CenturyLink™ Online Request Application (CORA™) (also known as QORA™)

User's Guide

Software Release: 28.0

Final Release Date: September 19, 2016

Table of Contents

Document Information

Version Notice

Document Date	Software Release	Document Version
October 13, 2003	1.0	1.0
October 24, 2003	1.0	1.01
March 20, 2004	2.0	2.0
September 20, 2004	3.0	3.0
March 14, 2005	4.0	4.0
April 11, 2005	4.0	4.01
May 16, 2005	4.1	4.1
October 10, 2005	5.0	5.0
December 17, 2005	6.0	6.0
April 10, 2006	7.0	7.0
November 6, 2006	8.0	8.0
March 12, 2007	9.0	9.0
June 25, 2007	9.1	9.1
September 17, 2007	10.0	10.0
March 17, 2008	11.0	11.0
September 22, 2008	12.0	12.0
March 23, 2009	13.0	13.0
September 21, 2009	14.0	14.0
March 22, 2010	15.0	15.0
September 20, 2010	16.0	16.0
March 21, 2011	17.0	17.0
August 8, 2011	17.1	17.1
September 19, 2011	18.0	18.0
March 19, 2012	19.0	19.0
September 17, 2012	20.0	20.0
March 18, 2013	21.0	21.0
September 23, 2013	22.0	22.0
March 17, 2014	23.0	23.0
September 22, 2014	24.0	24.0
March 23, 2015	25.0	25.0
June 29, 2015	25.1	25.1
August 28, 2015	26.0	26.0
March 21, 2016	27.0	27.0

Document Date	Software Release	Document Version
September 19, 2016	28.0	28.0

Change Log

Revision Date	Document Version & Software Release	Description
10/24/2003	1.01 / 1.0	Changed the internal production URL to http://asrprod.qintra.com/qoraprod.
3/20/2004	2.0	Changed the internal production URL to http://asrprod.qintra.com/qora. Added note regarding Internet Explorer Added ASR status of Canceled. Changed ASR status of Accepted to Acknowledged. Updated Glossary. Reformatted document using current template.
9/20/2004	3.0	Changed documentation url to http://www.qwest.com/wholesale/systems/asr.html. Added section Field Level Help. Updated screen shots for current release version.
3/14/2005	4.0	Reformatted from pdf to online format. Added Qwest IT Help desk phone number (1-877-828-4357). Changed references to “scanning CLLI codes” to “locating facilities between CLLI codes” in Navigating QORA™ and Locate Facility Between CLLI Codes – CLLI Scan. Changed multiple references to “range of CLLI codes” to “pair of CLLI codes.” Added sentence, “You can validate information using QORA’s pre-order tools.” In Validating Information section. Added clarification in Validating NC, NCI, and SECNCI Codes section regarding validating NC codes. Additional editing and formatting changes not affecting content. Changed http://www.qwest.com/wholesale/downloads/2003/030801/ASR-FAQ-08010.pdf to http://www.qwest.com/wholesale/systems/asr.htm in QORA™ System Requirements section. Additional edits for clarity.
4/11/2005	4.01 / 4.0	Updated Administrative Roles and Tasks section; Customer Admin users do not have the ability to unlock users.
5/16/2005	4.1	Added Street Address Validation Addendum to user guide.

Revision Date	Document Version & Software Release	Description
10/10/2005	5.0	Reformatted document using current template. Added section Canceling Additional Forms – ACI. Added section Order Validations.
12/17/2005	6.0	Changes to field level help for ASR form.
4/10/2006	7.0	Changes to field level help for SALI, TQ, FGA, WAT, MSL, and TRK forms.
11/6/2006	8.0	Changes to field level help for EVC and C/NR forms. Added Record Retention Policy section.
3/12/2007	9.0	Changes to the Copying a Request note and Address Validation by Street Address section of the user guide. Changes to field level help for new fields in the ASR, Trunking, Transport, CN, EUSA, EVC, MULTI-EC, and NAI forms.
6/25/2007	9.1	In the Getting Started section, changed the steps and URL about how to access QORA. I n the Creating Reports section, added content about two new sub tabs (QORA GUI Reports and ASR Status) under the Reports tab. This included adding topics for the ASR Status sub tab about how to view CN, C/NR, and DLR status information for the request and how to view the current ASR. Created a new ASR Status section and topics about the new ASR Status tab for pre-order only users, including how to search for a request and how to view CN, C/NR, and DLR status information for the request.
9/17/2007	10.0	Added information about a new status change notification e-mail option in the Checking Request Status section. Added information about new Desired Due Date (DDD) calculation functionality on the ASR form in the Creating a New Request section. Updated the glossary. Changes to field level help in the ASR, FGA, TRK, C/NR, CN, and EVC forms.
3/17/2008	11.0	Changed field-level help topics for the ACI, ASR, CN, EUS, EVC, TQ, and TRK forms. Added new field-level help topics for the EVC, TRK, and VC forms. Deleted field-level help topics for the ACI, EUS, EVC, Transport, and TRK forms. Added text in the Validating the CFA section of the Preorder tab about NC/NCI combination information that appears at the top of the screen if that information can be retrieved. Added text in the Copying a Request section about the value in the EXP field not being copied over in the new request.

Revision Date	Document Version & Software Release	Description
		Changed information in the Printing Requests section to remove the Create XLS functionality and replace it with the new Create PDF functionality. Revised the Record Retention Policy section. Updated the Administrative Roles and Tasks table. Modified the Change Log to only list changes affecting this guide.
9/22/2008	12.0	Added new help topic about validating an address by circuit ID from the Pre-Order tab and from the SALI form. Changes to field level help for the ACI, ASR, CNR, EUS, EVC, NAI, SALI, TQ, TRANS, TRK, and VC forms. NOTE: Qwest is not supporting VCAT form functionality at this time.
3/23/2009	13.0	Added new help topic about resetting or clearing Pre-Order forms and added links from individual Pre-Order help topics to this new topic. (The Clear button is new; the Reset button is unchanged.) Added information in the "Validating the CFA" topic about CKR and PON values for the working ECCKT appearing for busy channels in the validation results. Updated information in the Editing a Request topic under the Unsubmitted Tab section to cover the separation of the Validate/Next button into a Validate button and a Next button. Also updated the following other topics where Validate/Next was referenced – Canceling Forms, Adding Child Forms, Submitting a Request, and Logging Out. In addition, created two new topics in the Edit Request section to better organize and reuse information – Using the Form Flow Diagram and Using the Validate, Next, and Reset Functions. Updated information in the Submitting a Request topic under the Unsubmitted Tab section to address what happens after submitting a request depending on whether the request is large or small. Reformatted the "Create New" section and added a missing screen capture. Updated the glossary. Changes to field level help for the ACI, ASR, and CN forms.
9/21/2009	14.0	Updated the "Additional Form Features and Behaviors" topic to include information about the "Add another SAC" button on the SAC NXX tab of the TQ form. Updated the "Creating Reports" topic to show the INIT option that appears in the Information to Display section of the QORA GUI Reports tab and to add information about some commonly used selections in the section being checked by default.

Revision Date	Document Version & Software Release	Description
		Changed a note on the “Submitting a Request” topic about errors not clearing until Validate is clicked. Updated the “Canceling Forms” topic to show a revised screen capture for the Circuit Details tab to show the TSP field in it. Updated the “Downloading the Report as a CSV Text File” topic to change the download screen capture and steps text. Updated the Glossary. Changes to field level help for the ACI, ASR, CN, EOD, EUS, FGA, SALI, TQ, TRANS, TRK, VCT, and WAT forms.
3/22/2010	15.0	Updated the “Editing a Request” topic to change screen examples in step 5 for the check boxes at the bottom of the Contact tab. Updated the “QORA Standards” topic to add information about avoiding copying/pasting text from other applications into QORA fields. Updated the Glossary. Changes to field level help for the ACI, ASR, FGA, MSL, NAI, TQ, TRANS, and TRK forms.
9/20/2010	16.0	Updated the “Viewing CN Information” topic to change the screen capture and related text to show the Virtual Circuits tab. Updated the “Creating Reports” topic to change the screen capture to show the EVCI report criteria options and to add “EVCI is” field and its description and usage to the Report Criteria & Sort Order Fields table. Updated the ASR Status topics to organize them and reduce duplication of content. Updated the title of the “Contact Information” topic to “Document Information” to match the content of the topic. Updated the Glossary. Changes to field level help for the ACI, ASR, CN, CNR, EUS, EVC, MSL, TRANS, TRK, and VC forms.
3/21/2011	17.0	Corrected a typo in the “QORA System Requirements” topic. Updated the Glossary. Changes to field level help for the ACI, ARI, ASR, CN, EUSA, EVC, RING, and TRANS forms.
8/8/2011	17.1	Updated the look-and-feel of the online help and field-level help to implement Qwest-to-CenturyLink rebranding changes. This included overall design

Revision Date	Document Version & Software Release	Description
		changes for the logo, color palette, company name change in footers, and system name change from QORA to CORA in headers, footers, and hyperlinks where appropriate. Changes were not made to the text or GUI screens in the individual help topics and changes were also not made to the look-and-feel, text, and GUI screens in the PDF versions of the user guides—these additional rebranding changes will be made in the 18.0 release when ASOG 43 industry standards are implemented.
9/19/2011	18.0	Updated all field-level help topics and online help/user guides content to rebrand text and images from Qwest to CenturyLink and from QORA to CORA. This included changes to URLs for login and user help. NOTE: For the CORA GUI, the client-side Qwest/CenturyLink level access digital certificates are not impacted by this URL change. For ASOG 43, changed field-level help topics for the ACI, ASR, CN, EUSA, and TRANS forms. Deleted all field-level help topics and associated glossary items for the TSR form since ASOG 43 deleted this form from use. Updated the Glossary. Updated the “Creating Reports” and “Report Criteria & Sort Order Fields” topics to provide information about a new field to search by ECCKT or EVCID and about new column values that can be displayed in reports for confirmed orders. Updated the “Checking Request Status,” “Searching for a Request,” “Creating Reports,” and “ASR Status Search Steps” topics to revise the search results screens and associated text. The results language changed slightly to clarify the total number of results found and the number of rows currently being shown. Added screen images to the child and multiple form topics in the “Editing a Request” section to provide visual clarification on their usage.
3/19/2012	19.0	Changed field-level help topics for the ASR, CN, CNR, EUSA, EVC, MEC, SALI, TRANS, and TRK forms. Updated the Glossary. Updated the Pre-Order “Validating by Street Address” topic to add a search result item to the “one or more near matches are found” row about the SANORT value when the addresses within a SANOR response on pre-validation are either all odd numbered or all even numbered. Updated the “CORA System Requirements” topic to change the browser bug Note about resizing the browser window.
9/17/2012	20.0	Changed field-level help topics for the ACI, ASR, EUSA, EVC, and TRANS forms. Added definition for channel status codes in CFA Validation under Preorder tab.

