Next**. When you are ready to download the electronic file, go to "Retrieving CSRs as downloadable electronic files" on page 29.

14 When you are finished viewing the CSR, do any of the following:

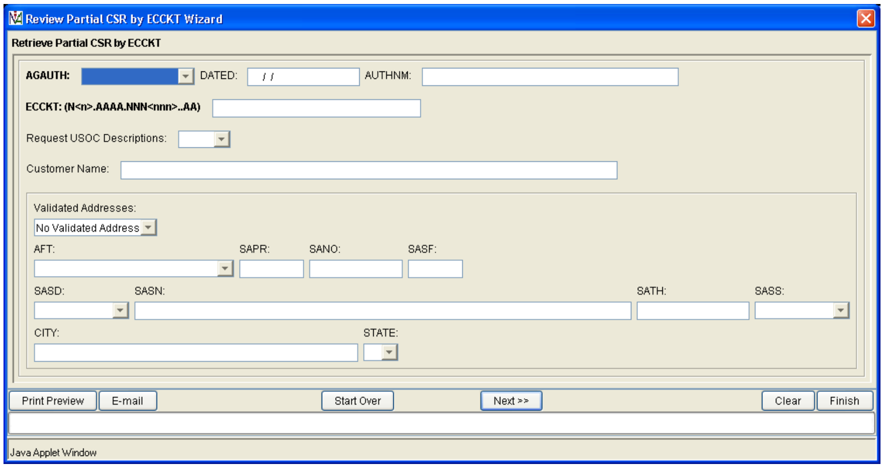
- To display the CSR information in a separate browser window, click **Print Preview**.
- To e-mail the CSR, click **E-mail**.
- To retrieve another partial CSR by WTN, click **Start Over**.
- To go on to other tasks, click **Finish**.

Retrieving a partial CSR by ECCKT

If you have an ECCKT for the account (circuit ID—for example, for Resale Private Line), you can use it to retrieve the CSR.

1 In the **Interconnect Functions** window, select **PreOrder/Order/PostOrder**.

2 In the **Interconnect Mediated Access** window, select **PreOrder** > **Review CSR** > **Review Partial CSR** > **Retrieve by ECCKT**.



3 Do one of the following, using the guidelines in *Customer Service Record Inquiry (CSR)* at http://www.centurylink.com/wholesale/clecs/lsog.html:

If you are the customer's service provider ...	If you are not the customer's service provider but have an LOA (letter of authorization) on file ...
In the **AGAUTH** (agency authorization status) field, select **N–No Authorization**.	**a** In the **AGAUTH** (agency authorization status) field, select **Y—Authorization on File**. **b** In the **DATED** field, type the date of the LOA (**YYYY/MM/DD**). **c** (Optional) In the **AUTHNM** (authorization name) field, type the name of the person who signed the LOA.

4 In the **ECCKT** field, type the customer's circuit ID. If you're using a circuit ID that is longer that 24 characters, make sure you also fill in the **State** field.

5 If you want the CSR to include descriptions of the USOCs, select **Y–Yes** in the **Request USOC Descriptions** field. (Descriptions are currently available only for the Western and Eastern regions.)

6 Click **Next**.

- If the window that appears indicates that IMA has found the CSR information, click **Next** and continue with step 7.

- If the message **No active account found** appears, follow the steps below or try to retrieve by WTN. (See “Retrieving a partial CSR by WTN” on page 23.)
  a Type the listed name or the subscriber name of the customer in the **Customer Name** field.
    - If the customer is a residential customer, type the last name followed by a comma and then the first name, for example: *Smith, John.*
    - If the customer is a business customer, type the full business name without abbreviations, for example, *CenturyLink, Incorporated*.

  b Do one of the following:
    - If you have validated the address of the customer whose CSR you want, select the address from the **Validated Addresses** list.

      IMA automatically fills in the remaining fields on the window.
    - If you weren’t able to validate the address, fill in at least the **SASN**, **CITY**, **STATE**, and **CALA/SAGA** fields, following the guidelines in “Validating addresses” on page 10.

7 Review the information in the window that appears.
- The **Listing** tab displays the customer’s listing information.
- The **Billing** tab displays the customer’s billing name and address.
- The **Service and Equipment** tab displays the type of services and equipment on the customer’s account.

8 If the CSR contains more information than can be displayed in the window, the **Next** button is active. Click **Next** to see that information.

9 In the window that appears, do any or all of the following:
- To retrieve additional data, click **Retrieve Additional CSR Data**.

  The **Review Partial CSR–Response** window (the previous window) reappears, and IMA displays additional data for your review.
- To e-mail the partial CSR, click **E-mail all/partial CSR Data**.
- To create a downloadable electronic file of the partial CSR, click **Create Electronic File of all/partial CSR Data**, then click **Next**. When you are ready to download the electronic file, go to “Retrieving CSRs as downloadable electronic files” on page 29.

10 When you are finished viewing the CSR, do any of the following:
- To display the CSR information in a separate browser window, click **Print Preview**.
- To e-mail the CSR, click **E-mail**.
- To retrieve another partial CSR by ECCKT, click **Start Over**.

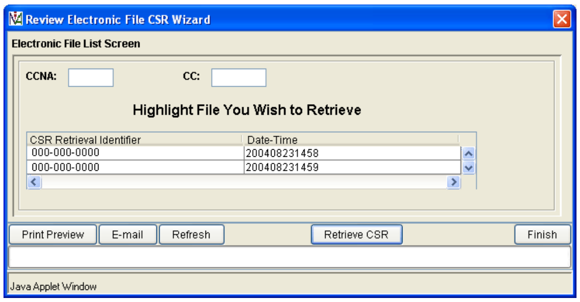
  (If you plan to use to use the Recap function to fill in the fields in the **Service** section of the Centrex Resale, Centrex Resale Split, Port Service, Resale, or Resale Split form, click **Finish** and continue filling out the form before you retrieve any more CSRs.)
- To go on to other tasks, click **Finish**.

Retrieving CSRs as downloadable electronic files

You can retrieve and download both full and partial CSRs as electronic files that you can open in many word-processing or spreadsheet programs so that you can view or print them. You commonly do this if the CSR is too large to view on the screen.

1 In the **Interconnect Functions** window, select **PreOrder/Order/PostOrder**.

2 In the **Interconnect Mediated Access** window, select **PreOrder** > **Review CSR** > **Retrieve Electronic File List**.



The window shows the files that you’ve created.
(If a list of files doesn’t appear, click **Refresh**.)

In this field ...	IMA displays ...
CSR Retrieval Identifier	The WTN, ECCKT, or AN and Cust Code (REFNUM). If you retrieved the CSR by WTN, the WTN or the BTN for the account appears here.
Date-Time	The date and time you created the electronic file.

For further information, click **Customer Service Record Inquiry (CSR)** at http://www.centurylink.com/wholesale/clecs/lsog.html.

3 Select the CSR whose file you want to retrieve.

Tip: To retrieve more than one file, hold the CTRL key while you select additional CSR files.

You can download each file for two IMA business days after you select it.

4 Do any of the following:

- To retrieve the electronic file, click **Retrieve CSR**. If you’re using Internet Explorer, select **File** > **Save As** in the browser window that appears and then use the dialog box that appears to save the electronic file.
- To display the list of files in a separate browser window, click **Print Preview**.
- To e-mail the list of files, click **E-mail**.
- To go on to other tasks, click **Finish**.

3

Before submitting service requests

A number of “preorder” tasks need to be done before you *submit* an LSR but not necessarily before you start *preparing* it. Because some of those tasks depend on the type of request you’re preparing, you may want to do them while you’re actually preparing the LSR. You can do many of these tasks by clicking **PreOrder** on certain LSR forms while you’re preparing them. When you click **PreOrder** on the forms, IMA shows the tasks you might need to do before you submit the request you’re preparing.

You can

- check whether the services you want are available (page 31)

  You check whether services are available to determine

  - whether the central office supports those services
  - whether CenturyLink can provide them to your company, given your contract with CenturyLink and the state in which you’re requesting them

- check whether the facilities you want are available (page 34)

  You check for available facilities to determine whether the facilities needed to support the services you’re requesting currently exist.

- select available CFA units (page 42)

  You select available CFA (carrier facility assignment) units for loop services you are requesting.

- find available meet points (page 46)

  You search for available meet points when you want to unbundle the data portion of a loop from the voice portion. You use the meet point data to find out where your company’s data equipment meets CenturyLink’s equipment.

- retrieve raw loop data (page 53)

  You retrieve raw loop data to get the physical characteristics of a loop. Typically, you do this so your engineers can determine whether the loop can carry your company’s DSL service without network modifications.

- check loop qualification (page 54)

  You check loop qualification to determine whether your customer’s line qualifies for CenturyLink HSI/Broadband Service or unbundled ADSL service.

- reserve telephone numbers (page 54)

  You reserve one or more telephone numbers whenever you request new service, a new line on existing service, or a change of telephone number.
- manage appointments (page 59)

  You schedule appointments to set up a date and time for a technician to install new facilities or to modify facilities at either the wire center or your customer’s premises. You change appointments when there’s a need to reschedule them. You cancel appointments so that your company won’t be charged for a dispatch that’s not needed.

Checking whether services are available

Before you submit a request for POTS products, you should check whether the services you want to request for your customer are available for you to resell—that is,

- whether the central office supports them
- whether CenturyLink can provide them to your company, given your contract with CenturyLink and the state in which you’re requesting them

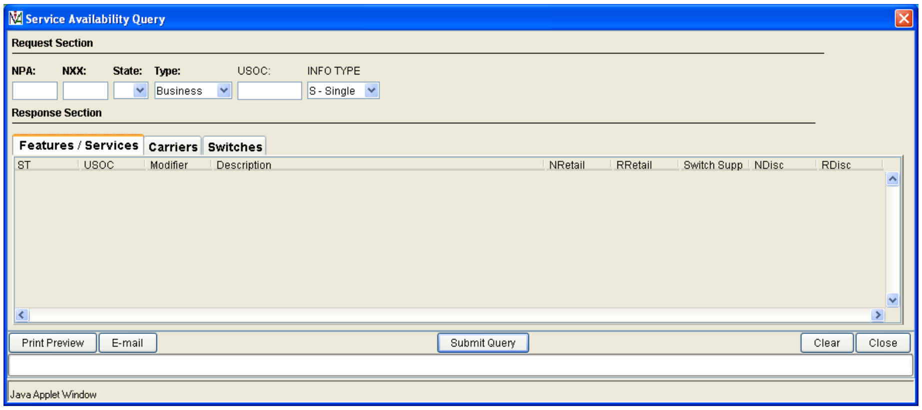
You can check which features and services, which carriers, and which switches are available. If you request services that aren’t available, you won’t be able to submit your LSR successfully. To check whether Dual Service is available, follow the guidelines in “Checking whether POTS facilities are available” on page 36.

You can check whether services are available before you prepare the LSR forms or by clicking **PreOrder** on various forms while you’re preparing them.

1. In the **Interconnect Functions** window, click **PreOrder/Order/PostOrder**.
2. If you are checking services on behalf of another CLEC and if the menu bar of the Interconnect Mediated Access window doesn’t already show the corporate ID for that CLEC, continue with this step. Otherwise, skip to step 3.
   - **a** In the **Interconnect Mediated Access** window, click **File** > **Select Owner CCNA**.
   - **b** From the list that appears, select the CLEC for which you are checking services. Click **Submit**.

     The CCNA for the other CLEC appears in the menu bar for the **Interconnect Mediated Access** window.

3 Click **PreOrder** > **Service Availability**.



4 Fill in the active fields.

a In the **NPA** and **NXX** fields, type the NPA and NXX for the wire center.

b In the **USOC** field, do one of the following:

- To list all the services that are available, leave the field blank.
- To check whether a specific service is available, type the complete USOC for that service.
- To list all the services whose USOCs start with certain letters, type one or more letters of the USOC followed by an asterisk (for example, type **E*** to list all the USOCs that start with *E*).

c In the **INFO TYPE** list, do one of the following:

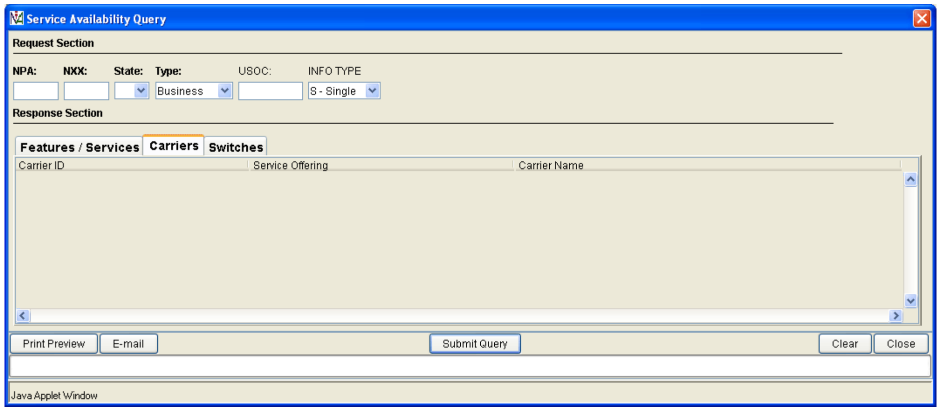
- to list the USOCs and PICs for a specific NPA-NXX, select **S—Single**
- to list the different switch types and the NPA-NXXs for each switch in a multi-switch wire center, select **M—Multiple**

5 Click **Submit Query**.

The **Features/Services** tab lists the features and services that are available. (The number in parentheses next to the tab name shows the number of features and services that are available.)

In this column ...	The Features/Services tab displays ...
ST	The state in which you’re requesting the service
USOC	The Universal Service Order Code for each service
Modifier	The modifiers associated with each USOC
Description	A description of each USOC
NRetail	CenturyLink’s nonrecurring retail rate
RRetail	CenturyLink’s recurring retail rate
Switch Supp	Whether the service is available on the switch: Y = yes, U = unknown
NDisc	The nonrecurring discount
RDisc	The recurring discount

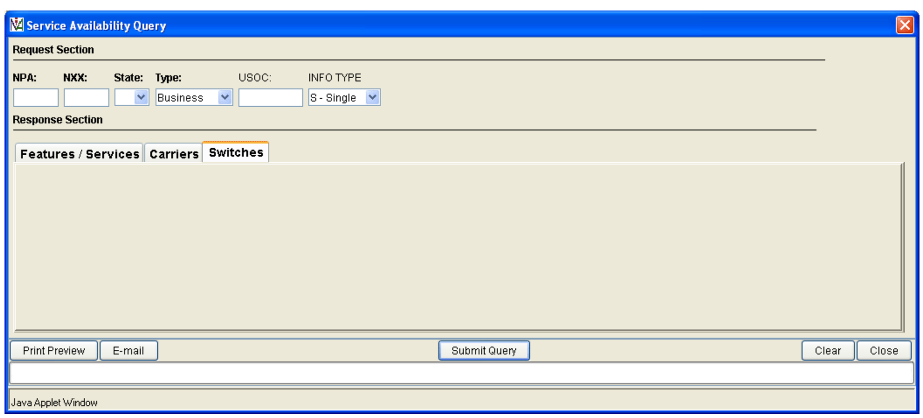
6 Click the **Carriers** tab.



The **Carriers** tab lists the carriers that are available. (The number in parentheses next to the tab name shows the number of available carriers.) It displays the following information:

In this column ...	IMA displays ...
Carrier ID	The identification code for the carrier **Tip:** To sort the carriers by ID, click the **Carrier ID** column heading.
Service Offering	Whether the carrier offers intraLATA or interLATA service
Carrier Name	The name of the carrier **Tip:** To sort the carriers by name, click the **Carrier Name** column heading.

7 Click the **Switches** tab.



The tab lists the switches available at the wire center. (The number in parentheses next to the tab name shows the number of available switches.) If you filled in the NPA and NXX for the wire center and selected **Multiple** as the INFO TYPE, the tab also lists the NPA and NXXs serviced by each switch.

8 When you have checked all three tabs to determine whether the services you want to request are available, do any of the following:

- To show the information in a new browser window, click **Print Preview**.

- To e-mail the information, click **E-mail**.
- To check whether services are available for another NPA/NXX (or whether different services are available), click **Clear**.
- To go on to other tasks, click **Close**.

Checking whether facilities are available

Before requesting certain services, you can check whether the facilities to support them are currently available between the central office and the customer's premises. You can check whether facilities are available before you prepare the LSR forms or by clicking **PreOrder** on many of the forms while you're preparing them.

Checking whether facilities are available for designed services or digital services

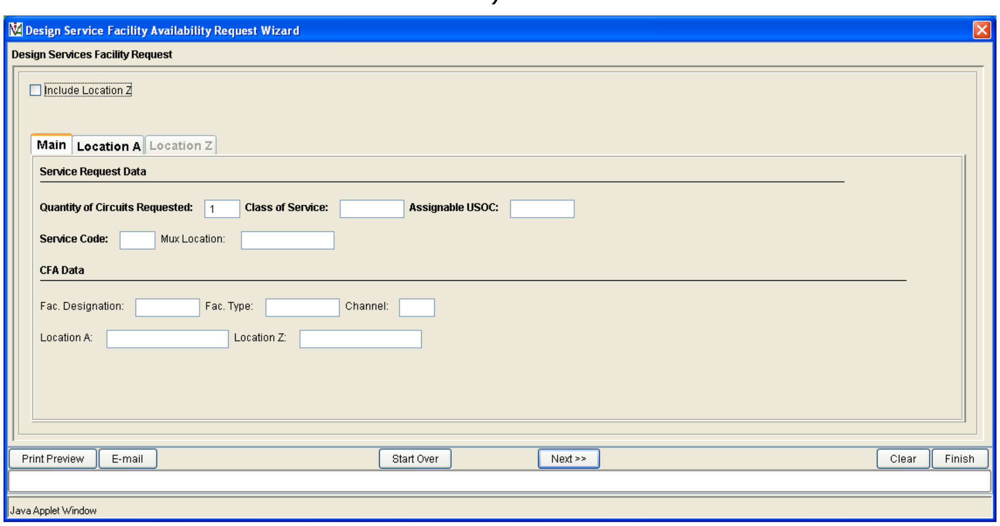
You can check whether CenturyLink facilities are available for provisioning most designed and digital (HICAP) services. But to check for the availability of circuits riding a higher non-CenturyLink facility (for example, a DS1 riding a DS3), you need to contact your CenturyLink service manager.

1 In the **Interconnect Functions** window, click **PreOrder/Order/PostOrder**.

2 Do one of the following:

To check facilities for designed services ...	To check facilities for HICAP digital services ...
In the **Interconnect Mediated Access** window, select **PreOrder** > **Check Facility Availability** > **Design Services Request**.	In the **Interconnect Mediated Access** window, select **PreOrder** > **Check Facility Availability** > **HICAP Request**.

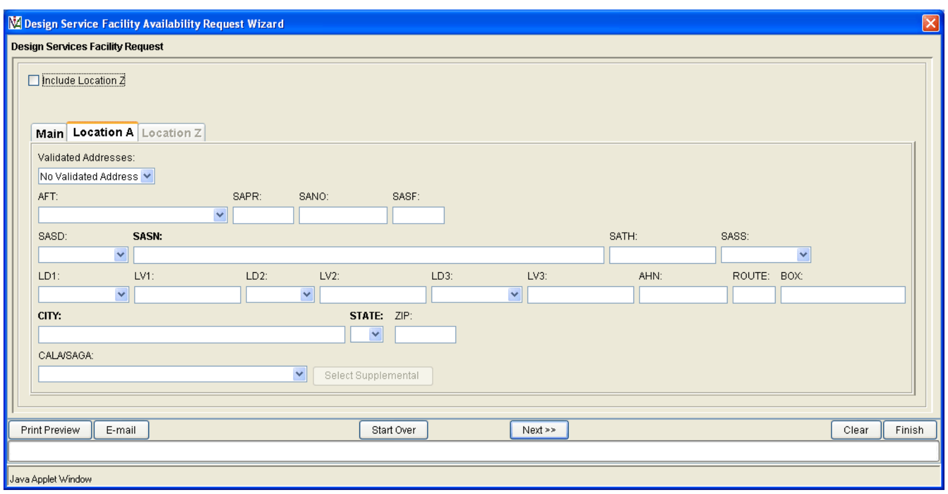
(The following figure shows the **Designed Services** window, but the **HICAP** window has the same fields.)



3 On the **Main** tab, fill in the fields, following the guidelines for each field in *Pre-Order (POP)* at http://www.centurylink.com/wholesale/clecs/lsog.html. The table below shows guidelines for fields specific to IMA.

In this field ...	Type ...
Quantity of Circuits Requested	The number of lines you’re requesting
Class of Service	The USOC for the class of service you’re requesting
Assignable USOC	The line-assignable USOC that, together with the class of service and service code, specifies the type of facilities you’re requesting
Service Code	The first two characters of the NC code that defines the type of service on the circuit (For guidelines on finding NC codes, see page 184)
Mux Location	The CLLI code for the central office that provides multiplexing for a service riding the designed service
Fac Designation	The facility designation
Fac Type	The facility type
Channel	The channel or time slot to be provisioned
Location A	The CLLI code for Location A
Location Z	The CLLI code for Location Z

4 Click the **Location A** tab.



5 Do one of the following:

If you validated the address ...	If you didn’t validate the address ...
From the **Validated Addresses** list, select your customer’s address. IMA automatically fills in the address fields and the **Site ID** and **TTA** fields.	Fill in the **SANO**, **SASN**, **CITY**, **STATE**, and **CALA/SAGA** fields, following the guidelines in “Validating addresses” on page 10.

6 If you need to check a second location, select the **Include Location Z** check box, click the **Location Z** tab, and repeat step 4.

7 Click **Next**.

IMA indicates whether facilities are available for the service and address you specified.

In this field ...	IMA displays ...
Quantity of Circuits Requested	The number of lines you specified
CFA Status	Whether the facility is available
MUX Status	Whether the multiplexer is available
Location A Number of Facilities Satisfied	The number of facilities available for the request
Location A Remarks	Free-form comments pertinent to Location A
Location Z Number of Facilities Satisfied	The number of facilities available for the request
Location Z Remarks	Free-form comments pertinent to Location Z

8 After reviewing the data, do any of the following:

- To display the information in a new browser window, click **Print Preview**.
- To e-mail the information in the window, click **E-mail**.
- To retrieve new data, click **Start Over**.
- To close the window and go on to other tasks, click **Finish**.

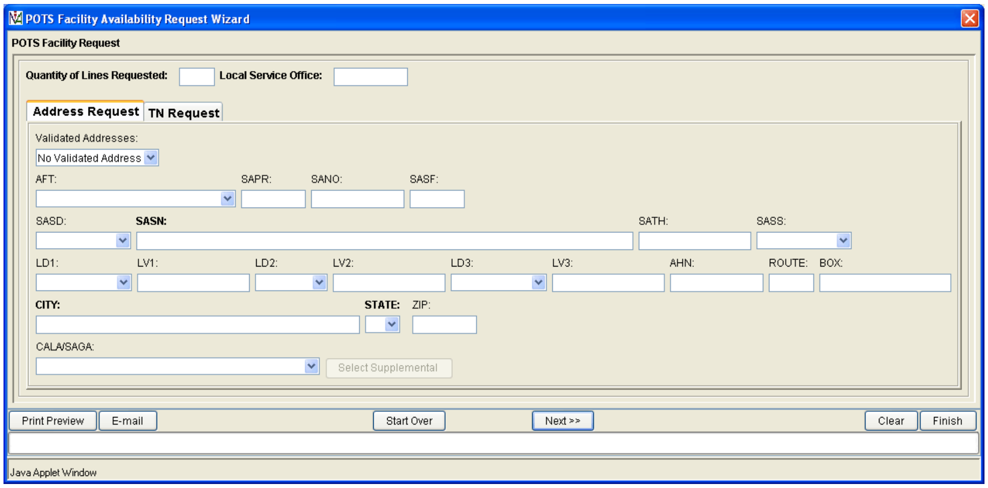
Checking whether POTS facilities are available

You can check whether POTS facilities are available using either your customer's address or their TN. In general, checking by telephone number may be easier, but checking by street address is more reliable, especially if you're checking to see whether Dual Service is available. (If your customer is moving, Dual Service enables them to use the same telephone number for both the old and the new service address for up to 30 days.)

Checking availability by address

1 In the **Interconnect Functions** window, click **PreOrder/Order/ PostOrder**.

2 In the **Interconnect Mediated Access** window, select **PreOrder** > **Check Facility Availability** > **POTS Facility Request**.

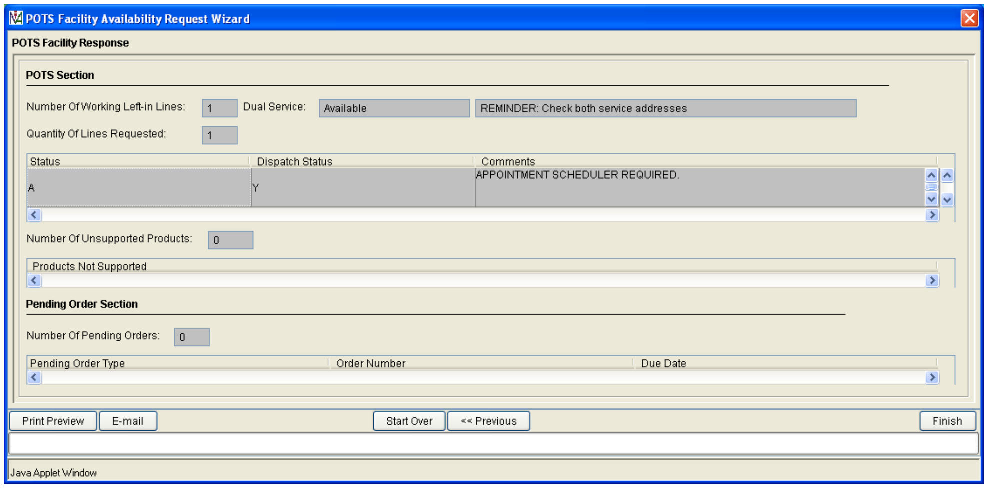


3 Enter the number of lines you are requesting.

4 On the **Address Request** tab, do one of the following:

If you validated the address …	If you didn’t validate the address …
From the **Validated Addresses** list, select your customer’s address. (If your customer is moving and you want to request Dual Service, select either the old or the new address, then repeat the procedure for the other address.) IMA automatically fills in the address fields and the **Site ID** and **TTA** fields.	**a** Type the NPANXX for the local service office. **b** Fill in the **SANO**, **SASN**, **CITY**, **STATE**, and **CALA/SAGA** fields, following the guidelines in “Validating addresses” on page 10. (If your customer is moving and you want to request Dual Service, enter either the old or the new address, then repeat the procedure for the other address.)

5 Click **Next**.



IMA shows the facilities available for POTS service for the account you specified. For further explanation of each field, click **Pre-Order (POP)** at http://www.centurylink.com/wholesale/clecs/lsog.html.

In this field ...	IMA displays ...
Number Of Working Left-In Lines	The number of lines currently working at the specified address
Dual Service	**Available** indicates that Dual Service is available at the service address you specified. (If your customer is moving, Dual Service enables them to use the same telephone number for both the old and the new service address for up to 30 days.) Be sure to check whether it's available at the other address too.
Quantity Of Lines Requested	The number of lines you specified
Status	The status of the lines you requested • A=available • H=held order • S=available (SDT)
Dispatch Status	Whether a dispatch is required • Y=yes • N=no
Comments	Further explanation of the status
Number Of Unsupported Products	Number of products the loop facility does not support
Products Not Supported	The products that are not supported on the loop facility
Number Of Pending Orders	The number of pending orders for the address you specified
Pending Order Type	The type(s) of the pending orders
Order Number	The order number(s) for the pending orders
Due Date	The due date(s) for the pending orders

6 If your customer is moving and has requested Dual Service and if you've found that Dual Service is available at either the old or the new location, repeat this procedure to ensure that it is available at the other location as well.

7 After reviewing the data, do any of the following:

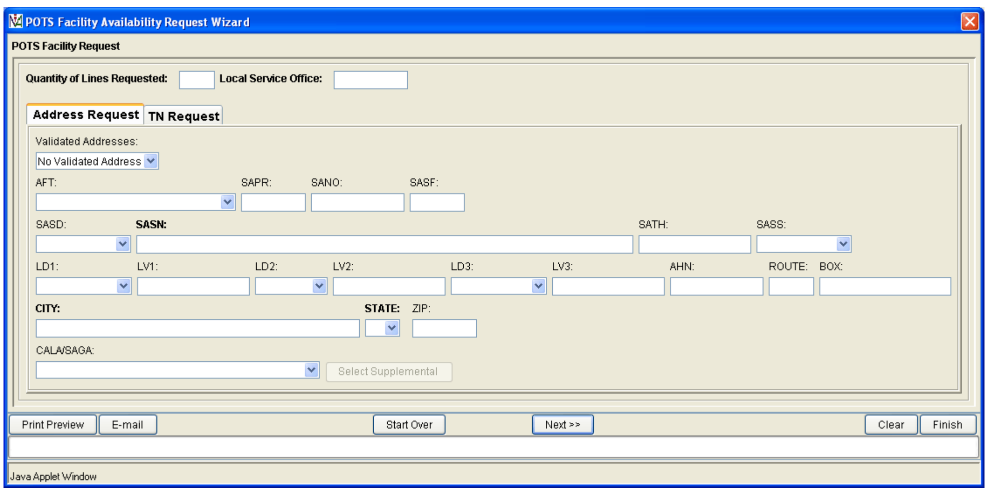
- To display the information in a new browser window, click **Print Preview**.
- To e-mail the information in the window, click **E-mail**.
- To retrieve new data, click **Start Over**.
- To close the window and go on to other tasks, click **Finish**.

Checking availability by TN

Remember that if you're checking to see whether Dual Service is available, it's better to check by address—using the WTNs for the old and the new addresses may not give reliable results.

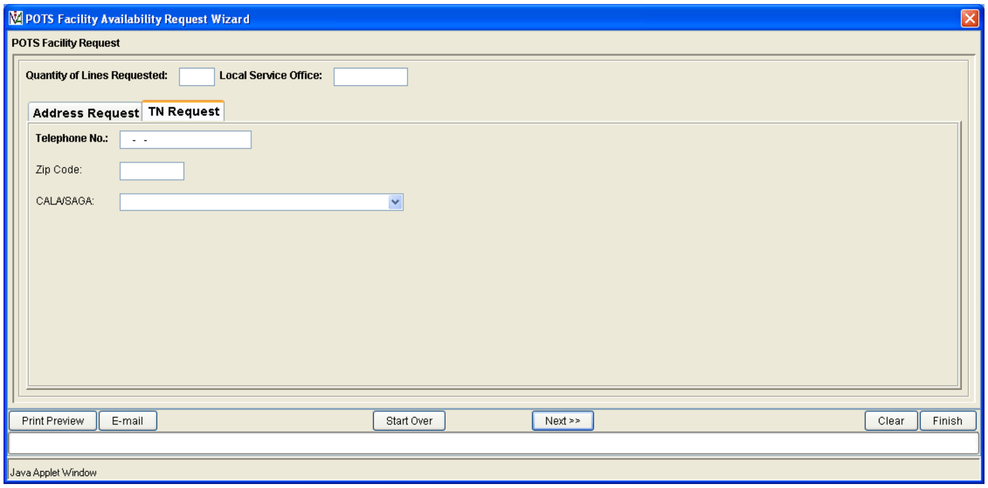
1 In the **Interconnect Functions** window, click **PreOrder/Order/PostOrder**.

2 In the **Interconnect Mediated Access** window, select **PreOrder** > **Check Facility Availability** > **POTS Facility Request**.



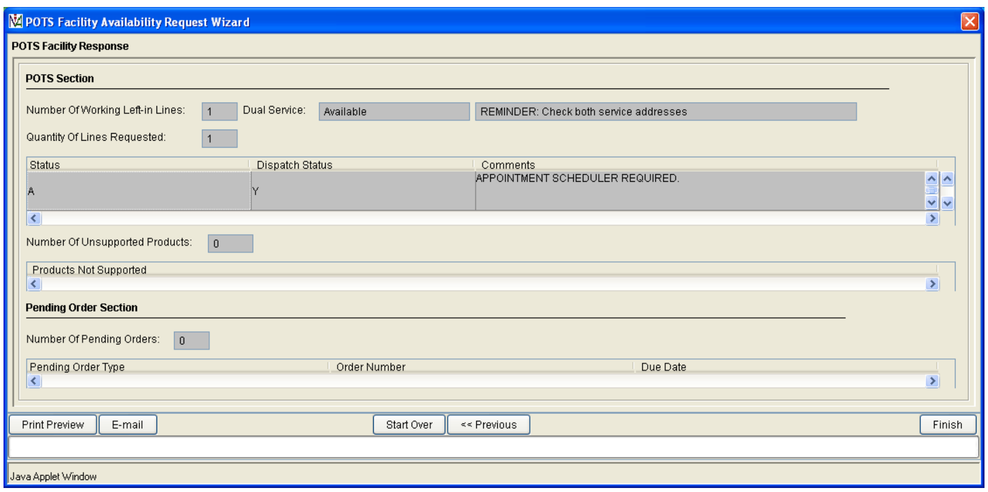
3 Type the number of lines you are requesting and the NPANXX for the local service office.

4 Click the **TN Request** tab.



5 Enter the telephone number and the ZIP Code or CALA/SAGA.

6 Click **Next**.



IMA shows the facilities available for POTS service for the account you specified. For further explanation of each field, click **Pre-Order (POP)** at http://www.centurylink.com/wholesale/clecs/lsog.html.

In this field ...	IMA displays ...
Number Of Working Left-In Lines	The number of lines currently working at the specified address
Dual Service	Generally not applicable for searches by TN. **Available** indicates that Dual Service is available at the service address you specified. (If your customer is moving, Dual Service enables them to use the same telephone number for both the old and the new service address for up to 30 days.)
Quantity Of Lines Requested	The number of lines you specified

In this field ...	IMA displays ...
Status	The status of the lines you requested • A=available • H=held order • S=available (SDT)
Dispatch Status	Whether a dispatch is required • Y=yes • N=no
Comments	Further explanation of the status
Number Of Unsupported Products	Number of products the loop facility does not support
Products Not Supported	The products that are not supported on the loop facility
Number Of Pending Orders	The number of pending orders for the address you specified
Pending Order Type	The type(s) of the pending orders
Order Number	The order number(s) for the pending orders
Due Date	The due date(s) for the pending orders

7 After reviewing the data, do any of the following:

- To display the information in a new browser window, click **Print Preview**.
- To e-mail the information in the window, click **E-mail**.
- To retrieve new data, click **Start Over**.
- To close the window and go on to other tasks, click **Finish**.

Checking whether a POTS loop can be unbundled

You can view the characteristics of a POTS loop to see whether it can be unbundled without being moved.

You can determine

- whether the loop is copper or pair gain
- whether there are bridged taps or load coils on the loop
- whether the loop must be moved to copper to be unbundled

You can retrieve the loop characteristics by entering your customer’s

- street address
- telephone number
- circuit ID (ECCKT)

You can check POTS loops before you prepare the LSR forms or by clicking **PreOrder** on many of the forms while you’re preparing them.

The procedure for checking whether a POTS loop can be converted is detailed in chapter 4 of the *Loop Qualification and Raw Loop Data CLEC Job Aid* at http://www.centurylink.com/wholesale/training/coursecatalog.html.

Checking ISDN facility availability

You need to check whether ISDN facilities are available when you request new service, a new line for an existing customer, or an outside move for ISDN BRI lines (Integrated Services Digital Network—Basic Rate Interface). (You can also check whether an unbundled loop is capable of carrying ISDN signals.) You check to see whether there are any facilities available that are ISDN-capable and that can support the number and type of ISDN BRI lines you are requesting—that is, whether they can support the required switching, channels, and protocol. You check ISDN-capable facilities by entering your customer’s street address. (Try to validate the address first, if possible.)

You can check ISDN facility availability before you prepare the LSR forms or by clicking **PreOrder** on the Resale form while you’re preparing it.

The procedure for checking whether ISDN-capable facilities are available is detailed in chapter 4 of the *Loop Qualification and Raw Loop Data CLEC Job Aid* at http://www.centurylink.com/wholesale/training/coursecatalog.html.

Selecting available CFA units

Either before or while preparing an LSR, you need to select one of the available carrier facility assignment (CFA) units for the services you are requesting. To do so, you select one of the available CFA units from a list of units. You can select available CFA units before you prepare the LSR forms or by clicking **Add** and then clicking **Validate CFA** or **PreOrder > Validate CFA** on the following forms while you’re preparing them:

- Loop Service
- Loop Service with Number Portability
- Port Service

If you select unit(s) while you are actually preparing a Loop Service, Loop Service with Number Portability, or Port Service form, IMA automatically enters the CFA information (CABNM/CABTYP/<unit>/LOCA/LOCZ) in the **CFA** list on the form.

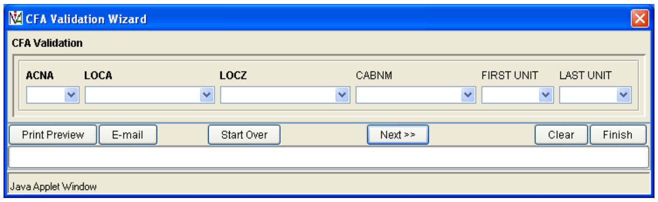
You can find the available CFA units either by specifying the units directly or by searching first for CFA groups and then selecting the units from the groups.

1. In the **Interconnect Functions** window, click **PreOrder/Order/PostOrder**.
2. If you are selecting CFA units on behalf of another CLEC and if the menu bar of the **Interconnect Mediated Access** window doesn’t already show the corporate ID for that CLEC, continue with this step. Otherwise, skip to step 3.
    a. In the **Interconnect Mediated Access** window, click **File** > **Select Owner CCNA**.

b From the list that appears, select the CLEC for which you are checking CFA units. Click **Submit**.

The CCNA for the other CLEC appears in the menu bar for the **Interconnect Mediated Access** window.

3 In the **Interconnect Mediated Access** window, click **PreOrder > Validate CFA**.



4 Do one of the following:

- To list CFA *groups*, fill in the **ACNA**, **LOCA**, and **LOCZ** fields. (If you've previously filled in these fields during the time you've been logged on to IMA, you can select from the lists.)
- To list CFA *units*, fill in all six fields. (If you don't know the last three fields, you can list groups and select units later.)

Follow the guidelines in the table below. For further information, click **PreOrder (POP)** at http://www.centurylink.com/wholesale/clecs/lsog.html.

In this field ...	Type ...
ACNA	The Common Language code for your company
LOCA	The originating CLLI code
LOCZ	The terminating CLLI code
CABNM	The name of the cable
FIRST UNIT	The number of the first unit in a CFA group
LAST UNIT	The number of the last unit in a CFA group

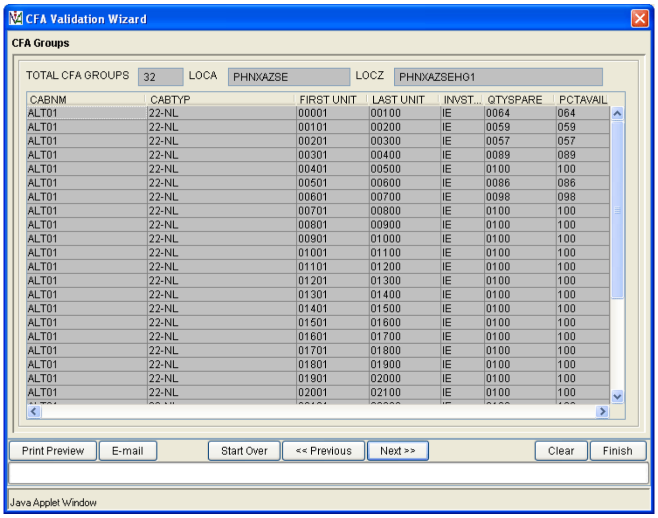
5 Click **Next.**

One of two windows appears:

- **CFA Groups**. Continue with the procedure immediately below.
- **CFA Units**. Skip to "Viewing CFA units" on page 45.

Viewing CFA groups

If you entered information only in the **ACNA**, **LOCA**, and **LOCZ** fields, the following window appears:



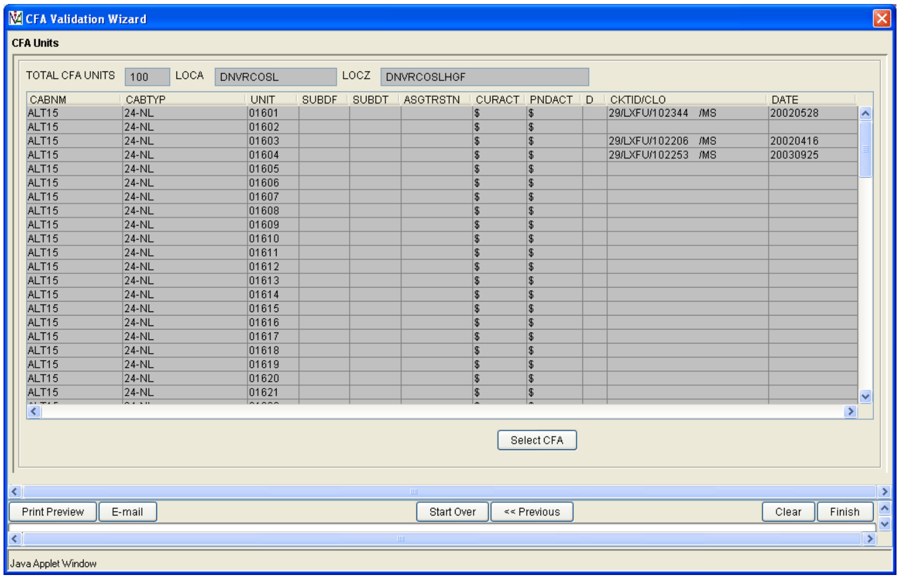
The table below shows guidelines for fields specific to IMA. For further information, click **Pre-Order (POP)** at http://www.centurylink.com/wholesale/clecs/lsog.html.

In this field ...	IMA displays ...
TOTAL CFA GROUPS	The number of CFA groups listed in the window
LOCA	The originating CLLI code you entered
LOCZ	The terminating CLLI code you entered
CABNM	Cable name—the identifier for a cable comprising a number of CFA groups
CABTYP	The type of facility—the cable type, gauge, load coil spacing, and load coil inductance
FIRST UNIT	The number of the first unit in a CFA group
LAST UNIT	The number of the last unit in a CFA group
INVSTAT	Inventory status—the current status of the CFA group
QTYSPARE	Quantity spare—the number of CFA units available
PCTAVAIL	Percentage available—the percentage of CFA units available

1. From the CFA groups listed in the window, select a group that has available units and the cable type you need.
2. Click **Next**.

Viewing CFA units

If you entered information in all six fields in the **CFA Validation** window or selected a group in the **CFA Group** window, the following window appears:



The table below shows guidelines for fields specific to IMA. For further information, click **Pre-Order (POP)** at http://www.centurylink.com/wholesale/clecs/lsog.html.

In this field ...	IMA displays ...
TOTAL CFA UNITS	The number of CFA units listed in the window
CABNM	Cable name—the identifier for a cable comprising a number of CFA groups
CABTYP	The type of facility—the cable type, gauge, load coil spacing, and load coil inductance
UNIT	A specific unit in the cable identified by CABNM
LOCA	The originating CLLI code you entered
LOCZ	The terminating CLLI code you entered
SUBDF	Subdivision from—the routing from the originating central office
SUBDT	Subdivision to—the routing to the originating central office
ASGTRSTN	Assignment restriction code—code for restrictions against a specific CFA
CURACT	Current activity for the unit
PNDACT	Pending activity for the unit
D	Diversity indicator—whether there are alternate transmission routes
CKTID/CLO	Circuit ID/circuit layout order number
DATE	Due date

1. Select one of the available CFA units from the list in the window. Available CFA units are indicated by **$** or **R** in the **CURACT** column and any value other than **A** (pending add or connect) in the **PNDACT** column.

   The window shows just the first 20 units in the group. To scroll through the units that aren't displayed, select any row and use the down arrow.

2. Click **Select CFA**.

   IMA stores the information for the CFA unit so that it is available from the **CFA** list on the Loop Service, Loop Service with Number Portability, and Port Service forms.

3. If you want to select another CFA unit, select it in the list, then click **Select CFA** again.

4. When you have selected the CFA(s), do any of the following:
   - To display the information for both groups and units in a separate browser window, click **Print Preview**.
   - To e-mail the information in the browser window, click **E-mail**.
   - To view another list of CFA groups or units, click **Start Over**.
   - To return to the form you were working on or to go on to other tasks, click **Finish**.

