Chapter 16:
Dedicated Toll Free Origination (DTFO) Ordering

Overview

Introduction

The Dedicated Toll Free Origination (DTFO) self service tool in Control Center allows you to add, change or disconnect Dedicated Toll Free numbers.

This chapter provides instruction regarding how to utilize the DTFO self service tool, check status of DTFO orders, troubleshoot error messages, and utilize the DTFO order template functionality.

Please note:

There is no Coordinated Turn-Up option to select in the DTFO order screen. If it is requested in the DTFO order comments section, the order will proceed through provisioning process, but **without** Coordinated Turn-Up, since it is not supported systematically.

Coordinated Turn-Up is available only via toll free OnLine Order Forms (OLOFs), specifically the "TDM Voice Toll Free" OLOF, and the "IP Voice LD or Toll Free" OLOF.

Please review the Control Center Toll Free Ordering Reference Matrix available in Control Center > Support > Control Center Guides - this document is a quick reference guide that provides Supported Order Types, Supported 8XX Quantity per Order, Supported Features and Ordering Intervals.

In this Chapter

This chapter contains the following topics.

Introduction

Order Entry and Service Maintenance

Control Center allows you to submit dedicated Toll Free numbers for Add, Change, and/or Disconnect orders via the Dedicated Toll Free Origination (DTFO) self service tool.

| Maintenance	Description
Add	This option enables you to submit an order request to add Dedicated Toll Free numbers to your account.
Change	This option enables you to submit an order request to change existing Dedicated Toll Free numbers found on your account.
Disconnect	This option enables you to submit an order request to disconnect Dedicated Toll Free numbers on your account.

Notes

- All Required Fields are denoted in the DTFO self service tool with a red asterisk.

- When submitting a Change or Disconnect order for existing 8XX, the correct Customer Account Number or Product Account Number that the 8xx exists on must be selected. Selecting an incorrect Customer Account Number or Product Account Number will result in the order failing this validation. A new order will then have to be submitted with the correct information.

- Currently, the End User Name field will populate when entered on a DTFO Add order. Entering data into End User Name field on a DTFO Change order will not change this info on the existing 8xx. Changing End User Name on an existing 8xx will have to be submitted on appropriate toll free OLOF.

- It is preferable that orders for international toll free are submitted via appropriate toll free OLOF. DTFO does not currently support Class of Service (Originating Routing) that includes International.

- It is preferable that orders to *set up new STG/ISO* are submitted via appropriate toll free OLOF. This will allow the STG or ISO feature to be selected. DTFO only supports existing STG/ISO in the trunk group fields.

All other dedicated services can be ordered using Online Order Forms (OLOFs). OLOFs are available by navigating in Control Center to Orders > Initiate Orders, selecting an Add, Change or Disconnect action, and then in Service Type selecting the desired OLOF. For more information on OLOFs, refer to Chapter 11: Orders Module.
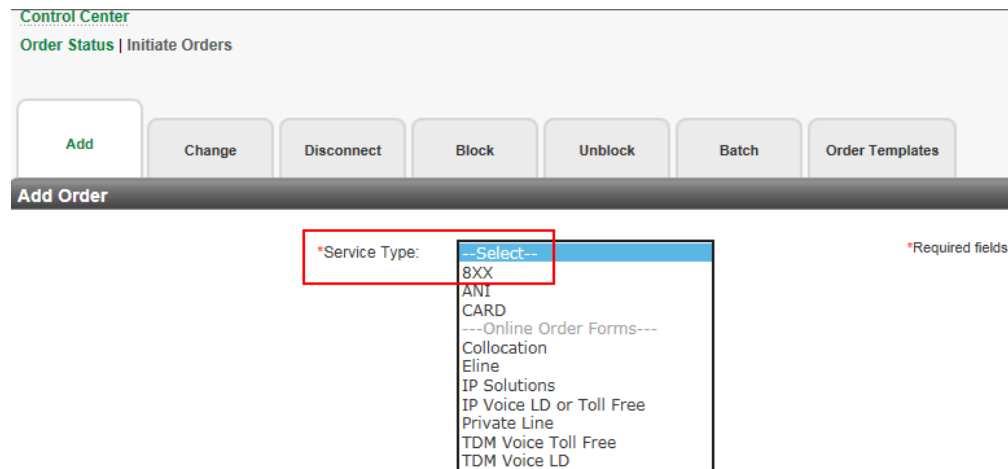
Starting a DTFO Order

Starting a DTFO Order Procedure

To begin a DTFO order, navigate to Control Center > Orders > Initiate Orders, and select the desired action of Add, Change or Disconnect:
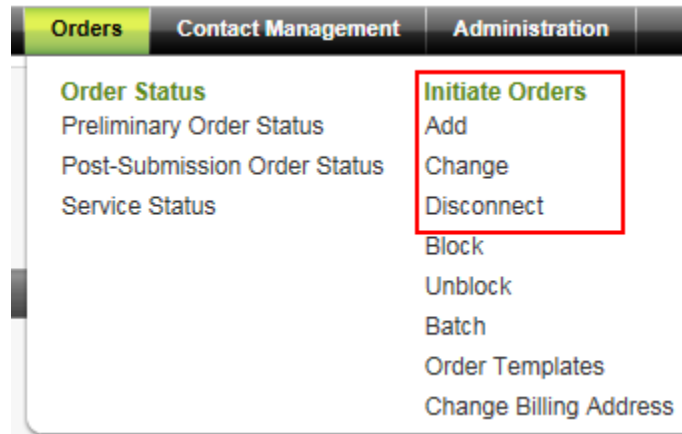
When the Service Type menu appears, select 8XX:

After selecting 8XX, you will be presented with a selection for 8XX Type Switched or Dedicated:

Select 8XX Type as Dedicated to proceed with the DTFO order:

Note: once selections are made in the Required Fields (drop down menus for Order Type, Customer Account Number and Product Account ID), click the Go button. Additional sections will appear for Features/routing, 8XX numbers, Order Information and Attachments.

DTFO Order Fields to Complete	The following column headings are abbreviated:

DTFO Order Fields to Complete

The following column headings are abbreviated:
AP – Auto-populates
RQ – Required field

The asterisk symbol (*) in the RQ column indicates that the field is required under certain conditions.

Field	AP	RQ	Description/Action	Note/Example/Important
Action Code		X	Select the type of action from the **Initiate Orders** tabs: • Add • Change • Disconnect	
Service Type		X	Select **8XX** from the drop-down list.	
8XX Type		X	Select the **Dedicated** option	
Order Type		*	Select the type of order from the drop-down list: • New • Porting • Complementary	• Required if the **Action Code** is **Add**. • Unavailable if the **Action Code** is **Change** or **Disconnect**.