Revision Date	Document Version & Software Release	Description
		Updated the Glossary.
3/18/2013	21.0	Changed field-level help topics for the ASR, CN, CNR, EUSA, EVC, TRANS, ACI, FGA, and TRK forms. Updated online help and user guides with the new screen for CN form. Deleted field-level help topic and associated glossary item for S-VLAN IND field in EVC form, since ASOG 46 deleted this field from use. Updated the Glossary.
9/23/2013	22.0	Changed field-level help topics for the ARI, ASR, CN, CNR, EUS, EVC, FGA, RNG, SALI, TRANS, TRK, and WAT forms. Updated online help and user guides with the new screens for CN and C/NR forms. Updated the Glossary.
3/17/2014	23.0	Changed field-level help topics for the ARI, RNG, FGA, TRK, TRANS, EUS, CNR, SALI, and ASR forms. Updated online help and user guides with the new screen for DLR Retrieval. Updated the Glossary.
9/25/2014	24.0	Changed field-level help topics for the TRANS, SES, ASR, CN, EUSA, SALI, ACI and EVC forms. Updated online help and user guides with the modified screen for CN Form. Updated the Glossary.
3/23/2015	25.0	Changed field-level help topics for the ACI, EUSA, EVC, SES, TRANS, FGA, SALI, TQ and TRUNK forms Updated Whom to Call and When section and updated browsers in CORA system requirements example. Updated the Glossary
6/29/2015	25.1	Change field-level help topics for SES and EVC forms
8/28/2015	26.0	Changed field level help topics for the ASR, ACI, CNR, CN, SALI, EVC, TRANS, EUSA, SES, FGA, WATS, TRUNK, MSL, PORT, EOD, RING, ARI and NAI forms. Updated the Glossary

Revision Date	Document Version & Software Release	Description
3/21/2016	27.0	Changed field level help topics for the ASR, CN, EVC, MEC, SALI and SES forms. Updated the Glossary
9/19/2016	28.0	Changed field level help topics for the ASR, ACI, ARI, CN, CNR, EUS, EVC, MEC, MSL, PC, ES, TQ and TRANS forms.

Copyright

Trademarks

Document Location

You can obtain the latest version of this document at http://www.centurylink.com/wholesale/systems/asr.html.

Records Retention Policy

ASR *Access Service Requests* that have been submitted to CenturyLink and processed will be retained in the database for a period of 2 years. CenturyLink will perform a purge of these records twice annually in January and July. The purge date will be based on the date of the last activity transmitted on the ASR. For example, if the date the C/NR *Clarification/Notification Request* form for completion or cancellation of the ASR is November 2006, the deletion of this record would occur in January 2009 and once purged will no longer be accessible to you.

Requests that have been created but not submitted to CenturyLink will not be purged from the database regardless of the date created. However, unsubmitted ASRs that have not been modified for more than 2 years whose "Last Edited User" is no longer a valid user in the system may be purged at CenturyLink's discretion.

Getting Started

This guide provides instructions for both CenturyLink customers and employees for using the CORA™ GUI. For product-specific information, go to http://www.centurylink.com/wholesale/pcat.

This section includes basic information about CORA™ as well as instructions for logging in and out and changing your password.

Browser Guidelines

Your browser may ask you whether you want passwords and information you type to be saved for future use. If you see a message asking you to save your password or other information, **do not do so**. Saving your password may create security problems. Saving other information may not work as intended within the system.

Navigating CORA™

To navigate in CORA™, use the top row of tabs:

To do this...	Click this tab...
View requests submitted to CenturyLink for processing	Submitted
View requests not yet submitted to CenturyLink	Unsubmitted
Create a new request	Create New
Validate an address	Pre-Order
Validate a BAN	Pre-Order
Validate a CFA	Pre-Order
Locate a Facility Between CLLI Codes (CLLI Scan)	Pre-Order
Validate NC, NCI, and SECNCI codes	Pre-Order
Generate a report listing submitted requests	Reports
Change your password (customers only)	Admin
Check overall status information on a submitted request	ASR Status or Reports > ASR Status depending on user permissions
Access a Design Layout Report (DLR)	ASR Status or Reports > ASR Status depending on user permissions
Get help	Help
Log out	Logout

CORA™ Standards

Following are standard guidelines to follow when working in CORA™.

- You can type uppercase, lowercase, or mixed case in fields; all typed text is automatically set to UPPERCASE.
- You can edit all fields unless they are dimmed, even those that are automatically filled in for you.
- Avoid copying/pasting text from other applications (Word, Excel, PDF, and so on) into fields. Doing so may introduce "garbage characters" (carriage returns, tabs, line feeds, unsupported non-ASCII characters, and so on) that cannot be interpreted or translated properly when the data is transferred. Once a situation like this occurs, the only workaround is to perform a copy-to-new function and fix the offending field **prior** to requesting a validation, which forces you to submit the ASR *Access Service Request* under a different PON *Purchase Order Number*. The workaround is cumbersome, and data could be unrecoverable if the situation occurs on a SUP *Supplement Type*.

CORA™ System Requirements

Browser: Any browser that supports the Web standards XHTML 0 Transitional, CSS 1, DOM 1, and ECMAScript, for example, Microsoft Internet Explorer 9 and Mozilla Firefox 32.0.1.

> Note: There is a bug within some browsers regarding resizing windows in the GUI. If you resize your window “just right,” it may cause a field or two to not display, as the browser gets confused on whether to leave the field in its current position or wrap it to the line below. Therefore, the field may disappear. Resizing the screen differently again will cause the invisible field to reappear.

Display resolution: At least 800x600, but the GUI will flexibly adapt to take advantage of higher resolution displays, such as 1024x768 or 1280x1024 when available.

Display colors: At least 65536 colors (i.e., 16-bit color).

Internet connection: At least 56kbps dial-up.

Processor, RAM, hard disk space: Any environment that will run one of the supported browsers.

Requirement updates and additional questions and answers can be found at the CenturyLink ASR Ordering Systems web site at http://www.centurylink.com/wholesale/systems/asr.html.

Whom to Call and When

If you need an account created or changes to your CCNA *Customer Carrier Name Abbreviation* permissions or personal information (name, email address, etc.), contact your CORA™ system administrator.

For ASR *Access Service Request* Ordering Systems Information, go to http://www.centurylink.com/wholesale/systems/asr.html.

For all other problems, call the Wholesale Systems Help Desk:

1-888-796-9102, option 2
Monday-Friday 6:00 a.m. to 7:00 p.m. (Mountain Time)
Saturday 7:00 a.m. to 2:00 p.m. (Mountain Time)

Login

Before You Begin

Before users can log in to CORA™:

- They must have a digital certificate issued by CenturyLink.

  NOTE: Users can obtain a digital certificate by going to http://www.centurylink.com/wholesale/systems/generalinfo.html and submitting a request to the Wholesale Services Support Team (WSST). The WSST notifies the customer of the digital certificate and PIN numbers.

- They must have an account in CORA™.

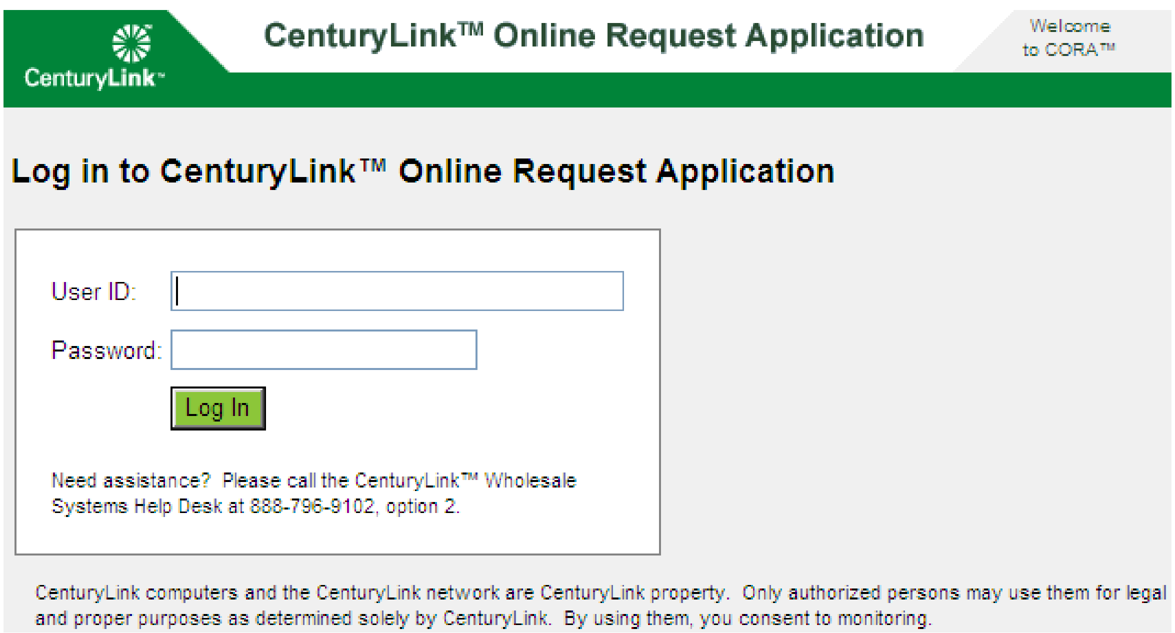
  NOTE: For information about creating an account, see Creating a New User Account.