     If you return to the form, the necessary information for the CFA(s) you selected now appears in the **CFA** list on that form.

Searching for available meet points

You search for available meet points (POTS splitters or cable connections) when your company wants to provide data service to your customer through a shared loop (or line sharing) arrangement with CenturyLink. In a shared loop, your company provides xDSL-based service and CenturyLink provides voiceband service on the same loop.

You can search for available meet points before you prepare the LSR forms or by clicking **PreOrder** on the Loop Service, Resale Split, and Centrex Resale Split forms while you're preparing them. IMA stores the available meet points you find so that you can select them in the **POTSSPLIT** or **CABCONN** lists on the Loop Service form, Loop Service NP form, Resale Service Split form, and Centrex Resale Service Split form.

You search for POTS splitters for shared loops where the splitter is in CenturyLink's part of the colocation area. You search for cable connections for subloop unbundling and for shared loops where the splitter or cable connection is in your company's part of the colocation area.

Searching for available POTS splitters

Searching within a list you specify

You can list up to five individual POTS splitters and see whether they are available.

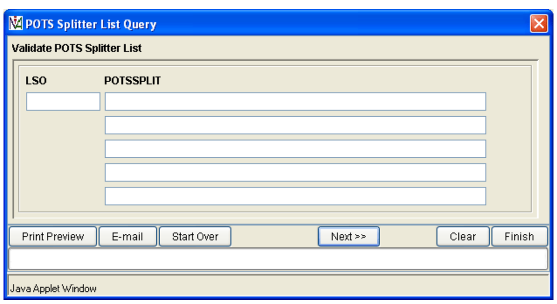
1 In the **Interconnect Functions** window, click **PreOrder/Order/PostOrder**.

2 If you are searching for POTS splitters on behalf of another CLEC and if the menu bar of the **Interconnect Mediated Access** window doesn't already show the corporate ID for that CLEC, continue with this step. Otherwise, skip to step 3.

- **a** In the **Interconnect Mediated Access** window, click **File** > **Select Owner CCNA**.
- **b** From the list that appears, select the CLEC for which you are searching for POTS splitters. Click **Submit**.

  The CCNA for the other CLEC appears in the menu bar for the **Interconnect Mediated Access** window.

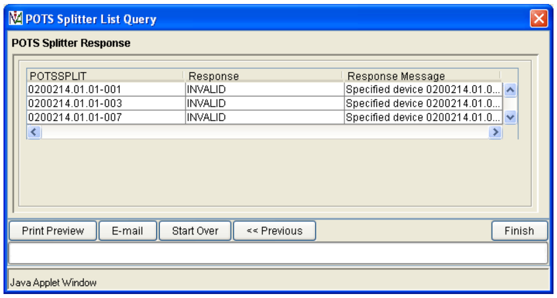
3 In the **Interconnect Mediated Access** window, select **PreOrder** > **Meet Point Query** > **POTS Splitter Query** > **POTS Splitter List**.



4 In the **LSO** field, type the NPANXX for the local service office.

5 In the **POTSSPLIT** fields, type the code for the POTS splitters you want to check.

6 Click **Next**.



IMA shows which of the POTS splitters you specified are available ("**VALID**").

In this field ...	IMA displays ...
POTSSPLIT	A POTS splitter you specified
Response	Whether each splitter is available ("**VALID**")
Response Message	If a splitter is not available, indicates why

7 After reviewing the data, do any of the following:

- To display the information in a new browser window, click **Print Preview**.
- To e-mail the information in the window, click **E-mail**.
- To search for additional POTS splitters, click **Start Over** and repeat the procedure.
- To go on to other tasks, click **Finish**.

Searching within a range you specify

You can specify a range of up to 10 POTS splitters and see which of them are available.

1 In the **Interconnect Functions** window, click **PreOrder/Order/PostOrder**.

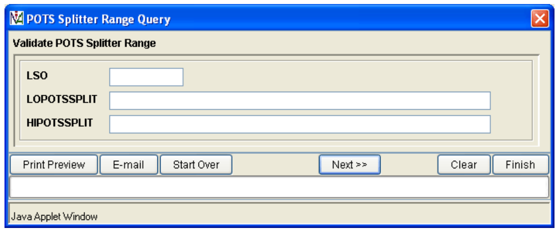
2 If you are searching for POTS splitters on behalf of another CLEC and if the menu bar of the **Interconnect Mediated Access** window doesn't already show the corporate ID for that CLEC, continue with this step. Otherwise, skip to step 3.

a In the **Interconnect Mediated Access** window, click **File** > **Select Owner CCNA**.

b From the list that appears, select the CLEC for which you are searching for POTS splitters. Click **Submit**.

The CCNA for the other CLEC appears in the menu bar for the **Interconnect Mediated Access** window.

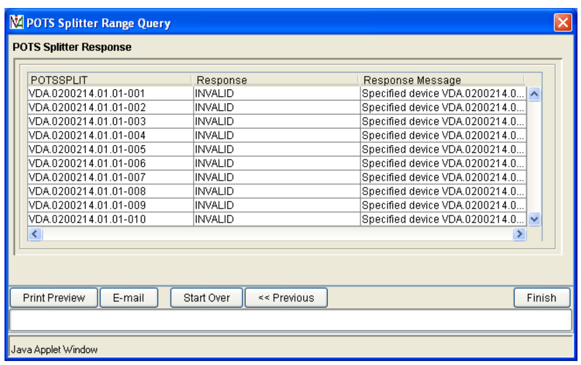
3 In the **Interconnect Mediated Access** window, select **PreOrder** > **Meet Point Query**> **POTS Splitter Query** > **POTS Splitter Range**.



4 Fill in the fields.

In this field ...	Type ...
LSO	The NPANXX for the local service office
LOPOTSSPLIT	The lowest number of the range you want to specify
HIPOTSSPLIT	The highest number of the range you want to specify (This number must be no greater than 10 more than the lowest number in the range. If you need to retrieve POTS splitter data for a larger range, repeat the search, specifying new limits for the range.)

5 Click **Next**.



IMA shows which POTS splitters are available ("**VALID**").

Field	Definition
POTSSPLIT	The POTS splitter(s) you specified
Response	Whether each splitter is available ("**VALID**")
Response Message	If a splitter is not available, indicates why

6 After reviewing the data, do any of the following:

- To display the information in a new browser window, click **Print Preview**.
- To e-mail the information in the window, click **E-mail**.
- To search for POTS splitters within a new range, click **Start Over** and repeat the procedure.
- To go on to other tasks, click **Finish**.

Searching for available cable connections

Searching within a list you specify

You can list up to five individual cable connections and see whether they are available.

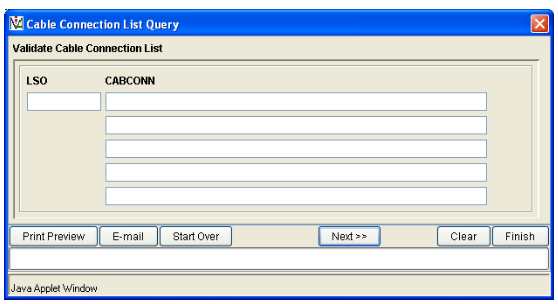
1 In the **Interconnect Functions** window, click **PreOrder/Order/PostOrder**.

2 If you are searching for cable connections on behalf of another CLEC and if the menu bar of the **Interconnect Mediated Access** window doesn't already show the corporate ID for that CLEC, continue with this step. Otherwise, skip to step 3.

- **a** In the **Interconnect Mediated Access** window, click **File** > **Select Owner CCNA**.
- **b** From the list that appears, select the CLEC for which you are searching for cable connections. Click **Submit**.

  The CCNA for the other CLEC appears in the menu bar for the **Interconnect Mediated Access** window.

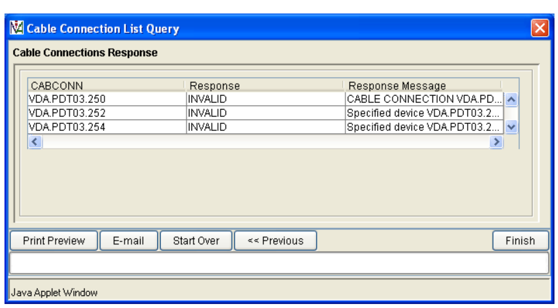
3 In the **Interconnect Mediated Access** window, select **PreOrder** > **Meet Point Query** > **Cable Connection Query** > **Cable Connection List**.



4 In the **LSO** field, type the NPANXX for the local service office.

5 In the **CABCONN** fields, enter the cable connections (up to five).

6 Click **Next**.



IMA shows which cable connections are available ("**VALID**").

In this field ...	IMA displays ...
CABCONN	The cable connection(s) you specified

In this field ...	IMA displays ...
Response	Whether each connection is available ("**VALID**")
Response Message	If a connection is not available, indicates why

7 After reviewing the data, do any of the following:

- To display the information in a new browser window, click **Print Preview**.
- To e-mail the information in the window, click **E-mail**.
- To search for additional cable connections, click **Start Over** and repeat the procedure.
- To go on to other tasks, click **Finish**.

Searching within a range you specify

You can specify a range of up to 10 cable connections and see which of them are available.

1 In the **Interconnect Functions** window, click **PreOrder/Order/PostOrder**.

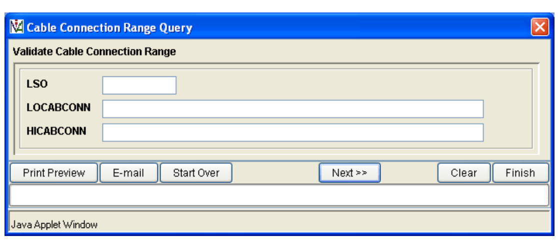
2 If you are searching for cable connections on behalf of another CLEC and if the menu bar of the **Interconnect Mediated Access** window doesn't already show the corporate ID for that CLEC, continue with this step. Otherwise, skip to step 3.

a In the **Interconnect Mediated Access** window, click **File** > **Select Owner CCNA**.

b From the list that appears, select the CLEC for which you are searching for cable connections. Click **Submit**.

The CCNA for the other CLEC appears in the menu bar for the **Interconnect Mediated Access** window.

3 In the **Interconnect Mediated Access** window, select **PreOrder** > **Meet Point Query** > **Cable Connection Query** > **Cable Connection Range**.

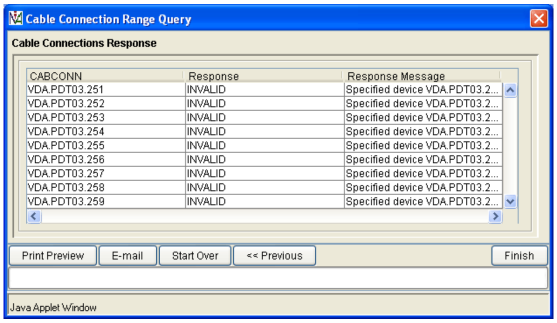


4 Fill in the fields.

In this field ...	Type ...
LSO	The NPANXX for the local service office
LOCABCONN	The lowest number of the range you want to specify

In this field ...	Type ...
HICABCONN	The highest number of the range you want to specify (This number must be no greater than 10 more than the lowest number in the range. If you need to retrieve cable connection data for a larger range, repeat the search, specifying new limits for the range.)

5 Click **Next**.



IMA shows which cable connections are available ("**VALID**").

In this field ...	IMA displays ...
CABCONN	The cable connection(s) you specified
Response	Whether each connection is available ("**VALID**")
Response Message	If a connection is not available, indicates why

6 After reviewing the data, do any of the following:

- To display the information in a new browser window, click **Print Preview**.
- To e-mail the information in the window, click **E-mail**.
- To search for cable connections within a new range, click **Start Over** and repeat the procedure.
- To go on to other tasks, click **Finish**.

Retrieving raw loop data

You retrieve raw loop data to get the physical characteristics of a loop—the presence or absence of pair gain, the number and type of load coils, the presence and characteristics of bridge taps, and other characteristics of the loop. Typically, you do this to check whether the loop can support DSL-capable unbundled loops and shared-loop facilities. Your engineers can use this raw data to determine whether the loop can carry your company's DSL service or whether modifications are required, such as conditioning the loop (removing load coils and bridge taps).

You can view raw loop data for any working loop or spare facility, regardless of who owns it. For each telephone number, service address, or circuit ID, IMA shows data for the entire loop and detailed characteristics for each segment and subsegment.

To retrieve raw data for a loop, you use IMA. To retrieve raw loop data for an entire wire center, you use the Wire Center RLD tool (https://rld.qwest.com/rld/). (You'll need to obtain a digital certificate to use the tool. See *Requesting Access to CenturyLink Systems* at http://www.centurylink.com/wholesale/systems/generalinfo.html.)

If you're using IMA, you can retrieve raw loop data before you prepare the LSR forms or by clicking **PreOrder** on several of the forms while you're preparing them.

You can use:

- Your customer's telephone number or address to retrieve raw loop data for up to 24 working telephone numbers (including nonpublished and nonlisted numbers).
- Their address to retrieve data for all working telephone numbers and working circuits at that address or to retrieve data for spare facilities at the address. (If you retrieve loop data by address, be sure to validate the address first so it matches CenturyLink's databases.)
- Their circuit ID to retrieve data for the working circuit at that address.

The procedures for retrieving raw loop data are detailed in the *Loop Qualification and Raw Loop Data CLEC Job Aid* at http://www.centurylink.com/wholesale/training/coursecatalog.html—the IMA procedure in chapter 3, the Wire Center RLD tool in chapter 6.

Checking whether a loop qualifies for CenturyLink HSI/Broadband Service or unbundled ADSL service

You can check whether your customer’s loop qualifies for CenturyLink HSI/ Broadband Service or unbundled ADSL service. You can check by using your customer’s street address or telephone number. If the loop does not qualify, you can have IMA periodically recheck it. You can check loop qualification before you prepare the LSR forms or by clicking **PreOrder** on several of the forms while you’re preparing them.

The procedure for checking loop qualification is detailed in chapter 5 of the *Loop Qualification and Raw Loop Data CLEC Job Aid* at http://www.centurylink.com/wholesale/training/coursecatalog.html.

Reserving telephone numbers

You need to reserve one or more telephone numbers whenever you request

- new service
- a new line on existing service
- a change of telephone number

If you don’t reserve a number for requests of this kind, IMA rejects your LSR. (IMA doesn’t reject your LSR if you try to reserve a telephone number after receiving a notification that the reservation system is not available.) You can reserve numbers only for nondesigned services.

> **Note:** Reserving a number does not guarantee that your customer will actually get that number. If the number you reserved cannot be provisioned, you will be issued a new number.

You can reserve telephone numbers before you prepare the LSR forms or by clicking **PreOrder** on the Port Service and Resale forms while you’re preparing them. You must use the same CLEC codes (RSID/ZCID/ACNA) to submit an LSR with a reserved TN as you used when you reserved the TN. If you submit an LSR using a different CLEC code than when you reserved the TN, IMA creates the service order using a different TN than the one you reserved. The FOC lists the TN(s) that IMA used.

Before you try to reserve number(s):

1. If you haven’t validated the address for your customer, try to validate it now, so that the number or numbers you reserve will be assigned to the correct wire center. (See “Validating addresses” on page 10.)
2. If you need to reserve 10 or more telephone numbers at one address, 3 Easy Numbers, or 5 Consecutive Blocks numbers, contact CenturyLink following the guidelines in http://www.centurylink.com/wholesale/clecs/customercontacts.html.

Caution: After you select the telephone number(s) that you want to reserve, be sure to submit the LSR within the next 30 calendar days. If you don't, you'll need to repeat this procedure.

To reserve telephone numbers

1 In the **Interconnect Functions** window, click **PreOrder/Order/PostOrder**.

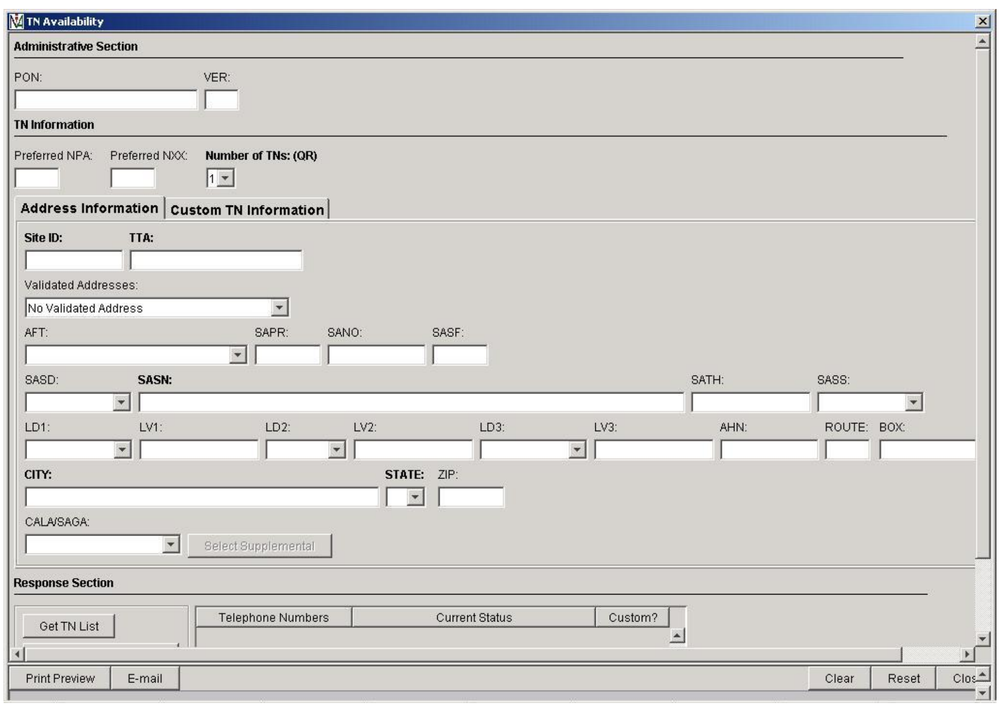
2 If you are reserving a telephone number on behalf of another CLEC and if the menu bar of the **Interconnect Mediated Access** window doesn't already show the corporate ID for that CLEC, continue with this step. Otherwise, skip to step **3**.

   a In the **Interconnect Mediated Access** window, click **File** > **Select Owner CCNA**.

   b From the list that appears, select the CLEC for which you are reserving the number. Click **Submit**.

   The CCNA for the other CLEC appears in the menu bar for the **Interconnect Mediated Access** window.

3 In the **Interconnect Mediated Access** window, click **PreOrder** > **Reserve Telephone Numbers**.



4 If you want to reserve one or more custom numbers, type the purchase order number you will use on your LSR. If the LSR is a supplemental LSR, type the version number in the **VER** field. (If you clicked **PreOrder** > **Reserve Telephone Numbers** on the Port Service or Resale forms, these fields are already filled in.) If you are not reserving custom numbers, these fields are optional.

5 Fill out the **TN Information** section.

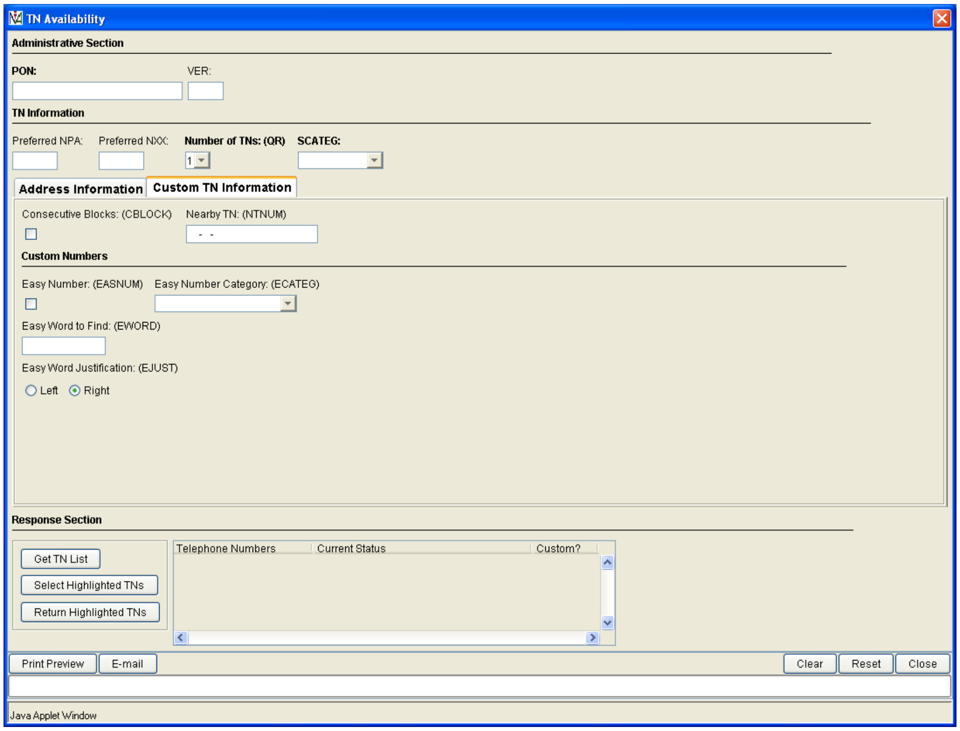
In this field ...	Type or select ...
Preferred NPA (optional)	The area code (if you want to specify it) (You must fill in this field if you fill in the **Preferred NXX** field. But IMA will disregard this field if you specify a nearby TN in step 7.)
Preferred NXX (optional)	The number exchange (if you want to specify it) (IMA will ignore this field if you specify a nearby TN in step 7.)
Number of TNs: (QR)	The number of telephone numbers or circuits you want to reserve • If you want to reserve a consecutive block of numbers, the number must be 2–5. • If you want to reserve an Easy Number or Easy Word to Find (ECAT or EWORD), the number must be 1–3.

6 Do one of the following:

If you validated the address ...	If you didn’t validate the address ...
From the **Validated Addresses** list, select the service address. IMA automatically fills in the address fields and the **Site ID** and **TTA** fields.	**a** Fill in the **SANO**, **SASN**, **CITY**, **STATE**, and **CALA/SAGA** fields, following the guidelines in “Validating addresses” on page 10. **b** In the **Site ID** field, type the NPANXX (in the Central and Eastern regions) or the CLLI code (in the Western region) for the servicing wire center. (Follow the guidelines for this field in *PreOrder (POP)* at http://www.centurylink.com/wholesale/clecs/lsog.html) **c** In the **TTA** field, type the TN or CLLI code for the central office. (Follow the guidelines for this field in *PreOrder (POP)* at http://www.centurylink.com/wholesale/clecs/lsog.html)

Tip: If you want revise the information you entered but keep the same PON, click **Reset**. If you want to clear all the information you entered, click **Clear**.

7 If you want to reserve one or more custom numbers, click the **Custom TN Information** tab. (If you don't want to reserve custom numbers, skip to step 9.)



8 Do one—and only one—of the following.

- To reserve a series of consecutive telephone numbers, select the **Consecutive Blocks: (CBLOCK)** check box.
- To reserve one or more telephone numbers that are close to an existing telephone number, type the existing telephone number in the **Nearby TN: (NTNUM)** field.
- To reserve an Easy Number or Easy Word to Find, select the **Easy Number: (EASNUM)** check box. Then follow the guidelines for these fields in *PreOrder (POP)* at http://www.centurylink.com/wholesale/clecs/lsog.html.

To reserve an Easy Number ...	To reserve an Easy Word ...
Select the format for the number from the **Easy Number Category: (ECATEG)** list.	**a** In the **Easy Word to Find: (EWORD)** field, type the word that you want to spell out with numbers. **b** In the **Easy Word Justification: (EJUST)** field, specify whether you want the custom number to begin with that word (**Left** justification) or end with it (**Right** justification).

9 Scroll down to the **Response Section** at the bottom of the window.

10 Click **Get TN List**.

The **Telephone Numbers** column lists the numbers that are available. Easy Numbers and Easy Word numbers are identified by a **Y** in the **Custom?** column.

Tip: If you want to display all the items in a column in alphabetical or numerical order, click the column head. (Follow the guidelines in the Screen Tip for each column.)

11 From the list, select one or more telephone numbers.
(Be sure to select the number(s) you want to reserve within 30 minutes of the time they first appear in the list. If you don't, the list will expire and you'll need to repeat the procedure.) If you are adding a line through a multi-switch wire center to a hunt group or to existing UNE Centrex 21(P or STAR), Resale Centrex 21, or Resale POTS services, select only number(s) whose NPA-NXX matches the NPA-NXX of your customer. If none are available, contact CenturyLink following the guidelines in http://www.centurylink.com/wholesale/clecs/customercontacts.html.

- To select a single number, click on it.
- To select a block of numbers, press and hold SHIFT, then click on the first and last numbers in the block.
- To select nonsequential numbers, press and hold CTRL, then click on each number you want to select.

12 Click **Select Highlighted TNs**.

The status changes to **SELECTED** for the number or numbers you reserved and to **CANCELED** for the rest of the numbers.

13 If you don't want to reserve one or more of the numbers you selected, highlight those numbers, then click **Return Highlighted TNs.**

The status of the highlighted numbers changes to **CANCELED**.

14 If you want to search for additional numbers, repeat steps 10–13.

15 When you are finished reserving the number(s), do any of the following:

- To show the information in a new browser window, click **Print Preview**.
- To e-mail the information in the window, click **E-mail**.
- To reserve numbers for a different PON, click **Clear** and return to step 4.
- To go on to other tasks, click **Close**.

16 To actually reserve the telephone number(s) you selected, be sure to submit your LSR within the next 30 calendar days. If you don't, you'll lose the number(s) you reserved and you'll need to repeat this entire procedure. When you submit the LSR, remember to use the same CLEC code (RSID/ZCID/ACNA) as you used to reserve the telephone number.

Note: Remember that reserving a number does not guarantee that your customer will actually get that number.

Managing appointments

You can schedule or "reserve" (directly below), change (page 63), and cancel (page 64) appointments. You can change or cancel appointments if you have not yet scheduled another appointment, clicked **Clear**, or closed the **Appointment Scheduler** window. You can change or cancel appointments for unbundled products if you have not yet closed the **Appointment Scheduler** window. To change or cancel appointments for other products, you must submit a supplemental LSR. (See "Preparing a supplemental LSR" on page 167.)

When you schedule an appointment, be sure to submit an LSR (or a supplemental LSR) with the same PON within 24 IMA business hours (page 8) so that IMA doesn't cancel the appointment.

Scheduling appointments

When you schedule an appointment, you schedule a date and time for a technician to install new facilities or to modify facilities at either the wire center or your customer's premises. When you schedule an appointment, IMA automatically fills in the confirmation number and the appointment date and time on the LSR forms.

If your LSR requires an appointment, be sure to schedule one so that IMA doesn't reject the LSR. (IMA doesn't reject your LSR if you try to schedule an appointment after receiving a notification that the reservation system is not available.) When you schedule an appointment, be sure to consider the standard service interval for the product or service you're requesting. (See http://www.centurylink.com/wholesale/guides/sig/index.html.)

You can schedule appointments before preparing the LSR forms or by clicking **PreOrder** on the Resale, Centrex Resale, Resale Split, and Centrex Resale Split forms as you prepare them:

Before you schedule an appointment:

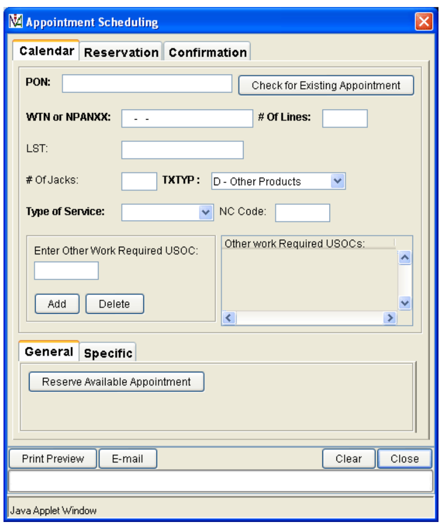
- Check whether the facilities you want are available (page 34) to see whether IMA indicates that a dispatch is necessary (pages 38 and 41).
- If you are ordering an unbundled product, you'll need to specify the NC code. If you don't know the code, see "Finding the NC, NCI, and SECNCI codes for a product" on page 184.

After you schedule an appointment, if you want a connection made at your customer's NID, make a note to request this in the **Remarks** field on the LSR form.

To schedule an appointment

1. In the **Interconnect Functions** window, click **PreOrder/Order/PostOrder**.
2. If you are scheduling an appointment on behalf of another CLEC and if the menu bar of the **Interconnect Mediated Access** window doesn't already show the corporate ID for that CLEC, continue with this step. Otherwise, skip to step 3.
   - **a** In the **Interconnect Mediated Access** window, click **File** > **Select Owner CCNA**.
   - **b** From the list that appears, select the CLEC for which you are scheduling the appointment. Click **Submit**.

     The CCNA for the other CLEC appears in the menu bar for the **Interconnect Mediated Access** window.
3. In the **Interconnect Mediated Access** window, click **PreOrder** > **Schedule Appointment**.



4. In the **PON** field (on the **Calendar** tab), type the purchase order number.
5. (Optional) Click **Check for Existing Appointment**.
   - If an appointment has already been scheduled, the Confirmation tab appears.
     If the appointment is for a batch hot cut and the LSR has not yet been submitted, you can change the number of lines and due date that were originally requested.
   - If no appointment has been scheduled, the message **No Appointment found** appears. Click **OK** to close the message box, and continue with the next step.

6 Fill in the fields, following the appropriate guidelines below.

- If you’re scheduling an appointment for products that you’re requesting (TXTYP = D or U), use these guidelines:

In this field ...	Type or select ...
WTN or NPANXX	The 10-digit working telephone number or The 3-digit area code plus the first 3 digits of the telephone number **Note:** For number pooling, use NPA-NXX.
# Of Lines	The number of lines that require service
# Of Jacks (if applicable)	The number of internal line jacks that require service
TXTYP	The type of transaction (here, select **D** or **U**)
Type of Service	The type of service you are requesting
NC Code	The NC code for your product (unbundled products only; TXTYP=U) (For guidelines on finding NC codes, see page 184)
Enter Other Work Required USOC	If other work is needed (e.g., to specify the need to install facilities), type the USOC (Universal Service Order Code), then click **Add**. Repeat as necessary for additional USOCs. The USOC appears in the adjacent list (If you need to delete a USOC from the list, select it, then click **Delete**.)

- If you’re scheduling a batch hot cut (TXTYP = C), use these guidelines:

In this field ...	Type or select ...
# Of Lines	The number of lines that require service
LST	The CLLI code of the end office switch from which service is being provided
TXTYP	The type of transaction (here, select **C**)
Type of Service	The type of service you are requesting
NC Code	(IMA automatically fills in **LX--**)

7 Do one of the following:

To schedule the next available appointment ...	To schedule an appointment on a specific date or more than 25 days in the future ...
a Click the **General** subtab. **b** Click **Reserve Available Appointment**.	**a** Click the **Specific** subtab. **b** In the **Appointment Date** field, type the date you'd like to specify. Use the format YYYY/MM/DD. **c** Click **Reserve Available Appointment**. Be sure to save or submit the LSR for the appointment within 24 IMA business hours (page 8). Otherwise, IMA will cancel the appointment.

- If the **Confirmation** tab appears, continue with the next step.
- If an error message appears instead, click the **Calendar** tab and check for errors. Then repeat steps 4–7.
- If IMA displays the message

  No appointment available, enter Desired Due Date (DDD) on LSR form

  make a note to manually enter the desired due date when you prepare the LSR form for this request.

8 Check the information on the **Confirmation** tab for the appointment you reserved:

- If you're scheduling an appointment for products that you're requesting (TXTYP=D or U)

In this field ...	The Confirmation tab displays ...
PON	The purchase order number for the request
Confirmation Number	The confirmation number assigned for the appointment
Completion Date	The completion date for the appointment
Completion Time	The completion time for the appointment
After - Before Time	The time reserved for the work to be done

- If you're scheduling a batch hot cut (TXTYP=C)

In this field ...	The Confirmation tab displays ...
PON	The purchase order number for the request
Confirmation Number	The confirmation number assigned for the appointment
Completion Date	The completion date for the appointment
# of Lines	Nothing—the field is blank. If the LSR has not yet been submitted, you can change the number of lines that require service by typing the number you now want.

In this field ...	The Confirmation tab displays ...
New Due Date	Nothing—the field is blank. If the LSR has not yet been submitted, you can change the due date you scheduled by typing a new date.

9 Still on the **Confirmation** tab, do any of the following:

- To reserve the appointment, you need do nothing more (you might want to write down the confirmation number or print the **Confirmation** tab page).
- To change the appointment:
  - If you're scheduling an appointment for products that you're requesting (TXTYP = D or U): click the **Reservation** tab, select one of the available appointments from the list, then click **Reserve Highlighted Appointment**.

    IMA again displays the **Confirmation** tab, showing the revised appointment data.
  - If you're scheduling a batch hot cut (TXTYP = C) and the LSR has not yet been submitted: type the number of lines and/or the due date you now want, then click **Change Appointment**.
- To cancel the appointment without making it, click **Return Appointment**.
- To schedule another appointment, click the **Calendar** tab and return to step 4. If you want to save the appointment and clear the information that applied to the previous request, click **Clear**.
- To show the information in a new browser window (so you can print the confirmation information), click **Print Preview**.
- To e-mail the information, click **E-mail**.
- To save the appointment and go on to other tasks, click **Close**.

Changing appointments

To reschedule an appointment that has already been made, you typically need to submit a supplemental LSR. (See "Preparing a supplemental LSR" on page 167.) If you create a supplemental LSR to change the DDD, be sure to change the appointment first.

You can reschedule an appointment directly

- if you reserved the appointment within the past 24 IMA business hours but have not yet submitted an LSR with the same PON. (Appointments are automatically canceled after 24 IMA business hours if you haven't submitted a request with the same PON.)

  Follow the procedure for scheduling an appointment (above) using the PON for the appointment that you want to change but reserving a different appointment time.
- if you've not yet scheduled another appointment or clicked **Clear**

  Click the **Reservation** tab, select one of the available appointments from the list, then click **Reserve Highlighted Appointment**.

  IMA again displays the **Confirmation** tab with the new date.

- if you've scheduled a batch hot cut and the LSR has not yet been submitted

  Click the **Calendar** tab, type the PON, and click **Check for Existing Appointment**. When the **Confirmation** tab appears, type the number of lines and/or due date you now want.

Canceling appointments

If you no longer need an appointment that you've scheduled, you should cancel it so that your company won't be charged for a dispatch that's not needed.

- If you're requesting an unbundled product and you're still in the **Appointment Scheduling** window, you can cancel the appointment by clicking **Return Appointment** on the **Confirmation** tab.
- If you've left the **Confirmation** tab (or if you're requesting anything other than unbundled products), postpone submitting an LSR with the PON you used to schedule the appointment. (IMA automatically cancels appointments after 24 IMA business hours if you haven't submitted an LSR with the same PON.) If you want to submit the LSR sooner, submit it with a new PON and don't schedule an appointment with the new PON.
- If, within 24 IMA business hours of scheduling the appointment, you submitted an LSR with the same PON as the appointment, submit a supplemental LSR. (See "Preparing a supplemental LSR" on page 167.)

4

Preparing and submitting service requests

With IMA, you prepare LSRs (local service requests) and BRCs (bulk requests to create) by filling out the LSR forms online rather than on paper. The online forms closely resemble the paper forms.

This chapter gives guidelines for using IMA to prepare and submit the forms online. It assumes that you're already familiar with the forms and the processes for preparing and submitting them.

Before you fill out the online forms, be sure to validate your customer's address and review their customer service record (CSR). Chapter 2 gives guidelines for these tasks. By doing so, you save time and reduce the chance of error when you fill out the online forms.

For definitive guidelines on filling out the forms, refer to the appropriate *Form Preparation Guide(s)* at http://www.centurylink.com/wholesale/clecs/lsog.html. You can also double-click any field name (on all forms) to view help on filling in the field.

For a listing of activity types, see the "Local Service Ordering—Overview" portion of the CenturyLink's LSOG at http://www.centurylink.com/wholesale/clecs/lsog.html.

For product-specific information, see http://www.centurylink.com/wholesale/pcat/index.html.

Creating a new LSR or BRC (local service request)

You can create a new LSR or BRC two ways: from scratch and by using an existing LSR or BRC as a template. BRC submissions are limited to 1000 accounts per hour (e.g., 10 BRCs with 100 accounts each or 20 BRCs with 50 accounts each).

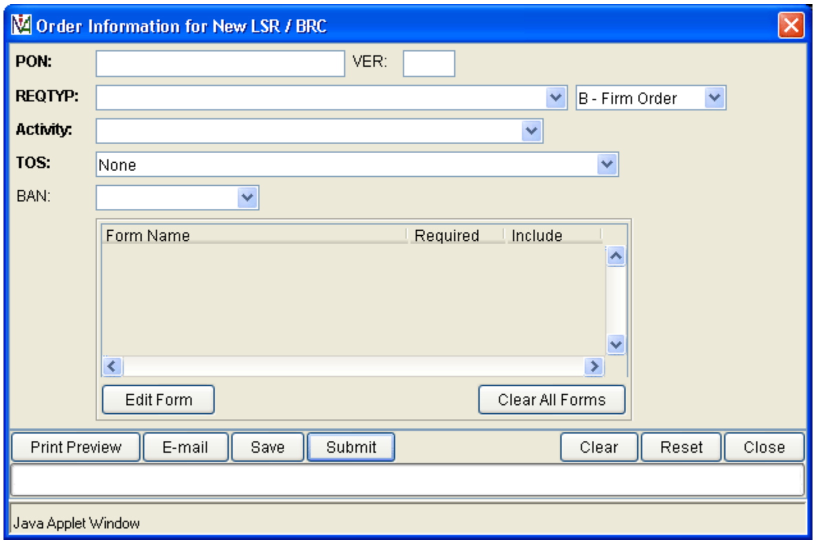
Before you create a new LSR or BRC, validate your customer's address and review their CSR. (Follow the guidelines in chapter 2.) IMA will then fill in some of the fields on the forms for you. Except for new requests, all CSRs must be in **Active** status for the request to be processed. If the CSR has a **Final** status, IMA automatically rejects the request.

Creating a new LSR or BRC from scratch

1. In the **Interconnect Functions** window, click **PreOrder/Order/PostOrder**.
2. If you are creating an LSR on behalf of another CLEC and if the menu bar of the **Interconnect Mediated Access** window doesn't already show the corporate ID for that CLEC, continue with this step. Otherwise, skip to step 3. (You can't create a batch hot cut for another CLEC.)
   a. In the **Interconnect Mediated Access** window, click **File** > **Select Owner CCNA**.
   b. From the list, select the CLEC for which you are creating the LSR. Click **Submit**.

      The CCNA for the other CLEC appears in the menu bar for the **Interconnect Mediated Access** window.

3 In the **Interconnect Mediated Access** window, select **Order** > **New LSR/BRC**.



4 Fill in the fields in the window. You can leave the **BAN** field blank; CenturyLink finds the correct BAN and uses it on any generated service orders. (You can also find it on the CSR.)

Be sure you select **B—Firm Order** in the right **REQTYP** field. If you select **A—Service Inquiry**, your request is not processed to completion, even if you receive an FOC.

IMA automatically lists the forms you fill out for your request.

- If a form is required, the word **Yes** appears in the **Required** column and a check appears in the **Include** column.
- If a form is not required, you can include it by clicking the check box in the **Include** column.

5 To access a form, highlight the form name and click **Edit Form**.

6 Complete the forms in the order they are listed.

7 Schedule any necessary appointments and reserve telephone numbers. (See chapter 3.)

8 When all of the forms are complete, click **Submit** to submit the request. (See "Submitting a service request (LSR or BRC)" on page 75.)

Using an existing LSR or BRC as a template

You can use an existing LSR or BRC (that hasn't been submitted) as a template.

There is an indirect method to make a template from a non-saved LSR. See "Use an existing (issued) LSR that has not been saved" on page 69.

1 In the **Interconnect Functions** window, click **PreOrder/Order/PostOrder**.

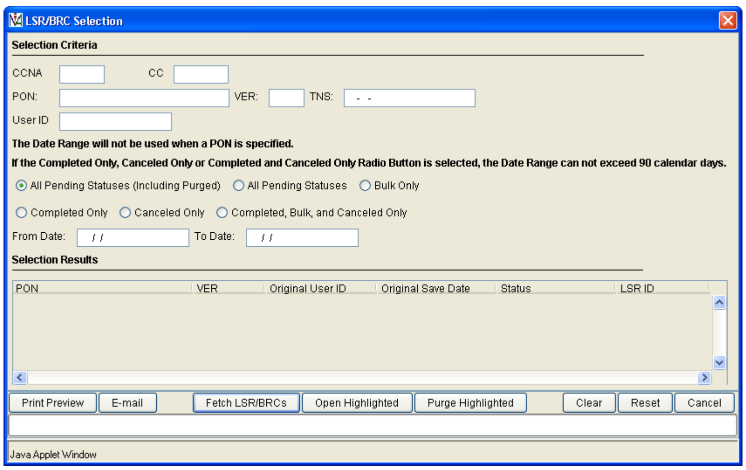
2 If you are creating an LSR on behalf of another CLEC and if the menu bar of the **Interconnect Mediated Access** window doesn't already show the corporate ID for that CLEC, continue with this step. Otherwise, skip to step 3. (You can't create a batch hot cut for another CLEC.)

a In the **Interconnect Mediated Access** window, click **File** > **Select Owner CCNA**.

b From the list, select the CLEC for which you are creating the LSR. Click **Submit**.

The CCNA for the other CLEC appears in the menu bar for the **Interconnect Mediated Access** window.

3 In the **Interconnect Mediated Access** window, click **Open LSR/BRC**.



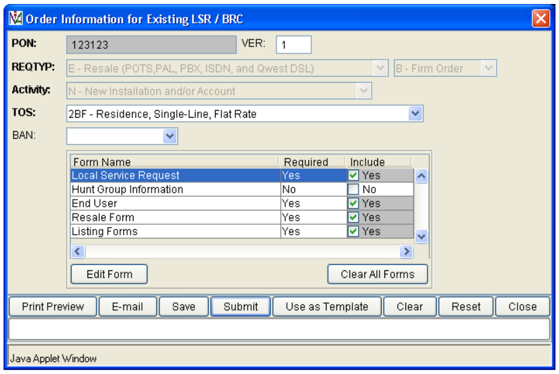
4 If you know the PON for the LSR or BRC you want to use as a template, enter it to find the LSR directly. If you don't know the PON, find the LSR or BRC that you want by specifying the criteria you want to search by and clearing the fields that you *don't* want to search by.

To search for ...	Do the following ...
A specific LSR or BRC	Type its PON (and version number if it has one)
LSRs or BRCs prepared by a specific user	Type their user ID (Your user ID appears by default)
LSRs or BRCs with a specific status	Select the status
LSRs or BRCs submitted in a specific date range	Fill in the **From Date** and **To Date** fields (YYYY/MM/DD)

5 Click **Fetch LSR/BRCs**.

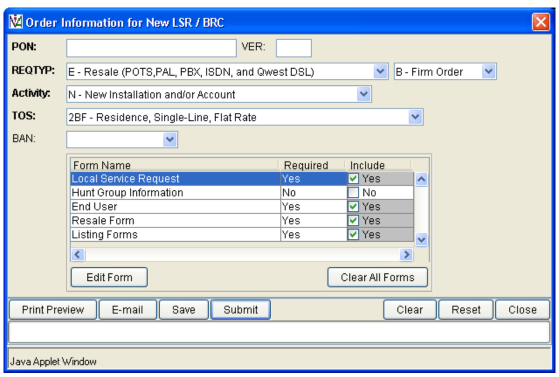
IMA displays a list of the LSRs or BRCs that meet your search criteria. (If you specified the PON, the list shows just one.) To sort a column, click the column heading.

6 Highlight the LSR or BRC you want to use as a template and click **Open Highlighted**.



7 Click **Use as Template**.

IMA copies the LSR or BRC (and clears the **PON**, **VER**, **LSR NO**, **DDD**, **APTCON**, **APPTIME**, and **TNS** fields).