Starting a DTFO Order, continued

DTFO Order Fields to Complete (continued)

Field	AP	RQ	Description/Action	Note/Example/Important
Customer Account #		X	Select the appropriate Customer Account Number from the drop-down list, same as Customer Billing Number.	
Product Account ID/Product Description		X	Select the appropriate Product Account ID/Product Description from the drop-down list, same as Product Account ID Billing Number.	
Click the **Go Button**		*		Note: once selections are made in the Required Fields (drop down menus for Order Type, Customer Account Number and Product Account ID), click the Go button. Additional sections will appear for Features/routing, 8XX numbers, Order Information and Attachments.

DTFO Features Section

Introduction   The following image is the default appearance of the Features section on an Add order with Order Type New.

Example of same Features section with boxes checked under DTO Number(s) for First DTO, Second DTO and ANI:

Note: Your order may not display all of the fields shown in the above images. The fields that appear for your order request are dependent on the action code selected in the **Orders > Initiate Orders** menu. The following pages have a table of the all order fields, which includes information specific to Add, Change or Disconnect orders.

DTFO Features Section Section, continued

DTFO Order Fields to Complete

Complete the fields on the **Control Center DTFO Features section** using this table.

The following column headings are abbreviated:
AP – Auto-populates
RQ – Required field

The asterisk symbol (*) in the RQ column indicates that the field is required under certain conditions.

Field	AP	RQ	Description/Action	Note/Example/Important
Current RespOrg ID		*	Select the current RespOrg ID for toll free number(s) from the drop-down list.	• Required if the **Action Code** is **Add**. • If the **Order Type** is **New**, the RespOrg ID defaults to LGT01. • Unavailable if the **Action Code** is **Change** or **Disconnect**.
Originating Routing		*	Select the area and class of service (i.e. toll free coverage) for the toll-free number(s) from the drop-down list.	• Required if the **Action Code** is **Add**. • Optional if the **Action Code** is **Change**. • Unavailable if the **Action Code** is **Disconnect**.

DTFO Features Section Section, continued

DTFO Order Fields to Complete (continued)

Field	AP	RQ	Description/Action	Note/Example/Important
Primary Trunk		*	Click on the field. A drop down list will display the trunk groups available in the Enterprise ID that you are logged in to. **Note: the Primary Trunk field also functions as a search/filter. Type any alphanumeric characters in the field to narrow the list or find a specific trunk group. See below screenshot.** The information displayed for each trunk group is as follows: **Trunk Group Type**/Trunk Group No./Trunk Group Name/Installed Circuits/Inservice Circuits/Switch/City Examples: **DED**:6862/QQQ03241CXZZ/ 0/4/03/COLUMBUS **ISO**:7082/WHOL7082003S/4 8/40/03/COLUMBUS **STG**:7082/WHOL7082003S/ 40/40/03/COLUMBUS	• Required if the **Action Code** is **Add**. • Optional if the **Action Code** is **Change**. • Unavailable if the **Action Code** is **Disconnect**. • The Trunk Group Names provided are for existing facilities only. **Note:** When changing an *existing* STG/ISO by adding or removing member trunk groups, you must attach the supplemental form titled "Wholesale Toll Free Super Trunk & In Switch Overflow Order Form" for additional provisioning.

Example of typing in trunk field/drop down to search/filter:

* Primary Trunk:

char	×

DED:516/AC███E████CX57/0/24/331/CHARLOTTE

DED:506/ACC█████CX85/0/24/331/CHARLOTTE

Continued on next page

DTFO Features Section, continued

DTFO Order Fields to Complete (continued)

Field	AP	RQ	Description/Action	Note/Example/Important
DTO Number(s)		*	Select First DTO, Second DTO and/or ANI if desired. Select the Trunk Group Name(s) or enter the Ring To (ANI) for Direct Termination Overflow (DTO). **Note: the First DTO and Second DTO fields also function as a search/filter. Type any alphanumeric characters in the field to narrow the list or find a specific trunk group. See below screenshots.**	• Optional if the **Action Code** is **Add** or **Change** • Required if the **First DTO, Second DTO** or **ANI** box is selected. The number of DTOs provided must match the quantity indicated. • Unavailable if the **Action Code** is **Disconnect**. **Note:** DTO charges may be applied by CenturyLink if any of the physical trunks, Super Trunks or In Switch Overflow trunks rollover to another physical trunk, SuperTrunk or In Switch Overflow trunk in the requested toll free routing plan.
Real Time ANI Requested			Select **Yes** or **No**, depending if Real Time ANI is required. **Do Not Change** is available on Change orders.	• Optional if the **Action Code** is **Add** or **Change** • Defaults to **No**; **Do Not Change** is available if the **Action Code** is **Change** • Unavailable if the **Action Code** is **Disconnect**.

Examples of First DTO and Second DTO fields search/filter:

DTFO 8XX Numbers Section

Introduction   The **8XX List** provides users the ability to add up to 1000 Toll Free numbers. The user may cut/copy and paste from any word processing, spreadsheet, and/or text editing application, including Word, Excel, Notepad, or WordPad.

The following are additional text formatting instructions:
- Each Toll Free number must be 10 numeric digits in length
- Each Toll Free number must not include parentheses, spaces or hyphens
- Each DNIS number must equal the value entered in the **DNIS Length** field. (If the DNIS number value is blank, the system will generate the DNIS value beginning with the last digit of the Toll Free number.)
- DNIS Length must between 2-10 digits in length
- Each Toll Free row must include a space between the Toll Free number and DNIS
- Each Toll Free row must terminate with a carriage return

Field	AP	RQ	Description/Action	Note/Example/Important
DNIS Length			Select number(s) (2 to 10 digits) DNIS (Dialed Number Identification) from the drop-down list.	• Optional if the **Action Code** is **Add** or **Change** • Defaults to first option in drop down menu, **No DNIS Needed,** but **No Changes to DNIS** is an option when the **Action Code** is **Change** • Unavailable if the **Action Code** is **Disconnect**
8XX List		X	Enter the 8XX numbers for service (i.e. add, change, or disconnect).	Enter 8XX Numbers - Limit 1,000 8XX Numbers can be typed in manually, or copied to clipboard and pasted into 8XX List field. See Examples next page.
DNIS		*	Enter a value for DNIS.	• Required if **DNIS Length** is selected. • If **DNIS Length** is selected and DNIS value is not entered, the system assigns a DNIS value. See Examples next page.

