**WBSA Changes, Disconnects, Suspends, and Restores**

**Job Aid**

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# **Job Aid Overview**

WBSA services may be changed, suspended, restored, and disconnected once the install has completed. This job aid will cover those requests for both the Legacy CenturyLink (LC) region and the Legacy Qwest (LQ) region.

# **LSR Requirements**

There are some LSR requirements unique to WBS orders. They are required on all activity types.

* Order Number (PON) must begin with DSL (ex: DSLxxxxxxx)
* WBS Project ID must be populated in the PROJECT field (ex: CWSxxxxxBSA)
* PROJINDR field must be populated with B
* REMARKS1 field is required

# **Change Orders**

## **Overview**

Once the New Install has been issued, most requests other than a Move or Disconnect will be issued as a Change LSR. While all EASE Resale orders are similar, there are some differences from the New Install when issuing a Change. This document discusses some of those differences.

Change orders vary depending on the request. Some examples include:

* Upgrades/Downgrades
* Adding/removing Static IPs (LC only)
* Ordering new modem

## **Determining the Existing Services on the Account**

Issuing a change order requires knowledge of the existing services on the account. Since those services will be changing, it is important to know what codes/USOCs currently exist as they may need to be removed to allow for the new request.

|  |  |
| --- | --- |
| **Region** | **How to find existing feature codes/USOCs** |
| **LQ** | * Perform a Customer Service Inquiry (CSI) on the WBS TN.   + Instructions for creating the CSI are provided in the Focused Videos section of the CMP site: <https://www.centurylink.com/wholesale/cmp/ima-ease-issue-log.html> * View the FEAT PP field on the CSI to find all USOCs. * Compare USOCs on CSI to the Product Codes Excel file to determine what the USOCs represent.   + USOC identification can be made using the Excel file obtained from the WBS Product Catalog: <http://www.centurylink.com/wholesale/pcat/wbsaresale.html#features> * This provides the USOCs that may need to be deleted prior to adding the new desired codes, see order steps below. |
| **LC** | * Find and open an LSR issued on the TN. * View Existing Services to find the products currently on the TN (EASE searches the internal systems to provide accurate information). * The codes that may need to be deleted prior to adding the new desired codes are listed in Existing Services along with their descriptions, see order steps below.   **Note:** A Customer Service Inquiry may also be performed in the LC region, but it provides the products as opposed to the Feature Codes listed in the WBS Product Catalog: <http://www.centurylink.com/wholesale/pcat/wbsaresale.html#features>. |

## **Creating the Change Order**

Once the existing services have been obtained and the decision has been made as to which ones need changed, the LSR can be issued.

The table below provides high level steps for issuing a Change LSR.

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | Create the LSR using the same steps found in the **LSR New Install** section of the WBSA EASE VFO LSR LQ or LC Region documents.   * Use **ACTIVITY C** instead of N |

**Creating the Change Order, cont.**

|  |  |
| --- | --- |
| **Step** | **Action** |
| **2** | Populate the **LSR** and **EU** forms of the LSR using the instructions in the **LSR New Install** section of the WBSA EASE VFO LSR LQ or LC Region documents.   * Skip any steps that require searching a preorder * Manually populate the DDD using the calendar to the right of the field * Manually populate the address instead of using the pre-order instructions * Skip the Ship ADDR GRP step, if present |
| **3** | Click on the **RS** form.  RS ADMIN section:   * Enter 0001 in RSQTY field. NOTE: enter 0002 if ordering LQ region Pair Bonded technology.   Graphical user interface, text, application  Description automatically generated  RS SVC DET section:   * NOTE: ONLY if changing LQ region Pair Bonded technology, click on Add to add an additional section for the 2nd TN.   Graphical user interface, application  Description automatically generated  Note: This will provide 2 of each of the following sections: RS SVC DET, SVC DET GRP, LINE RESTRICT 2 GRP, FEATURE GRP. They will need to be populated for each TN.   * Populate the telephone number(s) for the service being changed in the TNS field(s).   Graphical user interface, application, Word  Description automatically generated |