8 Fill in the **PON** and **VER** fields.

9 Verify the information in the **REQTYP**, **Activity**, **TOS**, and **BAN** fields. Make changes if necessary.

10 To access a form, highlight the form name and click **Edit Form**.

11 Complete the forms in the order they are listed.

12 Schedule any necessary appointments and reserve telephone numbers. (See chapter 3.)

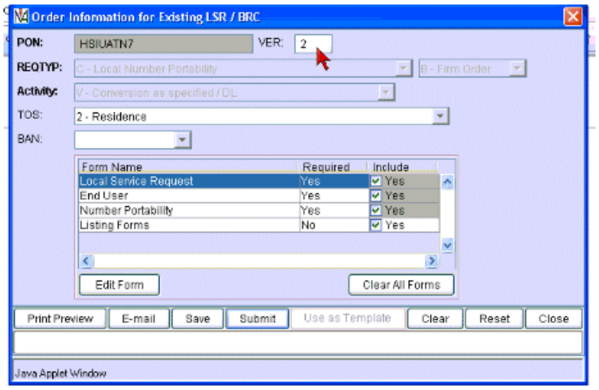
13 When all of the forms are complete, click **Submit** to submit the request. (See “Submitting a service request (LSR or BRC)” on page 75.)

Use an existing (issued) LSR that has not been saved

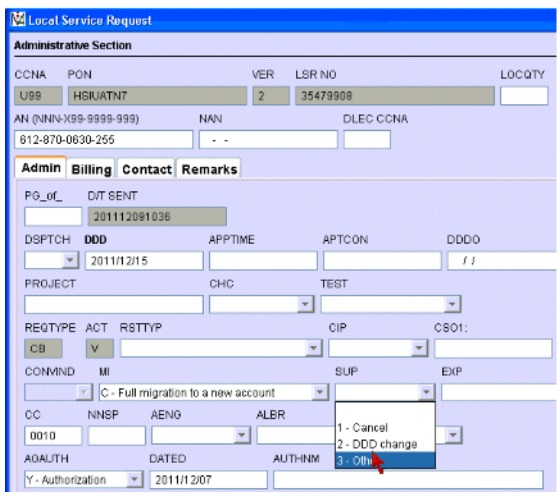
You can use an existing LSR or BRC (issued, but not saved) as a template.

1 Find the ISSUED (non-pending) status LSR.

2 Change the version (VER). In this example, we changed it to version 2.



3 Select a supplemental value of 3 in the LSR form.



4 Save the LSR.

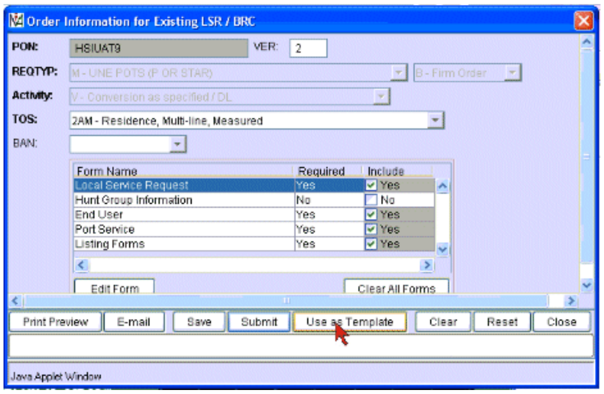
5 An Informational window appears. You may ignore the information in the window. Click **OK**.

You are now able to use this newly saved LSR with the “Use As Template” option. (The LSR with the new version is in SAVED status.)

6 Find the saved LSR with its modified version (VER) number.

7 Remove the SUP value selected earlier.

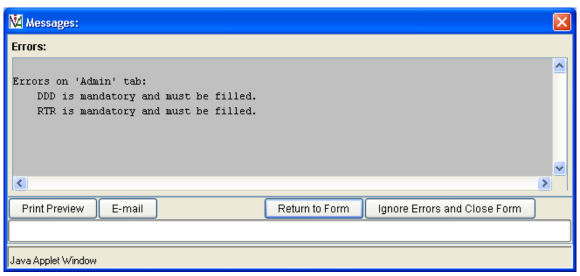
8 Click on "Use As Template."



9 You can now use the processes described in "Using an existing LSR or BRC as a template" on page 67.

Correcting errors when you close a form

If there are data errors on the form, IMA displays a list of the errors.



Do any of the following:

- To return to the form and correct your errors, click **Return to Form**.
- To return to the **Order Information for New LSR/BRC** window without correcting your errors, click **Ignore Errors and Close Form**.
- To preview a printable version of the error message, click **Print Preview**.
- To e-mail the error message, click **E-mail**.

Saving a service request

IMA allows you to save any unsubmitted service requests (as long as you've filled in the minimum required information). Everyone under your company's corporate ID has access to view, edit, submit, resave, and purge these saved service requests for your company. When a service request is saved, all the data on the forms (complete, partially complete, and not started), including prepopulated data, is saved.

After you retrieve a saved service request, you can modify any data on the forms. But if you want to transfer information from the CSR, you need to retrieve the full CSR for that request. (See page 20.)

Important: *Unsubmitted (pending) service requests are automatically purged 30 days after they were first saved regardless of how many times you access the request after saving it.*

1 Close any open forms.

2 In the **Order Information for New LSR/BRC** window, click **Save**.

IMA saves the request information and associated forms. IMA checks the service request for errors. (You can ignore any error messages IMA displays; your request will still be saved.)

Note: Reserved telephone numbers and appointments associated with pending service requests are automatically canceled after 24 IMA business hours. When you retrieve a pending request with an expired TN or appointment, IMA informs you that the resource reservation has timed out.

Purging an LSR or BRC

You purge LSRs that you’ve saved if you decide not to submit them.

1 In the **Interconnect Functions** window, click **PreOrder/Order/PostOrder**.

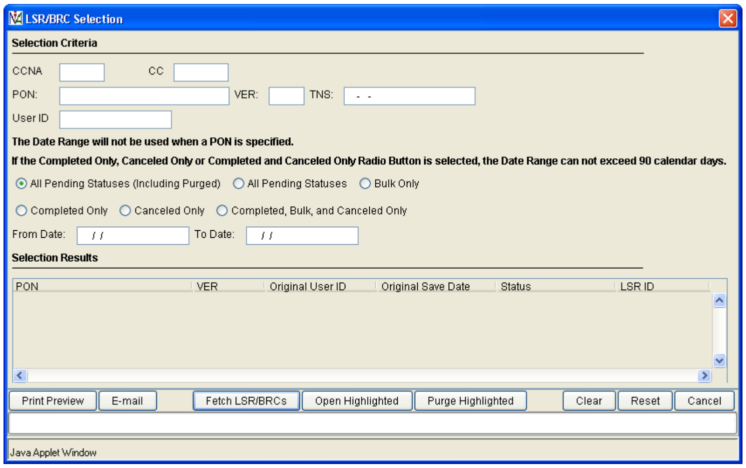
2 If you are purging an LSR on behalf of another CLEC and if the menu bar of the **Interconnect Mediated Access** window doesn’t already show the corporate ID for that CLEC, continue with this step. Otherwise, skip to step 3.

   a In the **Interconnect Mediated Access** window, click **File** > **Select Owner CCNA**.

   b From the list, select the CLEC for which you are purging the LSR. Click **Submit**.

The CCNA for the other CLEC appears in the menu bar for the **Interconnect Mediated Access** window.

3 In the **Interconnect Mediated Access** window, select **Order** > **Open LSR/BRC**.



4 If you know the PON for the LSR or BRC you want, enter it to find the LSR or BRC directly. If you don't know the PON, find the LSR or BRC that you want to purge by specifying the criteria you want to search by and clearing the fields that you *don't* want to search by.

To search for ...	Do the following ...
A specific LSR or BRC	Type its PON (and version number if it has one)
LSRs or BRCs prepared by a specific user	Type their user ID (Your user ID appears by default)
LSRs or BRCs with a specific status	Select the status
LSRs or BRCs submitted in a specific date range	Fill in the **From Date** and **To Date** fields

5 Click **Fetch LSR/BRCs**.

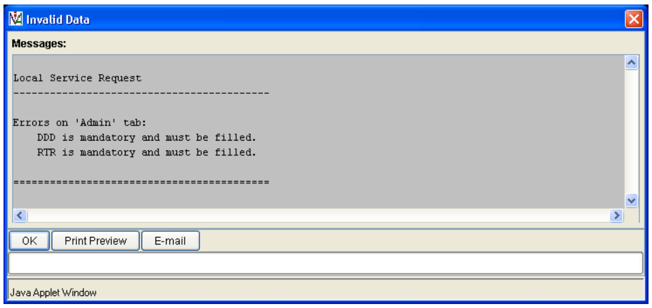
IMA displays a list of the LSRs or BRCs that meet your search criteria. (If you specified the PON, the list shows just one.) To sort the list using a different column, click that column heading.

6 Highlight the LSR(s) or BRC(s) you want to purge and click **Purge Highlighted**.

Note: You can reuse the PON and VER of a purged order. If you reuse the PON and VER, there will be one LSR or BRC with Purged status and one LSR or BRC with Pending status.

Correcting errors when you submit a service request (LSR or BRC)

If you click **Submit** before you’ve fill in all the mandatory fields or if there are errors in the **Order Information for New LSR/BRC** window, IMA displays a list of the errors.



1 Do any of the following:

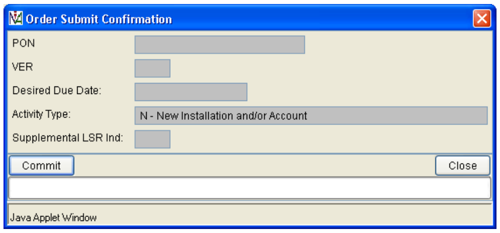
- To return to the form and correct your errors, click **Return to Form**.
- To return to the **Order Information for New LSR/BRC** window without correcting your errors, click **Ignore Errors and Close Form**.
- To preview a printable version of the error message, click **Print Preview**.
- To e-mail the error message, click **E-mail**.

2 Select the forms that must be corrected, make the necessary changes, and resubmit your request.

Submitting a service request (LSR or BRC)

Once you've filled in the information for the LSR or BRC, you submit it.

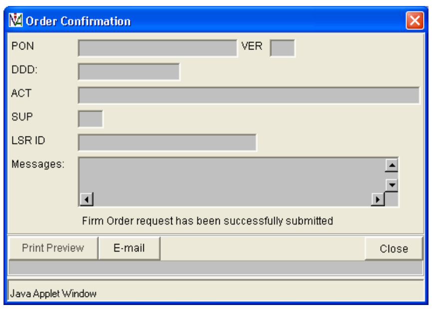
1 In the **Order Information for New LSR/BRC** window, click **Submit**.



2 Verify that the information is correct.

3 Do one of the following:

- If the information is incorrect, click **Close** and correct the error(s) in the **Order Information for New LSR/BRC** window.
- If the information is correct, click **Commit**.



The window displays the LSR ID number assigned to your request and indicates the type of request and the success of submission.

Important: *When you submit requests after IMA business hours, IMA places them in a queue to be processed the next business day. Disconnect orders are processed the next bill pull date for the account.*

4 To close the window, click **Close**.

Completing the Centrex Resale (CRS) form

For definitive guidelines on filling out this form, see the *Centrex Resale Services* form preparation guide at http://www.centurylink.com/wholesale/clecs/lsog.html. You can also double-click the field name to get help filling in that field.

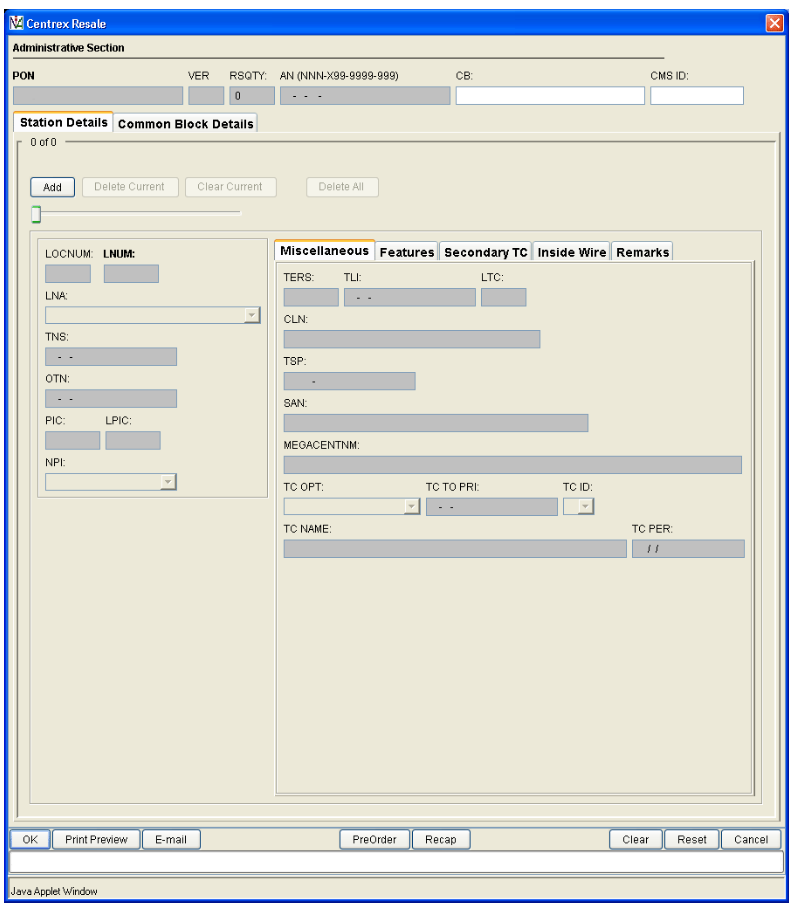
While you're working on this form, you can do related tasks by clicking **PreOrder** (at the bottom of the window) and selecting the task. Follow the appropriate guidelines:

- "Retrieving a full CSR" on page 20
- "Checking whether POTS facilities are available" on page 36
- "Checking whether services are available" on page 31
- "Managing appointments" on page 59

To complete the Centrex Resale form

1 In the **Order Information for New LSR/BRC** window, select **Centrex Resale Form** under **Form Name**.

2 Click **Edit Form**.

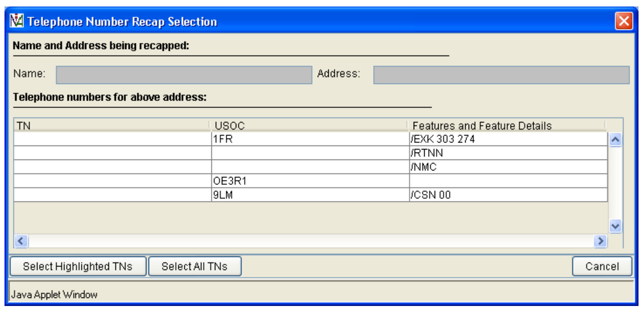


3 In the **Administrative Section**, type the common block identifier (**CB**) and the Centrex management system identifier (**CMS ID**).

4 Do one of the following:

- If you're preparing a request for activities **T**, **V**, or **Z**, and if you've retrieved a full CSR during the current session, you can fill in the fields automatically. Continue with step 5.
- If you haven't retrieved a full CSR for the request you're preparing, click **PreOrder** and do so now. (See page 20.) If only one number/ account appears when you retrieve the CSR and your search returns a near match error, go back and enter the customer code so you get an exact match.
- Otherwise, skip to step 9 and fill in the fields manually.

5 Click **Recap**.



6 Do one of the following:

- Select the TNs you want to recap and click **Select Highlighted TNs**.
- Click **Select All TNs**.

7 For each selected TN, check each feature and revise it if necessary.

IMA creates a **Station Detail** section for each TN you select and automatically fills in the fields with the information in this window.

8 Do one of the following:

- If you need to add additional station detail sections, continue with step 9.
- If you've added all the information you need, skip to step 25.

9 Click the **Station Details** tab.

10 Click **Add** to activate a new section.

The counter updates to show the current number of repeating sections.

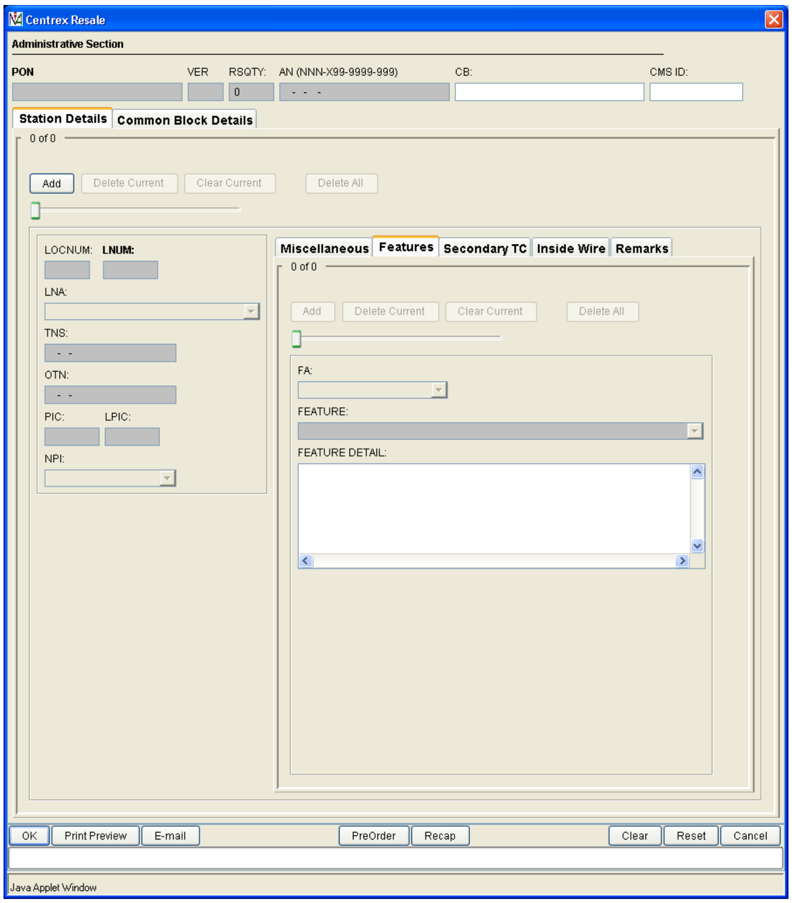
11 Enter the station details information in the fields on the left and fill in the **Miscellaneous** subtab. The following table shows guidelines for CenturyLink-specific fields. For help with blocking combinations see http://www.centurylink.com/wholesale/clecs/features/blockingjobaid.html.

In this field ...	Do the following ...
TLI	Type the lead number for a multi-line hunt group
MEGACENTNM	Type the name of the ISP for CenturyLink HSI/Broadband Service
TC OPT	Select the transfer of calls option the end-user requested
TC TO PRI	Type the primary number calls will be transferred to

In this field ...	Do the following ...
TC ID	Select the transfer of calls to identifier (the code for the intercept message requested for a primary telephone number associated with intercept service)
TC NAME	Type the name associated with the number that calls will be transferred to
TC PER	Type the date (CCYYMMDD) that the transfer of calls message should be removed

12 If you need to request additional lines, repeat steps 10–11.

13 Click the **Features** subtab.

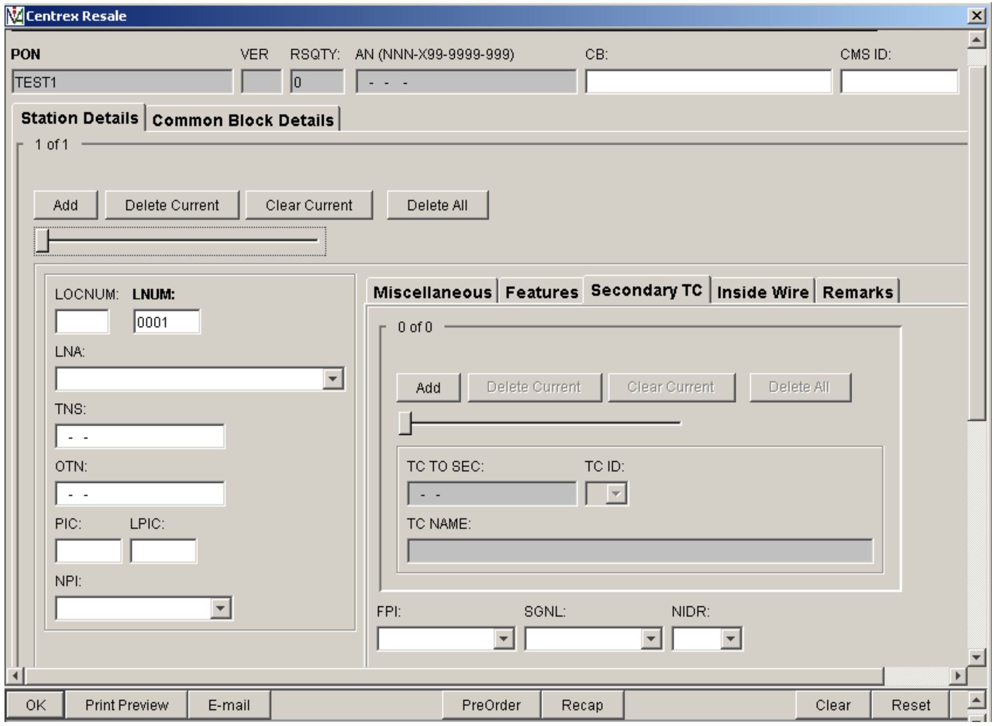


14 Click **Add** to a activate a new section.

15 Enter the features information in the fields.

16 If you need to add additional features, repeat steps 14 and 15.

17 Click the **Secondary TC** subtab.



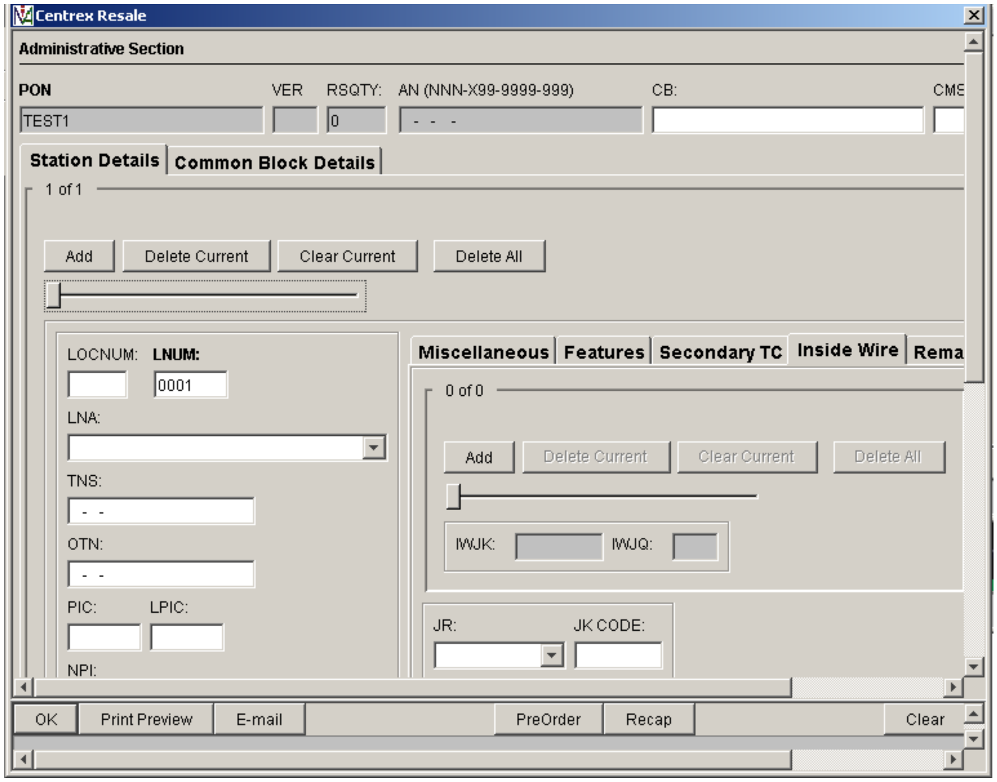
18 Click **Add** to activate a new section.

19 Fill in the secondary transfer of calls information.The following table shows guidelines for CenturyLink-specific fields.

In this field ...	Do the following ...
TC TO SEC	Type the secondary number calls will be transferred to
TC ID	Select the transfer of calls to identifier (the code for the intercept message requested for a secondary telephone number associated with intercept service)
TC NAME	Type the name associated with the number that calls will be transferred to
NIDR	Indicate whether you need a new network interface device (**Y**)

20 If you need to add additional sections, repeat steps 18 and 19.

21 Click the **Inside Wire** subtab.



22 Click **Add** to activate a repeating section.

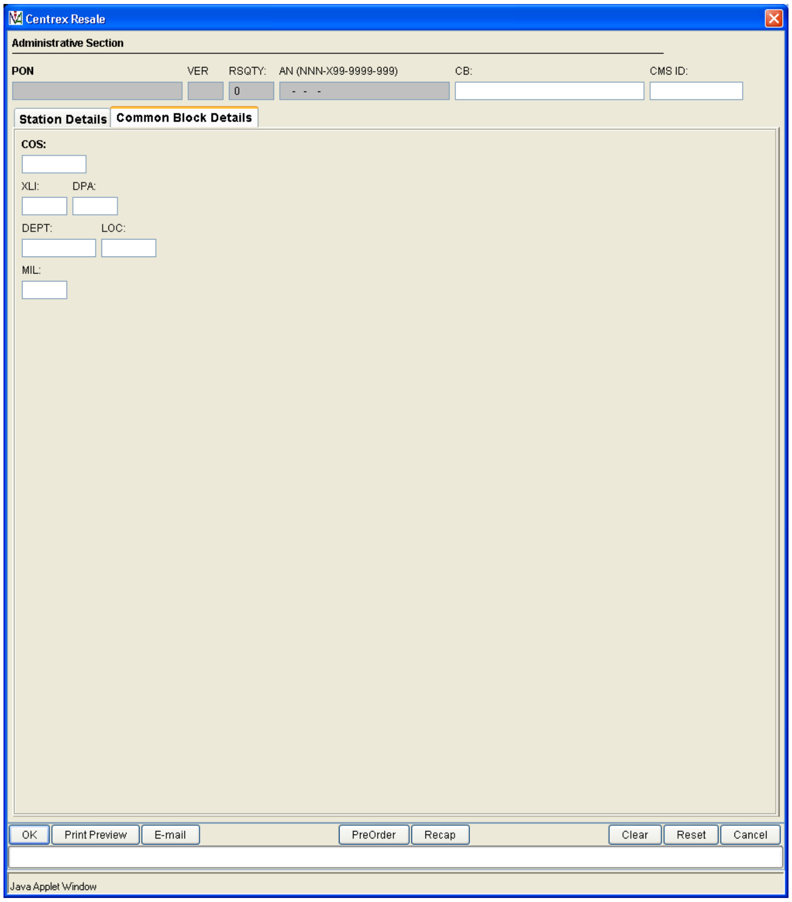
23 Enter the inside wire information in the fields.

24 If you need to add additional sections, repeat steps 22 and 23.

25 If you need to add additional information relevant to this form, click the **Remarks** subtab and do the following:

In this field ...	Do this ...
Remarks	Enter any additional information relevant to the form
Manual Ind	If CenturyLink requires information that you couldn’t provide on the form, select **Y** so that the request will be processed manually

26 Click the **Common Block Details** tab.



27 Fill in the fields on the tab. The following table shows guidelines for CenturyLink-specific fields.

In this field ...	Type ...
COS	The class of service (for example, **C21XX** for Centrex 21 service)
XLI	The Centrex location
DPA	The different premises address
DEPT	The department code
LOC	The location
MIL	The distance (in quarter miles) between the serving central office and your customer's location

28 To go on to other forms, click **OK**.

If you receive an error message when closing the form, see "Correcting errors when you close a form" on page 71.

Completing the Centrex Resale Split (CRSS) form

For definitive guidelines on filling out this form, see the *Centrex Resale Services Split Form Preparation Guide* at http://www.centurylink.com/wholesale/clecs/lsog.html. You can also double-click the field name to get help filling in that field.

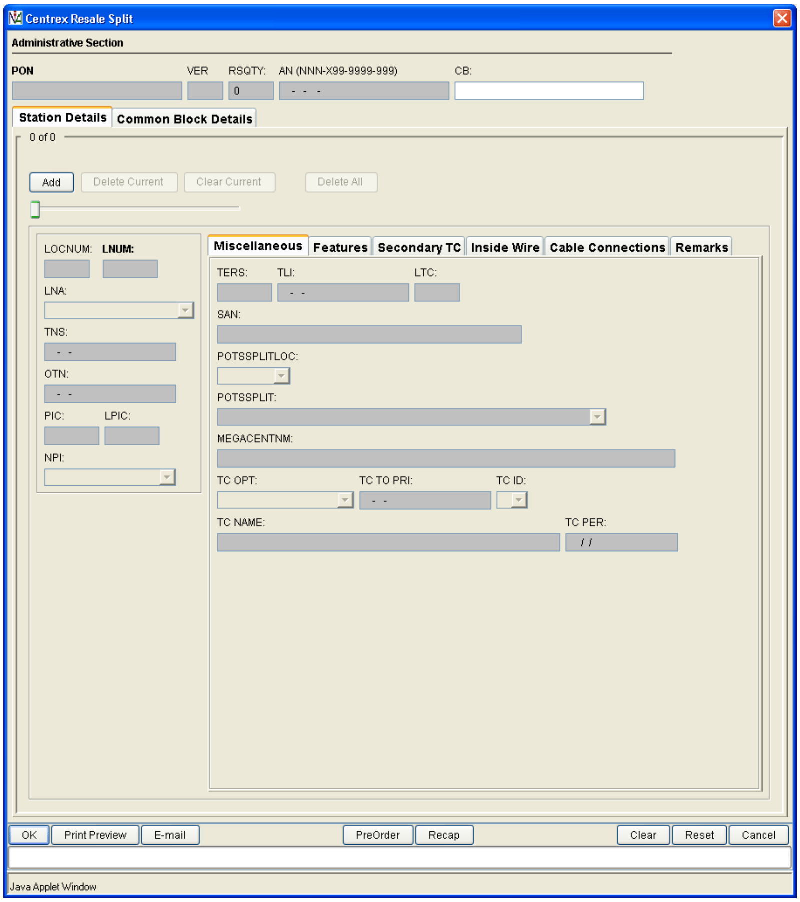
While you're working on the Centrex Resale Split form, you can do related tasks by clicking **PreOrder** (at the bottom of the window) and selecting the task. Follow the appropriate guidelines:

- "Managing appointments" on page 59
- "Checking whether services are available" on page 31
- "Checking whether POTS facilities are available" on page 36
- "Reviewing customer service records" on page 19
- "Retrieving raw loop data" on page 53
- "Checking whether a loop qualifies for CenturyLink HSI/Broadband Service or unbundled ADSL service" on page 54
- "Searching for available meet points" on page 46

To complete the Centrex Resale Split form

1 In the **Order Information for New LSR/BRC** window, select **Centrex Resale Split Form** under **Form Name**.

2 Click **Edit Form**.

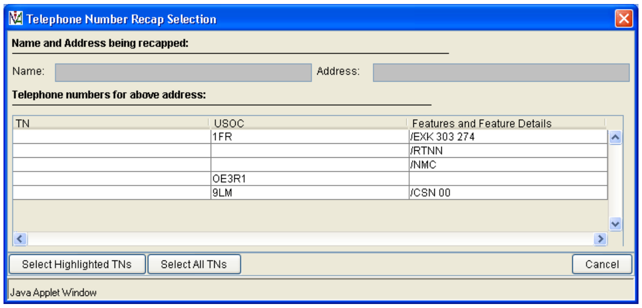


3 In the **Administrative Section**, fill in the **CB** field with the common block identifier.

4 Do one of the following:

- If you’re preparing a request for activities **T**, **V**, or **Z**, and if you’ve retrieved a full CSR during the current session, you can fill in the fields automatically. Continue with step 5.
- If you haven’t retrieved a full CSR for the request you’re preparing, click **PreOrder** and do so now. (See page 20.) If only one number/account appears when you retrieve the CSR and your search returns a near match error, go back and enter the customer code so you get an exact match.
- Otherwise, skip to step 9 and fill in the fields manually.

5 Click **Recap**.



6 Do one of the following:

- Select the TNs you want to recap and click **Select Highlighted TNs**.
- Click **Select All TNs**.

7 For each selected TN, check each feature and revise it if necessary.

IMA creates a **Station Details** section for each TN you select and automatically fills in the fields with the information in this window.

8 Do one of the following:

- If you need to add additional station detail sections, continue with step 9.
- If you've added all the information you need, skip to step 28.

9 Click the **Station Details** tab.

10 Click **Add** to activate a new section.

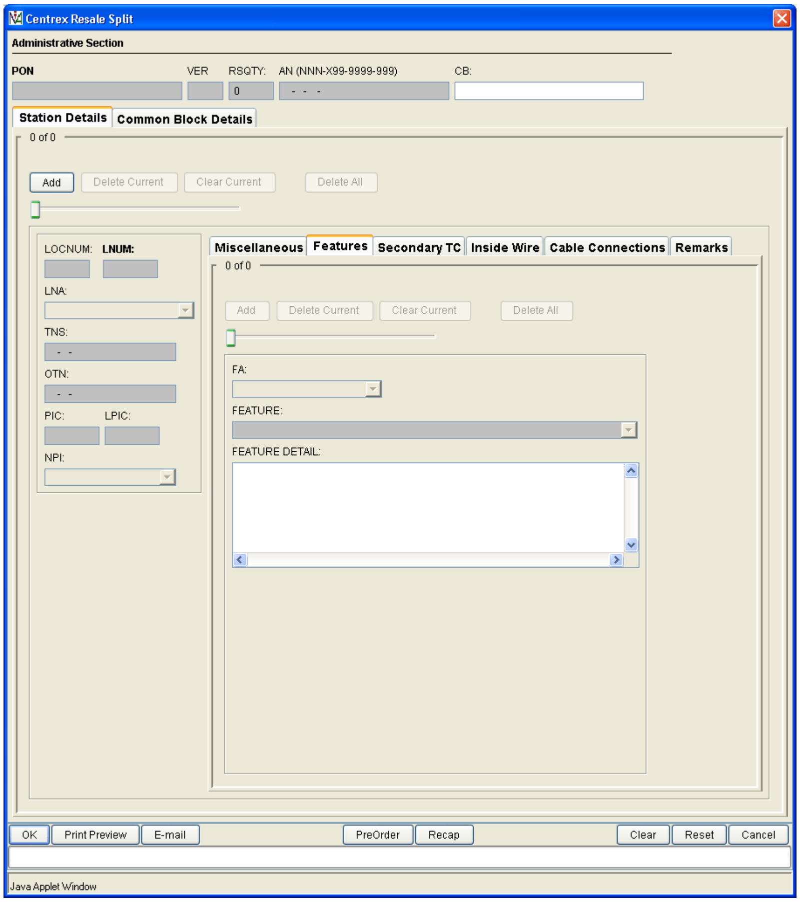
The counter updates to show the current number of repeating sections.

11 Fill in the station details information on the left and fill in the **Miscellaneous** subtab. The following table shows guidelines for CenturyLink-specific fields.

In this field ...	Do the following ...
TLI	Type the telephone line identifier (the pilot number of a multi-line hunt group)
POTSSPLIT	Specify the location of the cable connection points for POTS splitters outside your company's cage. You can type in the location or select it from the list if you retrieved meet point data (See page 46.)
POTSSPLITLOC	Specify the location of the POTS splitter
MEGACENTNM	Type the name of the ISP for CenturyLink HSI/Broadband Service
TC OPT	Select the transfer of calls option the end-user requested
TC TO PRI	Type the primary number calls will be transferred to
TC ID	Select the transfer of calls to identifier (the code for the intercept message requested for a primary telephone number associated with intercept service)
TC NAME	Type the name associated with the number that calls will be transferred to

In this field ...	Do the following ...
TC PER	Type the date (CCYYMMDD) that the transfer of calls message should be removed

12 Click the **Features** subtab.

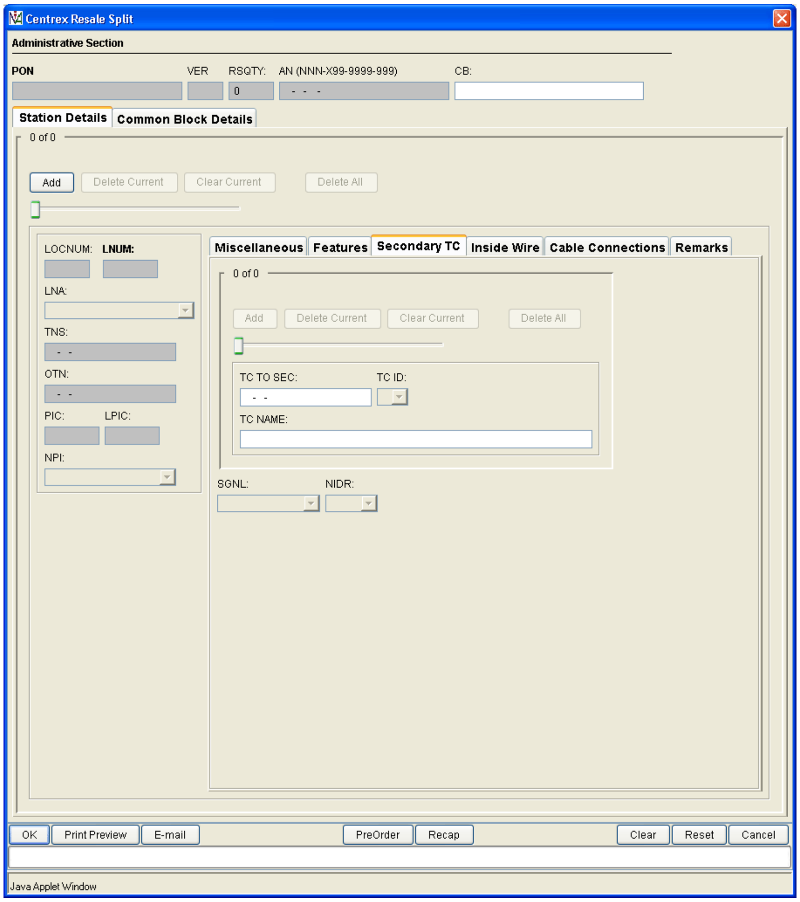


13 Click **Add** to activate a new section.

14 Fill in the features information.

15 If you need to add additional features section, repeat steps 13–14.

16 Click the **Secondary TC** subtab.



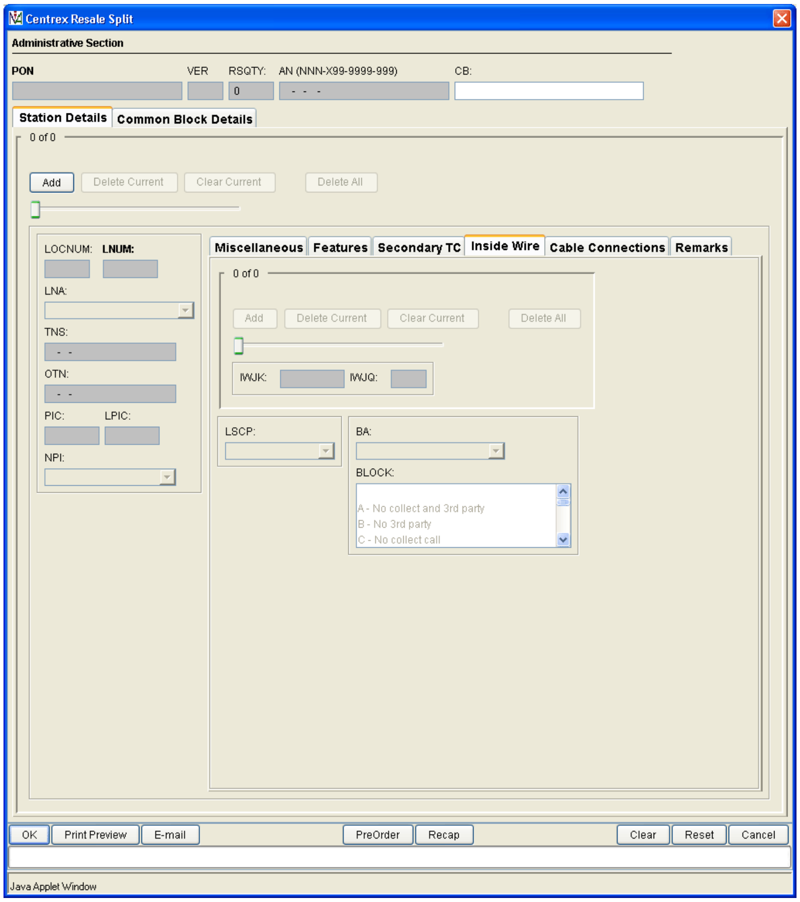
17 Click **Add** to activate a new section.

18 Fill in the secondary transfer of calls information.

In this field ...	Do the following ...
TC TO SEC	Type the secondary number calls will be transferred to
TC ID	Select the transfer of calls to identifier (the code for the intercept message requested for a secondary telephone number associated with intercept service)
TC NAME	Type the name associated with the number that calls will be transferred to
NIDR	Indicate whether you need a new network interface device (**Y**)

19 If you need to add additional sections, repeat steps 17–18.

20 Click the **Inside Wire** subtab.

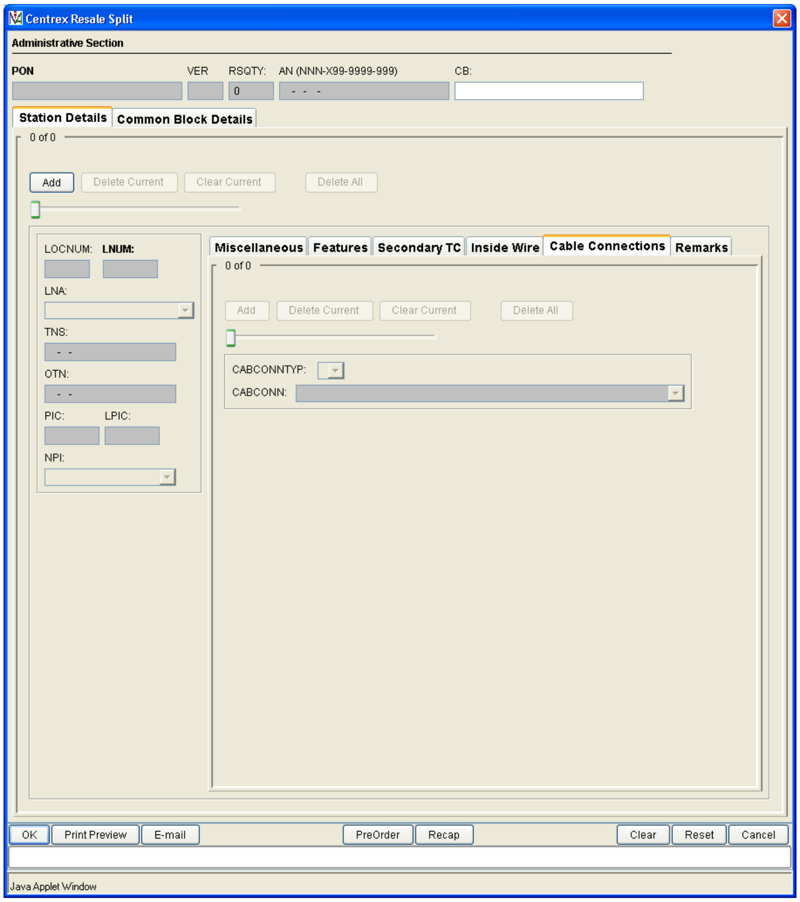


21 Click **Add** to activate a new section.

22 Fill in the inside wire information. For help with blocking combinations see http://www.centurylink.com/wholesale/clecs/features/blockingjobaid.html.

23 If you need to add additional inside wire sections, repeat steps 21–22.

24 Click the **Cable Connections** subtab.



25 Click **Add** to activate a new section.

26 Fill in the cable connection information.

In this field ...	Do the following ...
CABCONNTYP	Select the cable connection type
CABCONN	Specify the location of the cable connection points for POTS splitters inside your company's cage. You can type in the location or select it from the list if you retrieved meet point data (See page 46.)