DTFO 8XX Numbers Section, continued

DTFO Order 8XX Numbers Section Examples

In this example, DNIS Length was selected as 4 digits, then only 10 digit 8XX numbers were pasted into 8XX List field. Clicking the Validate button caused the system to add the last four digits of each 8xx automatically (so 8442919119 becomes 8442919119 9119, where 9119 is the four digit DNIS).

If custom DNIS is desired (DNIS that does not match the toll free), first select the desired DNIS Length from drop down menu. Then enter or paste in the 8XX number followed by a space and then the custom DNIS number.

Use the Clear button to start over when working in the 8XX Numbers section.

DTFO 8XX Numbers Section, continued

DTFO Order 8XX Numbers Section Validate Button

The Validate button will assist with ensuring the data entered into the 8XX Numbers section is valid.

For example, the DNIS Length selected will be validated against the 8XX List, if DNIS is manually entered in 8XX List. In this example, 4 digit DNIS was selected, but six digit DNIS was entered after the 8XX Number. The Results Message notes DNIS in 8XX List is wrong, that it should be 4 digits instead of 6. The DNIS field can be edited to correct to the 4 digits that was selected in DNIS Length. Select Validate button again, you are able to proceed when you receive 'Validation Complete, No Errors' message as shown on previous page.

8XX Numbers

Enter 8XX Numbers individually or paste 8xx and DNIS numbers into the list below.
Limit 1000 8XX numbers.
List must be validated before submitting.

DNIS Length: 4 digits

* 8XX List:

8XX.	DNIS	Results Message	Actions
8002032085	555555	DNIS Length is wrong, should be 4 in length but is 6 in length instead..	🗑

[Validate]

Another example is validating the formatting of the 8XX Numbers. In this example, the 8xx was entered as (800) 203-2085, with the space causing the last seven digits to appear as DNIS. 8XX and DNIS fields can be corrected, then select Validate button again. You are able to proceed when you receive 'Validation Complete, No Errors' message as shown on previous page.

8XX Numbers

Enter 8XX Numbers individually or paste 8xx and DNIS numbers into the list below.
Limit 1000 8XX numbers.
List must be validated before submitting.

DNIS Length: 6 digits

* 8XX List:

8XX.	DNIS	Results Message	Actions
(800)	203-2085	Please enter number starting with 8 (eg. 8xxXxxXxxx).	🗑

[Validate]

DTFO Contact Section

Introduction   The following image is an example of the **Contact** section. This is the default appearance.

When you click in the "Select Contact Type to Update" drop down field, the contact information from the user profile you are logged in as will display automatically. Any of the fields can be manually edited if needed.

Note: The contact information that is automatically displayed can be updated at any time by navigating to Control Center > Administration > My Profile. Update your username profile as desired and Save Changes.

DTFO Order Contact Section Fields to Complete

Complete the fields on the **Contact** section using this table.

The following column headings are abbreviated:
AP – Auto-populates
RQ – Required field

The asterisk symbol (*) in the RQ column indicates that the field is required under certain conditions.

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DTFO 8XX Numbers Section, continued, continued

DTFO Order Contact Section Fields to Complete (continued)

Field	AP	RQ	Description/Action	Note/Example/Important
Contact Name	*	X	Enter the name of the contact.	Auto populates but can be edited
Email	*	X	Enter the email address of the contact.	Auto populates but can be edited
Main Telephone #	*	X	Enter the main telephone number of the contact.	Auto populates but can be edited
Ext. #	*		Enter the extension number of the contact.	Auto populates (if entered on the username profile) but can be edited
Secondary Telephone #			Enter the secondary telephone number of the contact (cell phone, pager & pin, etc.).	
Ext. #			Enter the extension number of the contact.	
Fax	*		Enter the fax number of the contact.	Auto populates (if entered on the username profile) but can be edited
Country		X	Select the country of the contact from the drop-down list.	
Int'l Dial Code		*	Enter the International Dial Code if the contact is located outside the US.	Required if the contact is in a foreign country.

DTFO Order Information and Attachments Sections

Introduction   The following image is an example of the **Order Information** section.

The following image is an example of the **Attachments** section.

DTFO Order Information Fields to Complete

Complete the fields on the **Order Information** page using this table.

The following column headings are abbreviated:
AP – Auto-populates
RQ – Required field

The asterisk symbol (*) in the RQ column indicates that the field is required under certain conditions.

DTFO Order Information and Attachments Sections and Attachments Sections, continued

DTFO Order Information Fields to Complete (continued)

| Field	AP	RQ	Description/Action	Note/Example/Important
Company Name	X		Name of the customer's company.	Auto-populated based on customer login.
Account Manager	X		Defaults to National Order Management	Auto-populated
Company/End User Name		X	Enter the name of the company end user.	
Requested Due Date		X	Enter the desired date of service installation by clicking on the calendar icon and then clicking on the appropriate date in the calendar.	CenturyLink agrees to make every attempt possible to meet your requested due date, however, situations beyond CenturyLink's control may delay your service.
Customer PON			Enter a Purchase Order Number (PON) if the company requesting service uniquely identifies its transactions.	
Order Date	X		The date the order was submitted to CenturyLink.	Auto-populates with the current date.
Related Customer PON			Enter a Related Purchase Order Number if the order is for service that is dependent on a previous request.	
LOA Date		*	Select the date from the attached LOA (mm-dd-yyyy) by clicking on the calendar icon.	• Required if the **Action Code** is **Add**. • Unavailable if the **Action Code** is **Change** or **Disconnect**.
Comments			Enter any additional information that is not captured in the online ordering screens.	For a **Disconnect** order, please indicate the following reason for the order by typing one of the following reasons in the Comments field: • CDPR – Dissatisfied with Pricing • CDQS – Dissatisfied with Quality of Service • CSNR – Service Not Being Replaced
Attachments			Attach the LOA paperwork for the National/International Customer Care Center. This includes CenturyLink LOA, End User Linking Letter (LOA) and Bill Copy, if applicable.	When changing an existing STG/ISO by adding or removing member trunk groups, you must attach the Wholesale Toll Free Super Trunk & In Switch Overflow Order Form on the Finalize Order screen for additional provisioning.

Submitting DTFO and Checking DTFO Order Status

Submitting DTFO Order Procedure

After reviewing all information entered into the DTFO self service tool, and verifying that all of the information is accurate, click the **Submit Request** button at the bottom of the order form/page to process your order.