To log in to CORA™, users browse to https://coraprod.centurylink.com/cora/control/login and log in using their email address for the user ID and the 4-digit digital certificate PIN provided by CenturyLink. At initial login, CORA™ requires users to change their passwords from the 4-digit PIN to a password of their choice within CenturyLink's corporate standard guidelines.

NOTE: For information about changing your password, see Changing Your Password.

Log in as a Customer

1. Open a browser window and go to https://coraprod.centurylink.com/cora/control/login. The login page appears.

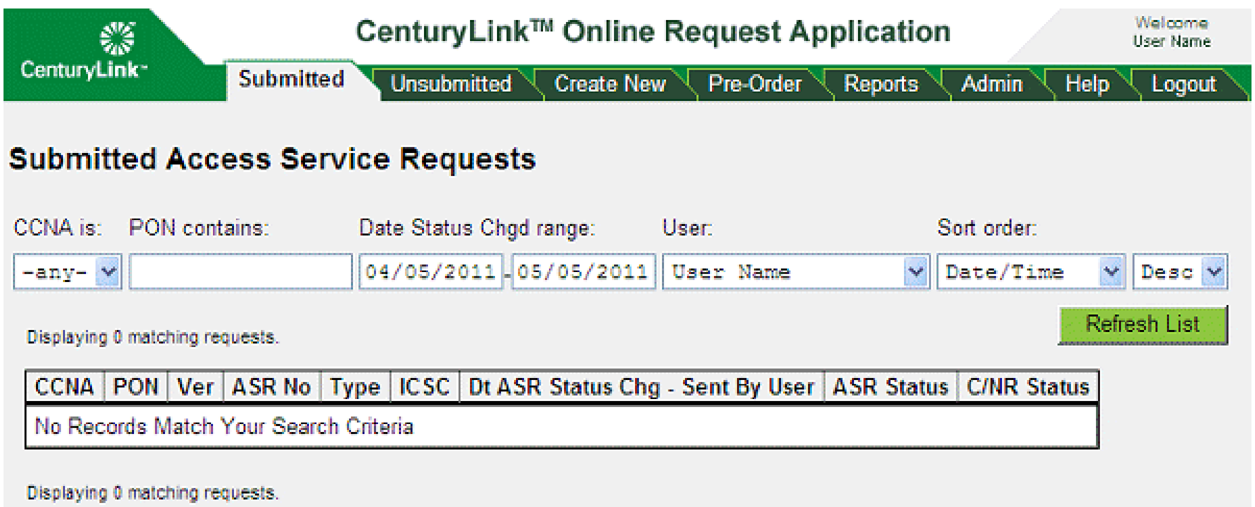


2. Do one of the following:

If you have not logged in before...	If you have logged in before...
· In the User ID field, type your user ID (your email address). · In the Password field, type your digital certificate PIN. · Type a new password when prompted to do so.	· Type your user ID (your email address) and password.

3. Click **Log In**. The main window appears.

Caution: For security reasons, user accounts are locked after five consecutive unsuccessful login attempts. This lockout condition lasts for 30 minutes. To unlock an account sooner (after a password has been reset by the help desk if needed), users should contact the appropriate help desk for assistance to unlock their account.



Tabs

Overview

CORA™ (CenturyLink™ Online Request Application) enables you to create, submit, and manage ASR *Access Service Requests* online. This section describes the following tasks:

- Checking Request Status
- Revising a Rejected Request
- Supplementing a Request
- Copying a Request
- Using a Request as a Template
- Printing Requests
- Deleting a Request
- Editing a Request
- Submitting a Request
- Restructuring a Request
- Searching For a Request
- Creating a New Request

You can also create customized reports to see specific information about requests that you have submitted (see Creating Reports).

Admin Tab

Administrative Roles and Tasks

CORA™ supports the roles and administrative tasks outlined in the table below. Your role determines the tasks you can complete from the Admin tab.

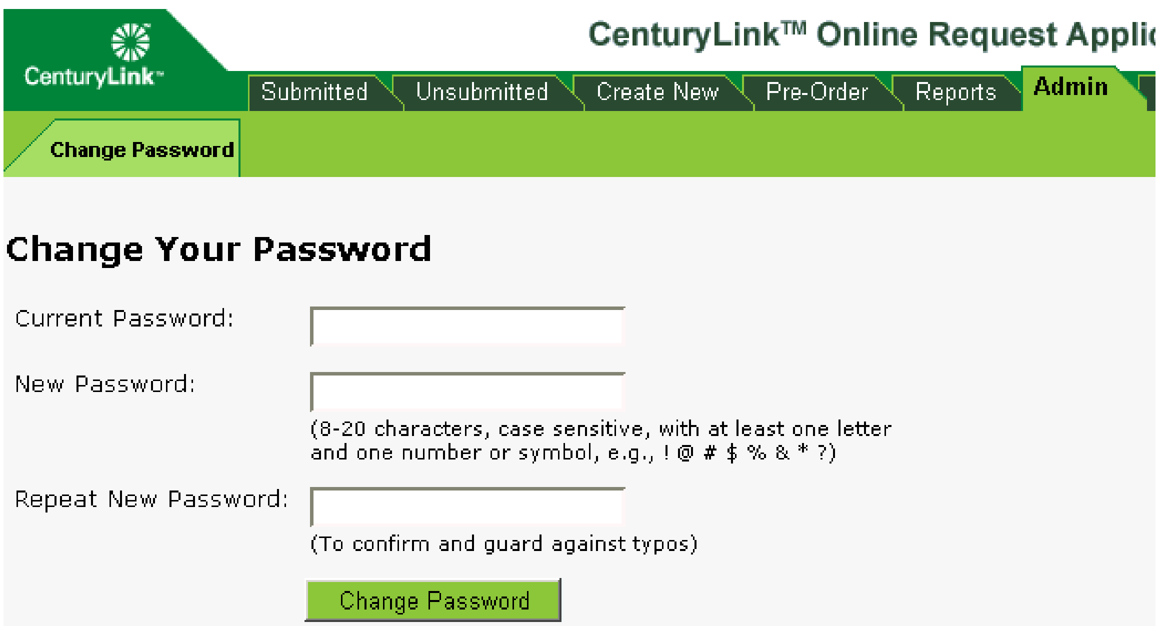
Tasks	Customer Basic	Customer Admin	CenturyLink Basic	CenturyLink Admin	Super User (CenturyLink)
Create admin user		X		X	X
Create basic user		X		X	X
Edit users		X		X	X
Delete users		X		X	X
Change own password	X	X			

Tasks	Customer Basic	Customer Admin	CenturyLink Basic	CenturyLink Admin	Super User (CenturyLink)
Unlock users			X	X	X
Manage users (mass functions)					X
Change login messages					X
Add or delete companies					X
Add or reassign CCNAs					X

Changing Your Password

Customer users can change their own passwords.

1. Click the **Admin** tab.



2. Type your current password and your new password (twice).

3. Click **Change Password**.

Submitted Tab

Request Status Definitions

ASR Status	Definition
New	Version 1 of a request; not yet submitted.
New - Revised	The request was submitted, rejected, and is now being revised.
Supplement	Version 2 (or more) of a request that has not been rejected.
Supplement - Revised	The request was supplemented and submitted, rejected, and is now being revised.
Submitted	The request was submitted, but CenturyLink has not yet sent you an acknowledgement or confirmation.
Rejected	CenturyLink has rejected the request because of errors.
In Process	CenturyLink has accepted the request, assigned an ASR *Access Service Request* number and it is currently being processed.
Sup Req	CenturyLink has discovered errors on the ASR that require a supplement be issued before processing of the request can continue. A C/NR *Clarification/Notification Request* form has been generated with details of the error.
Confirmed	The request was submitted, and CenturyLink has provided confirmation through a CN *Confirmation Notice* form.
Canceled	CenturyLink has accepted the user's request to cancel an ASR, or has generated a C/NR cancellation notice form to cancel the ASR due to non-receipt of a supplement requested via a previously issued C/NR Form.
Completed	CenturyLink has completed the request and generated a C/NR completion notice.

C/NR Status	Definition
Error	A C/NR form has been generated because CenturyLink has discovered errors on the ASR during processing that require a supplement to be issued before processing can continue.
Jeopardy	CenturyLink has generated a C/NR form indicating conditions exist on the ASR that impact the critical dates.
Jeop-Err	CenturyLink has generated a C/NR form because errors exist on the ASR that require a supplement and the critical dates are impacted.
Info	CenturyLink has generated an Information Only C/NR form to provide additional information regarding the request.
Clear	CenturyLink has generated a C/NR indicating all error conditions noted in a previously issued C/NR form have been satisfied and the ASR is in process.
Completed	CenturyLink has generated a C/NR form to indicate the request has been completed.
CancByCTL	CenturyLink has generated a C/NR form indicating the request has been cancelled by CenturyLink due to non-receipt of a supplement requested via a previous C/NR form.

Note: You can print any request, including confirmation notices for requests with a Confirmed status as well as clarification/notification request forms when present (see Printing Requests).