27 If you need to add additional cable connections, repeat steps 25–26.

28 If you have any additional information relevant to this form, click the **Remarks** subtab and do the following:

In this field ...	Do the following ...
Remarks	Add any additional information that is relevant to this form
Manual Ind	If CenturyLink requires information that you couldn't provide on the form, select **Y** so that the request will be processed manually

29 If you need to add additional station details sections, repeat steps 10–28.

30 Click the **Common Block** tab.

31 In the **COS** field, type the account-level USOC.

32 To go on to other forms, click **OK**.

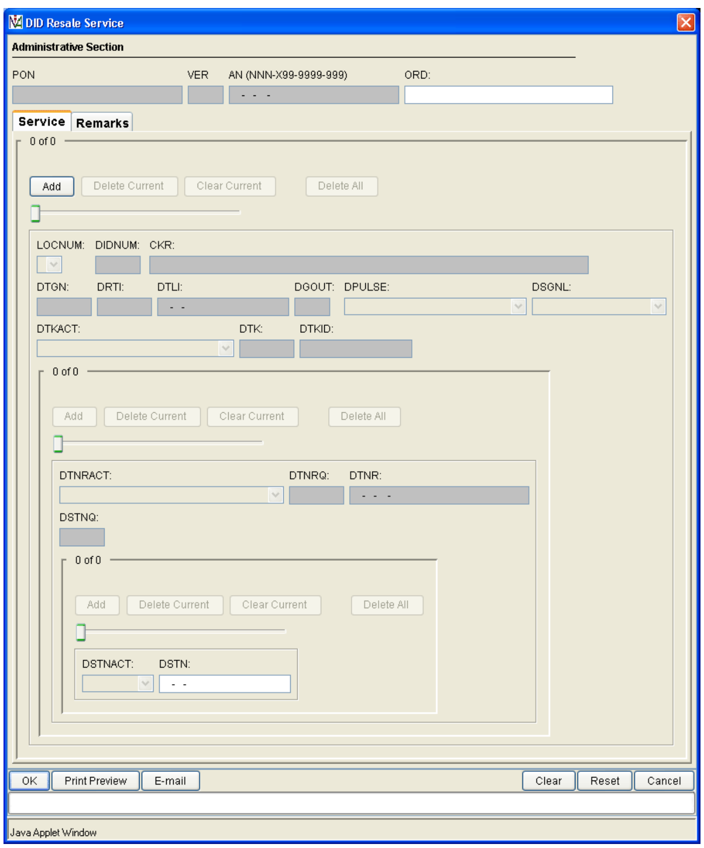
If you receive an error message when closing the form, see "Correcting errors when you close a form" on page 71.

Completing the DID Resale Service (DRS) form

For definitive guidelines on filling out this form, see the *DID Resale Service Form Preparation Guide* at http://www.centurylink.com/wholesale/clecs/lsog.html. You can also double-click the field name to get help filling in that field.

1 In the **Order Information for New LSR/BRC** window, select **DID Resale Service** under **Form Name**.

2 Click **Edit Form**.



3 Click the **Service** tab.

4 Click **Add** to activate a new section.

The counter updates to show the current number of repeating sections.

5 Fill in the service information.

6 If you have any additional information relevant to this form, click the **Remarks** tab and do the following:

In this field ...	Do the following ...
Remarks	Add any additional information that is relevant to this form
Manual Ind	If CenturyLink requires information that you couldn't provide on the form, select **Y** so that the request will be processed manually

7 To go on to other forms, click **OK**.

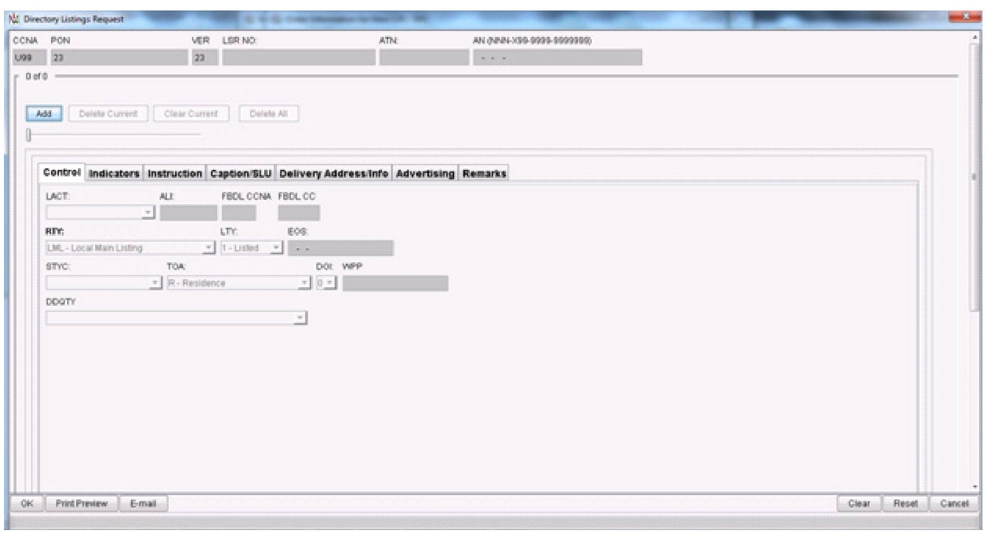
If you receive an error message when closing the form, see "Correcting errors when you close a form" on page 71.

Completing the Directory Listings Request (DL) form

For definitive guidelines on filling out this form, see the *Directory Listing* form preparation guide at http://www.centurylink.com/wholesale/clecs/lsog.html. You can also double-click the field name to get help filling in that field.

1 In the **Order Information for New LSR/BRC** window, select **Listing Forms** under **Form Name**.

2 Click **Edit Form**.

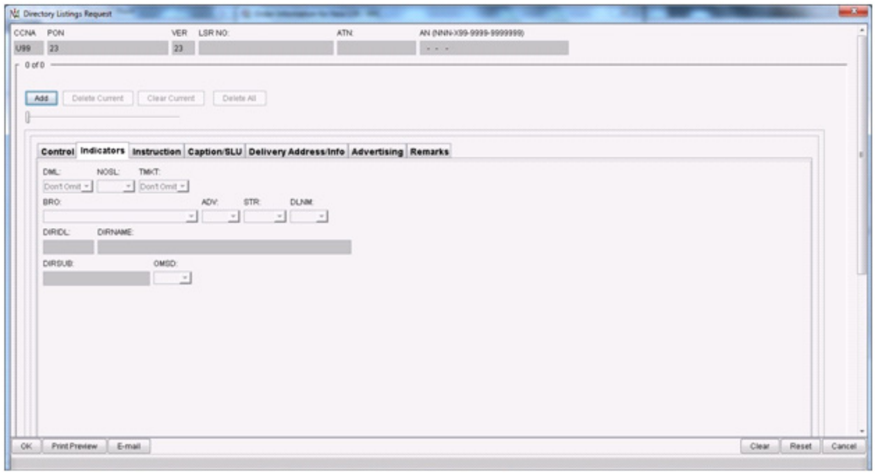


3 Click **Add** to activate a new section.

The counter updates to show the current number of repeating sections.

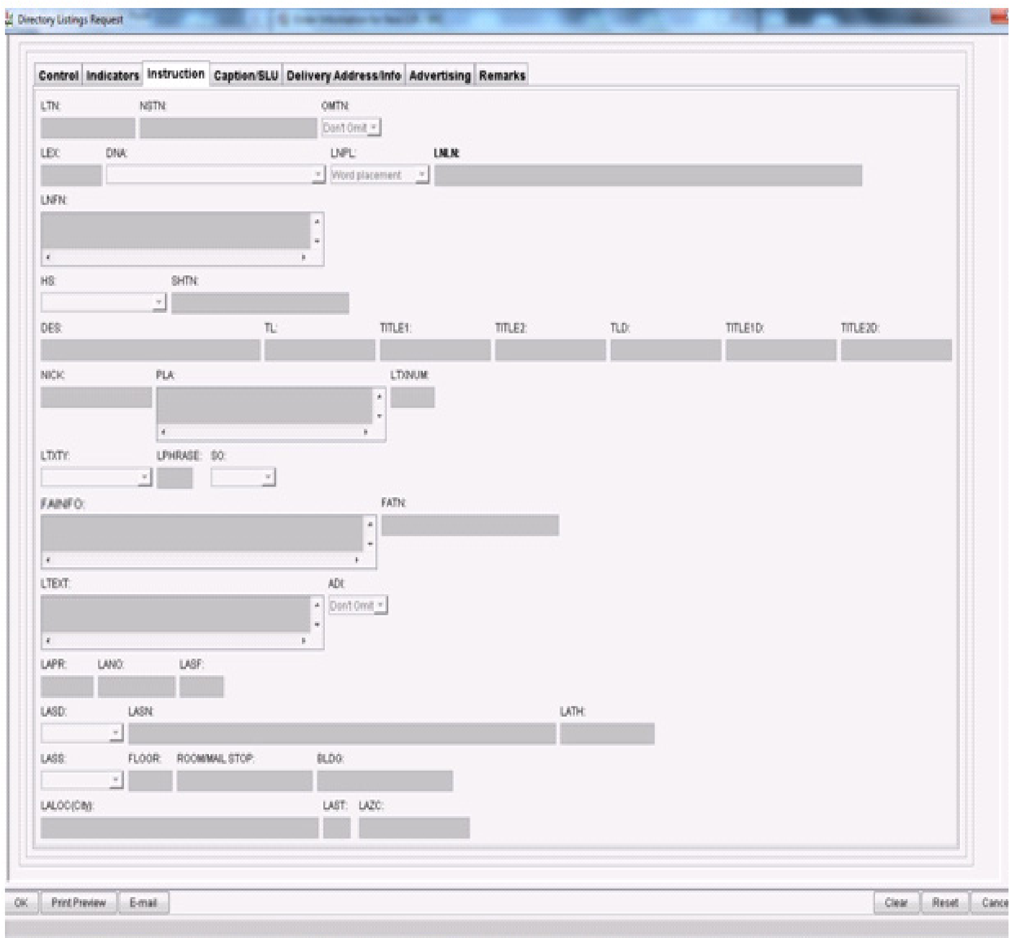
4 Click the **Control** tab and enter the control information in the fields.

5 Click the **Indicators** tab.



6 Fill in the indicators information.

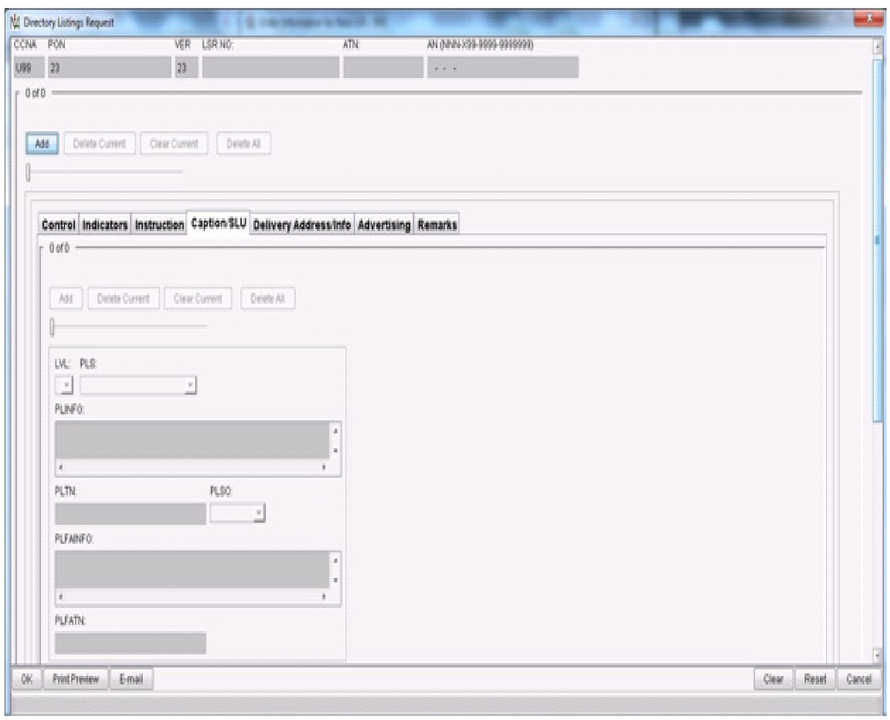
7 Click the **Instruction** tab.



8 Fill in the instruction information. The following table shows guidelines for CenturyLink-specific fields.

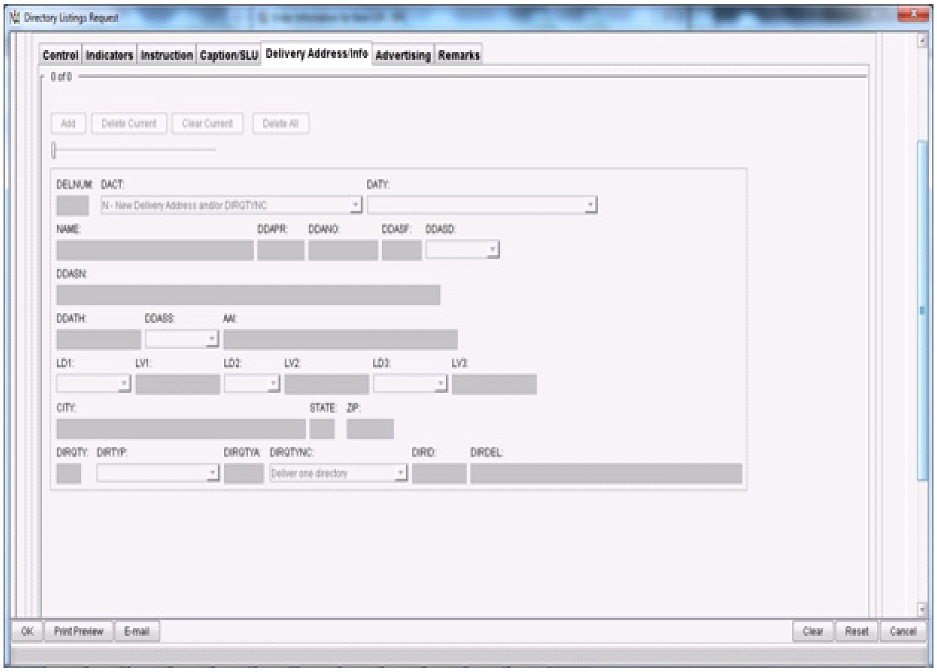
In this field ...	Do the following ...
HS	If this an SLU listing, select whether the caption or SLU header is new (**N**) or existing (**E**). Otherwise, leave this field blank
SHTN	If this is an SLU Listing, fill in the telephone number for the SLU Header. Otherwise, leave this field blank.
SO	Select whether the normal sequencing for an "indent" should be overridden
FAINFO	If you selected **A** in the **SO** field, type the indent or subcaption header you want this listing filed after. If the indent or subcaption header is longer than 100 characters, type only the first 100
FATN	If you selected **A** in the **SO** field and the text this listing follows text that contains a standard phone number, type the phone number

9 Click the **Caption/SLU** tab.



10 Click **Add** to activate a new section.

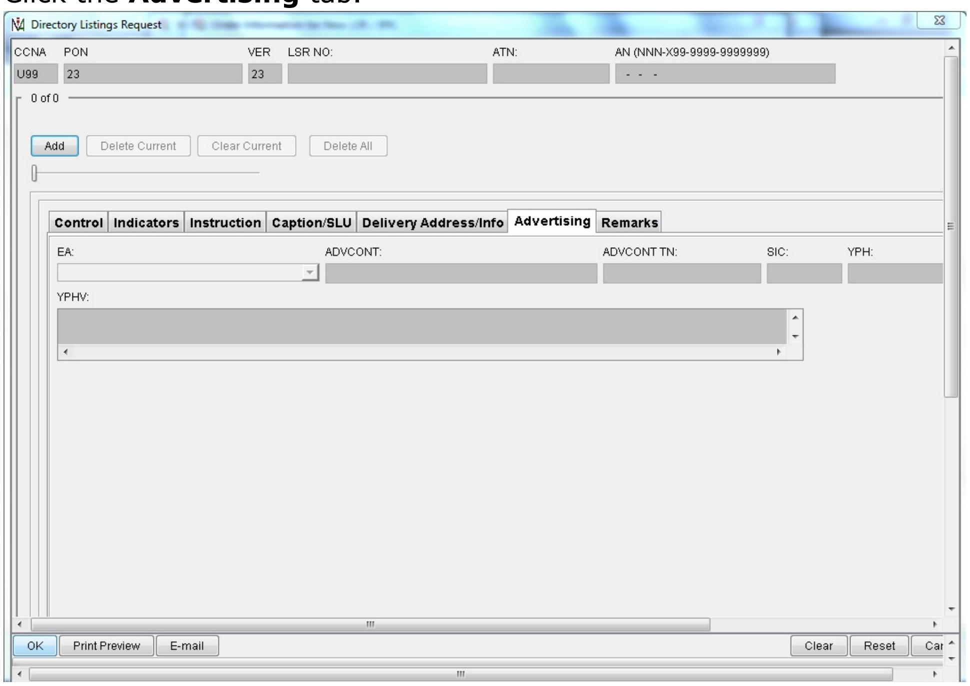
11 Click the **Delivery Address/Info** tab.



12 Click **Add** to activate the repeating section.

13 Fill in the delivery address information. If you have additional address information (such as a specific floor), type it in the **DDALO** field.

14 Click the **Advertising** tab.



15 Fill in the Advertising information.

16 If you have any additional information relevant to this form, click the **Remarks** tab and fill in the **Remarks** field.

17 To go on to other forms, click **OK**.

If you receive an error message when closing the form, see "Correcting errors when you close a form" on page 71.

Completing the End User (EU) form

If you're filling in a bulk request, see page 98 for instructions on filling in this form. For all other LSRs, use the instructions directly below.

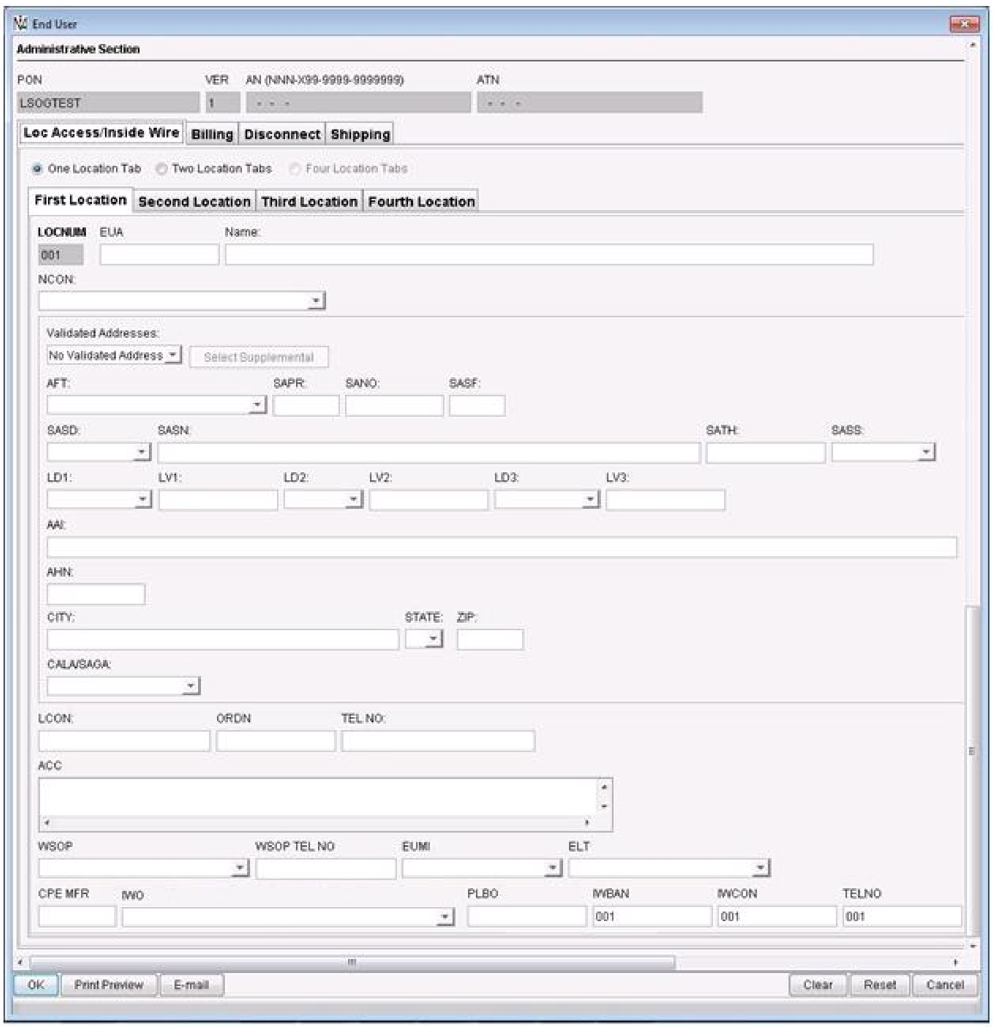
For definitive guidelines on filling out this form, see the *End User* form preparation guide at http://www.centurylink.com/wholesale/clecs/lsog.html. You can also double-click the field name to get help filling in that field.

... for individual LSRs

To complete the End User form

1 In the **Order Information for New LSR/BRC window**, select **End User** under **Form Name**.

2 Click **Edit Form**.



3 On the **Loc Access/Inside Wire** tab, select the number of location tabs you want to activate—that is, the number of locations for which you want to enter information.

Caution: If you reduce the number of locations you selected, you lose the information you entered.

4 Click the **First Location** tab.

5 In the **Name** field, type your customer's name. Use the **Customer Name** from the CSR if it's available.

6 Do one of the following:

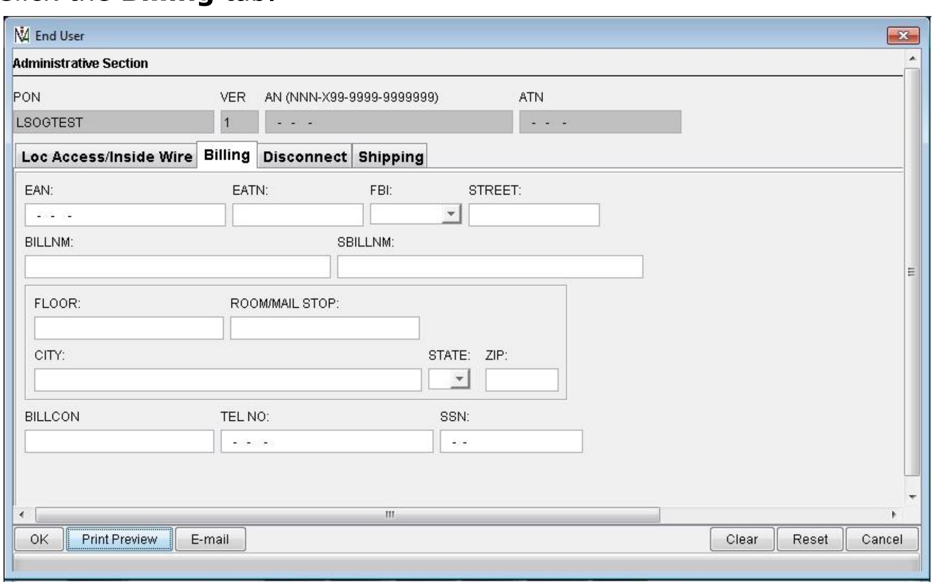
If you validated the address ...	If you didn't validate the address ...
In the **Validated Addresses** list, select the address for your customer. IMA automatically fills in the address information.	**a** If you couldn't validate the address—or if you got a SAG Only match—and this is a new installation or account, indicate in the **NCON** field whether this is a new service address (**A**) or a new location within an existing service address (**B**). **b** Do one of the following: • For LNP, LSNP, UBL Split with Number Portability, or for UBL and UBL Split Conversions As Specified, fill in the **SANO** field. • Otherwise, fill in the **SANO**, **SASN**, **CITY**, **STATE**, and **CALA/SAGA** fields, following the guidelines in "Validating addresses" on page 10.

7 Fill in the remaining fields as appropriate. If there is working service on the premises, type the telephone number in the **WSOP TEL NO** field.

8 In the **EUMI** field, indicate whether your customer is moving (**Y**) to the service address shown on the form.

9 If you activated any additional locations in step 3, click the **Second Location** subtab and repeat steps 5 and 6. If applicable, repeat steps 5 and 6 for the **Third** and **Fourth Locations** also.

10 Click the **Billing** tab.

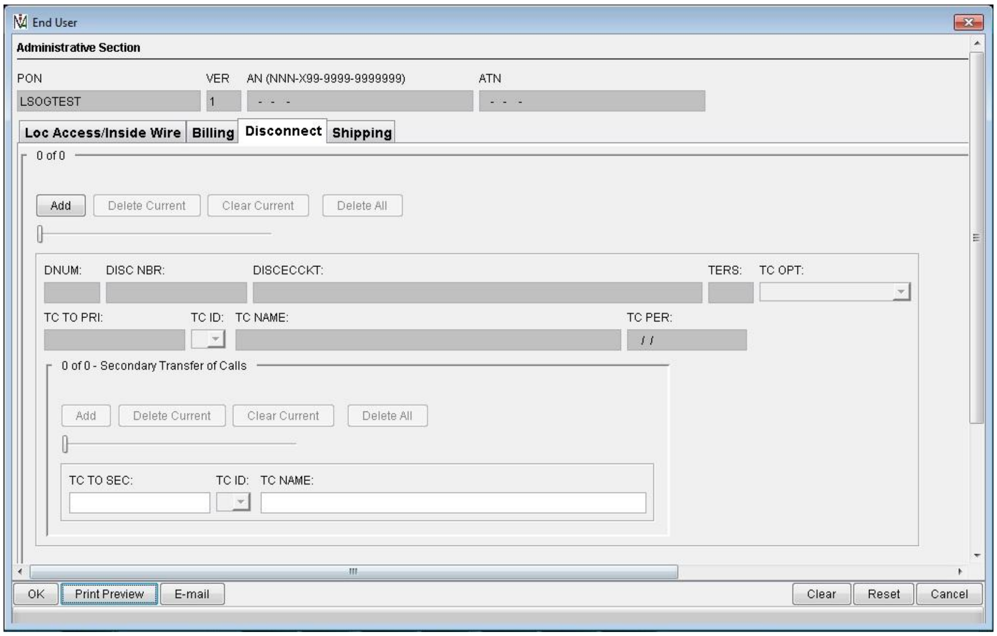


11 If you are converting an entire account and if your customer wants their final bill to be sent to an address different from their billing address, select **D–Different** in the **FBI** list and fill in at least the **BILLNM**, **CITY**, **STATE**, and **ZIP** fields.

12 Do one of the following:

- If you are disconnecting an entire account, continue with steps 13–17.
- If you are not disconnecting an entire account, skip to step 18.

13 Click the **Disconnect** tab.



14 Click **Add** to activate a new section.

The counter updates to show the current number of repeating sections.

15 Fill in the fields on the tab. The following table shows guidelines for CenturyLink-specific fields.

In this field ...	Do the following ...
TC ID	Select the transfer of calls to identifier (the code for the intercept message requested for a primary telephone number associated with intercept service)
TC NAME	Type the name associated with the number that calls will be transferred to

16 If you need to specify a secondary transfer of calls, click **Add** to activate a new subsection and fill in the fields.

17 If you need to disconnect additional lines, repeat steps 14–16.

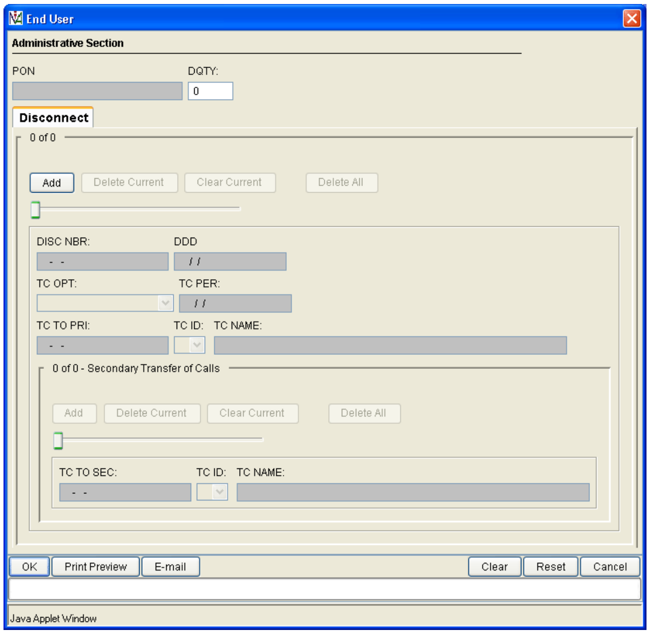
18 To go on to other forms, click **OK**.

If you receive an error message when closing the form, see "Correcting errors when you close a form" on page 71.

… for bulk requests

To complete the End User form

1 Click the **Disconnect** tab.



2 Click **Add** to activate a new section.

The counter updates to show the current number of repeating sections.

3 Fill in the disconnect information. The following table shows guidelines for CenturyLink-specific fields.

In this field …	Do the following …
DISC NBR	Use this field to list a number on the account you want to disconnect, suspend, or change the PIC/LPIC
TC ID	Select the transfer of calls to identifier (the code for the intercept message requested for a primary telephone number associated with intercept service)
TC NAME	Type the name associated with the number that calls will be transferred to

4 If you need to specify a secondary transfer of calls, click **Add** to activate a new subsection and fill in the fields.

5 If you need to disconnect additional lines, repeat steps 2–4.

6 To go on to other forms, click **OK**.

If you receive an error message when closing the form, see "Correcting errors when you close a form" on page 71.

Completing the Facility Based Directory Listing Request form

For definitive guidelines on completing a FBDL form, see the IMA FBDL Guide at http://www.centurylink.com/wholesale/ima/GUI/index.html

Completing the Hunt Group Information (HGI) form

You use the Hunt Group Identification Section to establish, change, or discontinue hunting. You use the Hunt Detail Section to specify the line activity, number type, and terminal or telephone number for the line(s) in the Hunt Group Identification Section.

For "conversion as specified" orders (**ACT** = **V** or **Z**), you must specify the end state of the hunting on the account. If you have hunting on an account and you submit an LSR for that account without including the HGI form, CenturyLink removes the hunting from the account.

Hunting change requests normally require you to include a product form with your request. If you are changing the hunt sequence on an existing hunt group for any product except Centrex, fill in only the LSR, EU, and HGI forms; Leave the product form blank.

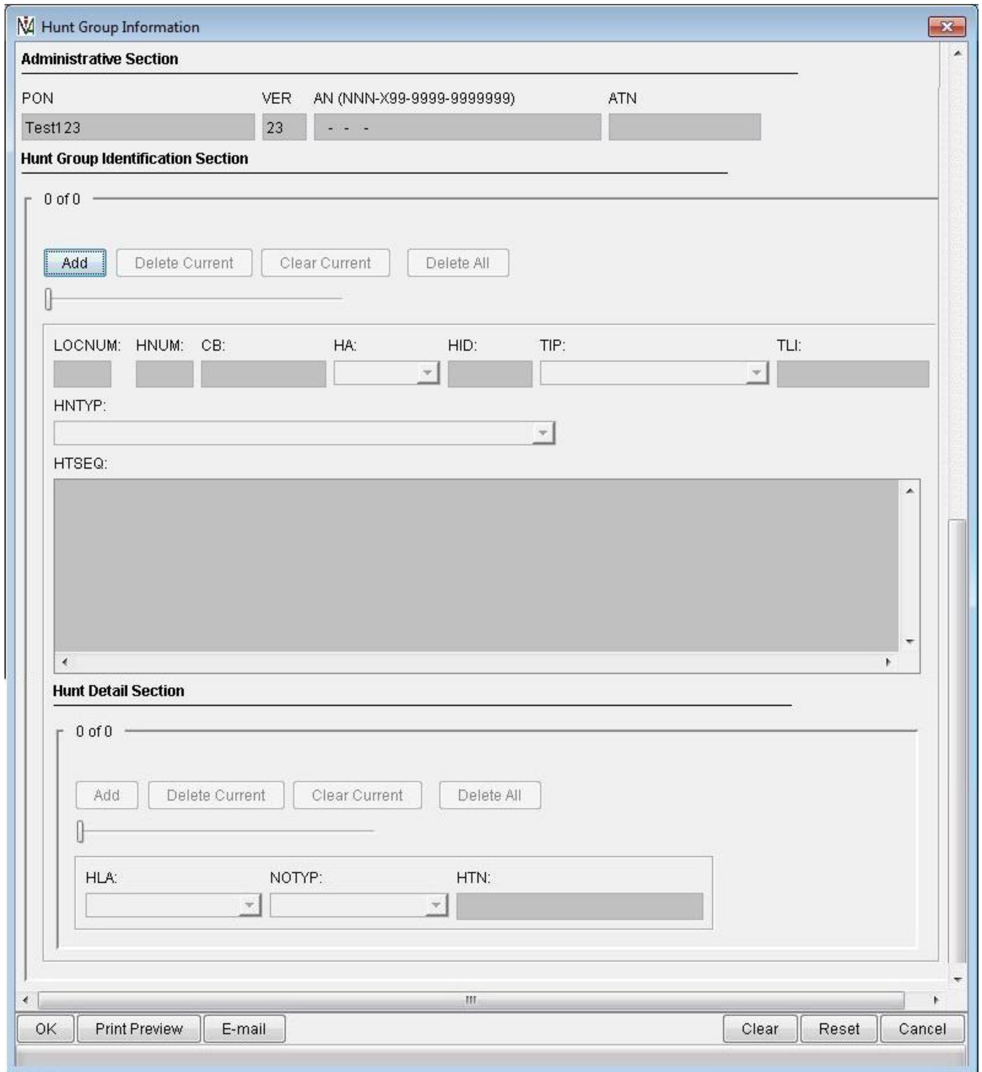
A hunt group cannot be split between CSRs on a partial conversion; you must establish a new hunt group for the new account.

For definitive guidelines on filling out this form, see the *Hunt Group Information* form preparation guide at http://www.centurylink.com/wholesale/clecs/lsog.html. You can also double-click the field name to get help filling in that field.

To complete the Hunt Group Information form

1 In the **Order Information for New LSR/BRC** window, select **Hunt Group Information** under **Form Name**.

2 Click **Edit Form**.



3 Click **Add** to activate a new section.

The counter updates to show the current number of repeating sections.

4 Fill in the hunt group identification information. The following table shows guidelines for CenturyLink-specific fields.

In this field ...	Do the following ...
HTSEQ	If you are adding or changing hunting, type the hunting sequence or range of hunt sequences

5 In the **Hunt Detail Section**, click **Add** to activate a new section.

6 Fill in the hunt detail information.

7. Repeat steps 5 and 6 for each line in the hunt group.
8. If are requesting more than one hunt group, repeats steps 3-7.
9. To go on to other forms, click **OK**.

   If you receive an error message when closing the form, see “Correcting errors when you close a form” on page 71.

Completing the Local Service Request (LSR) form

You use the Local Service Request form to enter or verify general administrative, billing, and contact information about your customer. You must use a separate form for each service request. If you are preparing a BRC (bulk request to create LSRs), you can use a single LSR form to request multiple disconnections or suspensions.

If you're filling in a bulk request, see page 106 for instructions on filling in this form. For all other LSRs, use the instructions directly below.

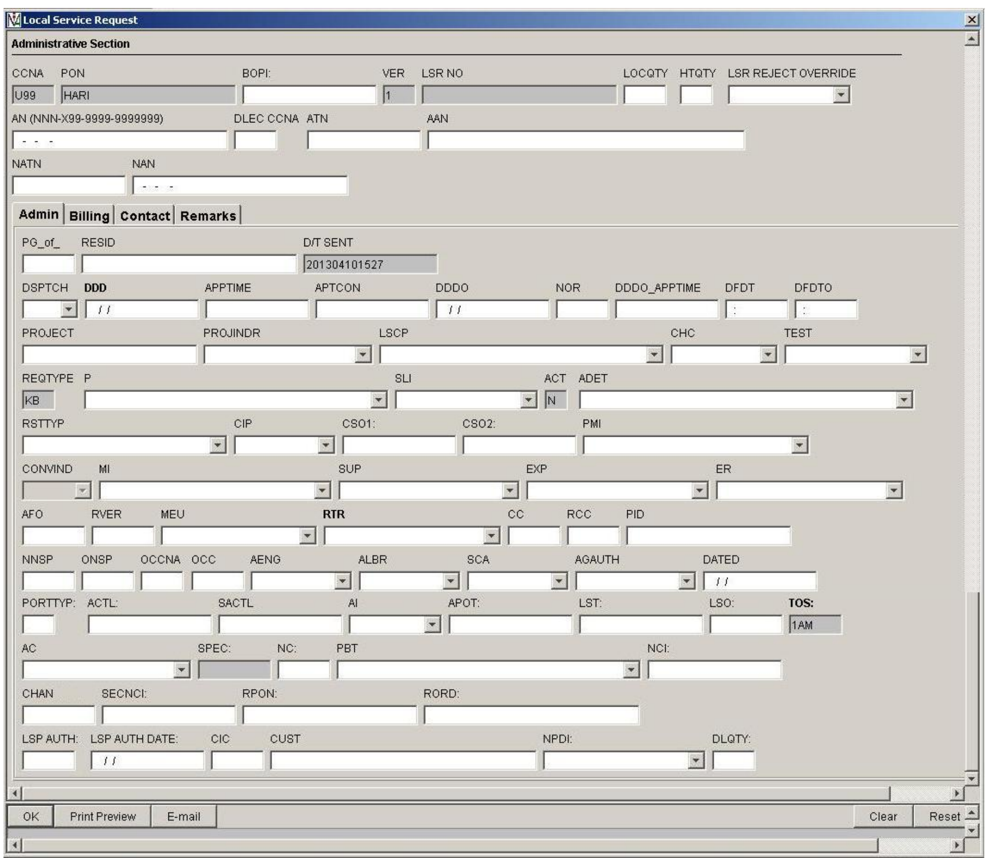
For definitive guidelines on filling out this form, see the *Local Service Request* form preparation guide at http://www.centurylink.com/wholesale/clecs/lsog.html. You can also double-click the field name to get help filling in that field.

... for individual LSRs

To complete the Local Service Request form

1 In the **Order Information for New LSR/BRC** window, select **Local Service Request** under **Form Name**.

2 Click **Edit Form**.



The **Administrative Section** identifies the LSR you are processing.

3 Fill in the **LOCQTY**, **AN**, **NAN**, and **DLEC CCNA** fields, following the guidelines in the Local Service Request form preparation guide (http://www.centurylink.com/wholesale/clecs/lsog.html).
Skip the LSR REJECT OVERRIDE field unless you have received one of the following:

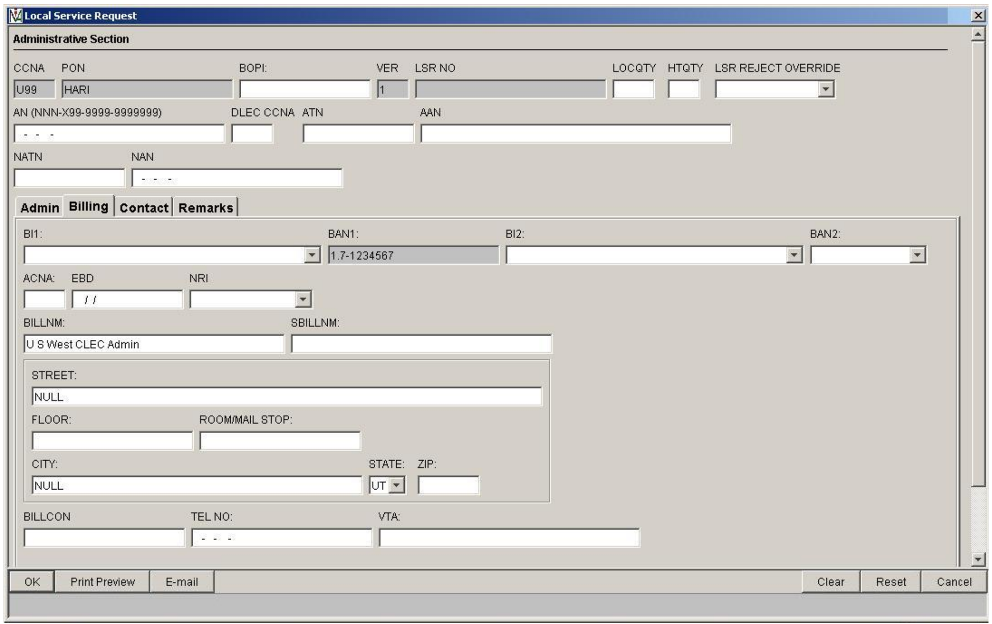
- An event notification indicating that you need to use reject override.
- An error message when you tried to submit the LSR (page 74) saying that you need to override the rejection to submit the LSR.
- A Copper Retirement error message when you tried to submit the LSR. Skip the LSR Reject Override unless installation of a temporary loop is desired, for a period of more than 7 calendar days prior to the scheduled copper retirement date.

If you don't know the account number, you can leave the AN field blank. But if there are two or more CSRs for a single TN, be sure to fill in the account number—including the customer code. You can obtain the customer code from your customer's CSR (see page 19).

4 Fill in the fields on the **Admin** tab. The following table shows guidelines for CenturyLink-specific fields. The due date (**DDD**) cannot be later than one year from today's date. If you need a later due date, either re-submit closer to that date or fax in your order for manual processing.

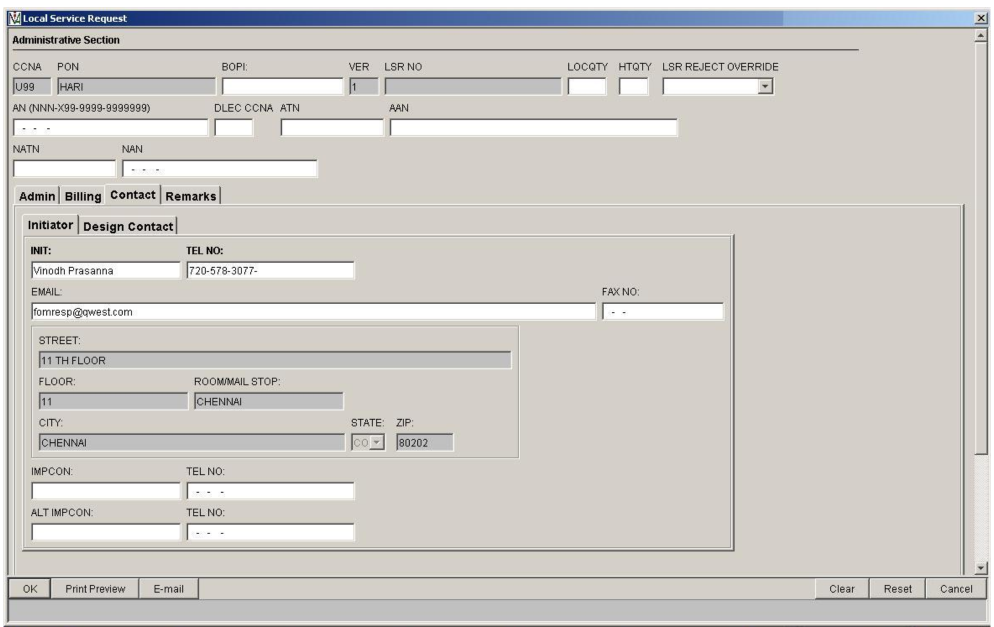
In this field ...	Do the following ...
APTCON	IMA automatically fills in the appointment confirmation number if you scheduled an appointment
CHC	Indicate whether you need a single hot cut (**Y - Yes**), batch hot cut (**B - Batch Hot Cut**), or none (**N - No**). (You can't create a batch hot cut for another CLEC.) **Note:** If you've scheduled a batch hot cut, make sure that the LOCZ CLLI code matches the switch CLLI code (LST) you used when you scheduled the appointment.
TEST	Select the type of testing requested for the installation, if applicable
RSTTYP	If you are requesting that service be restored, indicate whether the restore is from a seasonal suspend (**S**) or a deny (**D**)
CIP	You can select **Y** to speed up the processing of your request if you're requesting a change in an account (**ACT**=**C**) and if a conversion is in progress but isn't reflected in the customer's CSR (see page 22) Be sure to follow the guidelines for the **CIP** field in the *Local Service Request (LSR)* form preparation guide at http://www.centurylink.com/wholesale/clecs/lsog.html. If you select **Y**, type the service order number(s) for the pending conversion(s) in the **CSO1** field and, if necessary, the **CSO2** field
PMI	Indicate whether your customer is requesting a partial move of their account
RTR	If you want to request a DLR (design layout record), select **D**

5 Click the **Billing** tab.



6 Fill in the active fields as appropriate.

7 Click the **Contact** tab.



8 As appropriate, fill in the active fields on the **Initiator** subtab and the **Design Contact** subtab.

9 If you need to add additional information relevant to this form, click the **Remarks** tab and do the following:

In this field ...	Do the following ...
Remarks1	Enter any additional information relevant to the form

In this field ...	Do the following ...
Remarks2	Enter any other additional information relevant to the form
Manual Ind	If CenturyLink requires information that you couldn’t provide on the form, select **Y** so that the request will be processed manually
Pending Order	Indicate whether another request is pending for the account

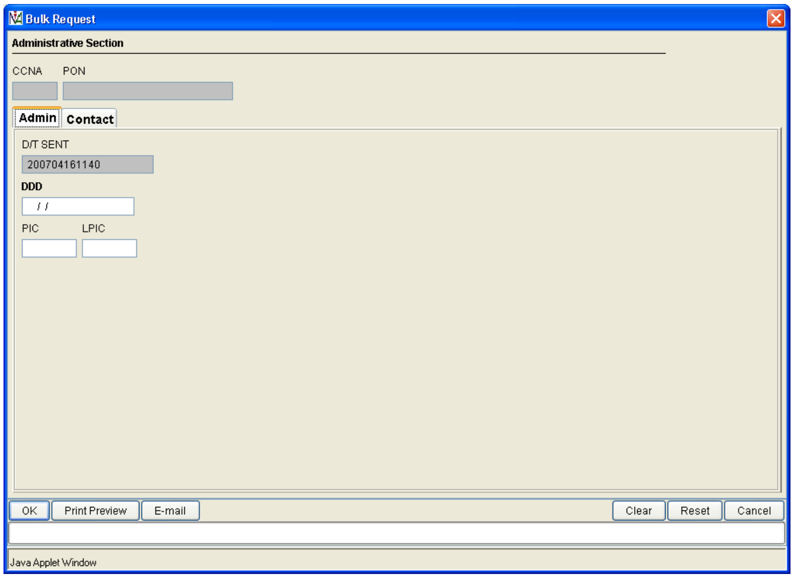
10 To go on to other forms, click **OK**.