**Creating the Change Order, cont.**

|  |  |
| --- | --- |
| **Step** | **Action** |
| **3, cont** | SVC DET GRP section:   * Enter 01 in LOCNUM field. * Enter 01 in LNUM field. * Enter C in LNA field. * LQ only: If changing from a pair bonded to single line or single to bonded, additional steps may be required. Contact your LSR Order Support team for assistance with how to populate the RS page.   Graphical user interface, application, Word  Description automatically generated  LINE RESTRICT 2 GRP:   * Enter NONE in PIC field. * Enter NONE in LPIC field.   Graphical user interface, text, application  Description automatically generated  FEATURE GRP Section:   * Enter the number of codes/USOCs to be removed and added in section(s). * Click Add.   Graphical user interface, text, application  Description automatically generated  **Result:** There are now additional Feature fields available to be populated. |

**Creating the Change Order, cont.**

|  |  |
| --- | --- |
| **Step** | **Action** |
| **3, cont** | FEATURE GRP [1] or [2] Section:   * Enter D in FA field. * Enter undesired Feature Code/USOC in FEATURE field. * Repeat in blank fields until all undesired codes/USOCs have been entered.   + Existing codes being replaced need to be deleted, ex: upgrading speed requires removing the existing speed code before adding the new one.   FEATURE GRP [1] or [2] Section:   * Enter N in FA field. * Enter desired code/USOC in FEATURE field. * Repeat until all desired codes have been entered. * LQ only: If Pair Bonded, codes/USOCs may need to be deleted and added on both TNs unless one TN has been removed. Contact your LSR Order Support team for assistance with how to populate the RS page.   Graphical user interface, text, application  Description automatically generated |
| **4** | Save, Validate, and Submit the order as normal. |

# **Disconnect Orders**

## 

## **Overview**

WBSA services will be disconnected by issuing a Disconnect LSR in EASE. While all EASE Resale orders are similar, there are some differences from the New Install when issuing a Disconnect. This document discusses some of those differences.

## **Creating the Disconnect Order**

The table below provides high level steps for issuing a Disconnect LSR.

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | Create the LSR using the same steps found in the **LSR New Install** section of the WBSA EASE VFO LSR LQ or LC Region documents.   * Use **ACTIVITY D** instead of N |
| **2** | Populate the **LSR** and **EU** forms of the LSR using the instructions in the **LSR New Install** section of the WBSA EASE VFO LSR LQ or LC Region documents.   * Skip any steps that require searching a preorder * Manually populate the DDD using the calendar to the right of the field * Manually populate the address instead of using the pre-order instructions * Skip the Ship ADDR GRP step, if present |
| **3** | Click on the **RS** form.  RS ADMIN section:   * Enter 0001 in RSQTY field. NOTE: enter 0002 if ordering LQ region Pair Bonded technology.   Graphical user interface, text, application  Description automatically generated |

**Creating the Disconnect Order, cont.**

|  |  |
| --- | --- |
| **Step** | **Action** |
| **3, cont** | RS SVC DET section:   * NOTE: ONLY if disconnecting LQ region Pair Bonded technology, click on Add to add an additional section for the 2nd TN.   Graphical user interface, application  Description automatically generated  Note: This will provide 2 of each of the following sections: RS SVC DET, SVC DET GRP, LINE RESTRICT 2 GRP, FEATURE GRP. They will need to be as shown below populated for each TN.   * Populate the telephone number(s) for the service being disconnected in the TNS field(s).   Graphical user interface, application, Word  Description automatically generated |
| **4** | Save, Validate, and Submit the order as normal. |

# **Suspend and Restore Orders**

## **Overview**

Wholesale Broadband Service (WBS) allows for temporary service suspension and subsequent restoral. Since the process is different depending on region, this job aid will be presented in two parts: Legacy CenturyLink Suspension and Restoral and Legacy Qwest Suspension and Restoral. This job aid does not cover Seasonal Suspension.

Suspension must be issued prior to Restoral.

## **Legacy CenturyLink (LC) Suspension and Restoral**

### **LC Suspend**

The table below provides steps for issuing a Suspend LSR in the LC region.