A pop up window will provide Add, Change or Disconnect Confirmation, including the DTFO Order ID:
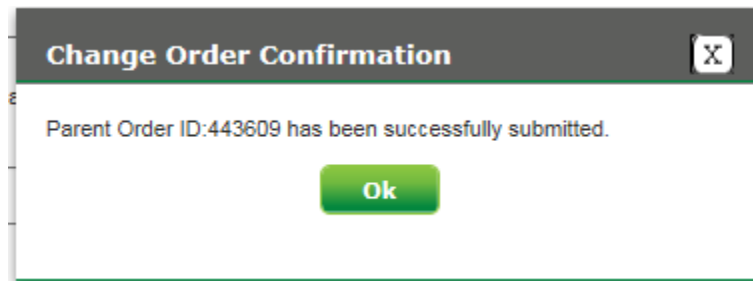
Click the OK button and the screen will refresh.

Check Status of Submitted DTFO Order Procedure

To check status of the Submitted DTFO order:

Control Center > Orders > Order Status > Preliminary Order Status will provide access to the submitted DTFO order form and list the fallout 8xx and their error messages. The successfully processed 8xx are also listed. On Preliminary Order Status screen, in the "Search for…" drop down menu, select Ordering Method. The "Search" field will appear, enter DTFO (case sensitive). You can use enter key on your keyboard or click the icon to the right of the Search field. This will filter to only display DTFO orders. If you know the DTFO order ID, you can "Search by…" Parent Order ID.

Submitting DTFO and Checking DTFO Order Status, continued

Check Status of Submitted DTFO Order Procedure

Click on the order ID link under the Parent Order ID column. The DTFO order form is displayed. Click on the Order Number link to display the Sales and Provisioning Orders overlay. In the overlay (shown below), click on each Sales Order ID to display its related Engineering orders:

Continued on next page

Submitting DTFO and Checking DTFO Order Status, continued

Check Status of Submitted DTFO Order Procedure

Scroll to the bottom of the form to view the following information:
- Errored 8xx, DNIS and Error Message
- Successful 8xx, DNIS

To retrieve order numbers and status of a submitted DTFO order, navigate to Control Center > Orders > Order Status > Post-Submission Order Status. The Core sales/engineering orders and their milestone jobsteps are displayed.

Continued on next page

Submitting DTFO and Checking DTFO Order Status, continued

**Check Status
of Submitted
DTFO Order
Procedure**

In **Post-Submission Order Status**, DTFO orders are Service Type 800, and the Order Type will reflect the Action of the DTFO order (New/Install [aka Add], Change or Disconnect). In the "Search for…" drop down menu, select Service Type, and enter 800. This will filter to display toll free orders, which includes both DTFO and OLOF orders. DTFO orders will have the order number assigned when DTFO was assigned (the RC order ID that was six digits) in the Parent Order ID column. OLOF orders will display the Orion order ID in the Parent Order ID column. If you know the DTFO order ID, you can "Search by…" Parent Order ID.

Click on the link under the Parent Order ID column. An overlay will provide information on two tabs: Order Details, and Sales and Provisioning Orders.

Order Details tab:

Continued on next page

Submitting DTFO and Checking DTFO Order Status, continued

Check Status of Submitted DTFO Order Procedure

On the Sales and Provisioning Orders tab, click the order number link under Engineering/Provisioning Orders…

…and milestone jobsteps (example Service Accepted by Customer = SABC jobstep) are displayed along with their status date:

Note: We are currently unable to provide a list of 8xx numbers on each Core order in Control Center, as was provided in RMC Order Status when reviewing the DTFO order's Order Status Screen (magnifying glass icon). This is due to utilizing the existing Control Center Order Status that is now renamed Control Center Post-Submission Order Status. This existing functionality was not modified and does not provide the 8xx number on each sales/engineering order. CenturyLink can provide this information if it is required.

Accessing a Saved DTFO Order

Accessing Saved DTFO Order Procedure

Navigate to Control Center > Orders > Order Status > Preliminary Order Status. In the "Search for…" drop down menu, select Status. The "Search" field will appear, enter the status of Saved. You can use enter key on your keyboard or click the icon to the right of the Search field.

Note: the Search functionality is case sensitive. Please ensure to enter the Status as Saved, as it is shown when the Preliminary Order Status page loads and displays all orders. Entering saved in all lower case will not pull up any results.

If you know the DTFO order ID, you can search by Parent Order ID and retrieve that specific saved OLOF/DTFO order.

To enter the Saved DTFO, click the View Saved Order icon under the Actions column.

Use Reset button to clear the search and display all orders.

Accessing a Saved DTFO Order, continued

Accessing Saved DTFO Order Procedure

Note: this Customize Columns icon (to the right of the column headers, shown below) will allow you to customize the columns that are displayed, and in what order they display:
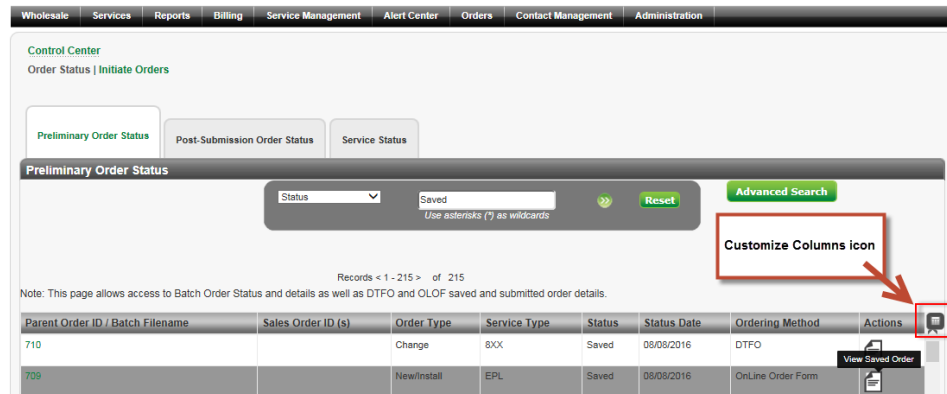
After clicking the icon, the Customize Columns overlay will display (see screenshot next page).

As you select a column under the Available Columns or Current Columns, the arrow between the two fields will change direction, so you can add or remove columns from your view.