If you receive an error message when closing the form, see “Correcting errors when you close a form” on page 71.

… for bulk requests

To complete the Local Service Request form

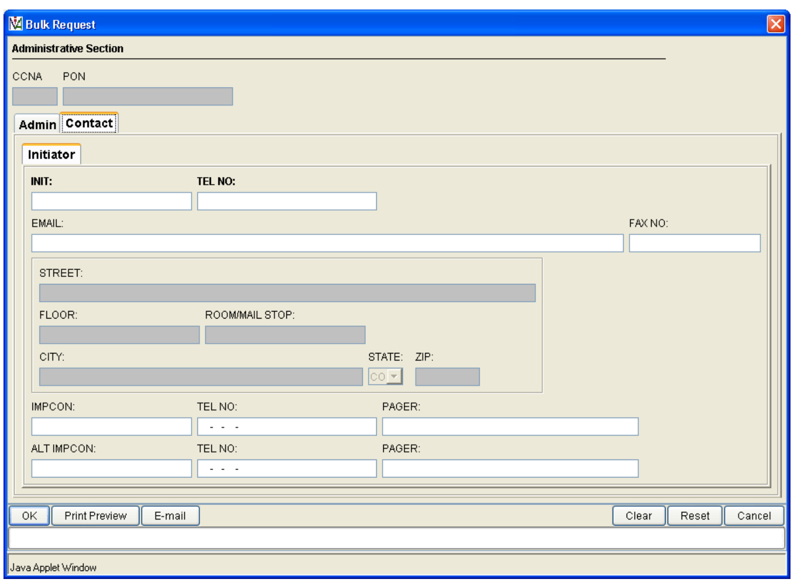
1 Click the **Admin** tab.



2 Fill in the **DDD** field.

3 If necessary, fill in the **PIC** and **LPIC** fields.

4 Click the **Contact** tab.



5 As appropriate, fill in the active fields on the **Initiator** subtab.

6 To go on to other forms, click **OK**.

If you receive an error message when closing the form, see "Correcting errors when you close a form" on page 71.

Completing the Loop Service (LS) form

You can create a single LSR to establish multiple unbundled loops at a single location (for unbundled local loop (UBL), unbundled feeder loop, and loop splitting). You can also submit a single LSR for moves or changes to multiple loops if the loops were established with a single LSR. IMA verifies that requests on local multi-loop accounts are valid and support flowthrough of eligible product/activity types.

For disconnects or disconnect requests, the LSR may contain multiple circuits with different addresses and/or NC/NCI codes as long as the Near Match rules/ edits in flowthrough are met.

For UBL requests with ACT=**T M**, or **C**, the **CFA**, **NC**, **NCI**, and **SECNCI** fields must match the CSR.

For definitive guidelines on filling out this form, see the *Loop Service* form preparation guide at http://www.centurylink.com/wholesale/clecs/lsog.html. You can also double-click the field name to get help filling in that field.

For more information about this form, see the *Loop Qualification and Raw Loop Data CLEC Job Aid* at http://www.centurylink.com/wholesale/training/coursecatalog.html.

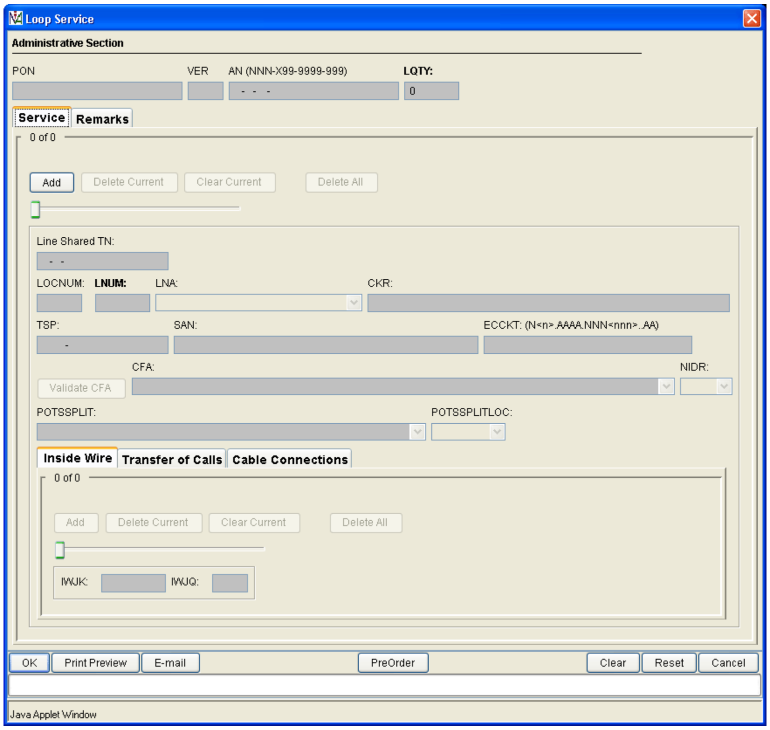
While you're working on the Loop Service form, you can do related tasks by clicking **PreOrder** and selecting the task. Follow the appropriate guidelines:

- "Checking whether a POTS loop can be unbundled" on page 41
- "Checking whether a loop qualifies for CenturyLink HSI/Broadband Service or unbundled ADSL service" on page 54
- "Selecting available CFA units" on page 42
- "Searching for available meet points" on page 46
- "Retrieving raw loop data" on page 53

To complete the Loop Service form

1 In the **Order Information for New LSR/BRC** window, select **Loop Service Form** under **Form Name**.

2 Click **Edit Form**.



3 On the **Service** tab, click **Add** to activate a new section.

The counter updates to show the current number of repeating sections.

4 Enter the service information in the fields. The following table shows guidelines for CenturyLink-specific fields.

In this field ...	Do the following ...
Line Shared TN	Type the telephone number of the loop to be shared
Validate CFA	Use as a shortcut for selecting available CFAs (See "Selecting available CFA units" on page 42.)
POTSSPLIT	Specify the location of the cable connection points for POTS splitters outside your company's cage. You can type in the location or select it from the list if you retrieved meet point data (See page 46.)
POTSSPLITLOC	Select the location of the POTS splitter

5 If you need to add additional services, repeat steps 3 and 4.

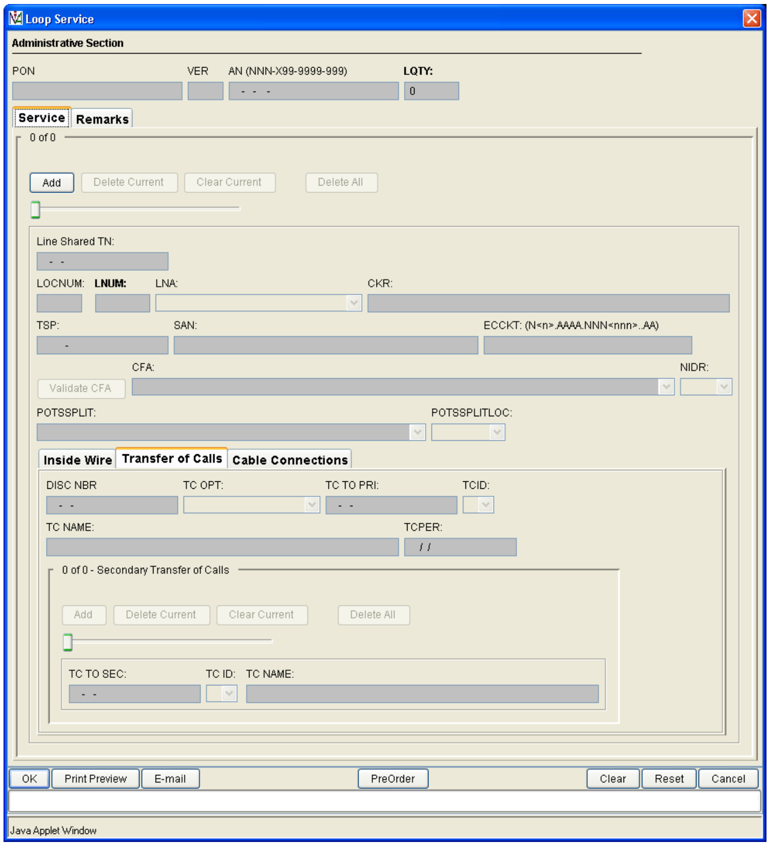
6 Click the **Inside Wire** subtab.

7 Click **Add** to activate a new section.

8 Enter the inside wire information in the fields.

9 If you need to add additional sections, repeat steps 7 and 8.

10 Click the **Transfer of Calls** subtab.



11 Enter the transfer of calls information in the fields at the top of the subtab.

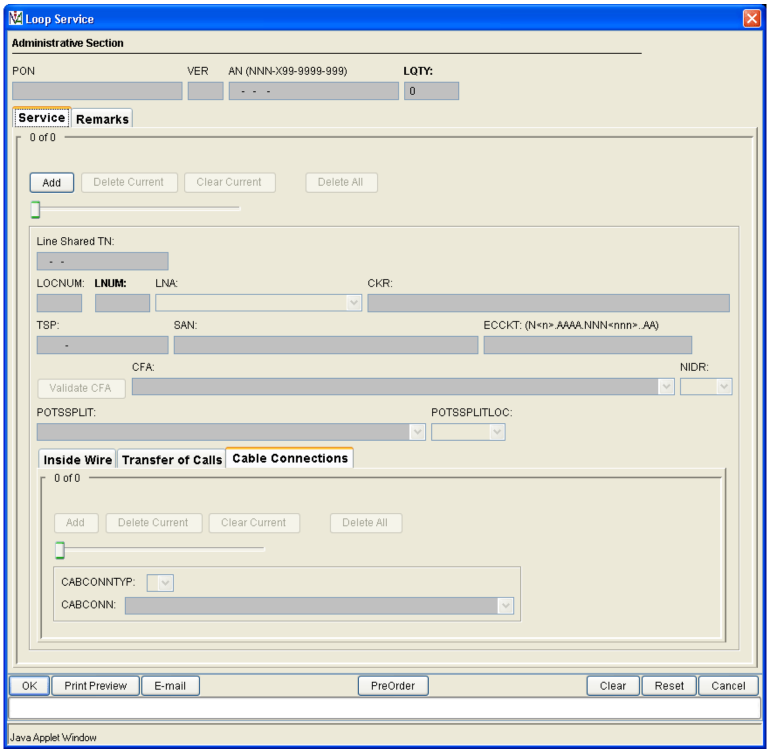
In this field ...	Do the following ...
TC ID	Select the transfer of calls to identifier (the code for the intercept message requested for a secondary telephone number associated with intercept service)
TC NAME	Type the name associated with the number that calls will be transferred to

12 Click **Add** to activate a new section.

13 Enter the secondary transfer of calls information in the fields.

14 If you need to add additional sections, repeat steps 12 and 13.

15 Click the **Cable Connections** subtab.



16 Click **Add** to activate a new section.

17 Enter the cable connections information in the fields. The following table shows guidelines for CenturyLink-specific fields.

In this field ...	Do the following ...
CABCONNTYP	Select the type of cable connection
CABCONN	Specify the location of the cable connection points for POTS splitters inside your company's cage. You can type in the location or select it from the list if you retrieved meet point data (See page 46.)

18 If you need to add additional cable connections, repeat steps 16 and 17.

19 If you need to add additional information relevant to this form, click the **Remarks** tab and do the following:

In this field ...	Do the following ...
Remarks	Add any additional information relevant to the form
Manual Ind	If CenturyLink requires information that you couldn't provide on the form, select **Y** so that the request will be processed manually

20 To go on to other forms, click **OK**.

If you receive an error message when closing the form, see "Correcting errors when you close a form" on page 71.

Completing the Loop Service with Number Portability (LSNP) form

For definitive guidelines on filling out this form, see the *Loop Service Number Portability* form preparation guide at http://www.centurylink.com/wholesale/clecs/lsog.html. You can also double-click the field name to get help filling in that field.

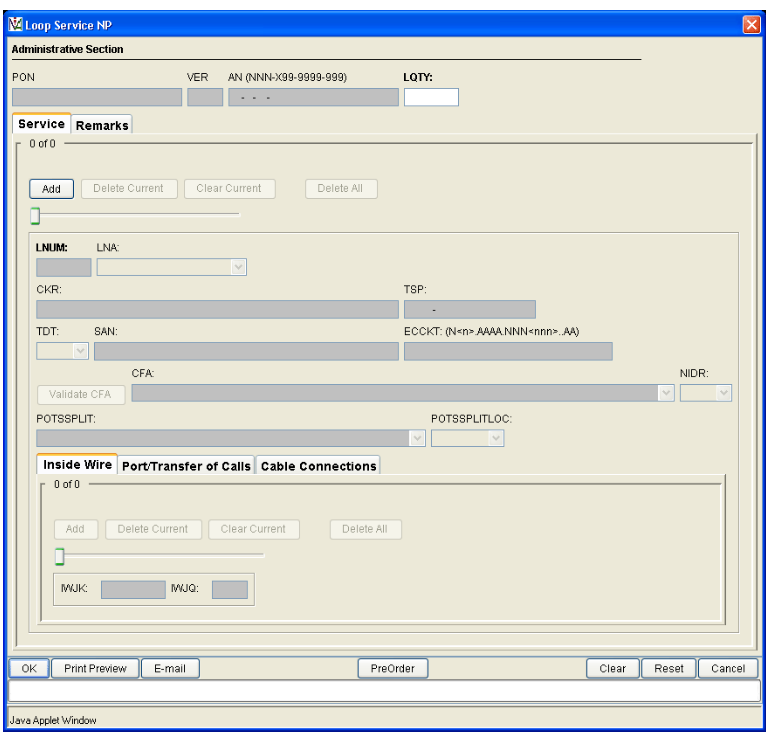
While you're working on the Loop Service with Number Portability form, you can do related tasks by clicking **PreOrder** (at the bottom of the window) and selecting the task. Follow the appropriate guidelines:

- "Checking whether a POTS loop can be unbundled" on page 41
- "Checking whether a loop qualifies for CenturyLink HSI/Broadband Service or unbundled ADSL service" on page 54
- "Selecting available CFA units" on page 42
- "Retrieving raw loop data" on page 53

To complete the Loop Service with Number Portability form

1 In the **Order Information for New LSR/BRC** window, select **Loop Service with Number Portability** under **Form Name**.

2 Click **Edit Form**.



3 Enter the number of loops you need ported in the **LQTY** field.

4 Click the **Service** tab.

5 Click **Add** to activate a new section.

The counter updates to show the current number of repeating sections.

6 Enter the service information in the fields. The following table shows guidelines for CenturyLink-specific fields.

In this field ...	Do the following ...
POTSSPLIT	Specify the location of the cable connection points for POTS splitters outside your company's cage. You can type in the location or select it from the list if you retrieved meet point data (See page 46.)
POTSSPLITLOC	Select the location of the POTS splitter

7 If you need to add additional sections, repeat steps 5 and 6.

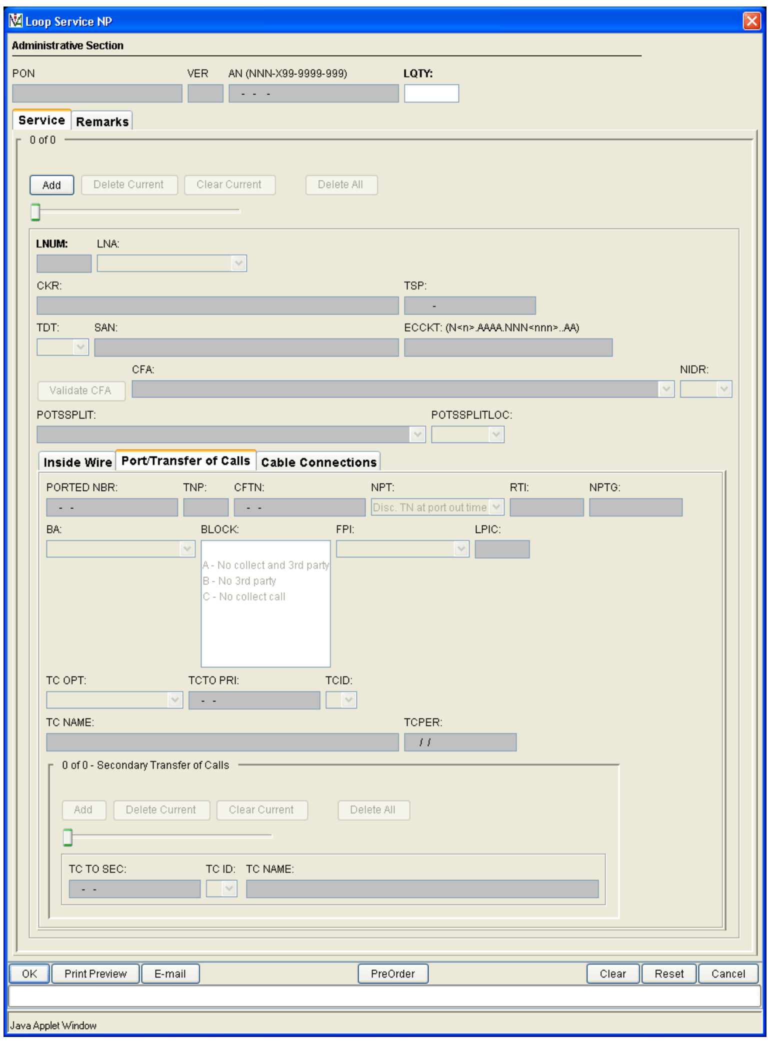
8 Scroll to the lower part of the screen and click the **Inside Wire** subtab.

9 Click **Add** to activate a new section.

10 Enter the inside wire information in the fields.

11 If you need to add additional sections, repeat steps 9 and 10.

12 Click the **Port/Transfer of Calls** subtab.



13 Enter the port/transfer of calls information in the fields.

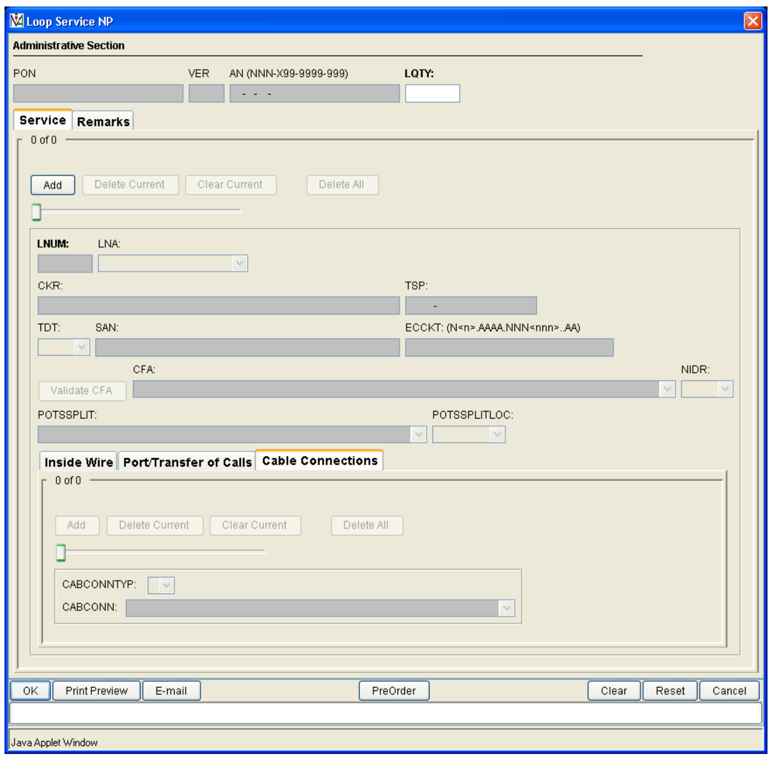
In this field ...	Do the following ...
FPI	Leave this field blank
TC ID	Select the transfer of calls to identifier (the code for the intercept message requested for a secondary telephone number associated with intercept service)
TC NAME	Type the name associated with the number that calls will be transferred to

14 Click **Add** to activate a new repeating section.

15 Enter the secondary transfer of calls information in the fields.

16 If you need to add additional sections, repeat steps 14 and 15.

17 Click the **Cable Connections** subtab.



18 Click **Add** to activate a new section.

19 Enter the cable connections information in the fields. The following table shows guidelines for CenturyLink-specific fields.

In this field ...	Do the following ...
CABCONNTYP	Select the cable connection type
CABCONN	Specify the location of the cable connection points for POTS splitters inside your company's cage. You can type in the location or select it from the list if you retrieved meet point data (See page 46.)

20 If you need to add additional sections, repeat steps 18 and 19.

21 If you need to add additional information relevant to the form, click the **Remarks** tab and do the following:

In this field ...	Do the following ...
Remarks	Add any additional information relevant to the form
Manual Ind	If CenturyLink requires information that you couldn't provide on the form, select **Y** so that the request will be processed manually

22 To go on to other forms, click **OK**.

If you receive an error message when closing the form, see "Correcting errors when you close a form" on page 71

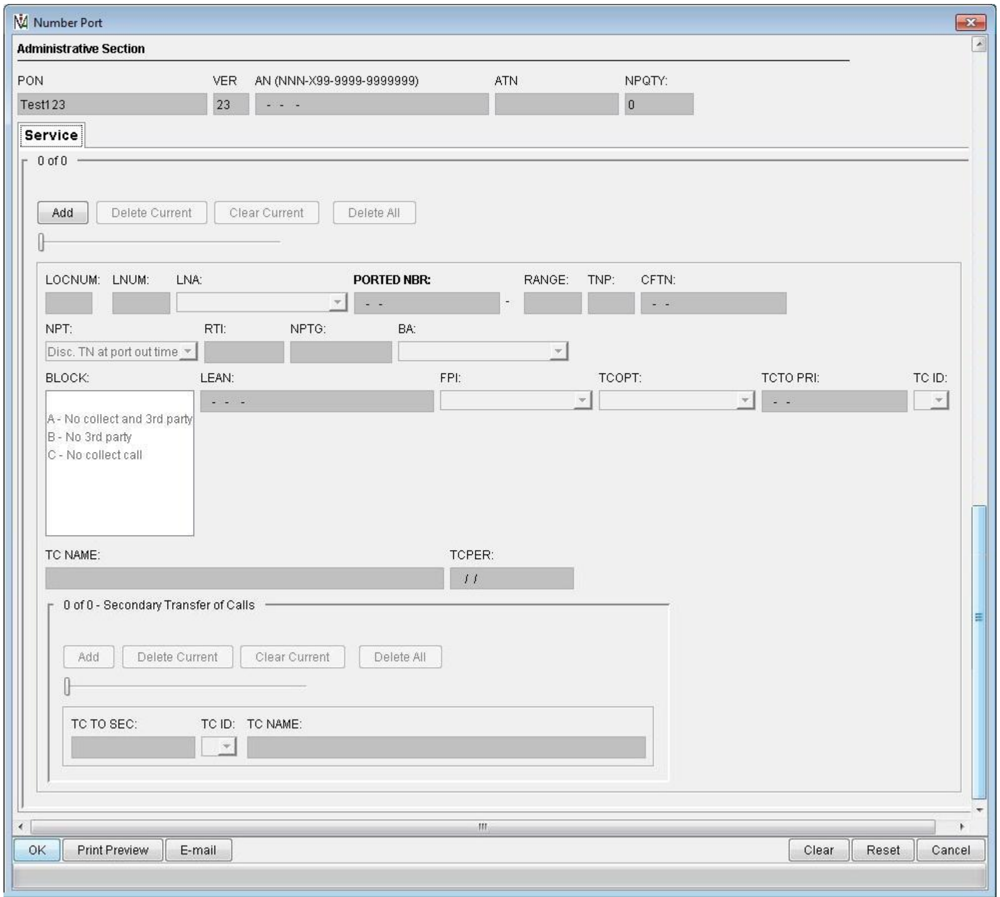
Completing the Number Portability (NP) form

On each request, you can specify one or more ported telephone numbers or one range of ported numbers. If you are porting a range of numbers, you can specify only one range; if you need to port an additional range, you must submit an additional request.

For definitive guidelines on filling out this form, see the *Number Portability* form preparation guide at http://www.centurylink.com/wholesale/clecs/lsog.html. You can also double-click the field name to get help filling in that field.

1 In the **Order Information for New LSR/BRC** window, select **Number Portability** under **Form Name**.

2 Click **Edit Form**.



3 Click the **Service** tab.

4 Click **Add** to activate a new section.

The counter updates to show the current number of repeating sections.

5 Enter the service information in the fields. The following table shows guidelines for CenturyLink-specific fields.

In this field ...	Do the following ...
RANGE	The highest value of the range of ported TNs
FPI	Leave this field blank
TC ID	Select the transfer of calls to identifier (the code for the intercept message requested for a secondary telephone number associated with intercept service)
TC NAME	Type the name associated with the number that calls will be transferred to

6 If you are disconnecting numbers, do one of the following:

- If you filled in the **RANGE** field, complete the **TC ID**, **TC NAME**, and **TCPER** fields.
- If you did not fill in the **RANGE** field, complete the **Secondary Transfer of Calls** section.

7 If you need to add additional services, repeat steps 4–6.

8 To go on to other forms, click **OK**.

If you receive an error message when closing the form, see "Correcting errors when you close a form" on page 71.

To complete a request for simple port, see "Completing a request for Simple Port" on page 142.

Completing the Port Service (PS) form

For definitive guidelines on filling out this form, see the *Port Service* form preparation guide at http://www.centurylink.com/wholesale/clecs/lsog.html. You can also double-click the field name to get help filling in that field.

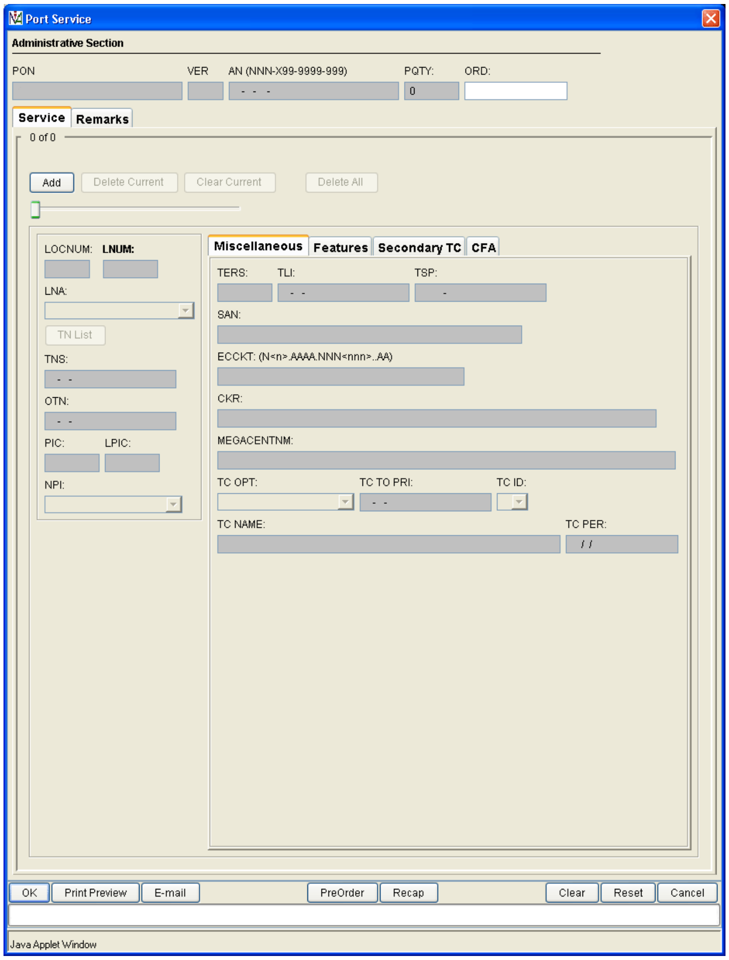
While you’re working on the Port Service form, you can do related tasks by clicking **PreOrder** (at the bottom of the window) and selecting the task. Follow the appropriate guidelines:

- “Reserving telephone numbers” on page 54
- “Checking whether a POTS loop can be unbundled” on page 41
- “Checking whether POTS facilities are available” on page 36
- “Selecting available CFA units” on page 42
- “Retrieving a full CSR” on page 20
- “Checking whether services are available” on page 31
- “Retrieving raw loop data” on page 53

To complete the Port Service form

1 In the **Order Information for New LSR/BRC** window, select **Port Service** under **Form Name**.

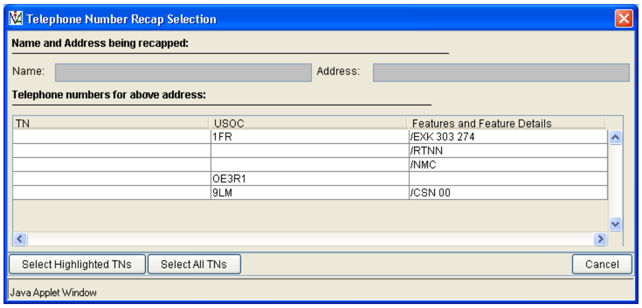
2 Click **Edit Form**.



3 Do one of the following:

- If you're preparing an LSR for activities **T**, **V**, or **Z**, and if you've retrieved a full CSR during the current session, you can fill in the fields automatically. Continue with step 4.
- If you haven't retrieved a full CSR for the request you're preparing, click **PreOrder** and do so now. (See page 20.) If only one number/account appears when you retrieve the CSR and your search returns a near match error, go back and enter the customer code so you get an exact match.
- If you are going to fill in the fields manually, skip to step 8.

4 Click **Recap**.



5 Do one of the following:

- Select the TN(s) you want to recap and click **Select Highlighted TNs**.
- Click **Select All TNs**.

6 For each selected TN, check each feature and revise it if necessary.

IMA creates a **Service** section for each TN you select and automatically fills in the fields with the information in this window.

7 Do one of the following:

- If you need to add additional service sections, continue with step 8.
- If you've added all the information you need, skip to step 22.

8 Click the **Service** tab.

9 Click **Add** to activate a new section.

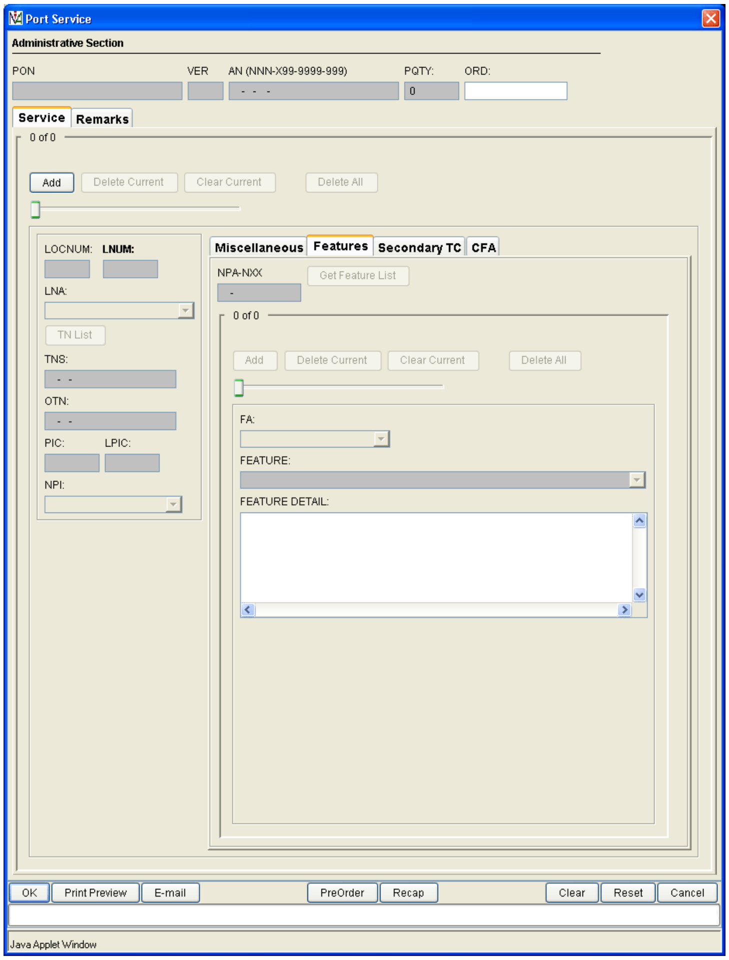
The counter updates to show the current number of repeating sections.

10 Enter the service information in the fields on the left and fill in the **Miscellaneous** subtab. The following table shows guidelines for CenturyLink-specific fields:

In this field ...	Do the following ...
TLI	Type the telephone line identifier (the pilot number of a multiline hunt group)
MEGACENTNM	Type the name of the ISP for CenturyLink HSI/Broadband Service
TC ID	Select the transfer of calls to identifier (the code for the intercept message requested for a secondary telephone number associated with intercept service)
TC NAME	Type the name associated with the number that calls will be transferred to

11 If you need to add additional sections, repeat steps 9 and 10.

12 Click the **Features** subtab.

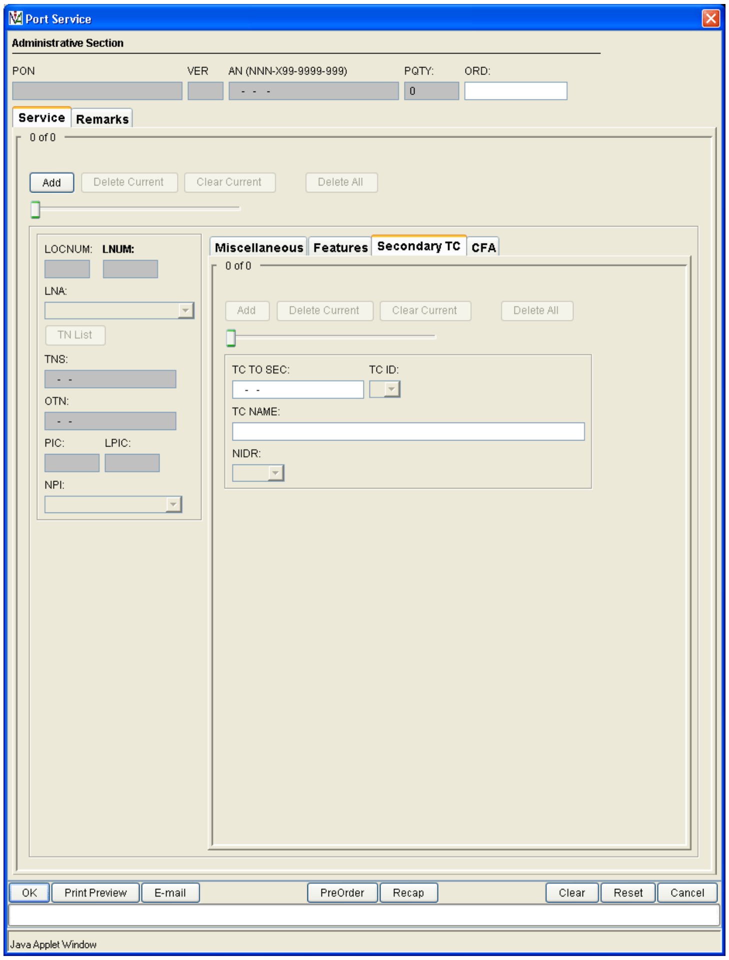


13 Click **Add** to activate a new section.

14 Enter the features information in the fields. (If you filled in the **TNS** field, click **Get Feature List** to get a list of features you can use for the number you entered.)

15 If you need to add additional features, repeat steps 13 and 14.

16 Click the **Secondary TC** subtab.

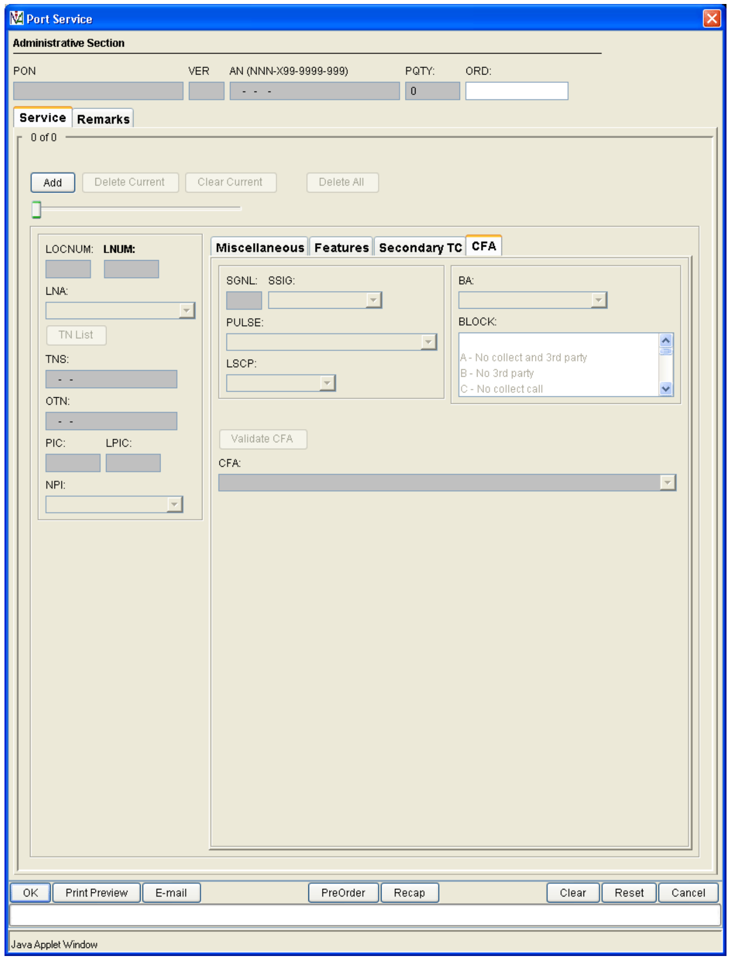


17 Click **Add** to activate a new section.

18 Enter the secondary transfer of calls information in the fields. (In the **NIDR** field, select **Y** if you're requesting a new network interface device.)

19 If you need to add additional sections, repeat steps 17 and 18.

20 Click the **CFA** subtab.



21 Enter the CFA information in the fields.

22 If you need to add additional information relevant to the form, click the **Remarks** subtab and do the following:

In this field ...	Do the following ...
Remarks	Add any additional information relevant to the form
Manual Ind	If CenturyLink requires information that you couldn’t provide on the form, select **Y** so that the request will be processed manually

23 To go on to other forms, click **OK**.

If you receive an error message when closing the form, see “Correcting errors when you close a form” on page 71.

Completing the Resale (RS) form

When you order CenturyLink HSI/Broadband Service, be sure you check to see that the customer's loop qualifies (see the *Loop Qualification and Raw Loop Data CLEC Job Aid*). If you are ordering CenturyLink HSI/Broadband Service for a new connection, first order the new service, then check to see whether the loop qualifies. If the loop qualifies, then order CenturyLink HSI/Broadband Service. (See page 54.)

You can migrate UNE POTS(P or STAR) customers and their current feature sets by specifying the end state of the account. This means that you can specify which USOCs and FIDs should appear on the account after conversion, rather than listing the changes to each USOC on the existing CSR. In addition, you can convert UNE-P products by submitting the account telephone number and customer code or SANO.

For definitive guidelines on filling out this form, see the *Resale* form preparation guide at http://www.centurylink.com/wholesale/clecs/lsog.html. You can also double-click the field name to get help filling in that field.

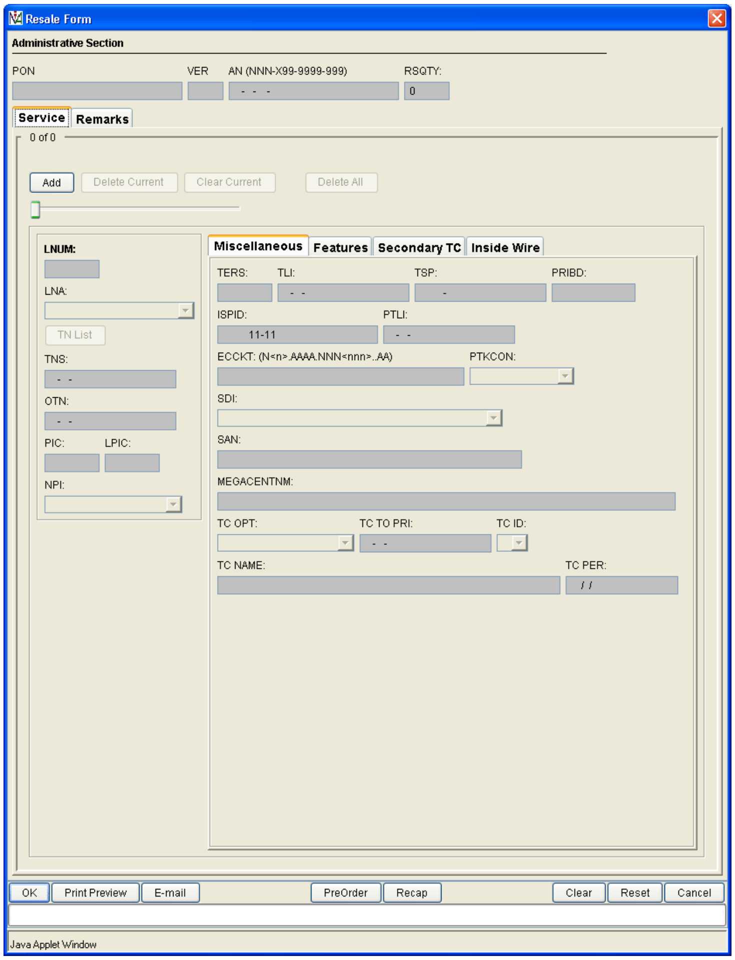
While you’re working on the Resale form, you can do related tasks by clicking **PreOrder** (at the bottom of the window) and selecting the task. Follow the appropriate guidelines:

- “Retrieving a full CSR” on page 20
- “Checking whether POTS facilities are available” on page 36
- “Checking ISDN facility availability” on page 42
- “Checking whether a loop qualifies for CenturyLink HSI/Broadband Service or unbundled ADSL service” on page 54
- “Checking whether services are available” on page 31
- “Managing appointments” on page 59
- “Reserving telephone numbers” on page 54
- “Retrieving raw loop data” on page 53

To complete the Resale form

1 In the **Order Information for New LSR/BRC** window, select **Resale Form** under **Form Name**.

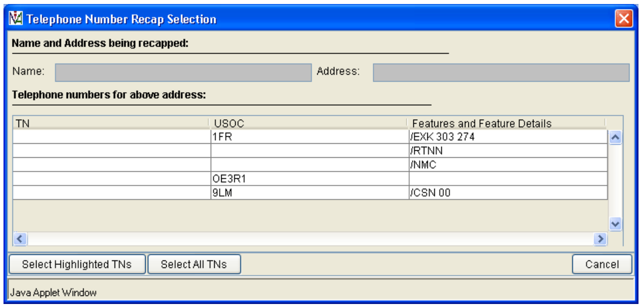
2 Click **Edit Form**.



3 Do one of the following:

- If you're preparing an LSR for activities **T**, **V**, or **Z**, and if you've retrieved a full CSR during the current session, you can fill in the fields automatically. Continue with step 4.
- If you haven't retrieved a full CSR for the request you're preparing, click **PreOrder** and do so now. (See page 20.) If only one number/account appears when you retrieve the CSR and your search returns a near match error, go back and enter the customer code so you get an exact match.
- If you are going to fill in the fields manually, skip to step 8.

4 Click **Recap**.



5 Do one of the following:

- Select the TN(s) you want to recap and click **Select Highlighted TNs**.
- Click **Select All TNs**.

6 For each selected TN, check each feature and revise it if necessary.

IMA creates a **Service** section for each TN you select and automatically fills in the fields with the information in this window.