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | Create the LSR using the same steps found in the **LSR New Install** section of the WBSA EASE VFO LSR LC Region document.   * Use **ACTIVITY S** instead of N |
| **2** | Populate the **LSR** and **EU** forms of the LSR using the **LSR New Install** instructions in the WBSA EASE VFO LSR LC Region document.   * Skip any steps that require searching a preorder * Manually populate the DDD using the calendar to the right of the field * Manually populate the address instead of using the pre-order instructions |
| **3** | Click on the **RS** form.  RS ADMIN section:   * Enter 0001 in RSQTY field.   Graphical user interface, text, application  Description automatically generated |

**LC Suspend, cont**

|  |  |
| --- | --- |
| **Step** | **Action** |
| **3, cont** | * Populate the telephone number(s) for the service being suspended in the TNS field(s).   Graphical user interface, application, Word  Description automatically generated  SVC DET GRP section:   * Enter 01 in LOCNUM field. * Enter 01 in LNUM field. * Enter S in LNA field.   Graphical user interface, application  Description automatically generated |
| **4** | Save, Validate, and Submit the order as normal. |

### **LC Restore**

The table below provides steps for issuing a Restore LSR in the LC region.

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | Create the LSR using the same steps found in the **LSR New Install** section of the WBSA EASE VFO LSR LC Region document.   * Use **ACTIVITY B** instead of N |
| **2** | Populate the **LSR** and **EU** forms of the LSR using the **LSR New Install** instructions in the WBSA EASE VFO LSR LC Region document.   * Skip any steps that require searching a preorder * Manually populate the DDD using the calendar to the right of the field * Manually populate the address instead of using the pre-order instructions |

**LC Restore, cont**

|  |  |
| --- | --- |
| **Step** | **Action** |
| **3** | * Click on the **RS** form. * RS ADMIN section: * Enter 0001 in RSQTY field.   Graphical user interface, text, application  Description automatically generated   * Populate the telephone number(s) for the service being suspended in the TNS field(s).   Graphical user interface, application, Word  Description automatically generated   * SVC DET GRP section: * Enter 01 in LOCNUM field. * Enter 01 in LNUM field. * Enter **B** in LNA field.   Graphical user interface, application  Description automatically generated |
| **4** | Save, Validate, and Submit the order as normal. |

## **Legacy Qwest (LQ) Suspension and Restoral**

### **LQ Suspend and Restore**

The table below provides steps for issuing a Suspend or Restore LSR in the LQ region.

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | Create the LSR using the same steps found in the **LSR New Install** section of the WBSA EASE VFO LSR LQ Region document.   * Use **ACTIVITY C** instead of N |
| **2** | Populate the **LSR** and **EU** forms of the LSR using the instructions in the **LSR New Install** section of the WBSA EASE VFO LSR LQ Region document.   * Populate the **AN** field with the billing TN, ex: 111-222-3333-444 * Skip any steps that require searching a preorder * Manually populate the **DDD** using the calendar to the right of the field * Manually populate the address instead of using the pre-order instructions * Skip the Ship ADDR GRP step, if present * Populate **Remarks1** field with **SUSPEND SERVICE** |
| **3** | Click on the **RS** form.  RS ADMIN section:   * Enter 0001 in RSQTY field.   Graphical user interface, text, application  Description automatically generated   * Populate the telephone number for the service being suspended or restored in the TNS field(s). This should be the same number used in the AN field without the final 3 digits.   Graphical user interface, application, Word  Description automatically generated |

**LQ Suspend and Restore, cont.**

|  |  |
| --- | --- |
| **Step** | **Action** |
| **3, cont** | SVC DET GRP section:   * Enter 01 in LOCNUM field. * Enter 01 in LNUM field. * Enter C in LNA field.   Graphical user interface, application  Description automatically generated  FEATURE GRP Section:   * Enter 2 in Section(s). * Click Add.   Graphical user interface, text, application  Description automatically generated  **Result:** There are now three Feature fields available to be populated.  FEATURE GRP [1] Section:   * Enter O in FA field. * Enter GFB or GFR in FEATURE field.   FEATURE GRP [2] Section:   * Enter I in FA field. * Enter GFB or GFR in FEATURE field. |

**LQ Suspend and Restore, cont.**

|  |  |
| --- | --- |
| **Step** | **Action** |
| **3, cont** | FEATURE GRP [3] Section:   |  |  | | --- | --- | | If… | Then… | | Suspend | FA = N  FEATURE = SCG4X | | Restore | FA = D  FEATURE = SCG4X |   Note: SCG4X is the Suspend USOC, so adding it suspends the service, and removing it restores the service.  Graphical user interface, text, application  Description automatically generated |
| **4** | Save, Validate, and Submit the order as normal. |