You can also use the buttons to the right to Move Up or Move Down as needed. Parent Order ID / Batch filename will always be the first column, and it cannot be removed from Current Columns.
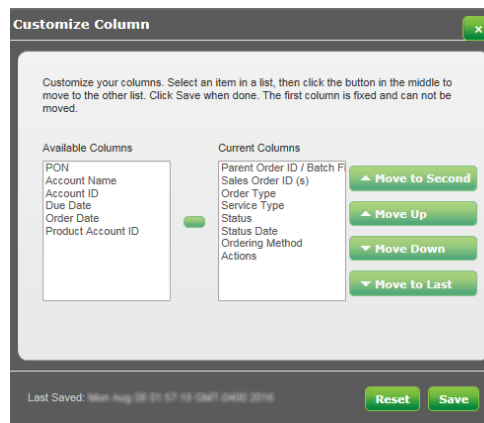
Order Template

Introduction   Control Center allows for the creation of templates for Dedicated Toll Free Origination (DTFO) ordering. Templates are created from _Submitted_ DTFO orders. Navigate to Orders > Order Status > Preliminary Order Status menu. Select the order that you want to use to create the template, name it and it will be stored for future use.

Note: Once the template is created, when it is accessed for use, you will need to review it and update the order request with any order-specific information.

Create DTFO Order Template Procedure

To create a new template: navigate to Control Center > Orders > Preliminary Order Status, and locate the DTFO order. Templates are created from Submitted DTFO orders. In the "Search for…" drop down menu, select Status. The "Search" field will appear, enter the status of Submitted. You can use enter key on your keyboard or click the icon to the right of the Search field.

Note: the Search functionality is case sensitive. Please ensure to enter the Status as Submitted, as it is shown when the Preliminary Order Status page loads and displays all orders. Entering submitted as lower case will not pull up any results.

If you know the DTFO order ID, you can search by Parent Order ID and retrieve that specific DTFO order.

In the Actions column, select the "T" icon (Create Template from Order).

Continued on next page

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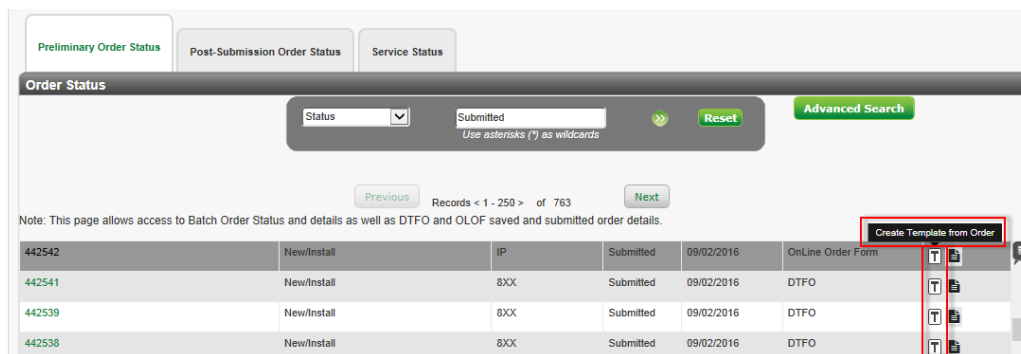
Order Template, continued

Create DTFO Order Template Procedure

A pop up window will prompt you to name the template. When Save Template button is selected, the system displays a confirmation message that the template was created.
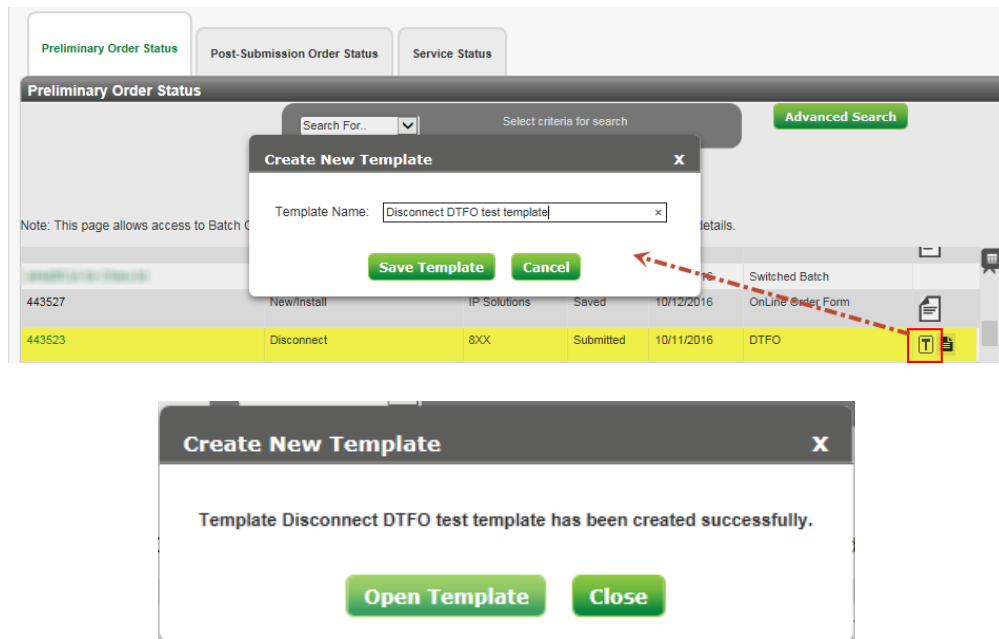
Utilize Existing DTFO Order Template Procedure

To utilize an existing template: navigate to Control Center > Orders > Initiate Orders > Order Templates.

Click on the link under the Template Name column to enter the Order Template.

Order Template, continued

Delete Existing DTFO Order Template Procedure

To delete an existing template: in the Action column, there is a trash can icon so you can delete existing templates.

Click OK button to proceed with deleting the order template, or click the X button to close the pop up window without deleting the template.

Please note: deleted templates cannot be restored. If a template is deleted in error, a new template will have to be created from a Submitted DTFO.

DTFO Error Handling

DTFO Ordering Errors The table below lists all the messages you may see for Dedicated Toll-free Origination ordering errors. This table gives you the reason for each error, and identifies the party responsible for resolving each error, as well as the action that must be taken.

Action Required By	Error Message	Reason for Error Message	Action Required
Customer	Start Order Page – "Please remember to fill in all required fields of this page."	All required fields on the Start Order Page must be populated: ✓ Service Type ✓ Action Code ✓ Order Type ✓ Customer Account ✓ Product Account ID/ Product Description	✓ Customer must populate all required fields
Customer	Start Order Page – "CenturyLink systems indicate that you do not have current/active facilities to support this product."	Existing Facilities are required for all services	The customer must submit an order for Existing Facilities.
Customer	Toll Free Order Page – "Current RespOrg ID is required."	Current RespOrg ID is required to add services.	The customer must select a Current RespOrg option
Customer	Toll Free Order Page – "Originating Routing is required."	Originating Routing is required to add/change services.	The customer must select an Originating Routing option.