7 Do one of the following:

- If you need to add additional service sections, continue with step 8.
- If you’ve added all the information you need, skip to step 23.

8 Click the **Service** tab.

9 Click **Add** to activate a new service section.

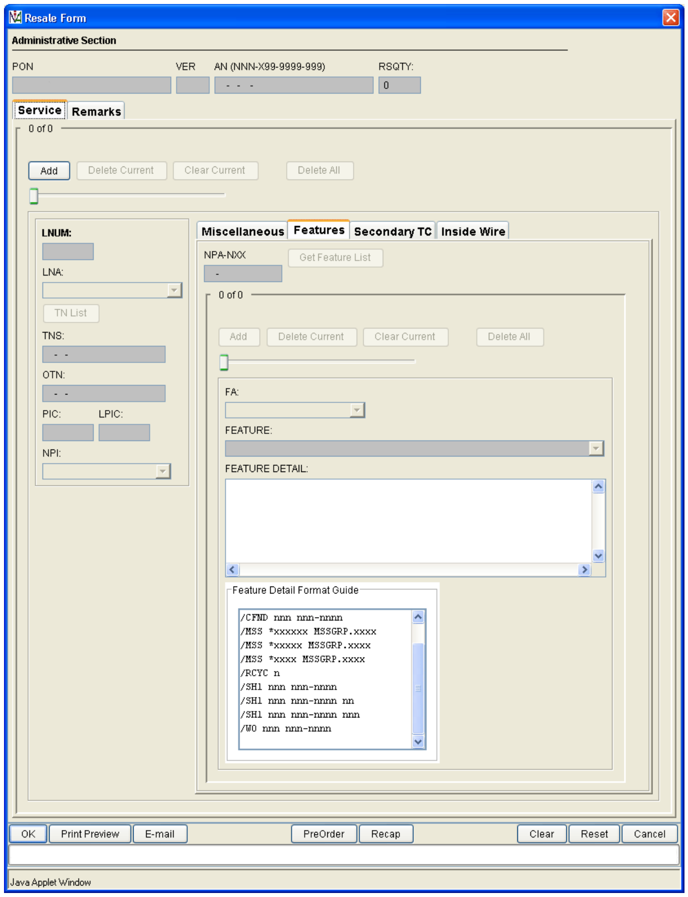
The counter updates to show the current number of repeating sections.

10 Fill in the service information fields on the left and fill in the **Miscellaneous** subtab. The following table shows guidelines for CenturyLink-specific fields.

In this field ...	Do the following ...
TLI	Type the telephone line identifier (the pilot number of a multi-line hunt group)
PTLI	Type the PBX lead telephone line (the lead telephone line identifier assigned to the trunk group)
PTKCON	Select the PBX trunk configuration (the directional configuration of the PBX trunk being ordered)
MEGACENTNM	Type the name of the ISP for CenturyLink HSI/Broadband Service
TC ID	Select the transfer of calls to identifier (the code for the intercept message requested for a primary telephone number associated with intercept service)
TC NAME	Type the name associated with the number that calls will be transferred to

11 Do one of the following:

- If you need to add features to your request, click the **Features** subtab and continue with step 12.
- If you do not need to add features to your request, skip to step 15.



12 Click **Add** to activate a new section.

13 Fill in the features information. (If you filled in the **TNS** field, click **Get Feature List** to get a list of features you can use for the number you entered.

For POTS Resale and UNE POTS(P or STAR), follow the formatting guidelines on the tab. For all other products, see CenturyLink's USOC and FID Finder at http://usocfidfind.centurylinkapps.com/ or the Product Catalog Features at http://www.centurylink.com/wholesale/clecs/features/.

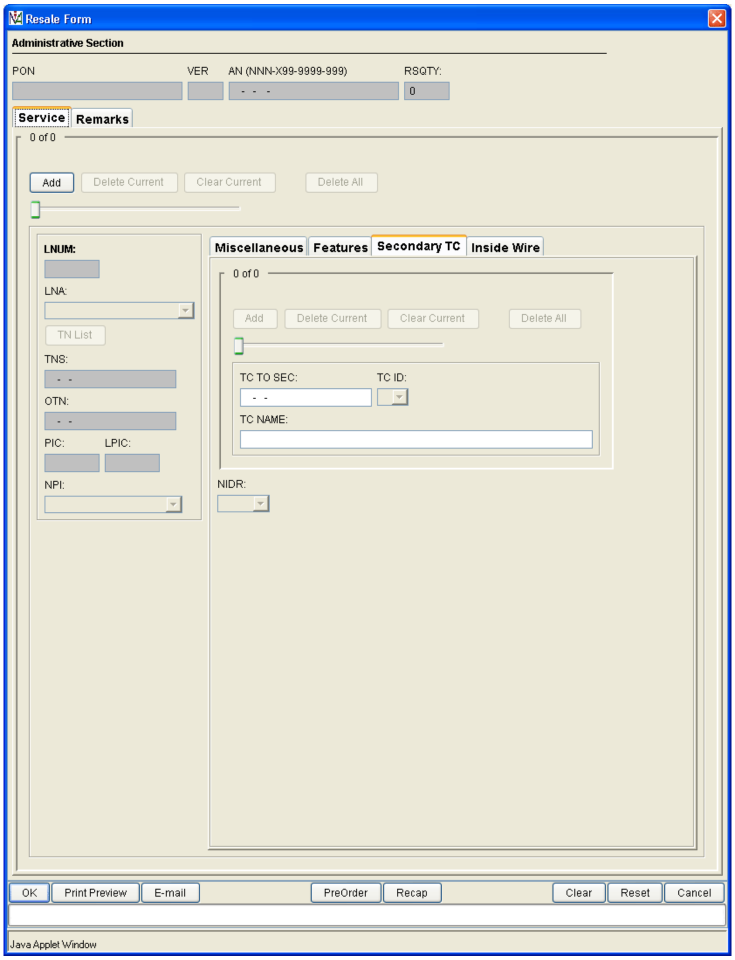
Note: If you type a TN in the **FEATURE DETAIL** field, you must type 10 digits. (If you are typing a TN in the Eastern region, you may enter only 7 digits.)

Important: *For UNE-P products, the only valid USOCs are PORNX, PORPX, and PORXX.*

14 If you need to add additional features, repeat steps 12–13.

15 Click the **Secondary TC** subtab.

16 Click **Add** to activate a new section.



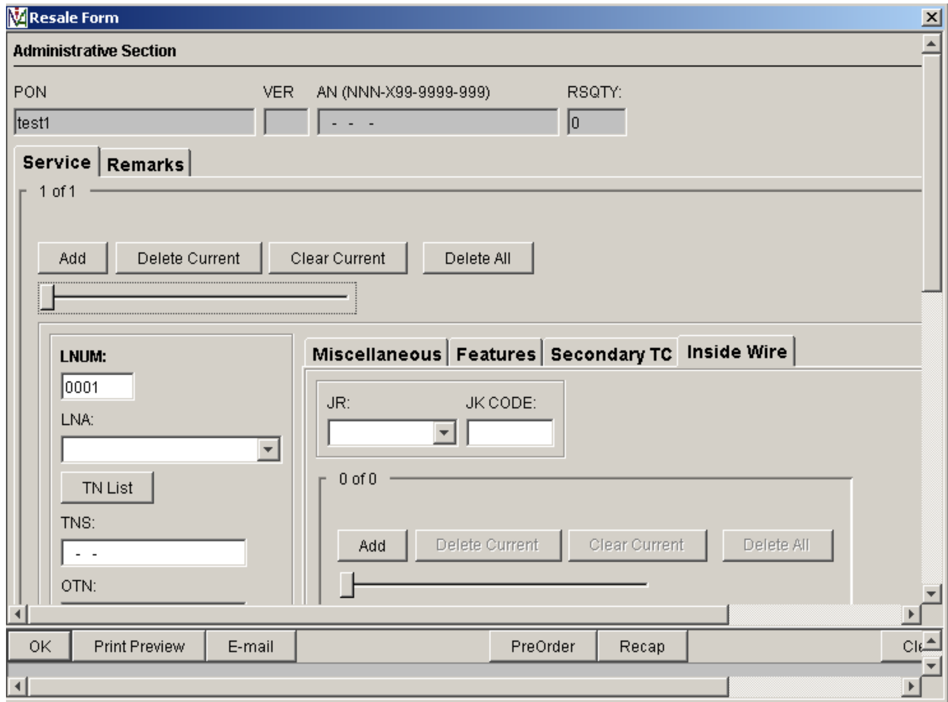
17 Enter the secondary transfer of calls information on the tab. The following table shows guidelines for CenturyLink-specific fields.

In this field ...	Do the following ...
TC ID	Select the transfer of calls to identifier (the code for the intercept message requested for a secondary telephone number associated with intercept service)
TC NAME	Type the name associated with the number that calls will be transferred to

18 If you need to add additional subsections, repeat steps 16 and 17.

19 Do one of the following:

- If you need to specify block or inside wire information for your request, click the **Inside Wire** subtab and continue with step 20.
- If you do not need to specify block or inside wire information for your request, skip to step 23.



20 Click **Add** to activate a new section.

21 Enter the inside wire information in the fields.

22 If you need to add additional sections, repeat steps 20 and 21.

23 If you need to add additional information relevant to this form, click the **Remarks** subtab and do the following:

In this field ...	Do the following ...
Remarks	Enter any additional information that is relevant to this form
Manual Ind	If CenturyLink requires information that you couldn't provide on the form, select **Y** so that the request will be processed manually

24 To go on to other forms, click **OK**.

If you receive an error message when closing the form, see "Correcting errors when you close a form" on page 71.

Completing the Resale Frame Relay (RFR) form

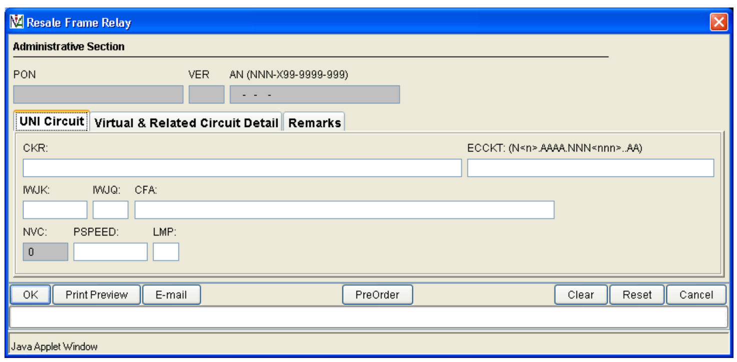
For definitive guidelines on filling out this form, see the *Resale Frame Relay* form preparation guide at http://www.centurylink.com/wholesale/clecs/lsog.html. You can also double-click the field name to get help filling in that field.

While you're working on the Resale Frame Relay form, you can do related tasks by clicking **PreOrder** and selecting the task. Follow these guidelines:

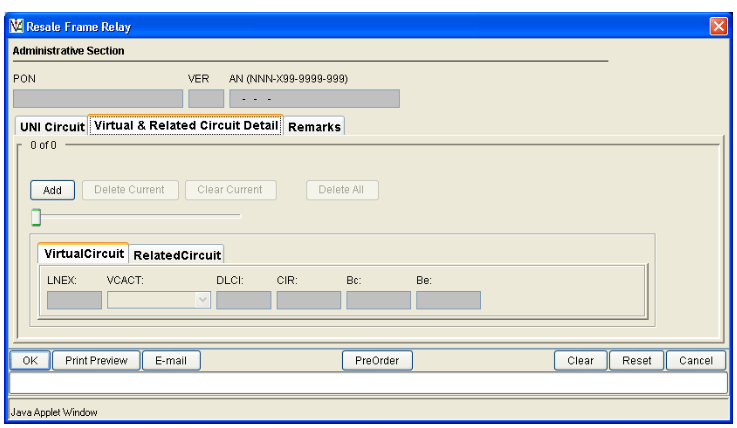
- "Checking whether facilities are available for designed services or digital services" on page 34

To complete the Resale Frame Relay form

1. In the **Order Information for New LSR/BRC** window, select **Resale Frame Relay** under **Form Name**.
2. Click **Edit Form**.



3. Click the **UNI Circuit** tab.
4. Enter the UNI circuit information in the fields.
5. Click the **Virtual & Related Circuit Detail** tab.



6. Click **Add** to activate a new repeating section.
7. Fill in the **Virtual Circuit** and **Related Circuit** information.
8. If you need to add additional circuit detail, repeat steps 6–7.

9 If you need to add additional information relevant to this form, click the **Remarks** tab and do the following:

In this field ...	Do the following ...
Remarks	Add any additional information that is relevant to this form
Manual Ind	If CenturyLink requires information that you couldn't provide on the form, select **Y** so that the request will be processed manually

10 To go on to other forms, click **OK**.

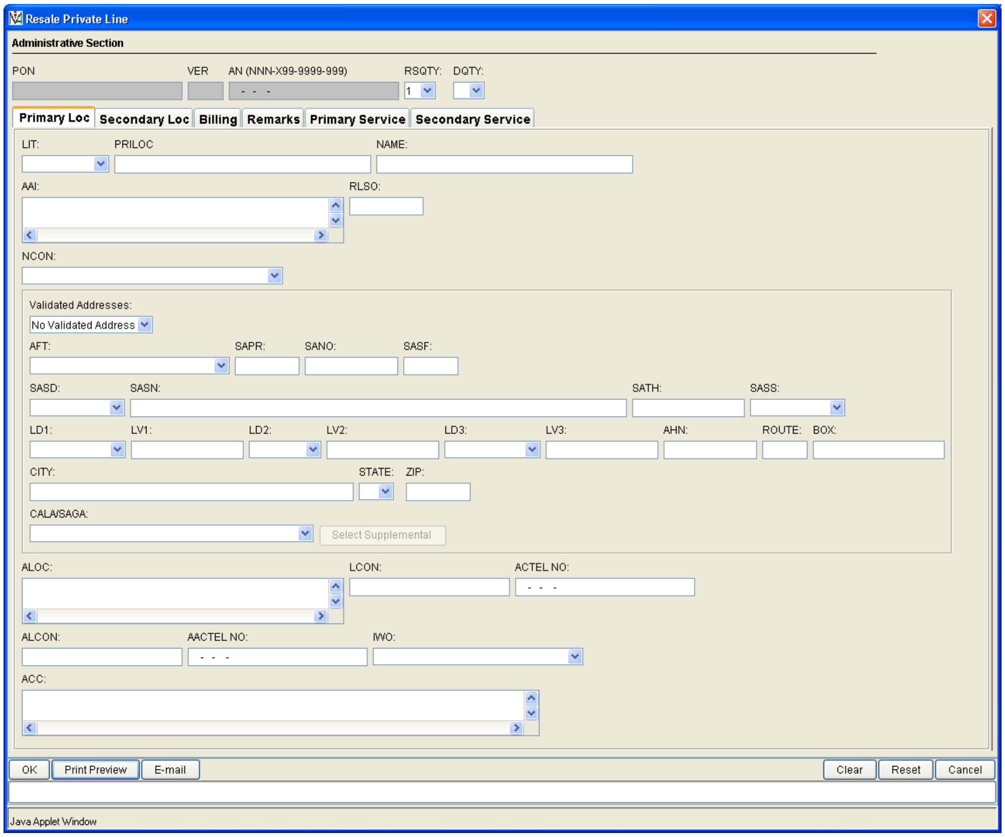
If you receive an error message when closing the form, see "Correcting errors when you close a form" on page 71.

Completing the Resale Private Line (RPL) form

For definitive guidelines on filling out this form, see the *Resale Private Line* form preparation guide at http://www.centurylink.com/wholesale/clecs/lsog.html. You can also double-click the field name to get help filling in that field.

1 In the **Order Information for New LSR/BRC** window, select **Resale Private Line** under **Form Name**.

2 Click **Edit Form**.



The **Administrative Section** identifies the LSR you are processing.

3 Select the resale quantity (**RSQTY**) and disconnect quantity (**DQTY**) from the lists.

4 Click the **Primary Loc** tab.

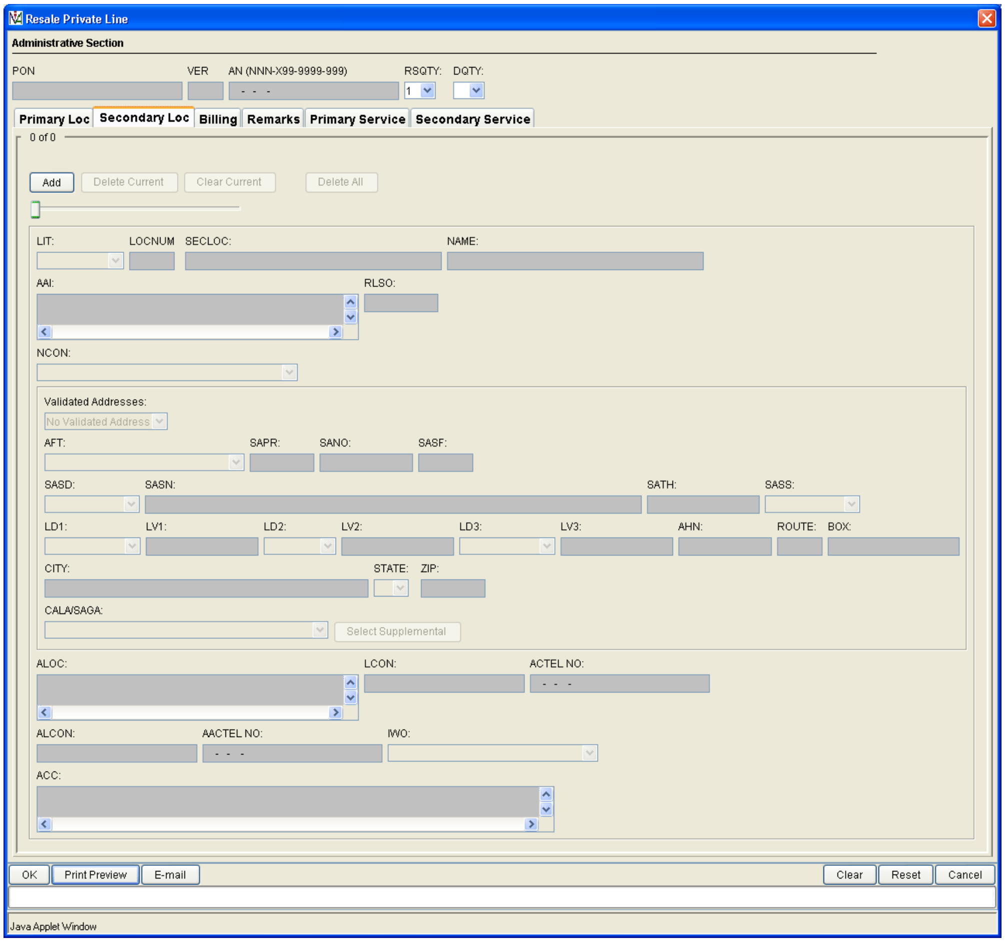
5 Verify all the information on the **Primary Loc** tab.

If you validated the address ...	If you couldn't validate the address ...
a In the **Validated Addresses** list, select the address for your customer. IMA automatically fills in the address information.	**a** If you couldn't validate the address—or if you got a SAG Only match—and this is a new installation or account, indicate in the **NCON** field whether this is a new service address (**A**) or a new location within an existing service address (**B**). **b** Fill in the **SANO**, **SASN**, **CITY**, **STATE**, and **CALA/SAGA** fields, following the guidelines in "Validating addresses" on page 10.

6 Do one of the following:

- If you need to add additional locations, continue with steps 7–9.
- If you have only one location, skip to step 10.

7 Click the **Secondary Loc** tab.



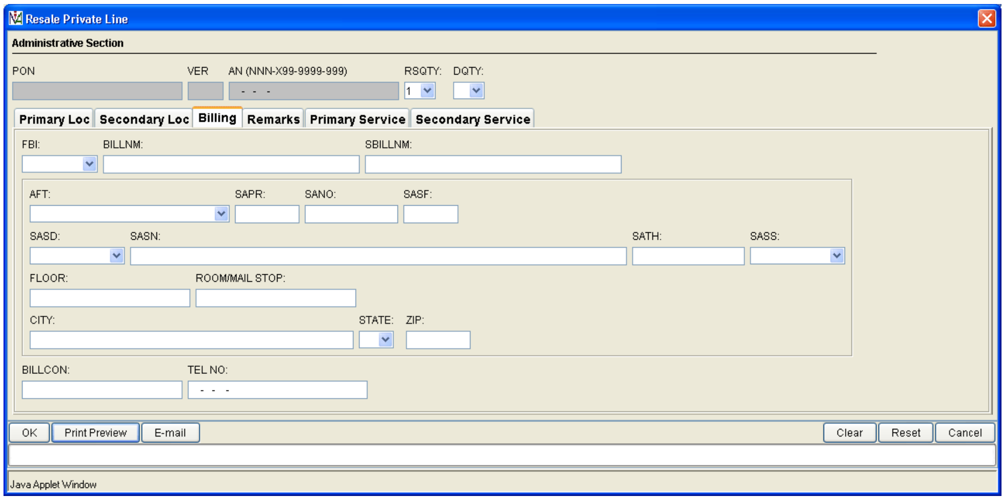
8 Click **Add** to activate a new section.

The counter updates to show the current number of repeating sections.

9 Enter the location information in the fields.

If you validated the address …	If you couldn’t validate the address …
In the Validated Addresses list, select the address for your customer. IMA automatically fills in the address information.	Fill in the **SANO**, **SASN**, **CITY**, **STATE**, and **CALA/SAGA** fields, following the guidelines in “Validating addresses” on page 10.

10 Click the **Billing** tab.

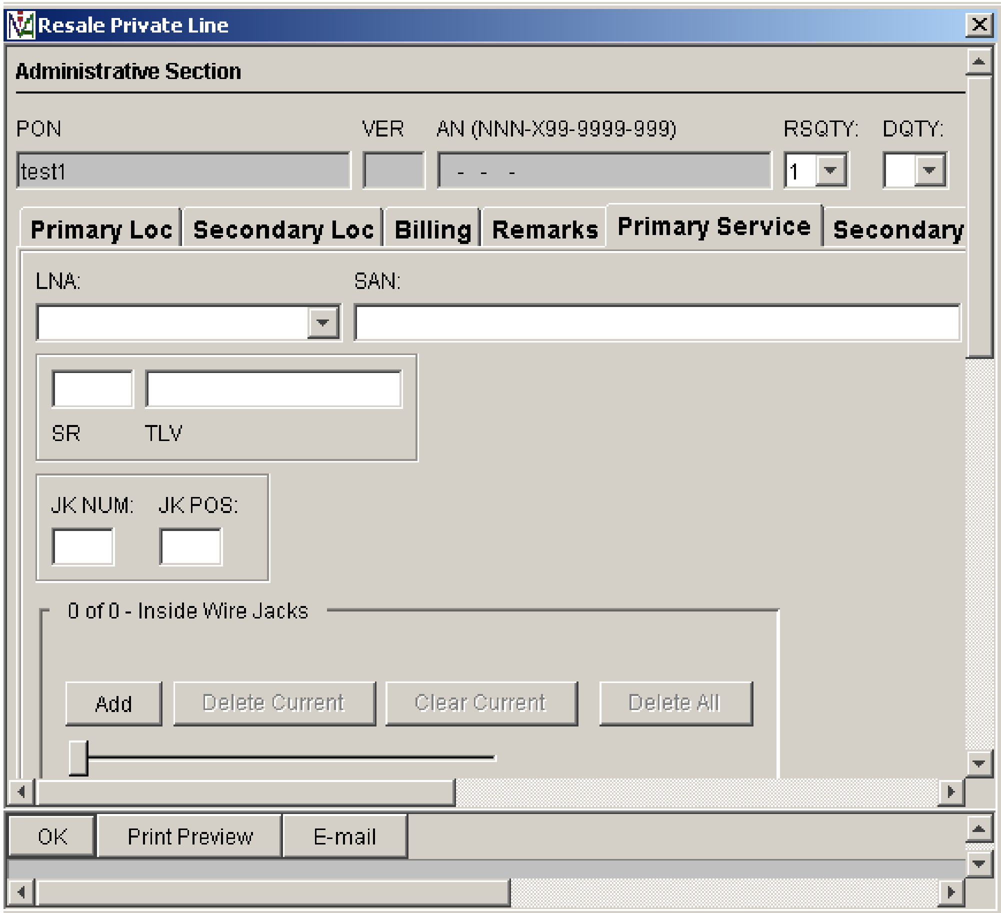


11 If you are converting an entire account and if your customer wants their final bill to be sent to an address different from their current billing address, select **D–Different** in the **FBI** list and fill in at least the **BILLNM**, **SANO**, **SASN**, **CITY**, **STATE**, and **ZIP** fields.

12 If you have any additional information relevant to this form, click the **Remarks** tab and do the following:

In this field ...	Do the following ...
Disc ECCKT	Verify the ECCKT to be disconnected
Remarks	Add any additional information that is relevant to this form
Manual Ind	If CenturyLink requires information that you couldn't provide on the form, select **Y** so that the request will be processed manually

13 Click the **Primary Service** tab.



14 Fill in the active fields.

15 Click **Add** to activate a repeating section.

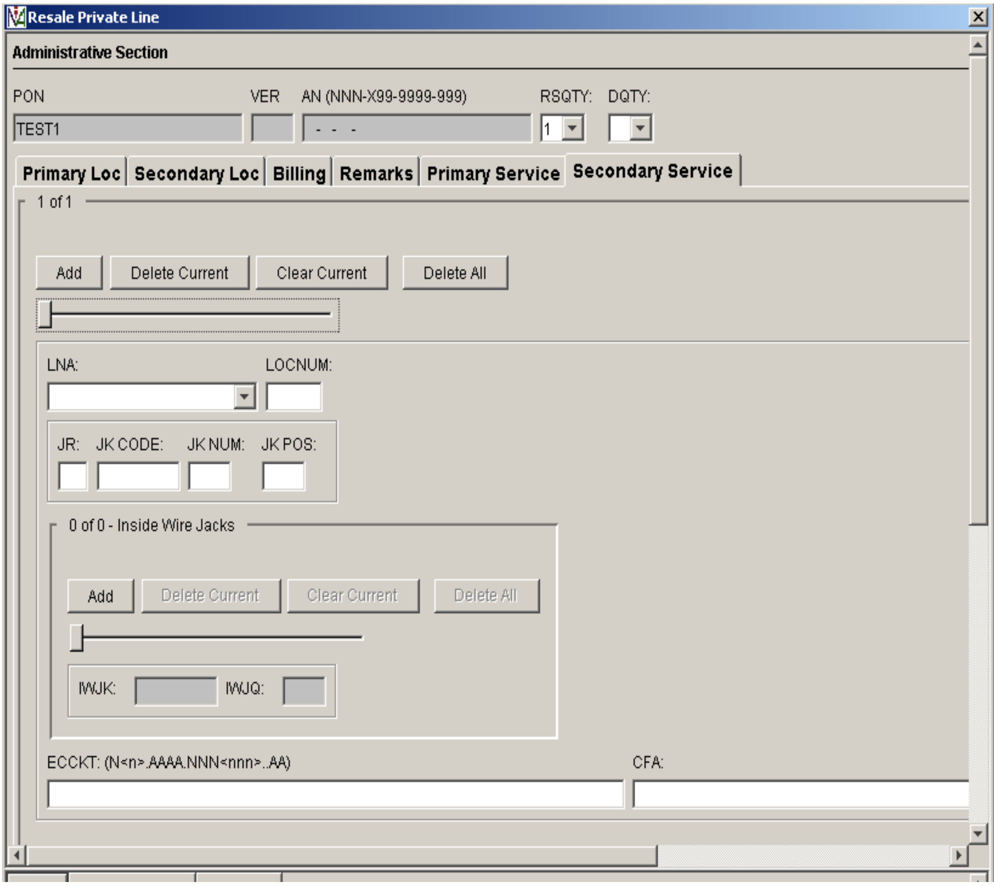
16 Enter the inside wire information in the fields.

17 If you need to add additional inside wire information, repeat steps 15 and 16.

18 Do one of the following:

- If you need to add additional services, continue with steps 19–22.
- If you have only one location, skip to step 23.

19 Click the **Secondary Service** tab.



20 Click **Add** to activate a repeating section.

The counter updates to show the current number of repeating sections.

21 Fill in the secondary service information.

22 Enter the inside wire information in the fields.

23 To go on to other forms, click **OK**.

If you receive an error message when closing the form, see "Correcting errors when you close a form" on page 71.

Completing the Resale Split (RSS) form

For definitive guidelines on filling out this form, see the *Resale Services Split Form Preparation Guide* at http://www.centurylink.com/wholesale/clecs/lsog.html. You can also double-click the field name to get help filling in that field.

While you're working on the Resale Split form, you can do related tasks by clicking **PreOrder** (at the bottom of the window) and selecting the task. Follow the appropriate guidelines:

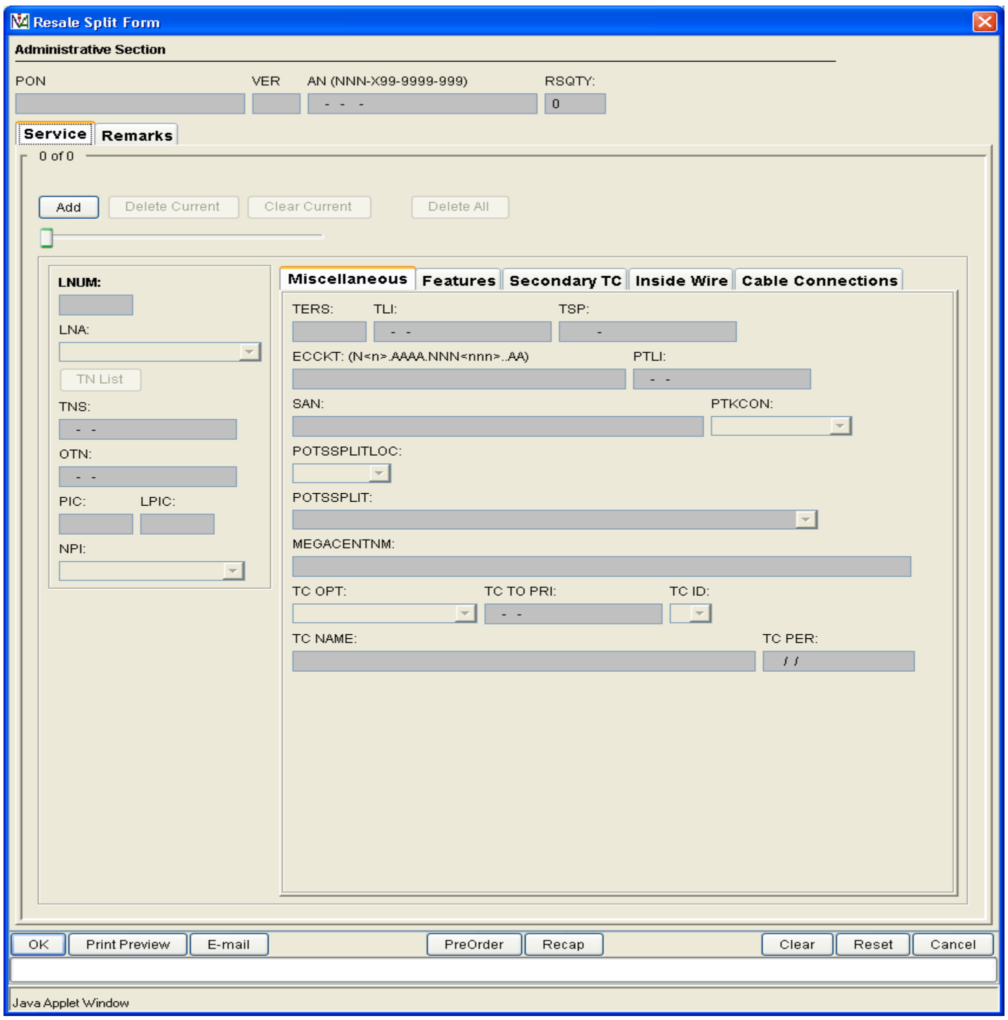
- "Retrieving a full CSR" on page 20
- "Scheduling appointments" on page 59

- “Reserving telephone numbers” on page 54
- “Checking whether services are available” on page 31
- “Checking whether POTS facilities are available” on page 36
- “Checking ISDN facility availability” on page 42
- “Retrieving raw loop data” on page 53
- “Checking whether a loop qualifies for CenturyLink HSI/Broadband Service or unbundled ADSL service” on page 54
- “Searching for available meet points” on page 46

To complete the Resale Split form

1 In the **Order Information for New LSR/BRC** window, select **Resale Split Form** under **Form Name**.

2 Click **Edit Form**.

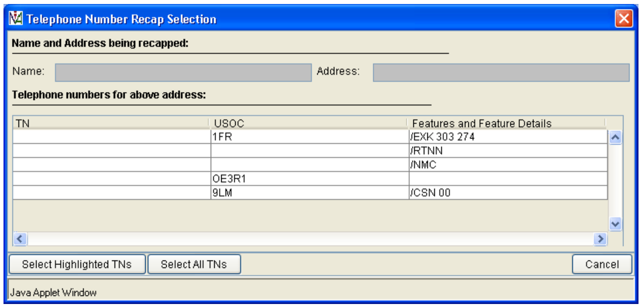


3 Do one of the following:

- If you’re preparing a request for activities **T**, **V**, or **Z**, and if you’ve retrieved a full CSR during the current session, you can fill in the fields automatically. Continue with step 4.

- If you haven't retrieved a full CSR for the request you're preparing, click **PreOrder** and do so now. (See page 20.) If only one number/ account appears when you retrieve the CSR and your search returns a near match error, go back and enter the customer code so you get an exact match.
- Otherwise, skip to step 8 and fill in the fields manually.

4 Click **Recap**.



5 Do one of the following:

- Select the TNs you want to recap and click **Select Highlighted TNs**.
- Click **Select All TNs**.

6 For each selected TN, check each feature and revise it if necessary.

IMA creates a **Service** section for each TN you select and automatically fills in the fields with the information in this window.

7 Do one of the following:

- If you need to add additional service sections, continue with step 8.
- If you've added all the information you need, skip to step 28.

8 Click the **Service** tab.

9 Click **Add** to activate a new section.

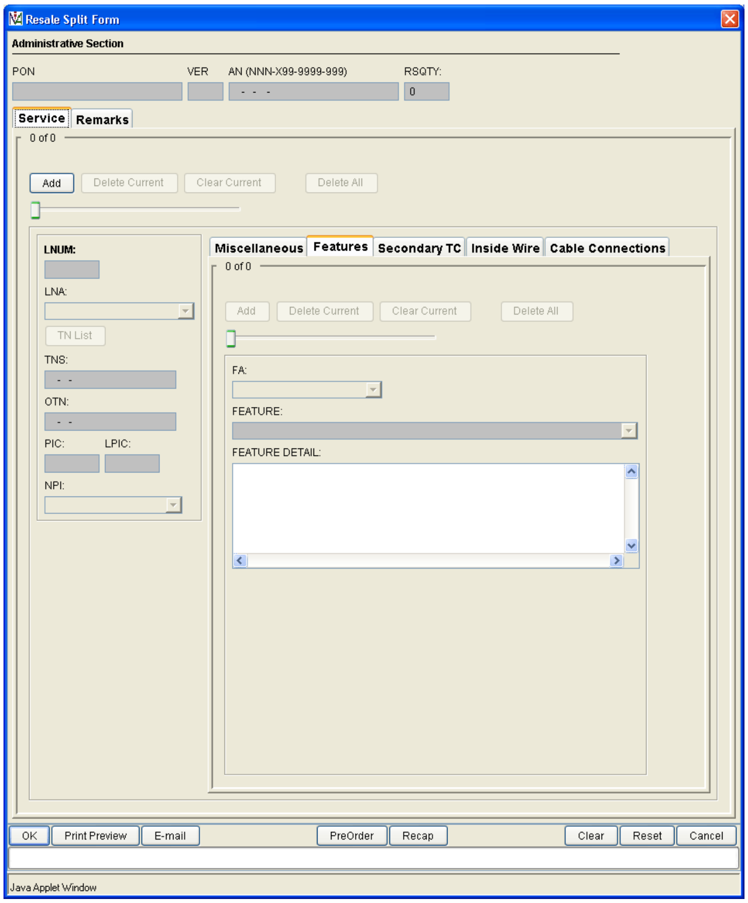
The counter updates to show the current number of repeating sections.

10 Fill in the service information fields on the left and fill in the **Miscellaneous** subtab. The following table shows guidelines for CenturyLink-specific fields.

In this field ...	Do the following ...
TLI	Type the telephone line identifier (the pilot number of a multiline hunt group)
PTLI	Type the PBX lead telephone line (the lead telephone line identifier assigned to the trunk group)
PTKCON	Select the directional configuration of the PBX trunk
POTSSPLIT	Specify the location of the cable connection points for POTS splitters outside your company's cage. You can type in the location or select it from the list if you retrieved meet point data (See page 46.)
POTSSPLITLOC	Specify the location of the POTS splitter
MEGACENTNM	Type the name of the ISP for CenturyLink HSI/Broadband Service

In this field …	Do the following …
TC ID	Select the transfer of calls to identifier (the code for the intercept message requested for a primary telephone number associated with intercept service)
TC NAME	Type the name associated with the number that calls will be transferred to

11 Click the **Features** subtab.

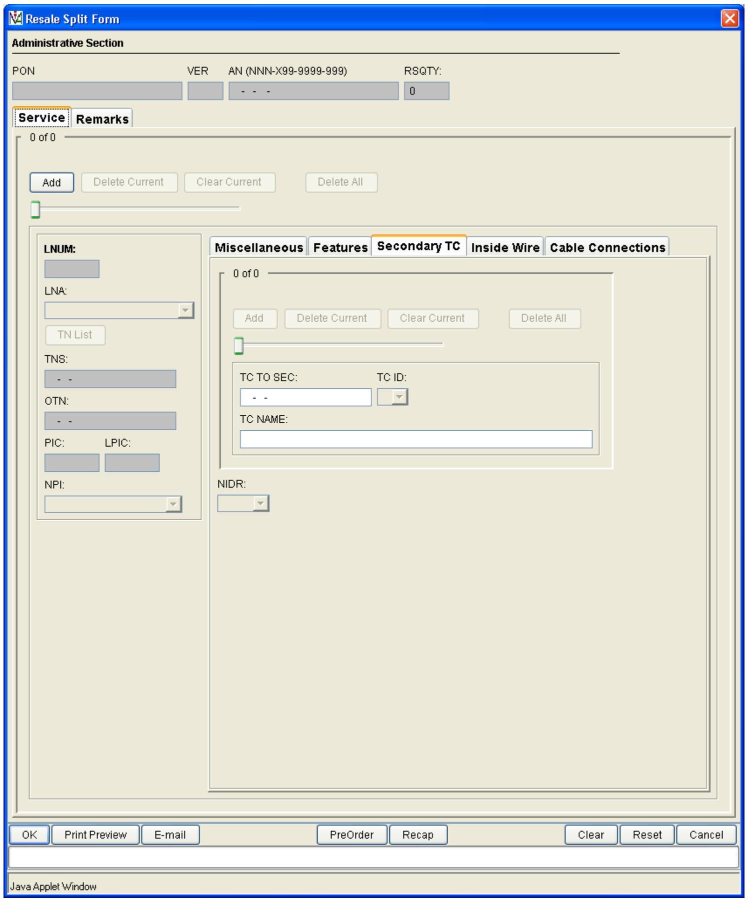


12 Click **Add** to activate a new section.

13 Fill in the features information.

14 If you need to add additional features, repeat steps 12–13.

15 Click the **Secondary TC** subtab.

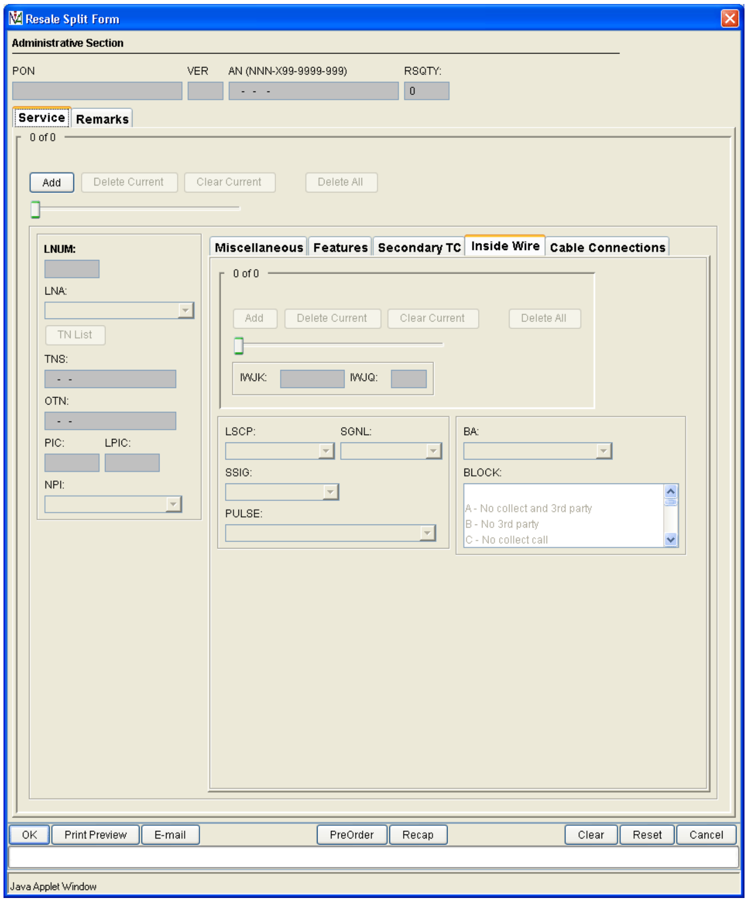


16 Click **Add** to activate a new section.

17 Fill in the secondary transfer of calls information.

18 If you need to add additional sections, repeat steps 16–17.

19 Click the **Inside Wire** subtab.

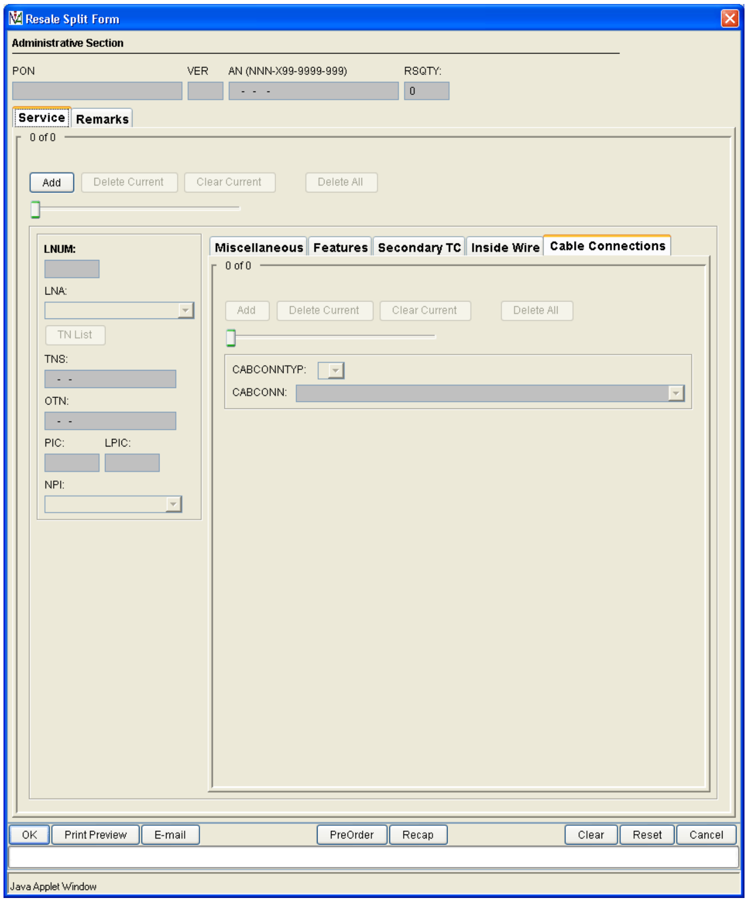


20 Click **Add** to activate a new section.

21 Fill in the inside wire information.

22 If you need to add additional inside wire sections, repeat steps 20–21.

23 Click the **Cable Connections** subtab.



24 Click **Add** to activate a new section.

25 Fill in the cable connection information.

In this field ...	Do the following ...
CABCONNTYP	Select the cable connection type
CABCONN	Specify the location of the cable connection points for POTS splitters inside your company's cage. You can type in the location or select it from the list if you retrieved meet point data (See page 46.)