Checking Request Status

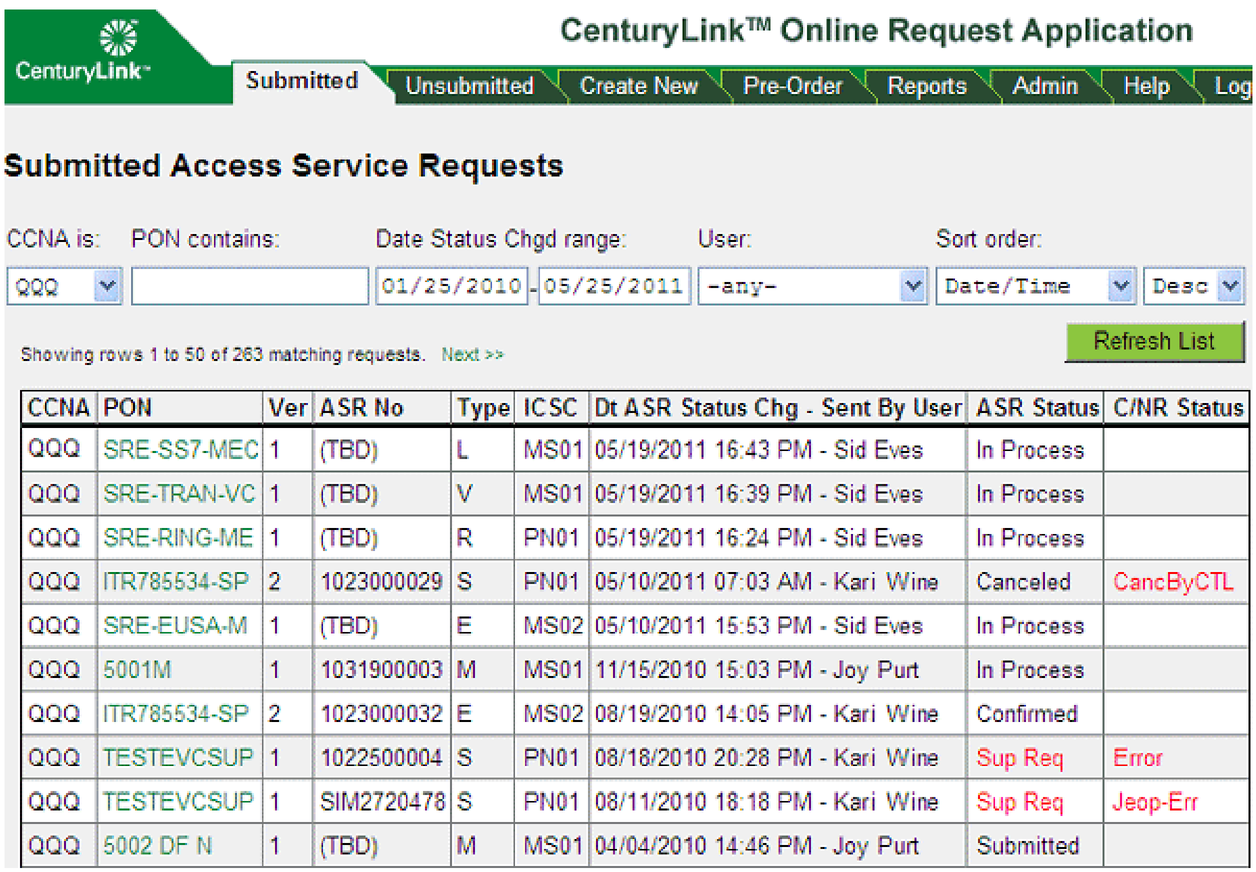
You can check the status of one or more requests.

1. Click the **Submitted** or **Unsubmitted** tab.

   NOTE: See Searching for a Request to View ASR Status under the Reports tab for information about another way to view the status of an ASR *Access Service Request* and access a DLR *Design Layout Report* for an ASR.

2. Sort and filter the listed requests as desired. (See Searching for a Request.)

3. Find the request in the list and read its status in the column of the table. (See the various request status definitions.) (Up to 100 requests at a time display; if there are more than 100 requests, you will see Next>> and <<Previous links to browse to the next or previous batch of requests.)



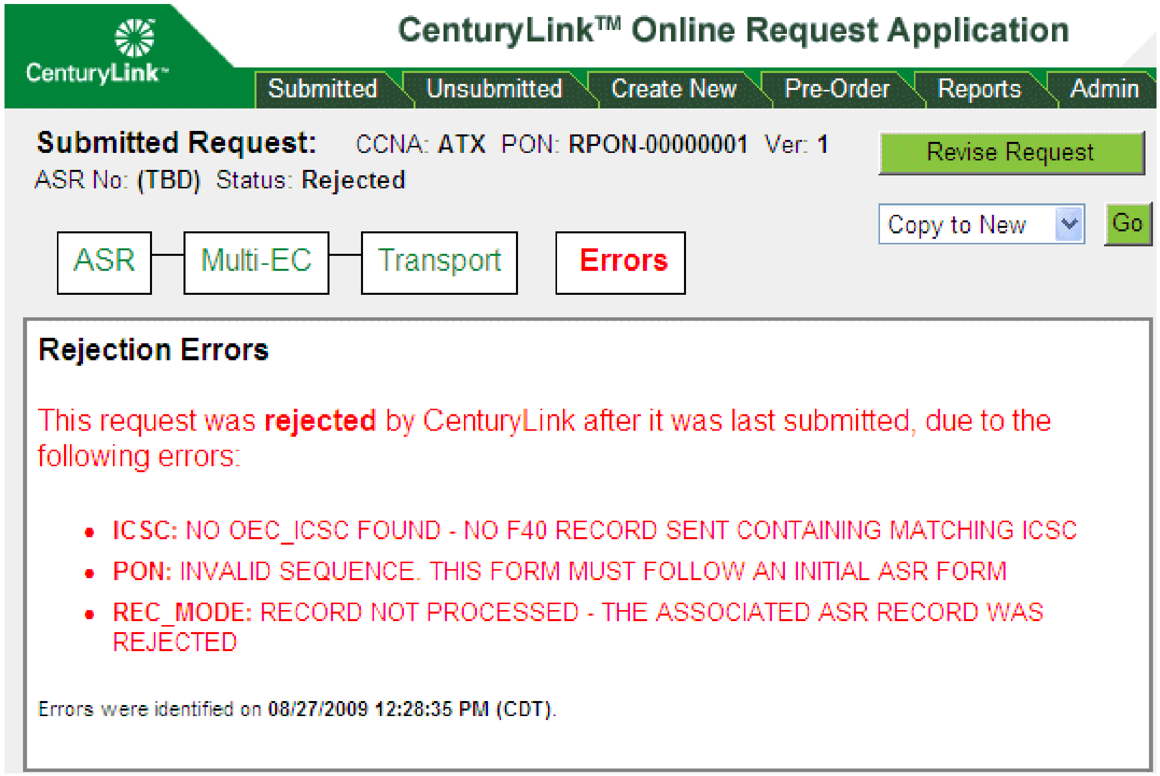
CCNA	PON	Ver	ASR No	Type	ICSC	Dt ASR Status Chg - Sent By User	ASR Status	C/NR Status
QQQ	SRE-SS7-MEC	1	(TBD)	L	MS01	05/19/2011 16:43 PM - Sid Eves	In Process	
QQQ	SRE-TRAN-VC	1	(TBD)	V	MS01	05/19/2011 16:39 PM - Sid Eves	In Process	
QQQ	SRE-RING-ME	1	(TBD)	R	PN01	05/19/2011 16:24 PM - Sid Eves	In Process	
QQQ	ITR785534-SP	2	1023000029	S	PN01	05/10/2011 07:03 AM - Kari Wine	Canceled	CancByCTL
QQQ	SRE-EUSA-M	1	(TBD)	E	MS02	05/10/2011 15:53 PM - Sid Eves	In Process	
QQQ	5001M	1	1031900003	M	MS01	11/15/2010 15:03 PM - Joy Purt	In Process	
QQQ	ITR785534-SP	2	1023000032	E	MS02	08/19/2010 14:05 PM - Kari Wine	Confirmed	
QQQ	TESTEVCSUP	1	1022500004	S	PN01	08/18/2010 20:28 PM - Kari Wine	Sup Req	Error
QQQ	TESTEVCSUP	1	SIM2720478	S	PN01	08/11/2010 18:18 PM - Kari Wine	Sup Req	Jeop-Err
QQQ	5002 DF N	1	(TBD)	M	MS01	04/04/2010 14:46 PM - Joy Purt	Submitted	

Note: You can request to receive an e-mail notice each time the status of an ASR changes by contacting the Help Desk.

Revising a Rejected Request

You can revise requests that have been rejected because of errors.

1. Click the **Submitted** tab.
2. Sort and filter the listed requests as desired (see Searching For a Request).
3. Click the PON *Purchase Order Number* of the rejected request that you want to revise.



4. Click **Revise Request**. The request opens in editing mode and is moved from the Submitted area to the Unsubmitted area with the appropriate status. You can either leave the request in unsubmitted status and edit it later (see Editing a Request) or correct any errors and resubmit it (see Submitting a Request).

Supplementing a Request

You can supplement a request that you have submitted and that has been confirmed or accepted. That is, you can cancel it, change its desired due date, or otherwise revise it.

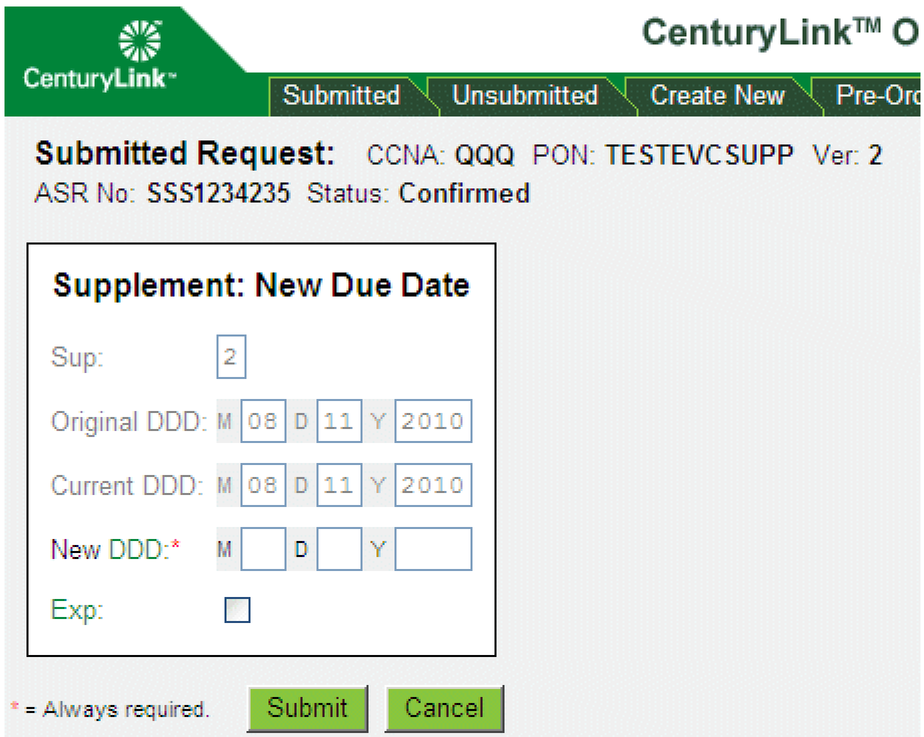
Note: You cannot supplement a request that has already been canceled. If you want to revise a canceled request, you must create an entirely new request containing your revisions.