Order Template, continued, (continued)

DTFO Ordering Errors (continued)

Action Required By	Error Message	Reason for Error Message	Action Required
Customer	Toll Free Order Page – "Trunk Group Name/Members is required."	Trunk Group Name/Members are required to add or change services.	The customer must select a Trunk Group Name/Members option.
Customer	Toll Free Order Page – "Please select a 1st Trunk which is different than the trunk group."	The Trunk DTO must not be the same as the Primary Trunk group selection.	The customer must select a DTO 1st Trunk Group Name that is different from the Primary Trunk Group Name.
Customer	Toll Free Order Page – "Please select a 1st trunk group name from the provided list."	A 1st Trunk Group Name is Required if the checkbox is selected.	The customer must select 1st Trunk Group Name.
Customer	Toll Free Order Page – "Please select a 1st Trunk which is different than the 2nd trunk group."	The 1st Trunk Group Name must not be the same as the 2nd Trunk Group Name.	The customer must select a 1st Trunk Group Name that is not the same as 2nd Trunk Group Name.
Customer	Toll Free Order Page – "Please select a 2nd Trunk which is different than the trunk group."	The Trunk DTO must not be the same as the Primary Trunk group selection.	The customer must select a DTO 2nd Trunk Group Name that is different from the Primary Trunk Group Name.
Customer	Toll Free Order Page – "Please select a 2nd trunk group name from the provided list."	A 2nd Trunk Group Name is Required if the checkbox is selected.	The customer must select 2nd Trunk Group Name.
Customer	Toll Free Order Page – "Please select a 2nd Trunk which is different than the 1st trunk group."	2nd Trunk Group Name must not be the same as the 1st Trunk Group Name.	The customer must select a 2nd Trunk Group Name that is not the same as the 1st Trunk Group Name.
Customer	Toll Free Order Page – "Please select DTO trunk group names in sequential order."	Trunk DTOs must be selected in the order of the routing instruction.	The customer must select trunk group names in order by the routing instruction (i.e., Primary, 1st, 2nd, and ANI).
Customer	Toll Free Order Page – "Please enter a valid ANI number (e.g., XxxXxxXxxx)."	The ANI DTO must be in XxxXxxXxxx format. (In other words, complete BTN/dialed digits format.)	The customer must enter an ANI DTO in an XxxXxxXxxx format.
Customer	Toll Free Order Page – "Please enter a 10 digit telephone number."	The ANI DTO must be ten numeric characters.	The customer must enter an ANI DTO with ten numeric characters.
Customer	Toll Free Order Page – "ANI value is required as you have checked the ANI checkbox"	The ANI DTO must be entered if the checkbox is selected.	The customer must enter an ANI DTO if the checkbox is selected.
Customer	Toll Free Order Page – "8XX is required."	An 8XX is Required for all services.	The customer must enter an 8XX number.

Order Template, continued, (continued)

DTFO Ordering Errors (continued)

Action Required By	Error Message	Reason for Error Message	Action Required
Customer	Toll Free Order Page – "Please enter a TEN digit 8XX number (e.g. 8xxXxxXxxx)."	The 8XX must be ten numeric characters (in other words, BTN/dialed digits format).	The customer must enter an 8XX with ten numeric characters.
Customer	Toll Free Order Page – "Please enter number starting with 8 (e.g. 8xxXxxXxxx)."	The 8XX must begin with an "8" (i.e., 800, 888, 877, 866, 855, 844, 833 etc).	The customer must enter an 8XX beginning with a numeric "8".
Customer	Toll Free Order Page – "Please enter valid 8XX number (e.g. 8xxXxxXxxx)."	The 8XX must be in 8xxXxxXxxx format.	The customer must enter an 8XX in 8xxXxxXxxx (i.e., complete NPA-NXX/dialed digits) format.
Customer	Toll Free Order Page – "Please enter a DNIS value equal to the DNIS Length selected."	The DNIS must equal the selection in the **DNIS Digit Length** drop-down list.	The customer must enter a DNIS value equal to the DNIS Length requested.
Customer	Toll Free Order Page – "Please enter a valid DNIS which contains numbers only."	The DNIS must consist of numeric characters only.	The customer must enter a DNIS value that contains only numeric characters.
Customer	Contact Order Page – "Please fill out the following field(s): Primary Contact Name Primary Contact Email Primary Contact Main Telephone #."	Contact information is Required for all services.	The customer must enter Contact Name, Email, and Main Telephone Number.
Customer	Contact Order Page – "The address must end in a well-known domain or two letter country."	E-mail addresses must end in a recognized domain (for example, .com, .net, .org and so on).	The customer must enter email addresses that are in a recognized domain.
Customer	Contact Order Page – "The address is missing a host name."	E-mail addresses must contain a host name.	The customer must enter an e-mail address with a host name.
Customer	Contact Order Page – "Email address seems incorrect (check @ and .'s)."	E-mail addresses must: ✓ Include the @ symbol ✓ Exclude the ' symbol	The customer must enter e-mail addresses with the @ symbol.
Customer	Contact Order Page – "Please enter a 10 digit telephone number."	Main, Secondary, and Fax numbers must be ten numeric characters in length (complete BTN).	The customer must enter Main, Secondary, and Fax numbers that consist of ten numeric characters.
Customer	Order Information Section – "Company/End User Name is required."	A Company/End User Name is Required for add/change services	The customer must enter a Company/End User name.