26 If you need to add additional cable connections, repeat steps 24–25.

27 If you need to add additional service sections, repeat steps 9–26.

28 If you have any additional information relevant to this form, click the **Remarks** subtab and do the following:

In this field ...	Do the following ...
Remarks	Add any additional information that is relevant to this form
Manual Ind	If CenturyLink requires information that you couldn't provide on the form, select **Y** so that the request will be processed manually.

29 To go on to other forms, click **OK**.

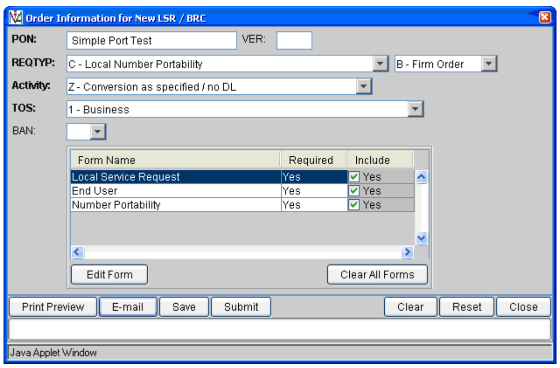
If you receive an error message when closing the form, see “Correcting errors when you close a form” on page 71.

Completing a request for Simple Port

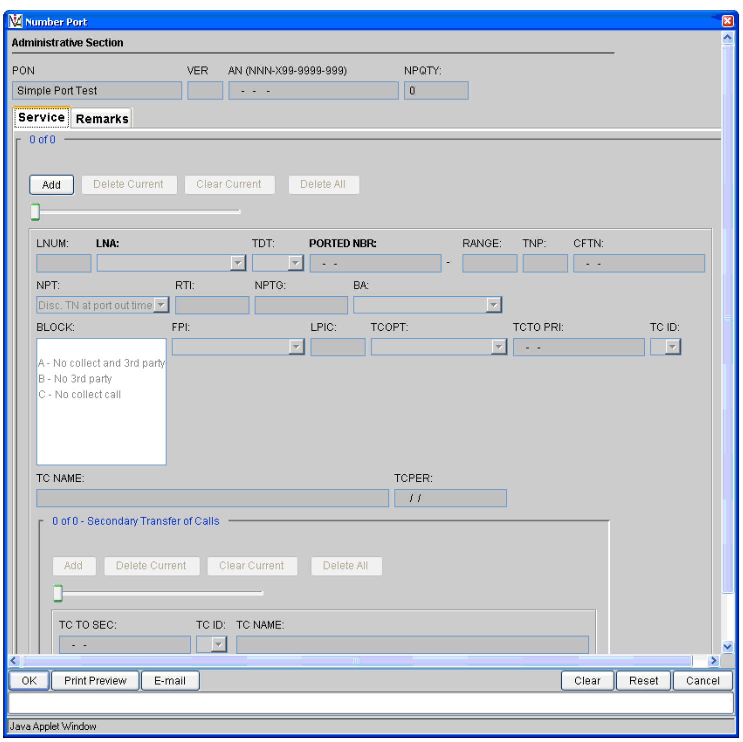
For definitive guidelines on filling out this form, see the *Number Portability (NP) Request Form Preparation Guide* at http://www.centurylink.com/wholesale/clecs/lsog.html. You can also double-click the field name to get help filling in that field.

To complete a request for Simple Port:

1. In the **Order Information for New LSR/BRC** window, select **C - Local Number Portability** in the **REQTYP** list. Then select **Number Portability** under **Form Name**.



2. Click **Edit Form**.



3. Fill in the fields on the form.
4. When you're done, click **OK**.

   If you receive an error message when closing the form, see "Correcting errors when you close a form" on page 71.

5

After submitting service requests

As CenturyLink processes a service request (an individual LSR or BRC bulk request) that you've submitted, IMA faxes and/or e-mails notices to you at stages in the processing that may require action on your part. In addition, at any time, you can check the status of the service request and its service orders.

You can

- view the notices associated with a service request (page 150)

  You view notices to see any of the notices associated with a specific service request. You can view any notices that are routinely sent to you. You can view error messages only if your system administrator has not canceled them and BCN and PSON notices only if your system administrator has requested them.
- monitor the current status ("status update") of all service requests or service orders that have certain characteristics (you specify those characteristics) (page 153)

  You monitor the status of LSRs or service orders to view continually updated statuses for them in a separate browser window.
- check the status history of a specific LSR and its associated service orders ("LSR service inquiry")(page 157)

  You check the status history to get a complete history of the status of the LSR and its service orders.
- check the estimated start time for a service order (page 162)

After submitting a service request, you can also

- resubmit a service request that has been rejected (page 165)
- prepare a supplemental LSR (page 167)

  You prepare a supplemental LSR to cancel, reschedule, or otherwise modify an LSR that IMA has accepted.
- review the LSR/BRC queue (page 161)

  You review the LSR/BRC queue to view service requests that were submitted outside IMA business hours.

- review design layout records (DLRs) (page 171)

  You review DLRs to get technical information—usually, for your design services engineers—on the facilities and terminations that CenturyLink provides for a circuit. (Be sure to request the DLR when you prepare the LSR form.)

Viewing notices for a service request

You can view the notices associated with a specific LSR or BRC, such as Completion notices and Confirmation notices. You can view all notices that are routinely sent to you. You can view Error notices if your system administrator has not canceled them, and you can view Billing Completion and Pending Service Order notices if your system administrator has requested them.

Type of notice	Meaning	What you need to do
BCN (Billing Completion notice)—if your system administrator has requested BCNs	CenturyLink has finished processing all service orders for the LSR and has posted them to be billed.	Nothing except possibly to confirm that the AN shows the most recent BTN or SBN including the customer code.
Bulk	CenturyLink has received your request for a bulk disconnection, suspension, or PIC/LPIC change and created the individual LSRs.	Nothing, except possibly to confirm that the notice accurately identifies the individual LSRs for your request.
Completion	CenturyLink has finished processing all service orders for the LSR.	Nothing except possibly to confirm that the Completion notice matches your request.
Confirmation	IMA has issued an FOC because CenturyLink has created the service orders for the LSR and assigned a due date. (You can view the five most recent Confirmation notices for this LSR.)	Nothing
Error (if your system administrator has not canceled Error notices)	IMA has found one or more nonfatal errors in the LSR, but CenturyLink may be able to correct the error(s) without your assistance. (FOC not yet sent)	Monitor the status of the LSR. If the CenturyLink service center requests additional information to correct the error(s), submit a supplemental LSR to correct the errors (or cancel the original LSR) within 4 IMA business hours.

Type of notice	Meaning	What you need to do
Jeopardy	One or more service orders for the LSR are in jeopardy during provisioning.	Use the jeopardy codes in the notice to determine the cause of the jeopardy. (Click on **Jeopardy Data** under the heading *Jeopardy Resolution Responsibilities* at http://www.centurylink.com/wholesale/clecs/provisioning.html.) If the jeopardy code is C05 or SX, submit a supplemental LSR to correct the errors (or cancel the original LSR) within 4 IMA business hours. If the jeopardy code is for a customer not ready (CNR) reason, submit a supplemental LSR to establish a new DDD (desired due date) or cancel the original LSR.
PSON (Pending Service Order notice)—if your system administrator has requested PSONs	CenturyLink has created one or more service orders for the LSR or has generated the FOC during the past hour.	Review the PSON. If you find errors, submit a supplemental LSR to correct them before the service order is completed.
Reject	IMA has rejected the LSR because of inaccurate or missing data (fatal errors).	Use the Reject notice to correct the errors, then resubmit the original LSR—not a supplemental LSR—with the appropriate corrections (page 165).

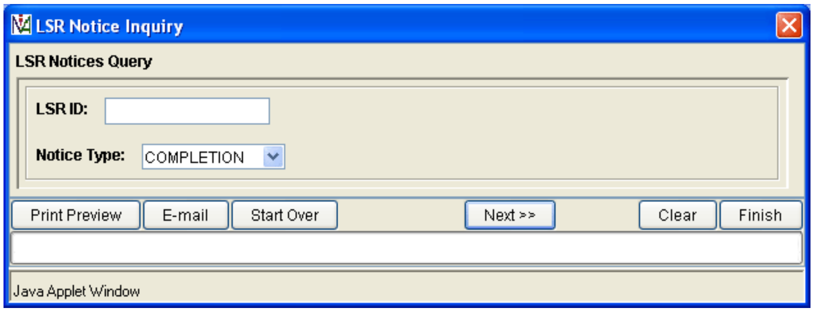
For more information about LSR notices, see http://www.centurylink.com/wholesale/clecs/ordering.html. Further information for specific notices is available at http://www.centurylink.com/wholesale/clecs/lsog.html. Click one of the following:

- **Billing Completion Notice (BCN)**
- **Completion Notice**
- **Firm Order Confirmation-Manual (FOC)**
- **Pending Service Order Notice (PSON)**

To view the notices for an LSR

1 In the **Interconnect Functions** window, select **PreOrder/Order/PostOrder**.

2. In the **Interconnect Mediated Access** window, select **PostOrder** > **LSR/BRC Notice Inquiry**.



3. In the **LSR ID** field, type the LSR identification number.
4. In the **Notice Type** field, select the type of notice you want to review. (If you want to view cancellation notices, select **CONFIRMATION**.)
5. Click **Next**.

   IMA displays the type of notice you specified for the LSR. For information about specific fields on the notices, click **Local Response (LR)** at http://www.centurylink.com/wholesale/clecs/lsog.html.

Monitoring the current status of service requests and service orders

You can monitor the current status of service requests (individual LSRs or BRC bulk requests) and/or service orders that have certain characteristics that you specify. For example, you can monitor the status messages generated during the past 24 hours for all LSRs that have Error or Jeopardy status. Or you can monitor the status messages generated during the past 6 hours for all the LSRs that you created. The statuses appear in a separate browser window and are continually updated.

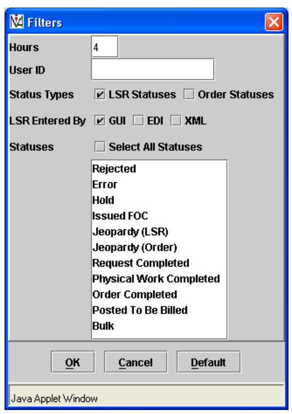
Status	Meaning	What you need to do
Bulk	CenturyLink has received your request for a bulk disconnection, suspension, or PIC/LPIC change and created the individual LSRs.	Nothing, except possibly to confirm that the status accurately identifies the individual LSRs for your request.
Error	IMA has found one or more nonfatal errors in the LSR and has sent you an Error notice (if your system administrator has requested error notices). CenturyLink may be able to correct the error(s) without your assistance.	Continue to monitor the status. If the CenturyLink service center requests additional information to correct the error(s), resubmit the corrected LSR as a supplemental.
Hold	A service order for the LSR has been placed on hold.	Continue to monitor the status.
Issued FOC	CenturyLink has issued an FOC because it has generated one or more service orders for the LSR and assigned due dates. If CenturyLink has issued more than one FOC, IMA shows when each one was issued.	Nothing
Jeopardy (LSR)	One or more service orders for the LSR are in jeopardy during provisioning.	Use the jeopardy codes in the **Status Definition** field (Click on **Jeopardy Data** under the heading *Jeopardy Resolution Responsibilities* at http://www.centurylink.com/wholesale/clecs/provisioning.html.) to determine the cause of the jeopardy.

Status	Meaning	What you need to do
Jeopardy (Order)	The indicated service order is in jeopardy of failing to meet the assigned due date.	Use the jeopardy codes in the **Status Definition** field (Click on **Jeopardy Data** under the heading *Jeopardy Resolution Responsibilities* at http://www.centurylink.com/wholesale/clecs/provisioning.html.) to determine the cause of the jeopardy. • If the jeopardy is caused by non-CenturyLink conditions, try to resolve the conditions. If the jeopardy causes the assigned due date to be missed, send a supplemental LSR with a new DDD. Otherwise, continue to monitor the status. • If the jeopardy is caused by CenturyLink conditions, within 72 hours of receiving the initial jeopardy notice, either an updated jeopardy notification with more specific details of the jeopardy condition or a FOC advising of the new due date will be sent to you. If an updated jeopardy notice is sent, we will also send a FOC advising you of the due date CenturyLink can meet when the RFS date is known. Updated notification will be provided within that 72 hour period. See the matrix under the Jeopardy Notice Timeline section of the Provisioning and Installation Overview (http://www.centurylink.com/wholesale/clecs/provisioning.html).
Order Completed	IMA has finished processing the indicated service order.	Nothing
Physical Work Completed	CenturyLink has finished provisioning the indicated service order.	Nothing
Posted To Be Billed	The indicated service order has been posted to CenturyLink's billing system.	Nothing except possibly to confirm that the AN shows the most recent BTN or SBN including the customer code. If your system administrator has requested BCNs, you have received—or will soon receive—a BCN (billing completion notice).
Rejected	IMA has rejected the LSR because of inaccurate or missing data (fatal errors) and has sent you a Reject notice.	Use the Reject notice to correct the errors, then resubmit the original LSR—not a supplemental LSR—with the appropriate corrections. (See page 165.)
Request Completed	CenturyLink has finished processing all service orders for the LSR and has sent you a completion notice.	Nothing except possibly to confirm that the completion notice matches your request.

To monitor current status

1. In the **Interconnect Functions** window, select **PreOrder/Order/ PostOrder**.
2. If you are monitoring status on behalf of another CLEC and if the menu bar of the **Interconnect Mediated Access** window doesn't already show the corporate ID for that CLEC, continue with this step. Otherwise, skip to step 3.
   - **a** In the **Interconnect Mediated Access** window, click **File** > **Select Owner CCNA**.
   - **b** From the list that appears, select the CLEC for which you are monitoring status. Click **Submit**.

     The CCNA for the other CLEC appears in the menu bar for the **Interconnect Mediated Access** window.
3. In the **Interconnect Mediated Access** window, select **PostOrder** > **Status Updates**.



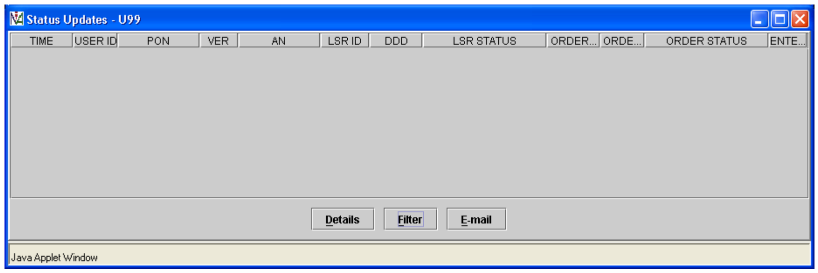
4. Specify the characteristics of the service requests or service orders you want to monitor.

To specify ...	Do this ...	In this field
The age of the status messages	Type the maximum age (up to 82 hours) of the status messages you want to see.	**Hours**
Who created the LSRs	To display the status of LSRs submitted by • you—leave your user ID • another user—type their user ID • all users—clear the field	**User ID**
Whether you want to monitor LSRs, service orders, or both	Select **LSR Statuses**, **Order Statuses**, or both.	**Status Types**
Whether you want to monitor LSRs submitted via the GUI or via XML	Select **GUI** or **XML**, or any combination of the two.	**LSR Entered By**

To specify ...	Do this ...	In this field
The type of status you want to monitor	Check **Select All Statuses** or select one or more specific statuses. To select more than one status, hold down the CTRL key and select the statuses you want.	**Statuses**

5 Click **OK**.

IMA opens a new browser window:



The window displays continually updated status information for the service requests and service orders that have the characteristics you specified:

In this column ...	IMA displays ...
TIME	The time the status was assigned
USER ID	User ID of the person who submitted the LSR or order
PON	Purchase order number
VER	Version number
AN	Your customer's account number
LSR ID	ID number for the LSR
DDD	Desired due date
LSR STATUS	Status of the LSR
ORDERNUM	Number of the service order
ORDER DUE	Due date for the service order
ORDER STATUS	Status of the service order
ENTERED BY	Whether the LSR was submitted by GUI or XML

6 Do any of the following:

- If the window displays more status messages than you want to see, click **Filter** and repeat steps 3 and 4. Narrow the search by reducing the number of hours, users, kinds of statuses (LSRs or service orders), submittal methods, or specific statuses you monitor.
- To display a more detailed status message for one of the listed LSRs, select that LSR and click **Details**.
- To e-mail the status information you just retrieved, click **E-mail**, type the address you want to send the information to, and click **Send**.

- To continue with other tasks, click on the **Interconnect Mediated Access** window.

Checking the status of a specific LSR

You can check the status of a specific LSR and its service orders.

To specify an LSR, you can specify either its PON or its ID. To specify a service order, you first specify the LSR with which it is associated.

1 In the **Interconnect Functions** window, select **PreOrder/Order/PostOrder**.

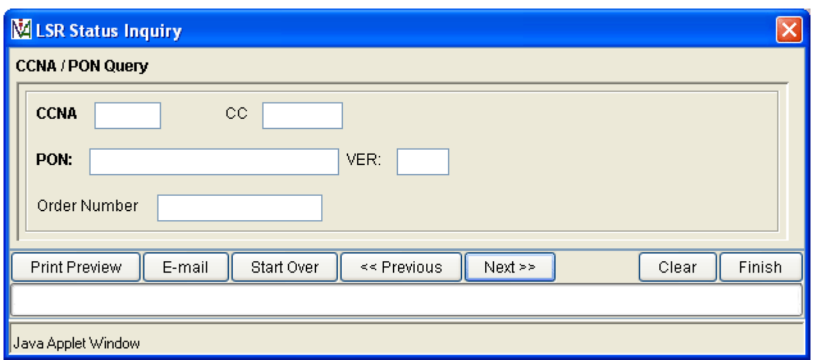
2 In the **Interconnect Mediated Access** window, select **PostOrder** > **LSR Status Inquiry**.

3 Select the LSR whose status you want to check by doing either of the following:

To select the LSR by its PON ...	To select the LSR by its ID ...
a Click **Select by CCNA/PON**. **b** Click **Next** and follow the guidelines directly below.	**a** Click **Select by LSR ID**. **b** Click **Next** and go to “Selecting the LSR by its ID” on page 159.

Selecting the LSR by its CCNA/PON

If you clicked **Select by CCNA/PON**, the following window appears:



The window shows the CCNA for your company. If your company is a payphone service provider, the **CCNA** field shows **PSP**.

Fill in the blank fields, using these guidelines:

1 If you know your company code, type it in the **CC** field.

2 In the **PON** field, type the purchase order number for the LSR.

If the PON contains letters, be sure to use the same upper and lower cases that were used when the LSR was first submitted.

3 If the PON has a version number, type it in the **VER** field.

If you don’t enter the version number, IMA provides the status of the most recent version of the LSR with that PON.

4 If you want the status of a specific service order, type the number of that service order in the **Order Number** field.

If you don't know the number for the service order, you can find it in the next window, so you'll have it for future reference.

5 Click **Next**.

In the window that appears, the fields indicate the LSR you specified:

In this field ...	IMA displays ...
PON	The purchase order number for the LSR
LSR Desired Due Date	The completion date your company requested
LSR Due Date	The assigned completion date
LSR Completion Date	The date CenturyLink finished processing all service orders for the LSR

The columns show the current status of the LSR you specified and its associated service orders:

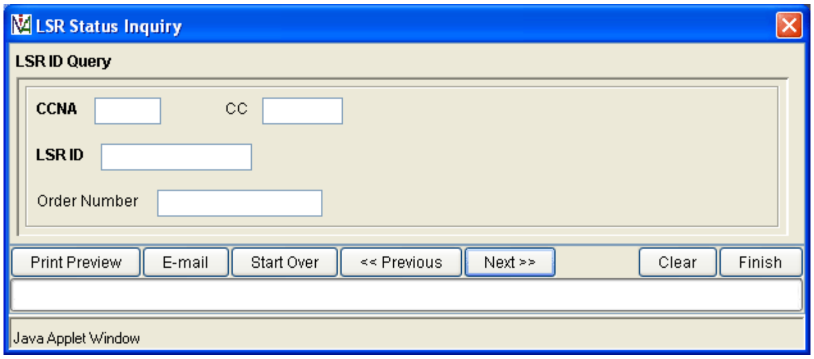
In this column ...	IMA displays ...
Type	Whether the status is for an LSR or a service order
LSR ID	The identification number for the LSR
Order#	The identification number for the service order
Status	The status of the LSR or service order
Status Definition	An explanation of the status

6 When you are finished viewing the status history, do any of the following:

- To display the status history in a separate browser window, click **Print Preview**.
- To e-mail the status history, click **E-mail**.
- To display the status history for another LSR, click **Start Over**.
- To go on to other tasks, click **Finish**.

Selecting the LSR by its ID

If you clicked **Select by LSR ID**, the following window appears:



The window shows the CCNA for your company. If your company is a payphone service provider, the **CCNA** field shows **PSP**.

Fill in the blank fields, using these guidelines:

1. If you know your company code, type it in the **CC** field.
2. In the **LSR ID** field, type the identification number for the LSR.
3. If you want the status of a specific service order, type the number of that service order in the **Order Number** field.

   If you don't know the number for the service order, you can find it in the next window, so you'll have it for future reference.
4. Click **Next**.

   In the window that appears, the fields indicate the LSR you specified:

In this field ...	IMA displays ...
PON	The purchase order number for the LSR
LSR Desired Due Date	The completion date your company requested
LSR Due Date	The assigned completion date
LSR Completion Date	The date CenturyLink finished processing all service orders for the LSR

The columns show the current status of the LSR you specified and its associated service orders:

In this column ...	IMA displays ...
Type	Whether the status is for an LSR or a service order
LSR ID	The LSR ID you entered
Order#	The identification number for the service order
Status	The status of the LSR or service order
Status Definition	An explanation of the status

5 When you are finished viewing the status, do any of the following:

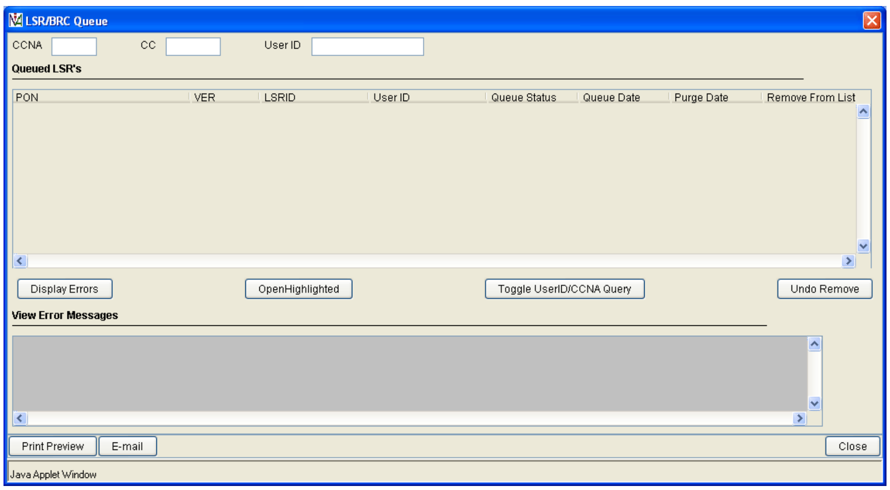
- To display the status in a separate browser window, click **Print Preview**.
- To e-mail the status, click **E-mail**.
- To display the status for another LSR, click **Start Over**.
- To go on to other tasks, click **Finish**.

Reviewing the LSR/BRC queue

You review the LSR/BRC queue so you can correct errors in individual LSRs that were submitted after IMA business hours and that could not be processed when IMA reopened for business. You can view these errors, correct them, and resubmit the LSR. If you don’t resubmit the LSR, it is removed from the queue after 1–30 days (your system administrator sets the interval). You can review and remove BRCs from the queue, but normally they are processed when IMA reopens.

1 In the **Interconnect Functions** window, click **PreOrder/Order/PostOrder**.

2 In the **Interconnect Mediated Access** window, select **Order** > **LSR/BRC Queue**.



3 In the **User ID** field at the top of the window, do one of the following:

- to display queued LSRs that you created, leave your user ID
- to display queued LSRs created by some other user in your company, type their user ID
- to display all queued LSRs, clear the field

The window displays the LSRs in the queue. The following table defines CenturyLink-specific fields.

In this column ...	IMA displays ...
LSRID	The ID number CenturyLink assigned to the LSR
User ID	The username of the user who created the original LSR
Queue Status	The status of the LSR in the queue
Queue Date	The date the LSR was submitted
Purge Date	The date an LSR will be removed from the queue if it hasn’t been processed (established by the purge interval set by your system administrator)

In this column ...	IMA displays ...
Remove From List	• Blank if the LSR has not yet been processed (so that the LSR remains in the queue). • **Yes** if the LSR is being or has been processed (so that the LSR can be removed from the queue).

4 Do any of the following:

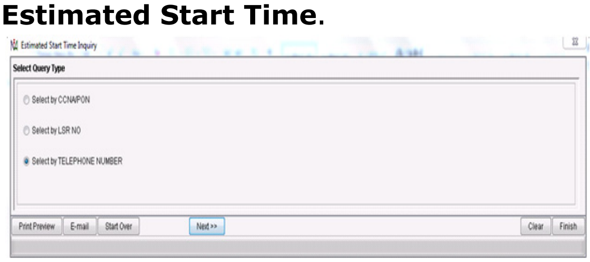
- To display the errors in an LSR in the queue, select the LSR and click **Display Errors**.
- To open an LSR in the queue, select the LSR and click **Open Highlighted**.
- To switch between listing all queued LSRs for your company (CCNA) and all queued LSRs for a specific user, click **Toggle User ID/CCNA Query**.
- To keep an LSR in the queue if there's a **Yes** in the **Remove From List** column, click **Undo Remove**.
  (IMA may put **Yes** in the column if you open the LSR, even if you don't correct its errors.)
- To display the information in a separate browser window, click **Print Preview**.
- To e-mail the information in the window, click **E-mail**.
- To close the window and remove all LSRs with **Yes** in the **Remove From List** column, click **Close**.

Checking the estimated start time for a service order or repair

You can view the estimated start time for services orders or repairs on the day they are due.

1 In the **Interconnect Functions** window, click **PreOrder/Order/PostOrder**.

2 In the **Interconnect Mediated Access** window, select **PostOrder** > **Estimated Start Time**.

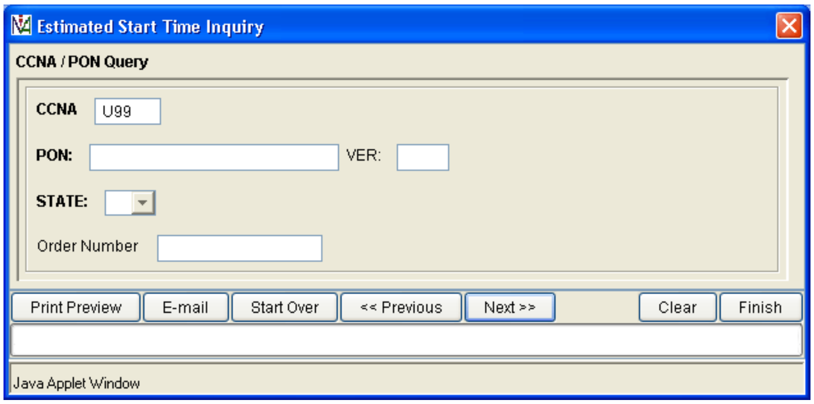


3 Select the LSR by doing either of the following:

To select the LSR by its PON ...	To select the LSR by its ID ...	To select by Telephone Number
a Click **Select by CCNA/PON**. **b** Click **Next** and follow the guidelines directly below.	**a** Click **Select by LSR NO**. **b** Click **Next** and go to “Selecting the LSR by its ID” on page 164	**a** Click **Select by Telephone Number**. **b** Click Next and go to “Selecting the LSR by its TN” on page 165

Selecting the LSR by its CCNA/PON

If you clicked **Select by CCNA/PON**, the following window appears:



The window shows the CCNA for your company. If your company is a payphone service provider, the **CCNA** field shows **PSP**.

Fill in the blank fields, using these guidelines:

1 In the **PON** field, type the purchase order number for the LSR.

If the PON contains letters, be sure to use the same upper and lower cases that were used when the LSR was first submitted.

2 If the PON has a version number, type it in the **VER** field.

If you don’t enter the version number, IMA provides the status of the most recent version of the LSR with that PON.

3 Select the state where the work for the LSR will be completed.

4 If you want the start time for a specific service order, type the number of that service order in the **Order Number** field.

If you don’t know the number for the service order, you can find it in the next window, so you’ll have it for future reference.

5 Click **Next**.

In the window that appears, the columns show the following information for each of the service orders associated with the LSR:

In this column ...	IMA displays ...
Order#	The service order number
Due Date	The due date for the service order

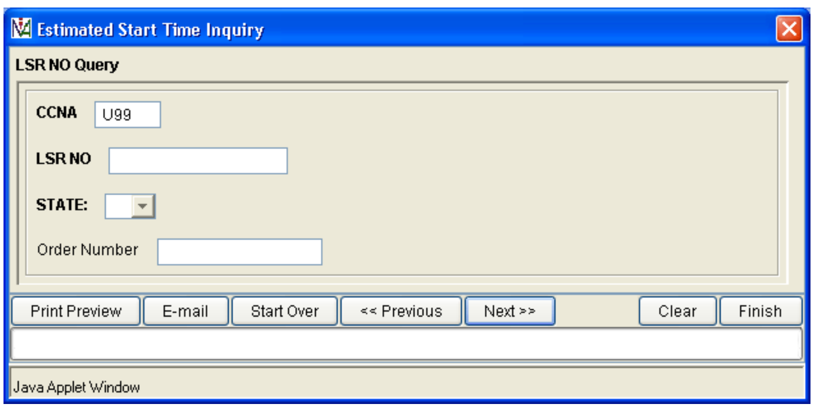
In this column ...	IMA displays ...
Est Start Time	The estimated start time for the service order (if available)
Est Completion Time	The estimated completion time for the service order (if available)
Technician Status	The status of the work in progress for the service order
CKL	The circuit ID for the service order

6 When you are finished viewing the status history, do any of the following:

- To display the status history in a separate browser window, click **Print Preview**.
- To e-mail the status history, click **E-mail**.
- To display the status history for another LSR, click **Start Over**.
- To go on to other tasks, click **Finish**.

Selecting the LSR by its ID

If you clicked **Select by LSR NO**, the following window appears:



The window shows the CCNA for your company. If your company is a payphone service provider, the **CCNA** field shows **PSP**.

Fill in the blank fields, using these guidelines:

1 In the **LSR NO** field, type the identification number for the LSR.

2 Select the state where the work for the LSR will be completed.

3 If you want the start time for a specific service order, type the number of that service order in the **Order Number** field.

If you don't know the number for the service order, you can find it in the next window, so you'll have it for future reference.

4 Click **Next**.

In the window that appears, the columns show the following information for each of the service orders associated with the LSR:

In this column ...	IMA displays ...
Order#	The service order number

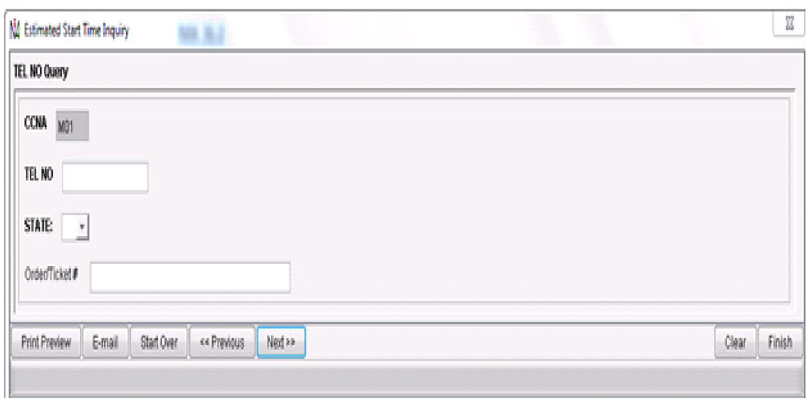
In this column ...	IMA displays ...
Due Date	The due date for the service order
Est Start Time	The estimated start time for the service order (if available)
Est Completion Time	The estimated completion time for the service order (if available)
Technician Status	The status of the work in progress for the service order
CKL	The circuit ID for the service order

5 When you are finished viewing the status history, do any of the following:

- To display the status history in a separate browser window, click **Print Preview**.
- To e-mail the status history, click **E-mail**.
- To display the status history for another LSR, click **Start Over**.
- To go on to other tasks, click **Finish**.

Selecting the LSR by its Telephone Number

If you clicked **Select by Telephone Number**, the following window appears



The window shows the CCNA for your company. If your company is a payphone service provider, the **CCNA** field shows **PSP**.

Fill in the blank fields, using these guidelines:

1 In the **Telephone Number** field, type the telephone number for the LSR or repair ticket.

2 Select the state where the work for the LSR or repair ticket will be completed.

3 If you want the start time for a specific service order/ticket Number,then type the service order/ticket Number in the **Order/Ticket#** field.

(If you don’t know the service order number, you can find it in the response window for your future reference)

4 Click **Next**.

The response window displays the following information for each of the service orders/ticket Numbers associated with the Telephone Number:

In this column ...	IMA displays ...
Order/Ticket#	The service order number or repair ticket number
Due Date	The due date for the service order or repair ticket number
Est Start Time	The estimated start time for the service order or repair ticket number(if available)
Est Completion Time	The estimated completion time for the service order or repair ticket number (if available)
Technician Status	The status of the work in progress for the service order or repair ticket
CKL	The circuit ID for the service order or repair ticket

5 When you are finished viewing the status history, do any of the following:

- To display the status history in a separate browser window, click **Print Preview**.
- To e-mail the status history, click **E-mail**.
- To display the status history for another LSR, click **Start Over**.
- To go on to other tasks, click **Finish**.

Resubmitting an LSR that has been rejected

You can resubmit an LSR that has been rejected, following the guidelines in the Reject notice. Note that you resubmit the *original* LSR (with the required corrections). You do not submit a *supplemental* LSR.

1 Open the LSR as if you were going to use it as a template for a new LSR. (Follow steps 1– 6 in "Using an existing LSR or BRC as a template" on page 67.)

2 Revise the forms, following the guidelines in the Reject notice.

3 Submit the LSR as you normally would (page 75).

Preparing a supplemental LSR

You prepare a supplemental LSR when you need to modify an LSR that you've successfully submitted. You can

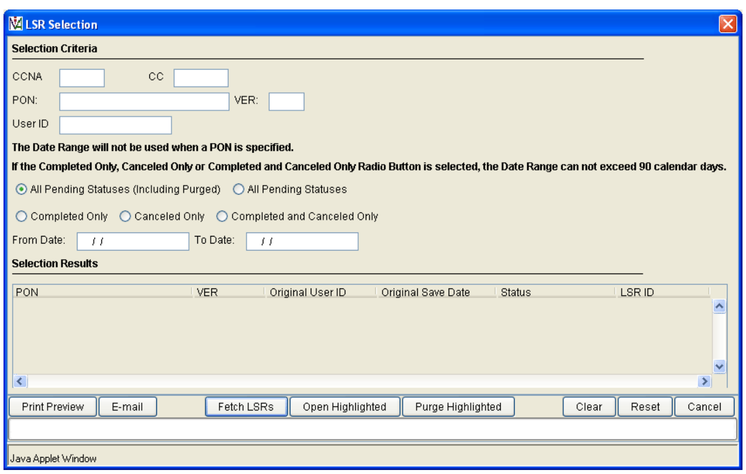
- cancel the LSR
- change the due date
- change other aspects of the LSR

You can prepare a supplemental LSR to resubmit an LSR that was rejected. You can't supplement Completed or Canceled LSRs—you must submit a new LSR with a new PON. If you're preparing a supplemental LSR to change the due date for an appointment you've scheduled, schedule a new appointment first (see "Scheduling appointments" on page 59).

General guidelines for preparing supplemental LSRs are directly below. Guidelines for preparing supplemental LSRs to change the due date on batch hot cuts are on page 169.

General guidelines

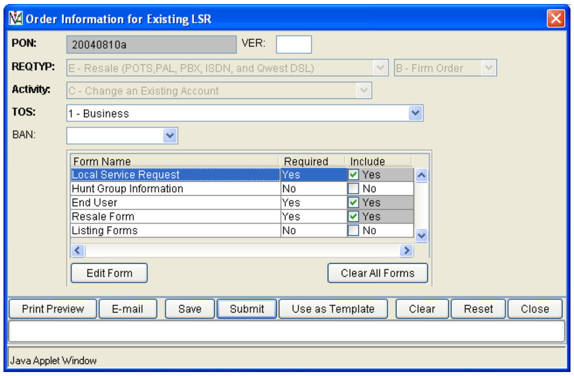
1. In the **Interconnect Functions** window, select **PreOrder/Order/PostOrder**.
2. In the **Interconnect Mediated Access** window, select **Order** > **Open LSR/BRC**.



3. Type the PON for the LSR you want to supplement. If you don't know the PON, find the LSR you want by specifying search criteria. (See "Using an existing LSR or BRC as a template" on page 67)
4. Click **Fetch LSRs/BRCs**.

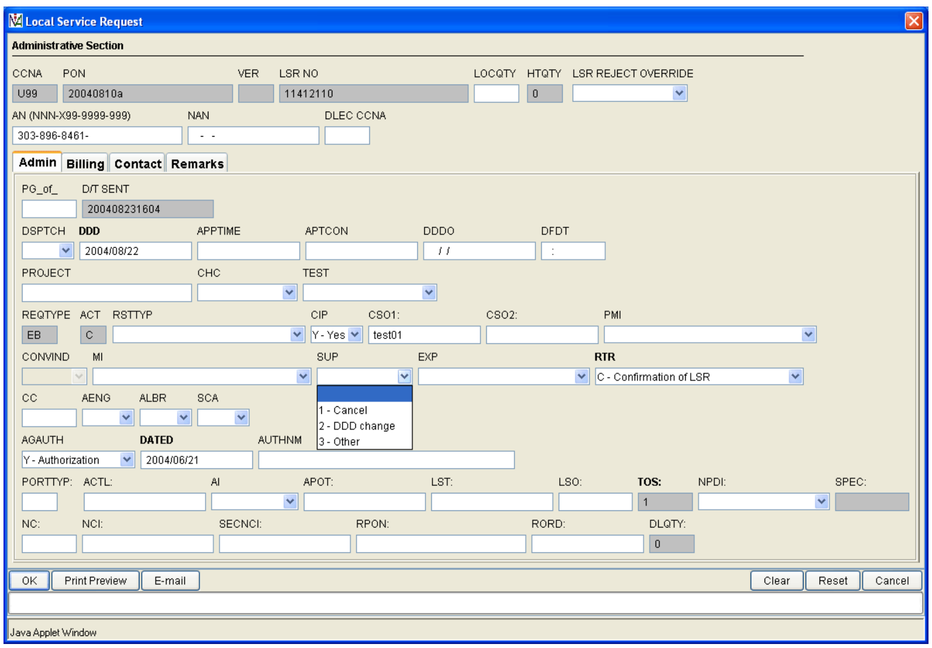
   IMA displays the LSR you specified. (If you specified search criteria, IMA displays a list of the LSRs that meet your search criteria.)

5 Double-click the LSR you want to supplement.



6 Type the version number in the **VER** field.

7 In the **Form Name** column, double-click **Local Service Request**.



8 In the **SUP** list, select the option you want.

- If you select **1 - Cancel**, don't make any other changes.
- If you select **2 - DDD Change**, make sure that you've scheduled a new appointment (page 62). IMA automatically updates the **DDD**, **APPTIME**, and **APTCON** fields (on the **Admin** tab) to match the new appointment. Don't change anything else.
- If you select **3 - Other**, make whatever other changes are appropriate.

9 Submit the supplemental LSR as you would any other LSR. (See "Submitting a service request (LSR or BRC)" on page 75.) If you changed the due date, be sure to submit the supplemental LSR within 24 IMA business hours of scheduling the new appointment so that IMA doesn't cancel the appointment.

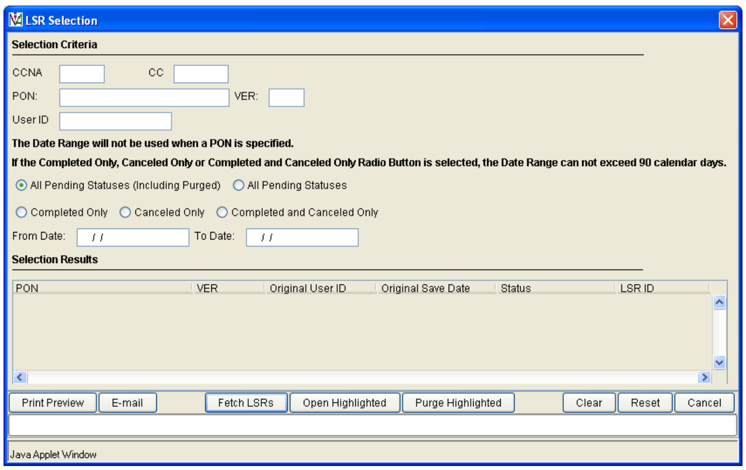
10 If you have reserved one or more telephone numbers, you'll need to reserve them again. (See "Reserving telephone numbers" on page 54.)

Guidelines for batch hot cuts

To change the due date for a batch hot cut, you need to ensure that the original appointment is canceled and that a new appointment is scheduled for all the LSRs in the batch. To do so, you first retrieve the data from the original LSR. You then cancel the original LSR, schedule a new appointment, submit a new LSR (using the data you retrieved from the original LSR), and submit supplemental LSRs for the rest of the LSRs in the original batch.

1 In the **Interconnect Functions** window, select **PreOrder/Order/PostOrder**.

2 In the **Interconnect Mediated Access** window, select **Order** > **Open LSR/BRC**.

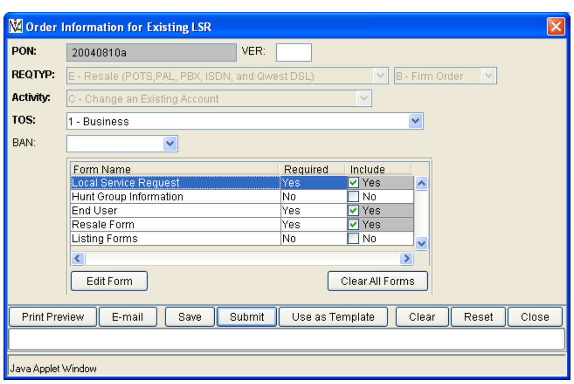


3 Type the PON for the original LSR. (This is typically the first LSR in the batch, the LSR that has the PON you used to schedule the original appointment.)

4 Click **Fetch LSRs/BRCs**.

5 IMA displays the LSR you specified.

6 Double-click the LSR.

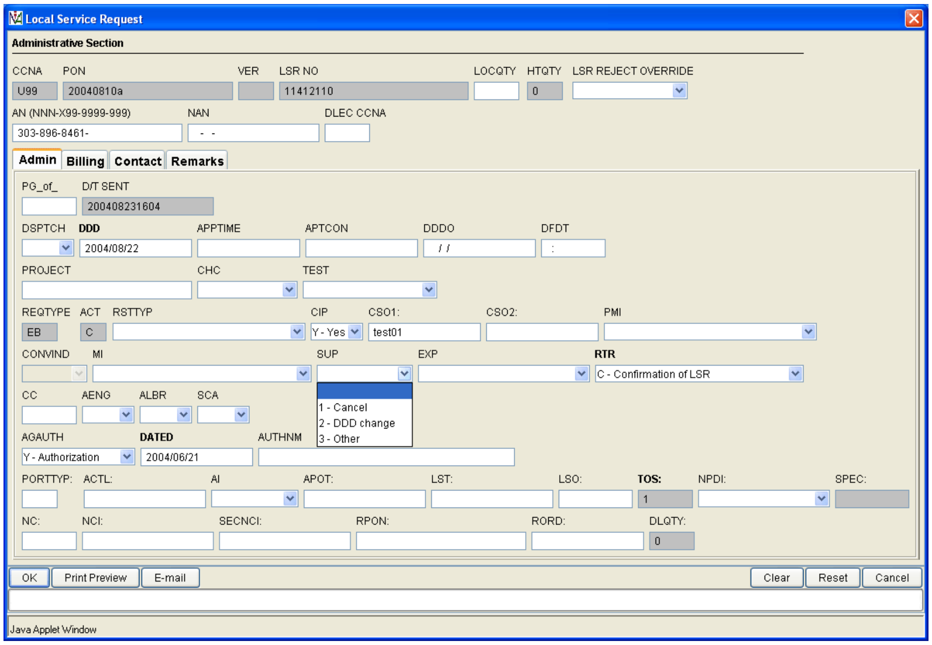


7 Click **Print Preview** and print the original LSR.

You’ll use the information from the original LSR to create a new LSR (in step 12) after you’ve canceled the original LSR.