1. Click the **Submitted** tab.
2. Sort and filter the listed requests as desired (see Searching For a Request).
3. Click the PON *Purchase Order Number* of the request that you want to supplement.

4. Select one of the following options from the list at the right side of the form flow diagram.

- To cancel the request, select **Sup 1: Cancel** and then click **Go**. In the confirmation message that appears, click **Yes**. If the cancellation succeeds, a Request Submitted page appears. If the request could not be canceled, an error page appears with the reason.

- To change the request's due date, select **Sup 2: Due Date** and then click **Go**. Enter the new due date in the New DDD *Desired Due Date* field and click **Submit**. In the confirmation message that appears, click **OK**. If the request could not be submitted, an error message appears with the reason.



- To otherwise modify the request, select **Sup 3: Other** (for confirmed requests) or **Sup 4: Correction** (for accepted requests) and then click **Go**. In the confirmation message that appears, click **OK**. You enter editing mode where you can edit the supplemental request and submit it. The request moves to the Unsubmitted tab until it has been successfully resubmitted. If the request cannot be edited, an error page appears with the reason.

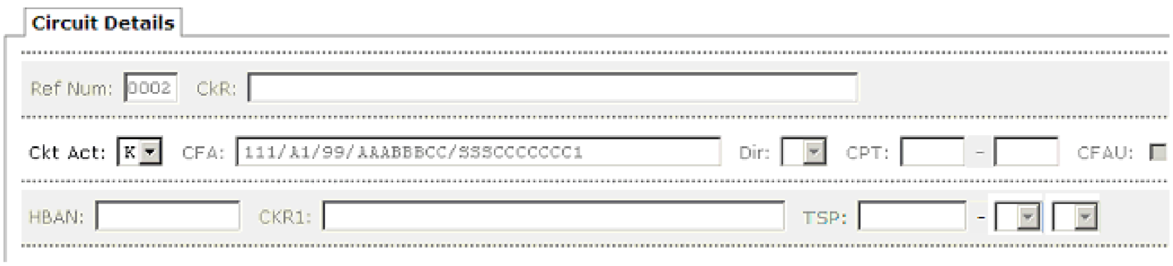
Canceling Forms

You can supplement a request to remove additional ACI *Additional Circuit Information* forms if you wish to decrease the quantity on the request. To do this, you need to cancel the form. It is not possible to just "delete" the form from the request once it has been submitted.

To cancel an ACI form:

1. On the ASR form, change the quantity to the new quantity desired.

2. Select the ACI form that you need to cancel. On the ACI page screen select "K" from the Ckt Act drop-down menu.



3. Click **Validate** and submit the supplement. Repeat this process for each ACI form you need to delete depending on your quantity change.

Copying a Request

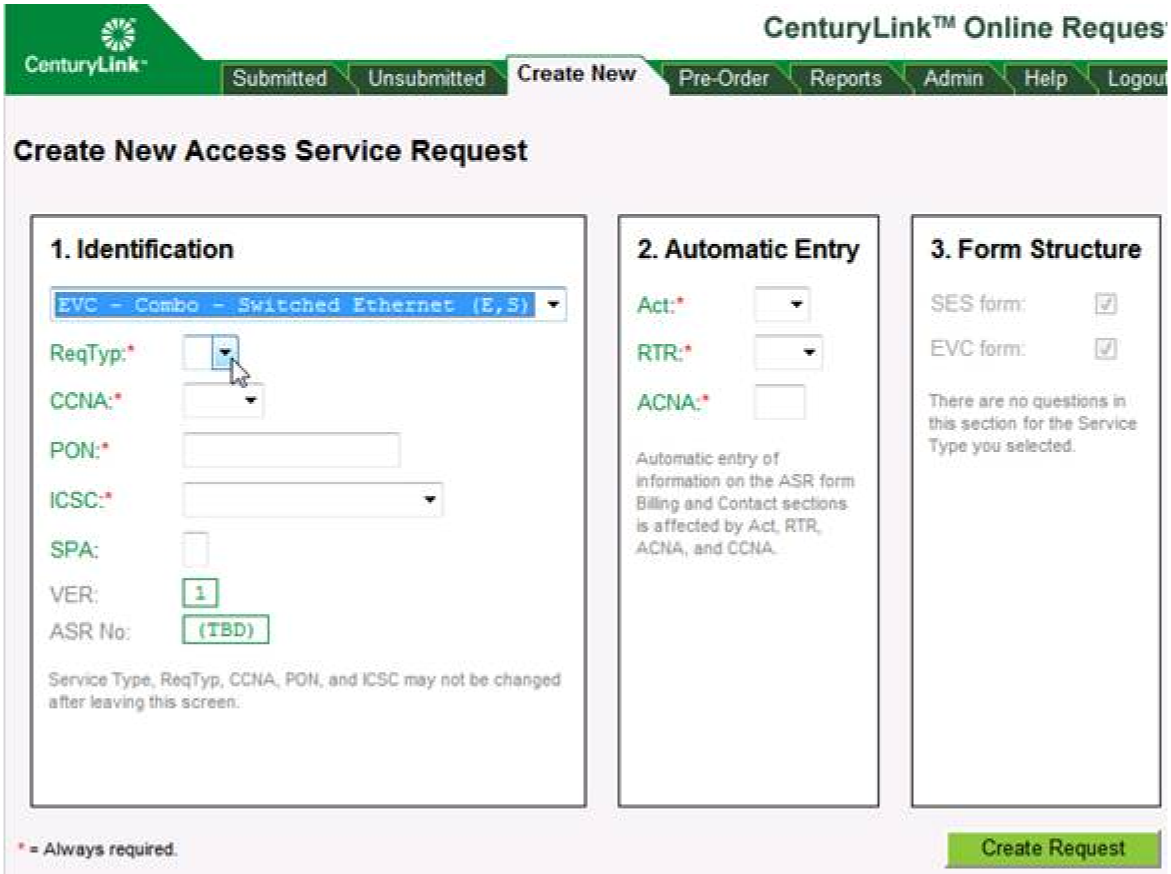
You can copy any request—submitted or unsubmitted—to create a new request.

1. Click either the **Submitted** or the **Unsubmitted** tab.

2. Sort and filter the listed requests as desired (see Searching For a Request).

3. Click the PON *Purchase Order Number* for the request you want to copy.

4. Select **Copy to New** from the drop-down menu to the right of the form flow diagram and click **Go**. A Copying Request to New Request screen appears.



5. Change information in the Identification section to uniquely identify the new request. You must change at least one key field — CCNA *Customer Carrier Name Abbreviation*, PON, or ICSC *Interexchange Customer Service Center*.

   Note: If you fail to change one of the key fields, a "Duplicate ASR" error message displays and the request will not be created until you correct the error.

6. Change information in the Automatic Entry section if needed.

   Note: Automatic entry of information in the ASR *Access Service Request* form overrides any information you have entered.

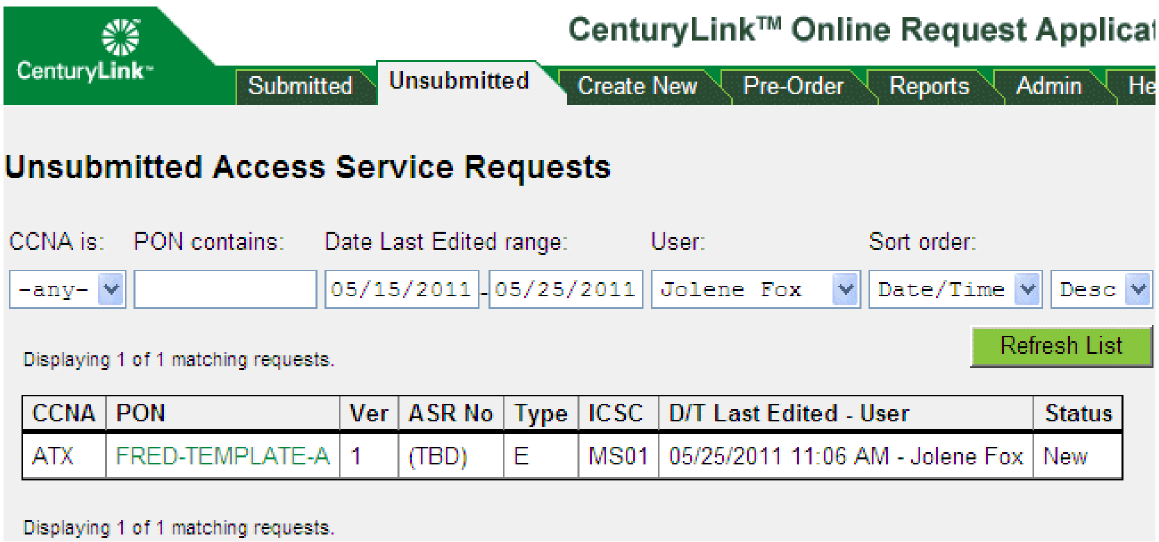
7. Click **Create Request**. If there are no errors, a new request is created and opens in editing mode. If you want to edit the request later, you can open it from the Unsubmitted tab, edit, and submit it. (See Submitting a Request.)