Order Template, continued, (continued)

DTFO Ordering Errors (continued)

Action Required By	Error Message	Reason for Error Message	Action Required
Customer	Order Information Section – "Requested Due Date is required."	A requested Due Date is Required for all services.	The customer must enter a Requested Due Date.
Customer	Order Information Section – "Please a future date for Requested Due Date."	The Requested Due Date must be a date greater than today for add/change services.	The customer must enter a future date for the Requested Due Date.
Customer	Order Information Section – "Please enter today for DTFO disconnect orders."	The Requested Due Date must be the current date to disconnect services.	The customer must enter a today's date for the Requested Due Date
Customer	Order Information Section – "LOA date is required."	An LOA Date is Required for add services.	The customer must enter a Requested Due Date
Customer	Order Information Section – "The LOA date provided is not valid."	The LOA date must be within 25 days for add services.	The customer must enter a LOA date that falls within 25 calendar days of the current date.
Customer	Order Information Section – "Please remember to attach your LOA or fax your LOA to your Account Manager."	LOA attachments must: ✓ Be included on the order form if the customer has the electronic technology ✓ Be faxed to the SDR if the customer does not have the electronic technology	The customer must provide LOA paperwork for Porting Toll Free numbers via electronic form or fax.
Customer	Order Information Section – "Maximum length exceeded. The limit is 250 characters."	Comments must not exceed 250 characters.	The customer must enter comments that do not exceed 250 characters. Updated for Control Center version of DTFO Under the Comments field, Control Center displays: "250 characters left (Limit is 250 characters)"

Order Template, continued, (continued)

DTFO Submit Errors   The table below lists all the messages you may see when submitting a Dedicated Toll-free Origination order. This table gives you the reason for each error, and identifies the party responsible for resolving each error, as well as the action that must be taken.

Action Required By	Error Message	Reason for Error Message	Action Required
Customer	"The given 8XX does not have a valid LOA date. Please enter a valid LOA date or contact your Account Manager for assistance."	The LOA date must be: ✓ Within 25 days of the current date ✓ Greater than any previous LOA within a CenturyLink system	The customer must provide an LOA date that is: ✓ Within 25 days of the current date for a New order ✓ Within 25 days from the current date for a Porting order ✓ 25 days greater than the previous LOA date for Complimentary orders
Customer	"The given 8XX already exists on the account/product account provided. Please contact your Account Manager for assistance."	When adding new services, the 8XX must not exist within the entered Customer Account # or Product Account #.	✓ If the customer supplied an incorrect Customer Account or Product Account, the customer must enter a new order with a correct Customer Account # or Product Account # ✓ If the customer entered the order in error, no action is needed
Customer	"The given 8XX does not exist on the account/product account provided. Please select another account/product account."	When changing services, the 8XX must exist within the entered Customer Account # or Product Account #.	✓ If the customer supplied an incorrect Customer Account or Product Account, the customer must enter a new order with a correct Customer Account # or Product Account #. ✓ If the customer entered the order in error, no action is needed.
Customer	"The given 8XX is disconnected. Please submit an ADD order to reconnect the 8XX service."	When changing services, the 8XX must not have a bill effective end date.	The customer must enter an Add order to reconnect the 8XX service.
Customer Service Delivery Representative	"The given 8XX has an invalid termination method for this action. Please contact your Account Manager for assistance."	For change requests, the Terminate Method must be equal to 'DED' or 'OCC'.	✓ The customer must enter an order with a termination method of 'DED' or 'OCC' for a change request. No other termination methods are supported in Control Center. ✓ The customer must enter change orders on existing 'DED' or 'OCC' termination methods. ✓ If customer is unable to determine the termination method, the Service Delivery Representative must assist in providing the current termination method.

Order Template, continued, (continued)

DTFO Submit Errors (continued)

Action Required By	Error Message	Reason for Error Message	Action Required
Customer Service Delivery Representative	"The given 8XX does not have an active profile. Please contact your Account Manager for assistance."	When changing services, the 8XX must have an existing profile.	✓ The Service Delivery Representative (SDR) will investigate if an existing profile is available in internal systems. ✓ If no profile exists, then the SDR will enter a Help Desk ticket for resolution. ✓ The customer will submit a new order when the issue is resolved
Customer Service Delivery Representative	"The given 8XX is not a reserved number. Please contact your Account Manager to reserve the number and then resubmit the 8XX on another order."	The 8XX must have an active reservation.	✓ The customer must reserve the 8XX number and submit a new order. ✓ The Service Delivery Representative will assist the customer in reserving the 8XX number.
Customer Service Delivery Representative	"An error has occurred while processing your order. Please contact your Account Manager for assistance."	This error will occur when there is an issue with the CORE, Control Center, GBUS, or other backend processes related to the order submission.	✓ The Service Delivery Representative (SDR) will investigate the availability of Control Center. ✓ If Control Center is not responding, then the SDR will enter a Help Desk ticket. ✓ The customer will submit a new order when the issue is resolved.
Customer Service Delivery Representative	"The given 8XX is on another open order. Please contact your Account Manager for assistance."	The 8XX must not exist on an open CORE, ORION, GBUS, or any CenturyLink System order.	✓ The Service Delivery Representative will investigate the open order and determine if the order should be closed, cancelled, or escalated for completion. ✓ The Customer will submit a new order when the issue is resolved
Service Delivery Representative	"The given 8XX is active on another account. Please contact your Account Manager for assistance."	When transferring services, the 8XX must have a bill effective end date.	✓ The Service Delivery Representative will investigate the 8XX and determine if the services transferred.
Service Delivery Representative	"Order cancelled by WWP."	This error will occur when there is an issue with CORE and Control Center related to the order creation.	✓ The Service Delivery Representative will investigate the cancelled order. ✓ If the Service Delivery Representative (SDR) is unable to determine the issues, then he/she will enter a Help Desk ticket. ✓ The customer will submit a new order when the issue is resolved.
Customer	"The given 8XX was not found on the account/product account provided. Please submit add order for 8XX service."	When changing services, the 8XX must have an existing profile.	✓ The customer must enter an Add order to request the 8XX service.

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Order Template, continued, (continued)

DTFO Submit Errors (continued)

Action Required By	Error Message	Reason for Error Message	Action Required
Customer	"8XX is disconnected. Please submit Add order."	When disconnecting services, the 8XX must not have a bill effective end date.	✓ The customer must enter an Add order to reconnect the 8XX service. ✓ If the order was entered in error, no action is required.
Customer Service Delivery Representative	"The selected 8XX routing has more than 3 routes defined. Please contact your Account Manager for assistance."	For add/change services, the 8XX must not have more than 3 term routes defined.	✓ Customers must request the change via their Service Delivery Representative (SDR). ✓ The Service Delivery Representative will assist customer in completing the order request.
Customer	"The selected 8XX routing does not have any routes defined. Please contact your Account Manager for assistance."	For add/change services, the 8XX must have at least 1 term route defined.	✓ The customer must enter an Add order to request the 8XX service.
Customer	"The selected 8XX is not transferable."	This error will occur when the 8XX cannot be transferred (TA or QLDC-"ULD02").	✓ The Service Delivery Representative will investigate the 8XX and determine if the services transferred.

General Control Center Errors   The table below describes general Control Center errors you may see.