8 Type the version number in the **VER** field.

9 In the **Form Name** column, double-click **Local Service Request**.



10 In the **SUP** list, select **1 - Cancel**. (Don't make any other changes.)

11 Submit the supplemental LSR as you would any other LSR. (See "Submitting a service request (LSR or BRC)" on page 75.)

12 When you receive the notice that the original LSR has been canceled,

- **a** Schedule a new batch hot cut appointment, using a new PON. (See page 59.)
- **b** Create a new LSR from the information you retrieved in step 1 above. (Be sure to use the PON you used for the rescheduled appointment.)
- **c** Submit the supplemental LSR as you would any other LSR. (Be sure to submit it within 24 IMA business hours of scheduling the new appointment so that IMA doesn't cancel the appointment.)

13 Open each of the LSRs from the original batch, following steps 1–6 above.

- **a** Open the **Local Service Request** form.
- **b** Update the **DDD**, **APPTIME**, and **APTCON** fields to match the new appointment.
- **c** Select **2 - DDD Change**. Don't make any other changes.
- **d** Submit each supplemental LSR as you would any other LSR. Be sure to submit it within 24 IMA business hours of scheduling the new appointment.

Viewing DLRs

If you requested a DLR (design layout record) when you prepared an LSR (by selecting **D** or **X** in the **RTR** field on the LSR form), you can retrieve the DLR after you successfully submit the LSR. You can view it on your screen, e-mail it, or print it. The DLR gives technical information on the facilities and terminations that CenturyLink provides for a circuit—for example, cable makeup, signaling termination compatibility, and bank type and system mileage of the carrier channel. This information may be useful to your design services engineers. To view a DLR, you retrieve it by specifying

- the serial number for the circuit (directly below)
- the telephone number for the circuit (page 172)
- the carrier facility for the circuit (page 174)
- the message trunk for the circuit (page 175)

Retrieving a DLR by specifying the serial number for the circuit

1 In the **Interconnect Functions** window, select **PreOrder/Order/PostOrder**.

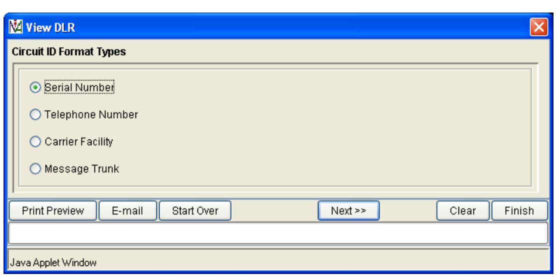
2 If you are retrieving a DLR on behalf of another CLEC and if the menu bar of the **Interconnect Mediated Access** window doesn't already show the corporate ID for that CLEC, continue with this step. Otherwise, skip to step 3.

a In the **Interconnect Mediated Access** window, click **File** > **Select Owner CCNA**.

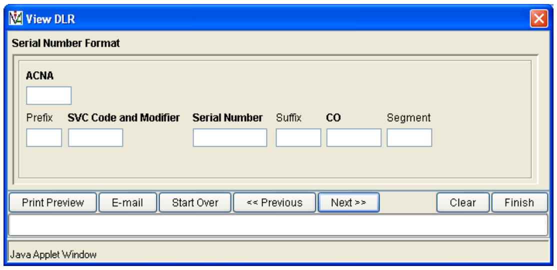
b From the list that appears, select the CLEC for which you are retrieving the DLR. Click **Submit**.

The CCNA for the other CLEC appears in the menu bar for the **Interconnect Mediated Access** window.

3 In the **Interconnect Mediated Access** window, select **PreOrder** > **View DLR**.



4 Select **Serial Number**, then click **Next**.



5 Fill in at least the required fields. The table below shows guidelines for CenturyLink-specific fields.

In this field ...	Type ...
Prefix (optional)	The LOC A LATA
SVC Code and Modifier	The two to four letters right after the prefix in the serial number that identifies the circuit
Serial Number	A one- to six-digit number that identifies the circuit
Suffix (optional)	A three-character extension of the serial number
CO	The exchange carrier that assigned the circuit ID
Segment (optional)	The segment of a multi-point circuit

6 Click **Next**.

The **Details** field shows the DLR information. (The **Circuit Format** and **Circuit ID** fields show identifiers for the serial number by which you retrieved the DLR.)

7 When you have viewed the DLR, do any of the following:

- To display the information in a separate browser window, click **Print Preview**.
- To e-mail the information in the window, click **E-mail**.
- To view another DLR, click **Start Over**.
- To go on to other tasks, click **Finish**.

Retrieving a DLR by specifying the telephone number for the circuit

1 In the **Interconnect Functions** window, select **PreOrder/Order/PostOrder**.

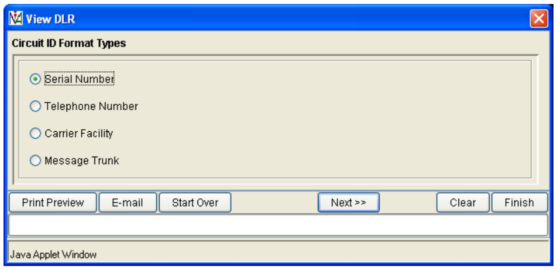
2 If you are retrieving a DLR on behalf of another CLEC and if the menu bar of the **Interconnect Mediated Access** window doesn’t already show the corporate ID for that CLEC, continue with this step. Otherwise, skip to step 3.

a In the **Interconnect Mediated Access** window, click **File** > **Select Owner CCNA**.

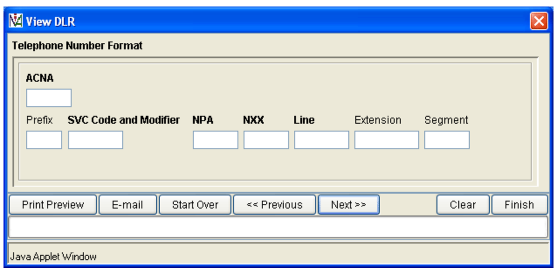
b From the list that appears, select the CLEC for which you are retrieving the DLR. Click **Submit**.

The CCNA for the other CLEC appears in the menu bar for the **Interconnect Mediated Access** window.

3 In the **Interconnect Mediated Access window**, select **PreOrder** > **View DLR**.



4 Select **Telephone Number**, then click **Next**.



5 Fill in at least the required fields. The table below shows guidelines for CenturyLink-specific fields.

In this field ...	Type ...
Prefix (optional)	The LOC A LATA
SVC Code and Modifier	The two to four letters right after the prefix in the serial number that identifies the circuit
Line	The specific line in a central office
Extension (optional)	The type of equipment or extension being used
Segment (optional)	The specific segment of a multipoint circuit

6 Click **Next**.

The **Details** field shows the DLR information. (The **Circuit Format** and **Circuit ID** fields show identifiers for the telephone number by which you retrieved the DLR.)

7 When you have viewed the DLR, do any of the following:

- To display the information in a separate browser window, click **Print Preview**.
- To e-mail the information in the window, click **E-mail**.
- To view another DLR, click **Start Over**.
- To go on to other tasks, click **Finish**.

Retrieving a DLR by specifying the carrier facility for the circuit

1 In the **Interconnect Functions** window, select **PreOrder/Order/ PostOrder**.

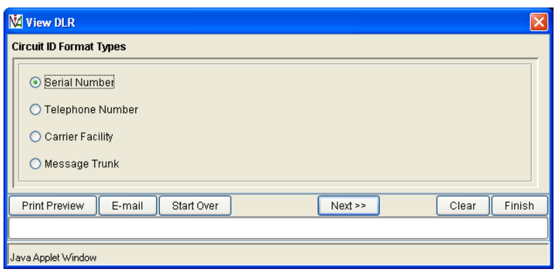
2 If you are retrieving a DLR on behalf of another CLEC and if the menu bar of the **Interconnect Mediated Access** window doesn't already show the corporate ID for that CLEC, continue with this step. Otherwise, skip to step 3.

   a In the **Interconnect Mediated Access** window, click **File** > **Select Owner CCNA**.

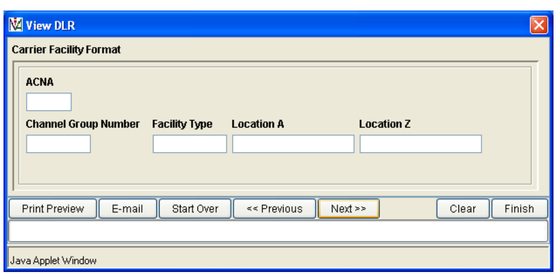
   b From the list that appears, select the CLEC for which you are retrieving the DLR. Click **Submit**.

   The CCNA for the other CLEC appears in the menu bar for the **Interconnect Mediated Access** window.

3 In the **Interconnect Mediated Access** window, select **PreOrder** > **View DLR**.



4 Select **Carrier Facility**, then click **Next**.



5 Fill in at least the required fields. The table below shows guidelines for CenturyLink-specific fields.

In this field ...	Type ...
Channel Group Number	The number of the channel group
Facility Type	The type of facility (e.g., T1 or T1ZF)
Location A	The originating CLLI of the circuit
Location Z	The terminating CLLI of the circuit

6 Click **Next**.

The **Details** field shows the DLR information. (The **Circuit Format** and **Circuit ID** fields show identifiers for the carrier facility by which you retrieved the DLR.)

7 When you have viewed the DLR, do any of the following:

- To display the information in a separate browser window, click **Print Preview**.
- To e-mail the information in the window, click **E-mail**.
- To view another DLR, click **Start Over**.
- To go on to other tasks, click **Finish**.

Retrieving a DLR by specifying the message trunk for the circuit

1 In the **Interconnect Functions** window, select **PreOrder/Order/PostOrder**.

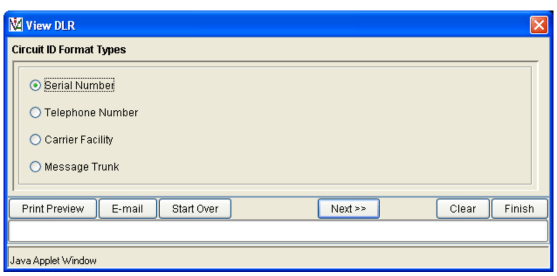
2 If you are retrieving a DLR on behalf of another CLEC and if the menu bar of the **Interconnect Mediated Access** window doesn't already show the corporate ID for that CLEC, continue with this step. Otherwise, skip to step 3.

a In the **Interconnect Mediated Access** window, click **File** > **Select Owner CCNA**.

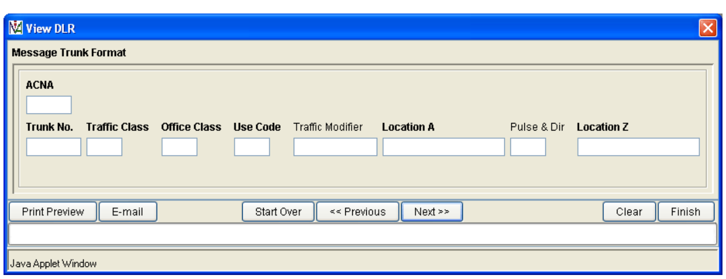
b From the list that appears, select the CLEC for which you are retrieving the DLR. Click **Submit**.

The CCNA for the other CLEC appears in the menu bar for the **Interconnect Mediated Access** window.

3 In the **Interconnect Mediated Access** window, select **PreOrder** > **View DLR**.



4 Select **Message Trunk**, then click **Next**.



5 Fill in at least the required fields. The table below shows guidelines for CenturyLink-specific fields.

In this field ...	Type ...
Trunk No.	The trunk number
Traffic Class	The routing arrangement
Office Class	The switch type
Use Code	The type of service offered on trunk group
Traffic Modifier (optional)	Additional trunk group information
Location A	The originating CLLI of the circuit
Pulse & Dir (optional)	Type of pulsing and direction of pulse
Location Z	The terminating CLLI of the circuit

6 Click **Next**.

The **Details** field shows the DLR information. (The **Circuit Format** and **Circuit ID** fields show identifiers for the message trunk by which you retrieved the DLR.)

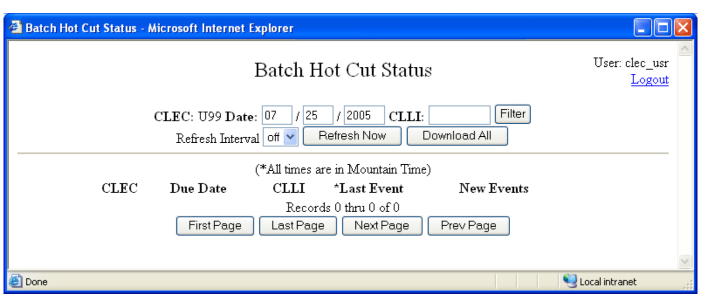
7 When you have viewed the DLR, do any of the following:

- To display the information in a separate browser window, click **Print Preview**.
- To e-mail the information in the window, click **E-mail**.
- To view another DLR, click **Start Over**.
- To go on to other tasks, click **Finish**.

Monitoring the status of batch hot cuts

You can open a separate browser window to monitor the status of batch hot cuts scheduled for your company or completed during the past 7 days. (You may not be able to monitor the status of batch hot cuts for another CLEC even if you are their agent. For each scheduled batch hot cut, IMA displays the due date, the CLLI for the switch from which the service is provided, the last event, new events (if any), and the details of the batch hot cut.

1 In the **Interconnect Functions** window, click **Batch Hot Cut Status**.



2 Do one of the following:

- To list all batch hot cuts scheduled for your company or completed during the past 7 days, clear the **Date** field and leave the **CLLI** field blank.
- To list the batch hot cuts scheduled for a specific date and/or for a specific switch, type the scheduled date in the **Date** field and/or the CLLI code for the switch in the **CLLI** field.
  - For the **CLLI** field, use the code for the switch from which the service originates
  - For the **Date** field, remember that you can specify future dates or dates up to 7 days in the past.

  Tip: You can use the percent sign (%) as a wildcard in the **CLLI** field.

3 Click **Filter**.

IMA lists all batch hot cuts that meet the criteria you specified.
If more than 18 records are listed, use the buttons at the bottom of the window to navigate through the list.

4 Do any of the following:

- To view the status and related information for any of the batch hot cuts, click **View Details**. (When you are done, click **Previous** to return to the main status window.)

  Tip: To sort any of the columns, click the column heading.
- To refresh the data automatically, select a refresh interval.
- To manually refresh the window. click **Refresh Now**.
- To list the batch hot cuts for a different date or switch, repeat steps 2–3.
- To close the window, click **Logout**.
- To download the list so you can view it in a spreadsheet, click **Download All**. If you select **Download All**, IMA prompts you to open or save the file.

Caution: If you select **Open**, depending on your computer settings, the file may open within your browser (instead of in a separate window). If this happens, use the **Back** button in your browser to get back to your IMA session. If you close the browser window, you lose your IMA session and any unsaved changes.

6

As needed

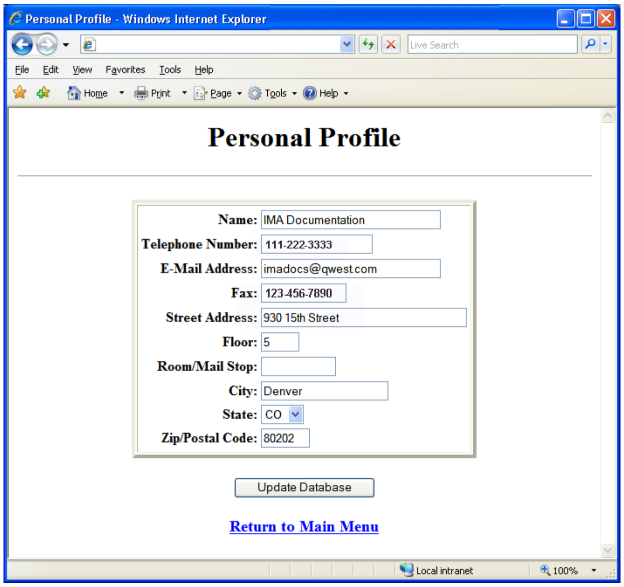
Several tasks are not tightly tied into the process of preparing, submitting, and following up on LSRs. Accordingly, you can do these tasks at any time. You can

- modify your personal profile (directly below)
- change your password (page 178)
- view the corporate user profile for your company (page 180)
- view BAN (billing account number) information for your company (page 183)
- find the NC, NCI, and SECNCI codes for a product (page 184)
- view and download line loss notifications (page 186)
- display a list of the agent or owner CLECs for your company (page 192)

Modifying your personal profile

After you've created and saved your personal profile, you can modify it further as needed.

1 In the **Interconnect Functions** window, click **User Administration**.



2 Click in each field to be modified, and change the information. (Remember to use the format **555-555-5555** for the telephone and fax numbers.

3 Click **Update Database**.

IMA indicates that your personal profile has been updated.

4 Click **Return to Main Menu**.

Changing your password

For security reasons, you should change your password often.

1 In the **Interconnect Functions** window, click **Set Password**.

2 Do the following:

<table>
<tr><th>In this field ...</th><th>Type ...</th></tr>
<tr><td>Old Password</td><td>Your current password</td></tr>
<tr><td>New Password</td><td rowspan="2">Your new password (6–8 characters, at least one of which is a number or special character)</td></tr>
<tr><td>Re-Type New Password</td></tr>
</table>

3 Click **Set Password**.

IMA changes your password.

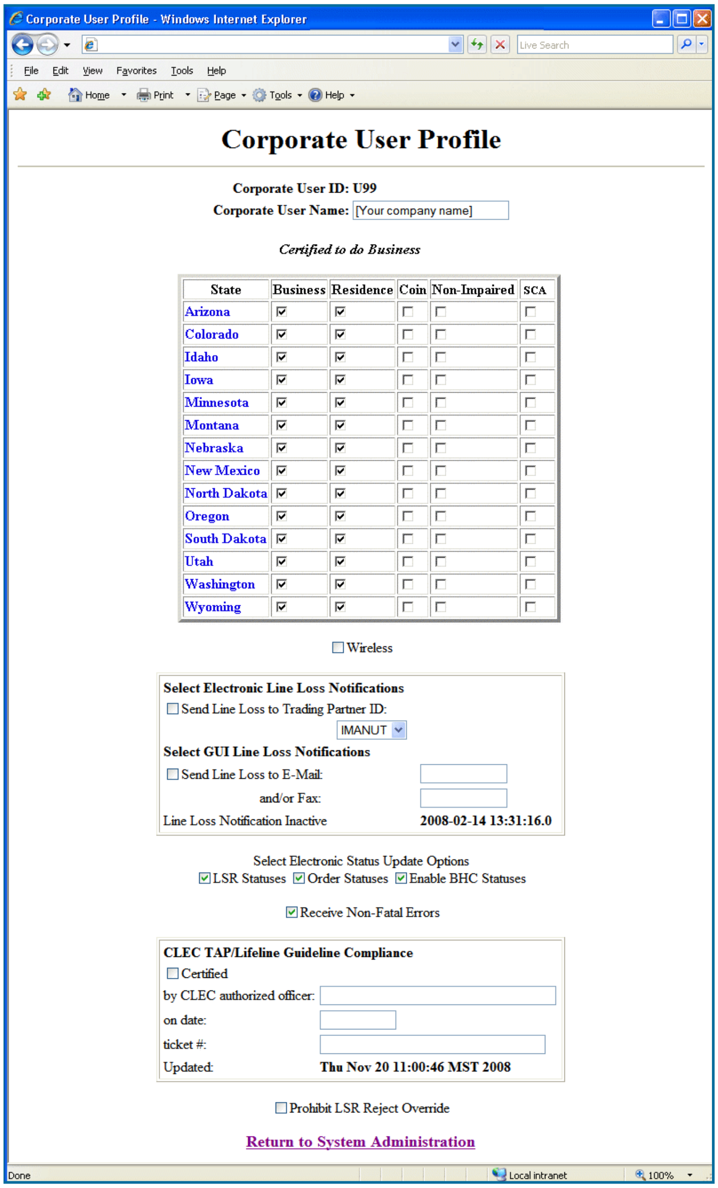
Viewing your company’s corporate user profile

You can view your company’s corporate user profile. The corporate user profile lists, by state, what services your company is allowed to offer. It also verifies how your company wants to receive various types of notices. This is a view-only window. To change the corporate user profile, contact the CenturyLink Wholesale Systems Help Desk at 888-796-9102 and select option 2.

To view your company’s corporate user profile

1 In the **Interconnect Functions** window, click **System Administration**.

2 Under **Account Administration**, click **View Corporate User Profile**.



IMA displays the corporate user profile for your company:

In this field ...	IMA displays ...
Certified to do Business	The check boxes show the states in which your company is certified to do business and the type of business you are certified to do.
Wireless	If the check box is selected, your company is authorized to do wireless business.
Select Electronic Line Loss Notifications	If your company wants to receive line loss notifications via IMA XML, the check box is selected, and the field shows the trading partner to which the notifications are to be sent.

In this field ...	IMA displays ...
Select GUI Line Loss Notifications	If your company wants to receive line loss notifications via the IMA GUI, the check box is selected and the field shows the e-mail address and/or the fax number to which the notifications are to be sent.
Select Electronic Status Update Options	If your company uses IMA XML, this shows the status updates you’ve asked receive and indicates whether you want to be notified of non-fatal errors.
CLEC TAP/Lifeline Guideline Compliance	If your company has indicated that you have TAP/Lifeline certification, the check box is selected and the field shows • the name of the CLEC officer who authorized the TAP/ Lifeline certification • the date and number of CenturyLink’s help desk ticket
Prohibit LSR Reject Override	If the check box is selected, you can’t resubmit LSRs that were rejected because of errors listed in the LSR Override table.

3 When you are done, click **Return to System Administration**.

Viewing BAN information for your company

You can view a list of the BANS (billing account numbers) assigned to your company. You can also view information on each BAN.

To view the BANs for your company

1 In the **Interconnect Functions** window, click **System Administration**.

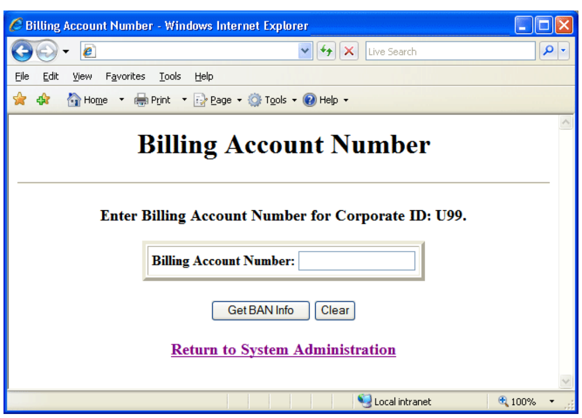
2 Under **Reports**, click **Get BAN List**.

IMA displays the billing account number(s) assigned to your company. This is a list of all BANs that appear in the **BAN** list in the **Order Information for New LSR/BRC**.

To view information for each BAN

1 In the **Interconnect Functions** window, click **System Administration**.

2 Under **Account Administration**, click **View Billing Account Number**.



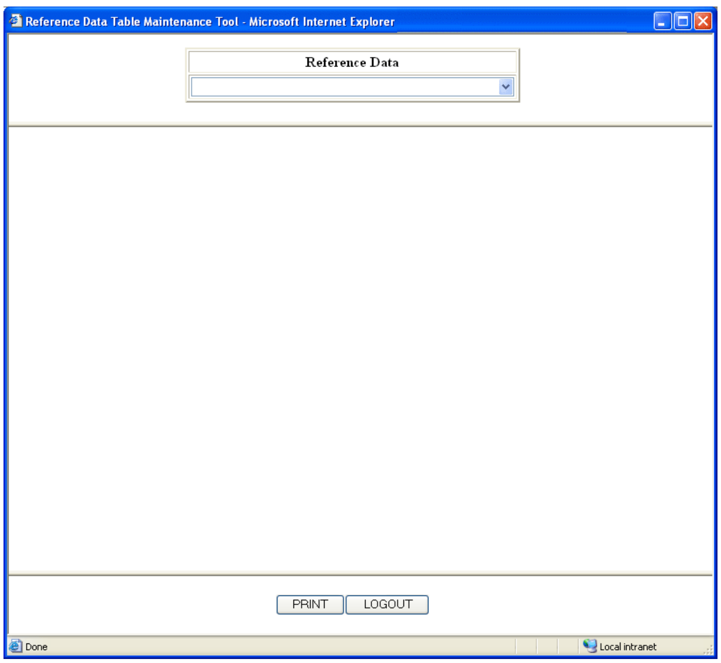
3 Type the BAN you want to view information for, and click **Get BAN Information**.

IMA displays the information on the BAN you specified.

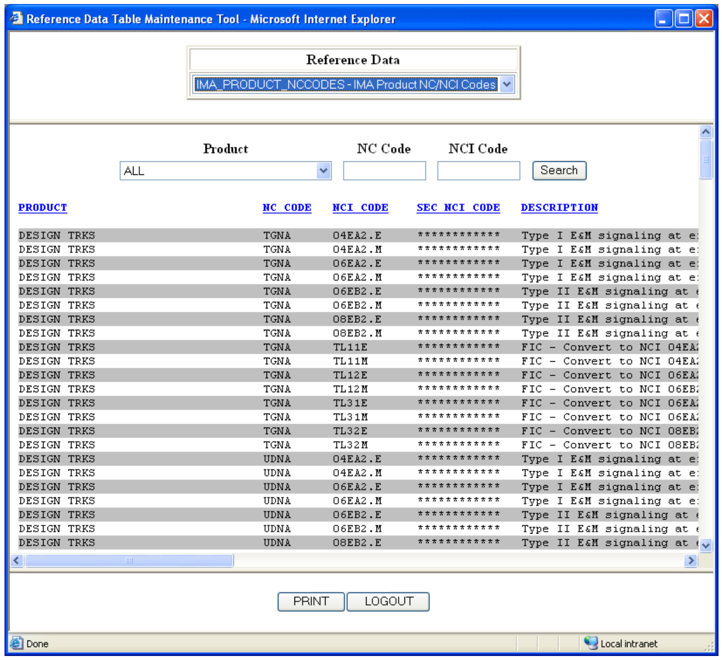
Finding the NC, NCI, and SECNCI codes for a product

You can view the NC, NCI, and SECNCI codes for many products, along with descriptions of the codes and products drawn from CenturyLink's Technical Publications. If your system administrator has configured your workstation to allow for copying and pasting between applications, you can copy and paste the code for your product into the LSR form. The codes are displayed in a separate browser window, which you can leave open while you do other tasks.

1 In the **Interconnect Functions** window, click **View CLEC Reference Data**.
(If you are in the **Interconnect Mediated Access** window doing other PreOrder, Order, or PostOrder tasks, click **File** > **Exit**, then click **Return To Main Menu**.)



2 In the **Reference Data** list, select **IMA_PRODUCT_NCCODES - IMA Product NC/NCI Codes**.



3 Select the products and codes you want to display.

To display ...	Do the following ...
The codes for a specific product	Select the product from the list.
A specific NC code	Type the code you want to display in the **NC** field. **Tip:** If you know only part of a code, type "%" (percent sign) before and after the part of the code you know.
A specific NCI code	Type the code you want to display in the **NCI** field. **Tip:** If you know only part of a code, type "%" (percent sign) before and after the part of the code you know.

4 Click **Search**.

IMA displays the codes for the product(s) you selected.

5 To display the items in any column in alphabetical order, click the column head.

6 When you have found the codes you need, do any of the following:

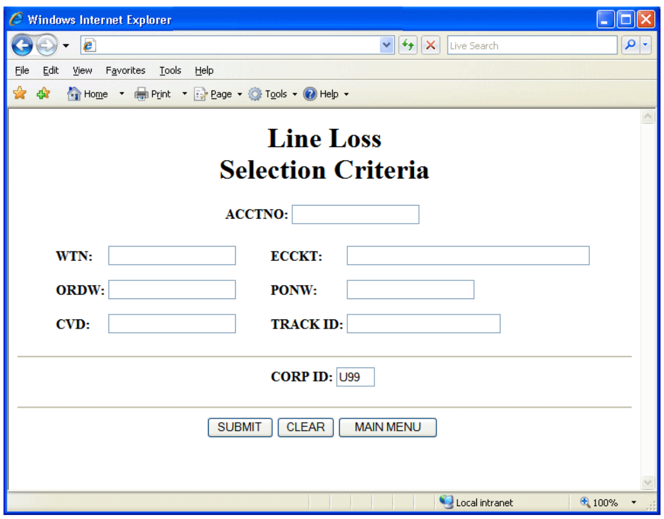
- To print the codes, click **PRINT**.
  (Because the descriptions are quite long, you might want to print in landscape mode.)
- To close the **Reference Data** window, click **LOGOUT**.

Viewing and downloading line loss notifications

If your system administrator has requested line loss notifications, you receive a notification when you lose a WTN to another service provider. You can view and download the line loss notification as soon as the other provider's service order has been completed. (You can only view line loss notifications for your corporate ID—even if you are an agent for another CLEC.)

In IMA, you can view and download line loss notifications (for the past six months) to see what line or lines have been lost. You can search for line loss using any or all of the field in the window. The three most common ways to search for losses are by completion date (**CVD**—page 187), telephone number (**WTN**—page 189), and circuit ID (**ECCKT**—page 190). If you choose to search by filling in your own combination of fields, use these guidelines to help you:

1 In the **Interconnect Functions** window, click **Line Loss**.



2 Fill in one or more of the fields to identify the lost account:

In this field ...	Type ...
ACCTNO	The main account number on the service order (Use the format 000-000-0000 or 000-000-0000-000)
WTN	The working telephone number at the customer's service address
ECCKT	The other service provider's circuit identification
ORDW	The other provider's service order (LSP) number
PONW	The other provider's purchase order number for the new service order (LSP)
CVD	The completion date (Use the format YYYY/MM/DD)
TRACK ID	The tracking number for the notification
CORP ID	Your corporate ID (automatically filled in)

Tip: To avoid having your search time out, fill in as many fields as you can. If your search times out, select additional criteria to narrow your search.

3 Click **SUBMIT**.

The **Line Loss** window shows the line(s) your company has lost. For an explanation of the fields in the window, see "Interpreting line loss information" on page 191.

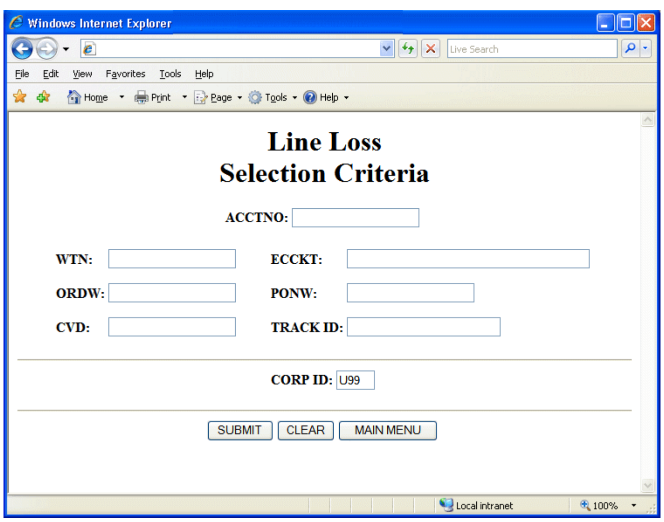
4 Do one of the following:

- To search for other line loss notifications, click **Criteria**.
- To go on to other tasks, click **Main Menu**.
- To download the list so you can view it in a spreadsheet, click **Download All**. If you select **Download All**, IMA prompts you to open or save the file.

Caution: If you select **Open**, depending on your computer settings, the file may open within your browser (instead of in a separate window). If this happens, use the **Back** button in your browser to get back to your IMA session. If you close the browser window, you lose your IMA session and any unsaved changes.

Retrieving line loss information by completion date

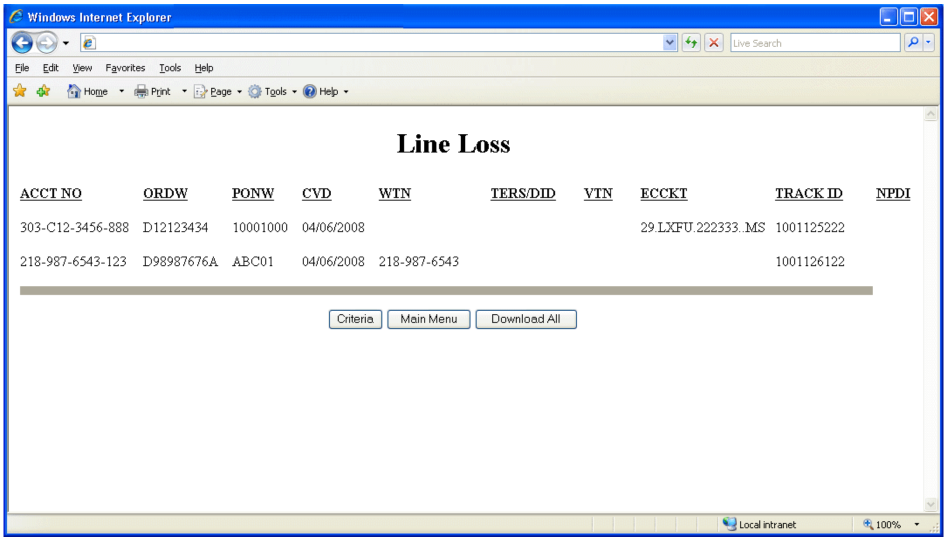
1 In the **Interconnect Functions** window, click **Line Loss**.



2 In the **CVD** field, type the completion date you want to retrieve line loss information for. (Remember, you can on retrieve information for the past six months.)

3 Click **Submit**.

IMA lists all lines lost for your corporate ID on the date you specified.

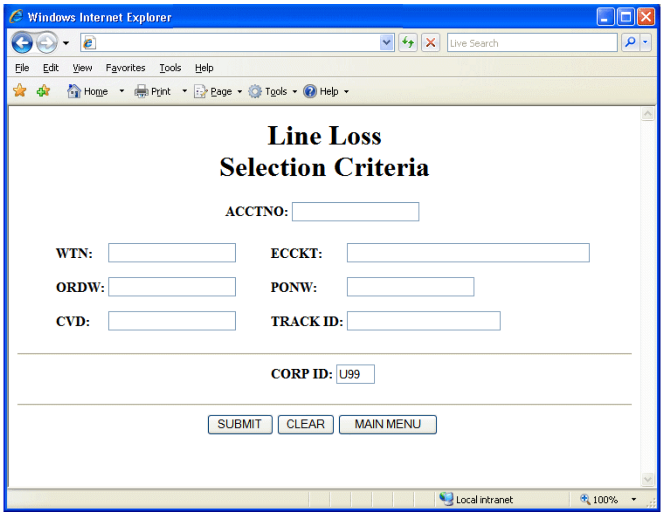


4 Do one of the following:

- If you are done reviewing the line loss information and want to search for other line loss information, click **Criteria**.
- If you are done reviewing line loss information and want to go on to other tasks, click **Main Menu**.
- If you need help interpreting the line loss information you retrieved, see "Interpreting line loss information" on page 191.
- If IMA displays a **No Matching Records Found**, click **Criteria** and check the information you entered. If the information you typed is correct, there is no loss information available (possibly because the loss occurred more than six months ago).
- If you receive a message that the line loss query as timed out, follow the directions on the screen.
- If you want to download the line loss information as a spreadsheet, click **Download All**.

Retrieving line loss information by telephone number

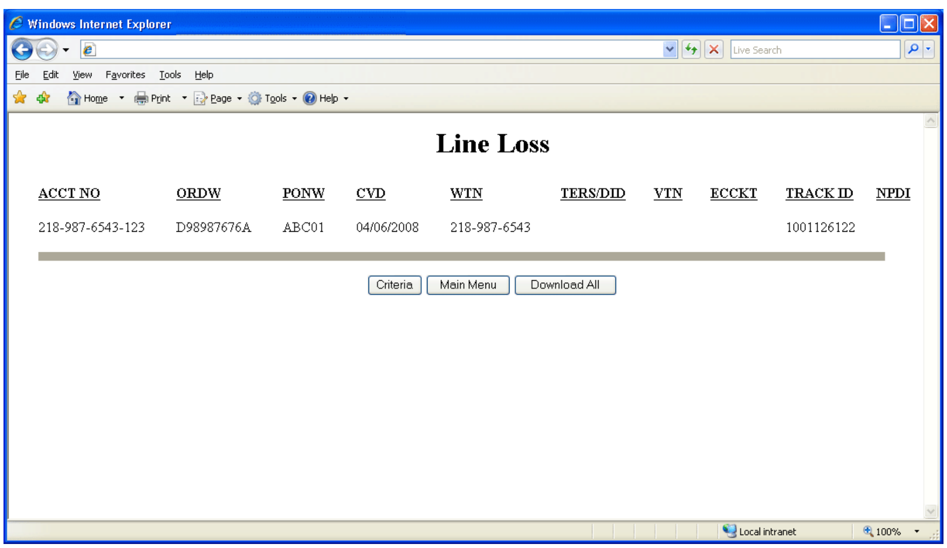
1 In the **Interconnect Functions** window, click **Line Loss**.



2 In the **WTN** field, type the telephone number you want to retrieve line loss information for.

3 Click **Submit**.

IMA shows the loss for the telephone number you specified.



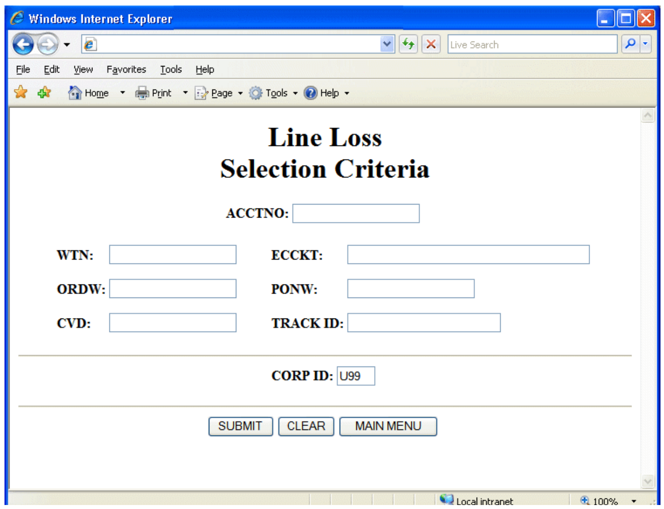
4 Do one of the following:

- If you are done reviewing the line loss information and want to search for other line loss information, click **Criteria**.
- If you are done reviewing line loss information and want to go on to other tasks, click **Main Menu**.
- If you need help interpreting the line loss information you retrieved, see "Interpreting line loss information" on page 191.

- If IMA displays a **No Matching Records Found**, click **Criteria** and check the information you entered. If the information you typed is correct, there is no loss information available (possibly because the loss occurred more than six months ago).
- If you receive a message that the line loss query as timed out, follow the directions on the screen.
- If you want to download the line loss information as a spreadsheet, click **Download All**.

Retrieving line loss information by circuit ID

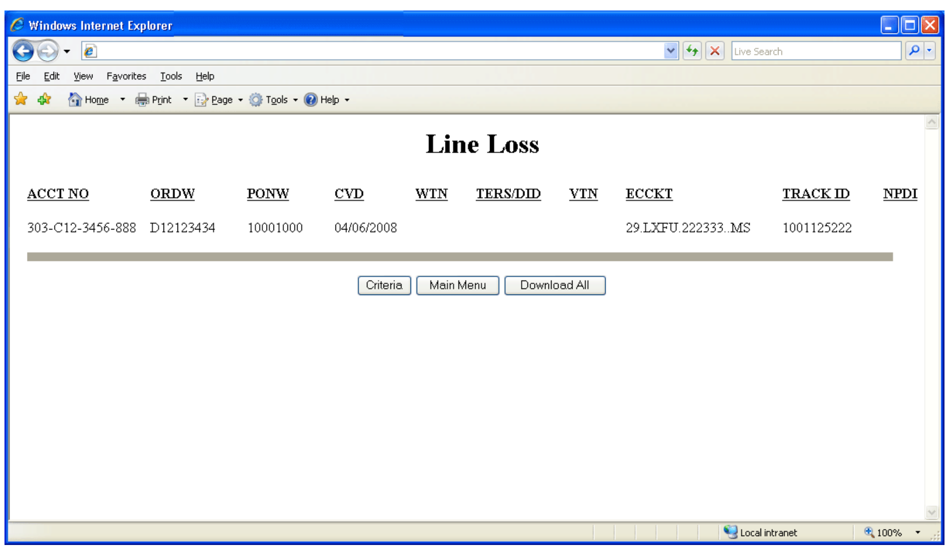
1 In the **Interconnect Functions** window, click **Line Loss**.



2 In the **ECCKT** field, type the circuit ID you want to retrieve line loss information for.

3 Click **Submit**.

IMA lists all lines lost for your corporate ID for the circuit ID you specified.



4 Do one of the following:

- If you are done reviewing the line loss information and want to search for other line loss information, click **Criteria**.
- If you are done reviewing line loss information and want to go on to other tasks, click **Main Menu**.
- If you need help interpreting the line loss information you retrieved, see “Interpreting line loss information” on page 191.
- If IMA displays a **No Matching Records Found**, click **Criteria** and check the information you entered. If the information you typed is correct, there is no loss information available (possibly because the loss occurred more than six months ago).
- If you receive a message that the line loss query as timed out, follow the directions on the screen.
- If you want to download the line loss information as a spreadsheet, click **Download All**.

Interpreting line loss information

Depending on the loss information available, some of the columns may be blank. Use the following table to help you interpret the information you obtained:

In this field ...	IMA displays ...
ACCTNO	The main account number on the service order
ORDW	The other provider’s service order (LSP) number
PONW	The other provider’s purchase order number for the new service order (LSP)
CVD	The completion date (Use the format YYYY/MM/DD)
WTN	The working telephone number at the customer’s service address
TERS/DID	The terminal number on a multi-line hunting line or the number of the trunk or line being used for direct inward dialed calls
VTN	The voice line telephone number
ECCKT	The other service provider’s circuit identification
TRACK ID	The tracking number for the notification
NPDI	Whether the line was converted to wireless or wireline: • **B** = wireless to wireline • **C** = wireline to wireless • **V** = VOIP to wireline/wireless If this field is blank, the loss was from wireline to wireline

Formatting downloaded line loss information

Depending on your computer settings, you may have trouble viewing numeric PONs with more than 15 digits in Excel. To view these PONs and avoid losing the last digit, do the following:

1 Open the line loss file in Excel.

2 Select column A, then click **Data** > **Text to Columns**.

3 In the **Original data type** box, select the **Delimited** option button, then click **Next**.

4 In the **Delimiters** box, select the **Comma** check box and be sure it's the only box selected in the window, then click **Next**.

5 In the **Data preview** box, click the column that starts with **PONW**.

6 In the **Column data format** box, click the **Text** option button.

7 Click **Finish**.

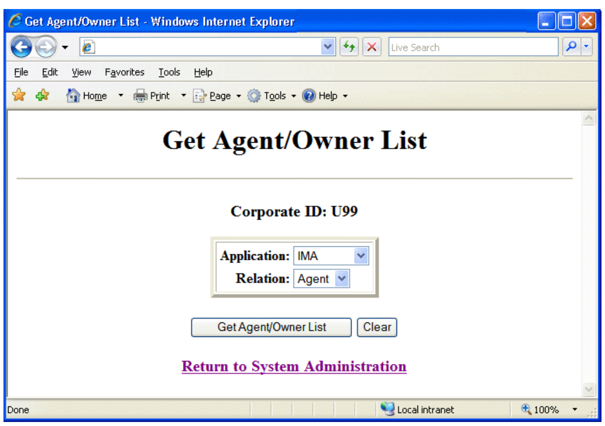
Excel converts the file you downloaded into a spreadsheet and leaves the numeric PONs with same characters in text format as were downloaded (instead of converting the last digit to zero).

Viewing a list of agent or owner CLECs

You can display a list of the agent or owner CLECs for your company (identified by their corporate ID). The list also shows the beginning date of their agreement with your company and—if the agreement has been terminated—the date it will expire.

1 In the **Interconnect Functions** window, click **System Administration**.

2 In the **IMA System Administration** window, under **Reports**, click **Get Agent/Owner List**.



3 In the **Relation** list, select whether you want to display the agent CLECs for your company or the owner CLECs.

4 Click **Get Agent/Owner List**.

IMA lists the corporate IDs of the agent or owner CLECs for your company.

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