   Note: When you perform a Copy to New, the new ASR will reflect a copy of only those items still "visible" in the ASR you are copying from. Previously canceled or deleted forms that no longer appear will not be copied. Since your copied ASR is considered "new", REF NUM *Reference Number*s (or VC NUM *Virtual Connection Number*s, UREF *UNI Reference Number*s) in your new ASR will be resequenced as per the ASOG *Access Service Ordering Guidelines*. You will need to double-check the MSL *Multipoint Service Legs*, ACI *Additional Circuit Information*, ARI *Additional Ring Information* or VC *Virtual Connection* forms that have been copied to clear any "cancel" indicators (LEGACT *Multipoint Leg Activity*, CKTACT *Circuit Activity*, etc.) that might be inappropriately set for a new ASR. The QTY *Quantity*, Remarks, and EXP *Expedite* fields are not copied to the new ASR. These fields are left blank and you must populate them appropriately for the new request.

Using a Request as a Template

You can create a new request or copy an existing unsubmitted or submitted request and use it as a template to create new requests.

1. Do one of the following:
   - Create a new request (see Creating a New Request)
   - Copy an existing request (see Copying a Request)
2. In either of the above cases, enter a PON *Purchase Order Number* for the request (or edit the PON) that uniquely identifies it as a template. For example, if your first name is Fred, you could enter something like FRED-TEMPLATE-A. Be consistent so that you can easily find your templates later.
3. Once you have created or copied the request, click the Unsubmitted tab to view your unsubmitted requests.



4. To use one of the request templates you created, click the PON for the request.
5. Copy the request (see Copying a Request) and edit it as desired (see Editing a Request).

Note: You can continue to use request templates over and over.

Printing Requests

You can print unsubmitted and submitted requests.

Note: You must have Adobe Reader 5.0 or higher on your machine to view requests in printable (PDF) format. You can download a current version of Adobe Reader from the Adobe Web site.

1. Click the **Unsubmitted** or **Submitted** tab.

2. Sort and filter the listed requests as desired (see Searching for a Request).

3. Click the PON *Purchase Order Number* for the request you want to print.

4. From the drop-down menu next to the form flow diagram, select **Create PDF** and then click **Go**. After a few moments, a PDF version of the request will appear. (Depending on your browser settings, the PDF will either appear in the same browser window or a new browser window.) You can use the Bookmarks or Pages tabs on the left side of the page to click on and view specific pages of the request.

5. You can either print the PDF file or save a copy of it to disk.

   Note: If you save the file to disk, this does not save the information in the system.

6. To return to the request in the system, either click the Back button in your browser (if the PDF opened in the same browser window) or close the new browser window for the PDF.

Deleting a Request

You can delete unsubmitted requests from the system. You can also delete submitted requests that have a status of rejected.

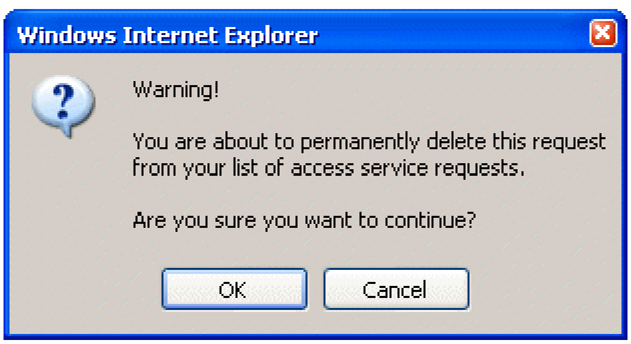
Caution: If you delete a request, all data for the request is permanently deleted, and any record of the request is erased from the system.

1. Click either the **Submitted** or **Unsubmitted** tab.

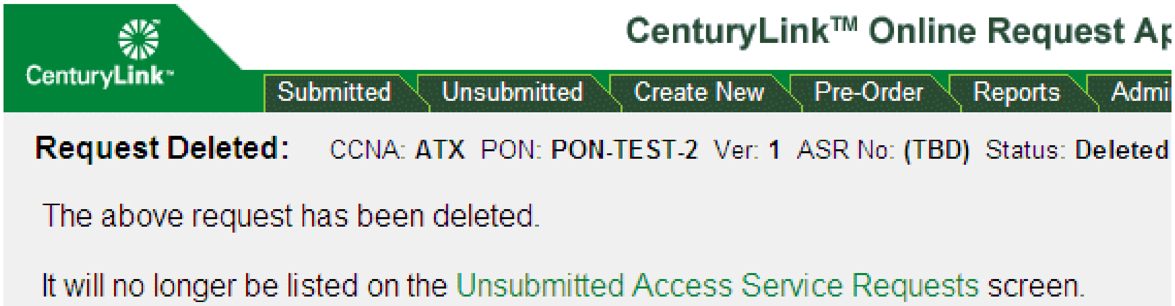
2. Sort and filter the listed requests as desired (see Searching for a Request).

3. Click the PON *Purchase Order Number* for the request you want to delete.

4. From either editing or viewing mode, select **Delete** from the list next to the form flow diagram and click **Go**.



5. Click **OK** in the warning message. A confirmation page appears.



Unsubmitted Tab

Searching for a Request

You can search for requests to continue processing them. See Records Retention Policy for information on CenturyLink's policy for retaining submitted ASRs in the database.

1. Click the **Submitted** or **Unsubmitted** tab, depending on which type of request you want to search for.

2. Specify how you want to view the requests. You must specify either a CCNA *Customer Carrier Name Abbreviation* or a user, or you may specify both.

   · To view requests for a specific CCNA, select the CCNA.

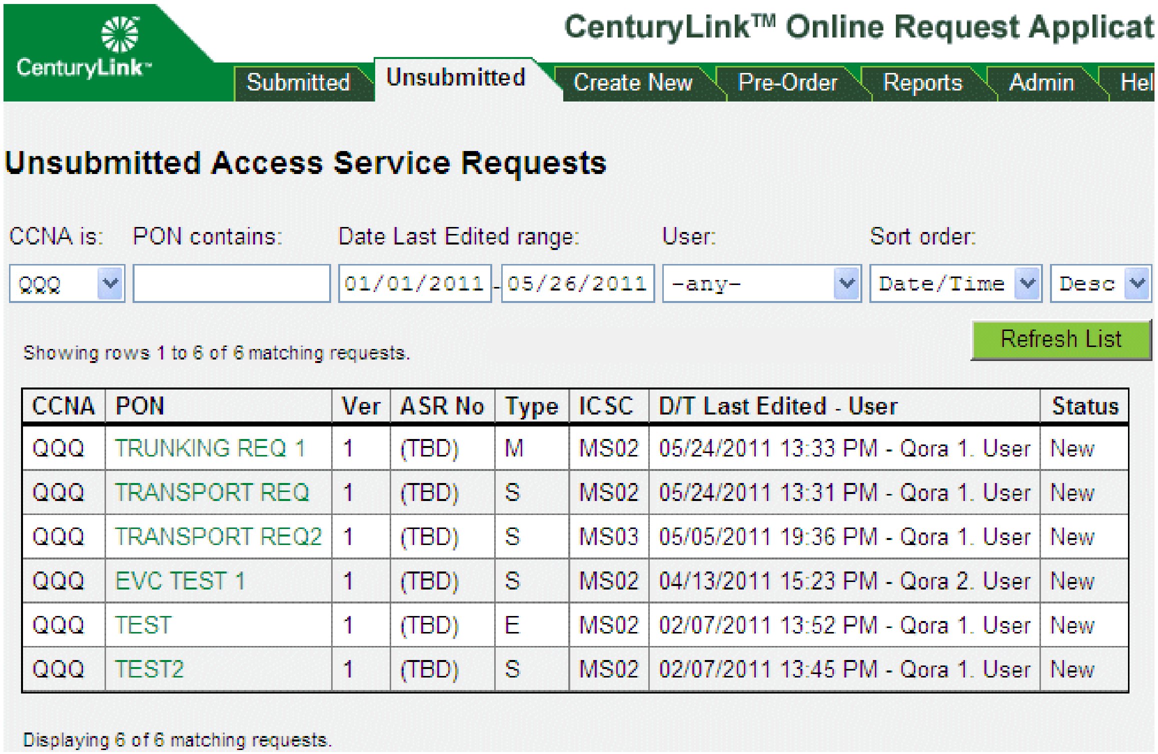
   · To view requests for specific PON *Purchase Order Number* text, enter part or all of the PON. For example, to display all requests with PONs containing the letter **E**, enter **E** in the PON field.

   · To view requests for a specific time frame, enter start and end dates in the fields.

   · To view requests created by a specific user, select the user.

3. By default, requests are listed in descending order by date. To change the sort order, select the sort order you want from the list, and select either Desc (descending) or Asc (ascending).

4. Click **Refresh List**. Requests that match your search criteria appear. (Up to 50 requests at a time display; if there are more than 50 requests, you will see Next>> and <<Previous links to browse to the next or previous batch of requests.)