Item	Action Required By	Error Message	Reason for Error Message	Action Required
1	Customer/ SDR	"We are experiencing technical difficulties. Please verify your information and try again."	A system problem has prevented the request from being executed	Customer or Service Delivery Representative should wait approximately 5 minutes and submit the request again
2	Customer/ SDR	"Sorry. This page is currently unavailable."	A system problem has prevented the request from being executed	Customer or Service Delivery Representative should wait approximately 5 minutes and submit the request again
3	Customer/ SDR	"Sorry, but your roles do not allow access to this functionality. Please contact your Account Manager for more information."	The user has insufficient privileges to complete the requested action	Customer should contact their Service Delivery Representative for more information regarding this error message

Order Template, continued, (continued)

General Control Center Errors **(continued)**

Item	Action Required By	Error Message	Reason for Error Message	Action Required
4	Customer/ SDR	"Failed to locate Control Center Customer ID."	A system problem has prevented the request from being executed	Customer or Service Delivery Representative should retrieve the 8XX and submit the request again
5	Customer/ SDR	"Cannot find bean CPC is scope session."	A system problem has prevented the request from being executed	Customer or Service Delivery Representative should retrieve the 8XX and submit the request again
6	Customer/ SDR	"An error has occurred while processing your request. Your Session has timed out."	The system has logged you out of the application based on your idle time	Customer or Service Delivery Representative should retrieve the 8XX and submit the request again
7	Customer/ SDR	"An error has occurred while processing your request for 8xxXxxXxxx (Null).	A system problem has prevented the request from being executed	Contact Service Delivery Representative for assistance Service Delivery Representative will enter a Help Desk ticket Customer will submit new request when issue is resolved
8	Customer/ SDR	"System Error: Unable to validate service using p_validate_status_8XX. Please contact IT Support. Error while executing the GBUS API ORA-06508:PL/SQL: could not find program unit being called."	A system problem has prevented the request from being executed	Contact Service Delivery Representative for assistance Service Delivery Representative will enter a Help Desk ticket Customer will submit new request when issue is resolved
9	Customer/ SDR	"Database connection problem.java.sql.SQL. Exception: ORA-01008: not all variables bound."	A system problem has prevented the request from being executed	Contact Service Delivery Representative for assistance Service Delivery Representative will enter a Help Desk ticket Customer will submit new request when issue is resolved
10	Customer/ SDR	"Java.lang.NullPointer Exception."	A system problem has prevented the request from being executed	Contact Service Delivery Representative for assistance Service Delivery Representative will enter a Help Desk ticket Customer will submit new request when issue is resolved
11	Customer/ SDR	"Could not load customer trunks from Control Center."	The user has no lower level circuits or trunk groups in service	Contact Service Delivery Representative for assistance Service Delivery Representative shall investigate the status of the trunk group/circuits and assist in the turn-up of any pending facilities Customer will submit new request when issue is resolved

Order Template, continued, (continued)

General Control Center Errors (continued)

Item	Action Required By	Error Message	Reason for Error Message	Action Required
12	Customer/ SDR	"Unable to create On Hold Call Plan.ORA-20210: Unable to create On Hold Call Plan.^General error message/ORA-02049: timeout: distributed transaction waiting for lock"	The user may have closed the session before submitting the changes to the 8XX	✓ Contact Service Delivery Representative for assistance ✓ Service Delivery Representative will enter a Help Desk ticket ✓ Customer will submit new request when the call plan is unlocked
13	Customer/ SDR	"Insufficient privileges"	A system problem has prevented the request from being executed	✓ Contact Service Delivery Representative for assistance ✓ Service Delivery Representative will enter a Help Desk ticket ✓ Customer will submit new request when issue is resolved
14	Customer/ SDR	"Connection error occurred when retrieving customer account ids. Please try again later, or contact your Account Manager for assistance."	A system problem has prevented the request from being executed	✓ Contact Service Delivery Representative for assistance ✓ Service Delivery Representative will enter a Help Desk ticket ✓ Customer will submit new request when issue is resolved
15	Customer/ SDR	"Connection error occurred when calling web service for validation. Please try again later, or contact your Account Manager for assistance."	A system problem has prevented the request from being executed	✓ Contact Service Delivery Representative for assistance ✓ Service Delivery Representative will enter a Help Desk ticket ✓ Customer will submit new request when issue is resolved
16	Customer/ SDR	"Control Center_USER has read only privileges for this client. Unable to modify 8XX Call Plan."	A system problem has prevented the request from being executed	✓ Contact Service Delivery Representative for assistance ✓ Service Delivery Representative will enter a Help Desk ticket ✓ Customer will submit new request when issue is resolved
17	Customer/ SDR	"Error performing external validation: java.rmi.RemoteException: com.qwest.eqsms.db.DBException: Unable to check for call plan changes."	A system problem has prevented the request from being executed	✓ Contact Service Delivery Representative for assistance ✓ Service Delivery Representative will enter a Help Desk ticket ✓ Customer will submit new request when issue is resolved
18	Customer/ SDR	"java.lang.IllegalArgumentException: Null property value for 'globalDefault"	A system problem has prevented the request from being executed	✓ Contact Service Delivery Representative for assistance ✓ Service Delivery Representative will enter a Help Desk ticket ✓ Customer will submit new request when issue is resolved

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Order Template, continued, (continued)

General Control Center Errors (continued)

Item	Action Required By	Error Message	Reason for Error Message	Action Required
19	Customer/ SDR	"Unknown Host"	A system problem has prevented the request from being executed	✓ Contact Service Delivery Representative for assistance ✓ Service Delivery Representative will enter a Help Desk ticket ✓ Customer will submit new request when issue is resolved
20	Customer/ SDR	"An unexpected error has occurred. Please contact your Account Manager for assistance."	An unexpected error has occurred	✓ Contact the Service Delivery Representative
21	Customer/ SDR	"error.etfi.alt.act.no_cp"	A system problem has prevented the request from being executed	✓ Contact Service Delivery Representative for assistance ✓ Service Delivery Representative will enter a Help Desk ticket ✓ Customer will submit new request when issue is resolved
22	Customer Service Delivery Representative	"We are experiencing technical difficulties. Please try again later. Please verify your information and try again."	A system problem has prevented the request from being executed.	✓ The customer or Service Delivery Representative should wait approximately 5 minutes and submit the request again.
23	Customer Service Delivery Representative	"Sorry, but your roles do not allow access to this functionality. Please contact your Account Manager for more information".	The user had insufficient privileges to complete the requested action.	✓ Customers should contact their Service Delivery Representative for more information regarding this error message.