CCNA	PON	Ver	ASR No	Type	ICSC	D/T Last Edited - User	Status
QQQ	TRUNKING REQ 1	1	(TBD)	M	MS02	05/24/2011 13:33 PM - Qora 1. User	New
QQQ	TRANSPORT REQ	1	(TBD)	S	MS02	05/24/2011 13:31 PM - Qora 1. User	New
QQQ	TRANSPORT REQ2	1	(TBD)	S	MS03	05/05/2011 19:36 PM - Qora 1. User	New
QQQ	EVC TEST 1	1	(TBD)	S	MS02	04/13/2011 15:23 PM - Qora 2. User	New
QQQ	TEST	1	(TBD)	E	MS02	02/07/2011 13:52 PM - Qora 1. User	New
QQQ	TEST2	1	(TBD)	S	MS02	02/07/2011 13:45 PM - Qora 1. User	New

5. To open a particular request, click its PON.

You can now...	Unsubmitted	Submitted	See...
Edit the request	X		Editing a Request
Restructure the request	X		Restructuring a Request
Submit the request	X		Submitting a Request
Check the status of requests		X	Checking Request Status
Supplement a request		X (confirmed or accepted only)	Supplementing a Request
Delete the request	X	X (rejected only)	Deleting a Request
Copy the request	X	X	Copying a Request
Print the request	X	X	Printing Requests

Editing a Request

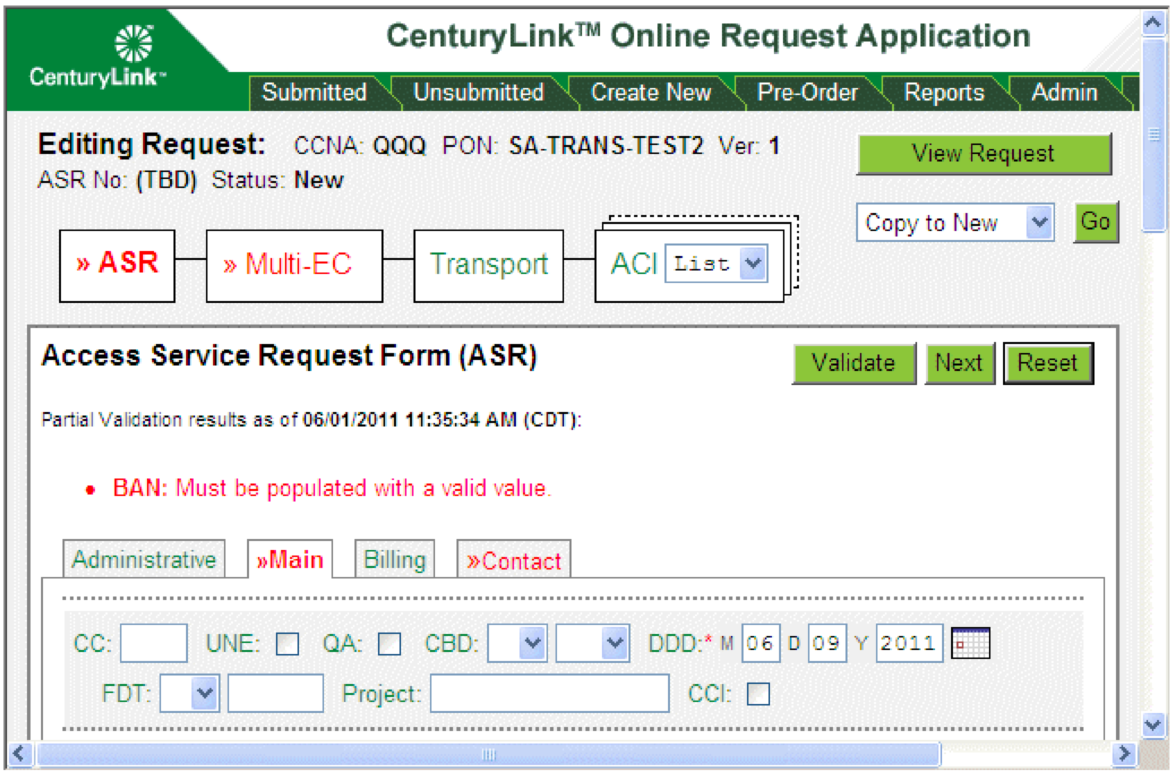
Caution: If you leave a request by going to another page—that is, by clicking on any tab in the top navigation bar except Help—you will lose any unsaved changes to the form you were editing. Otherwise, changes are saved after any action you perform on the form. You can edit any unsubmitted request. You cannot edit submitted requests; however, you can supplement accepted or confirmed requests. (See Supplementing a Request.)

1. Click the **Unsubmitted** tab.

2. Search for the request you want to edit. (See Searching for a Request.)

3. Click the request's PON *Purchase Order Number*. The ASR *Access Service Request* form for the request displays in view-only mode.

4. Click **Edit Request**. The ASR form for the request displays in editing mode. Partial validation results display as well as the date, time, and time zone results were generated.

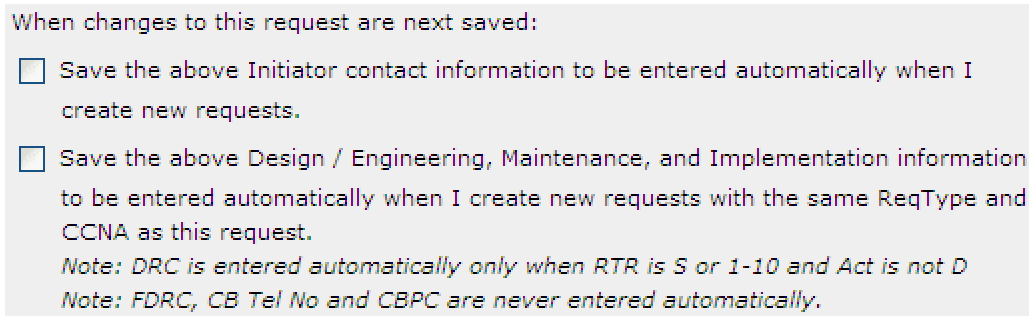


5. Fill out and edit the ASR form appropriately (or you can work on other forms first — see Using the Form Flow Diagram and Using the Validate, Next, and Reset Functions for more information). Be sure to fill out information in each of the ASR form tabs (Administrative, Main, Billing, and Contact). Some information is filled in for you automatically.

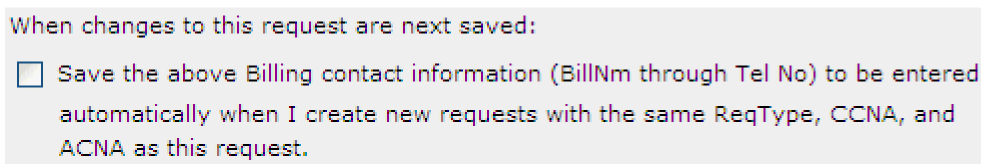
   Note: You can edit all fields unless they are grayed out, even those automatically filled in for you.

   Note: To undo unsaved changes in the form or tab you're on, click **Reset**. In the message that appears, click **OK**. If you want to save some or all of the ASR contact information for future requests, select the appropriate check boxes at the bottom of the Contact and Billing tabs on the ASR form. (You can still edit any auto-filled information.)

Check boxes at the bottom of the Contact tab:



Check box at the bottom of the Billing tab:



6. When you have finished filling out a form in the request, perform one of the following actions: Navigate to another form in the form flow. You can either click **Next** to navigate to the next form in the form flow or click the specific form you want to navigate to in the form flow diagram. See Using the Form Flow Diagram and Using the Validate, Next, and Reset Functions for more information.

   Important: Your work is saved but forms are NOT validated for errors when you navigate to another form in the form flow using either of the above two navigation methods. Existing errors remain as is and are not refreshed.

7. Validate all forms in the form flow. Click **Validate**.

   Note: Validation is performed on **ALL** information entered so far and not just on the form where **Validate** was clicked. You will remain on the same form whether or not there are errors. If you want to navigate to another form in the form flow after validation, perform one of the steps listed in the first bullet in step 6.

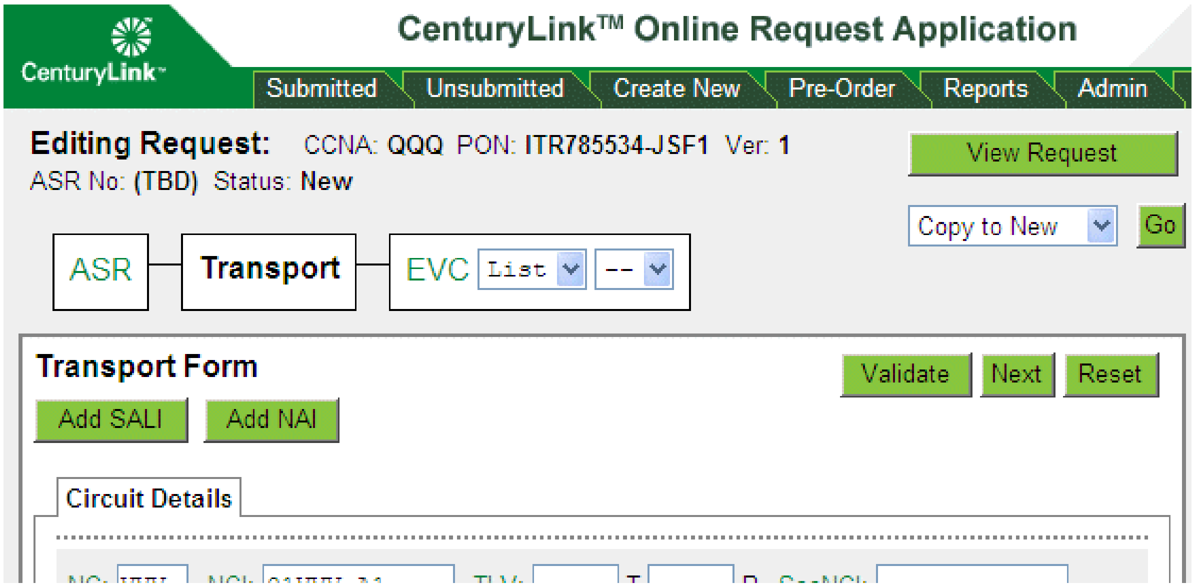
8. Add any child and multiple forms to the request as needed. See Adding Child Forms and Adding Multiple Forms.

9. Complete all forms for the request using the steps in this topic for guidance. Be sure to fill out information in all tabs for forms. See Additional Form Features and Behaviors for information about additional features in some forms.

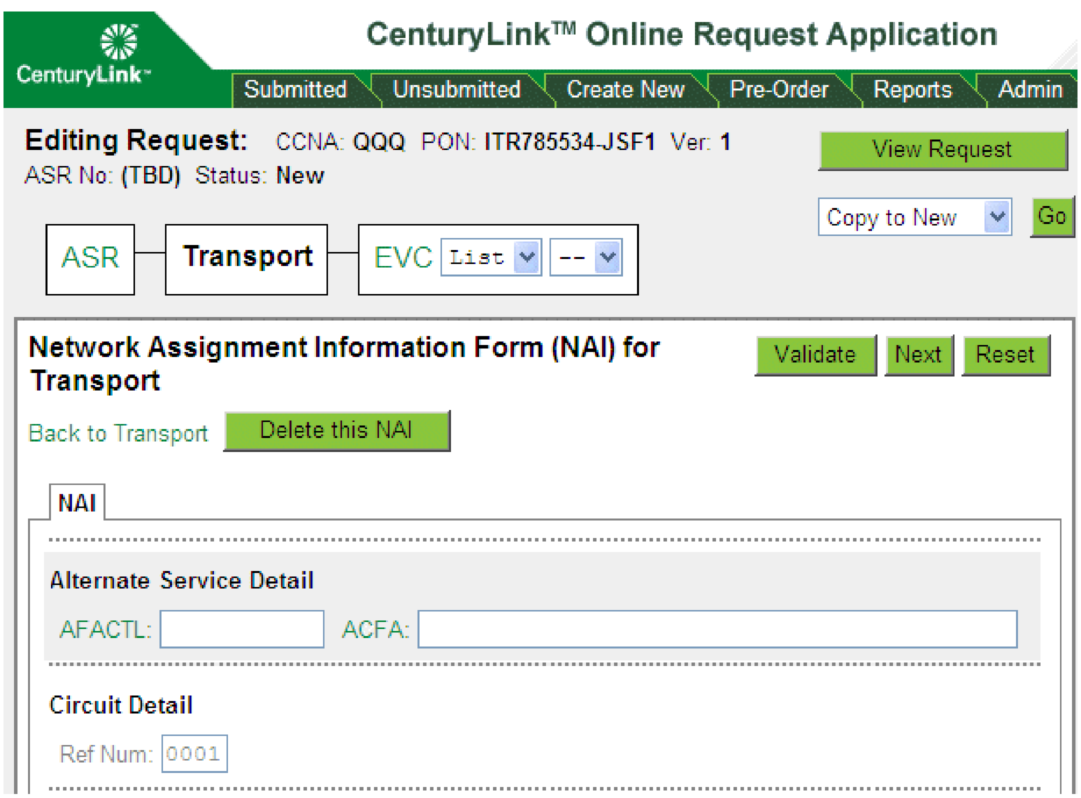
10. Submit the request. See Submitting a Request.

Adding Child Forms

Child forms are forms that are associated with other forms. For example, the SALI *Service Address Location Information* and NAI *Network Assignment Information* forms are child forms of a higher level form, such as the Transport form. In this case, the Transport form is considered as the parent form. You can add child forms to a parent form. For example, you can add one SALI form and/or one NAI form to the Transport form, as shown below.



1. Click **Add SALI** to add a SALI form or **Add NAI** to add an NAI form. The page for the appropriate form appears (the NAI form is used in the following example).



2. Fill out the SALI or NAI form and click **Validate**. See Using the Validate, Next, and Reset Functions.

3. Correct any errors and click **Validate** again. Repeat this step until no errors are shown.

4. Click the appropriate link to return to the parent form. In the example, this is the **Back to Transport** link. This may appear as **Errors on Transport** if the parent form has errors.

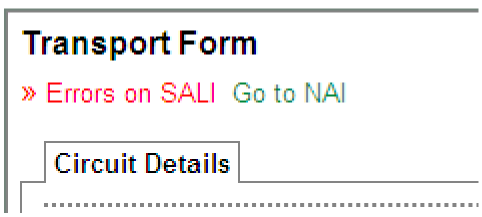
Deleting Child Forms

You can delete child forms from parent forms—for example, you can delete a SALI *Service Address Location Information* form from a Transport form.

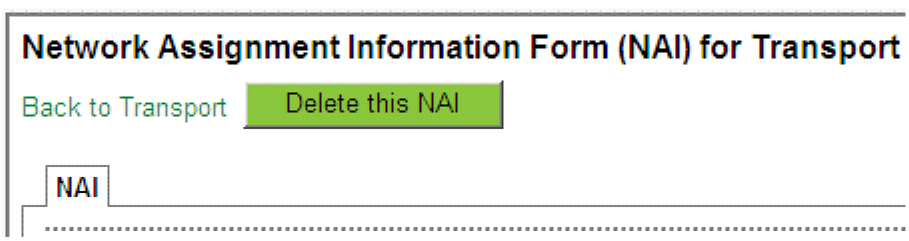
1. Go to the parent form, such as **Transport**.

2. Edit the request (see Editing a Request).

3. Click **Go to SALI** or **Go to NAI**. This may appear as **Errors on SALI** or **Errors on NAI** if the child form has errors.



Click the appropriate delete button—for example, **Delete this SALI** or **Delete this NAI**.



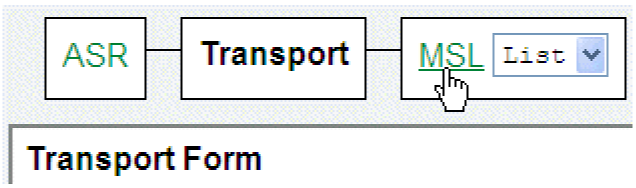
On the message that appears, click **OK**. The child form is deleted.

Caution: Any information you entered in the child form is permanently deleted.

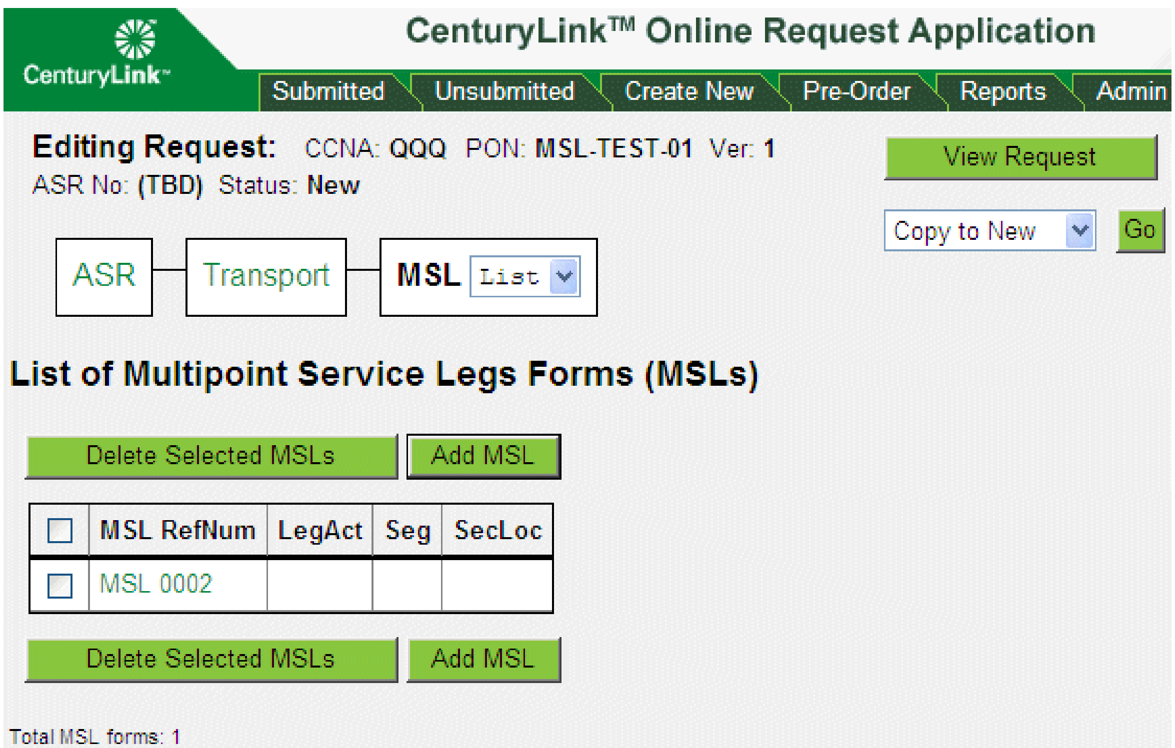
Adding Multiple Forms

Some forms can contain multiple forms of the same type. An MSL *Multipoint Service Legs* form is an example. For forms that have a drop-down list in the form flow diagram, you can add additional forms of the same type, and you can edit or delete forms that you previously added.

1. Click the form in the form flow diagram (the MSL form in the example below).



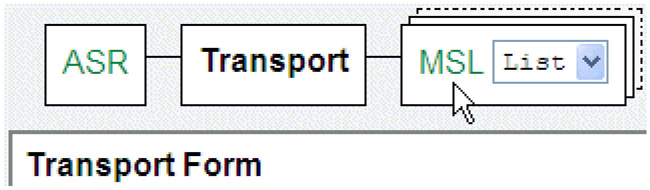
A list of current forms appears.



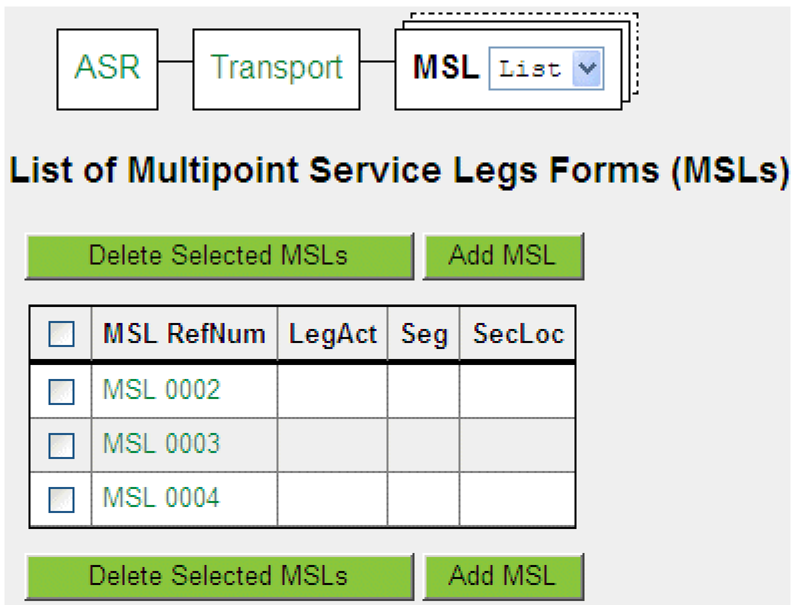
2. Click the appropriate **Add** button to add another form—for example, **Add MSL, Add ACI**, and so on. A new row appears in the table for the new form. Add as many forms as needed.

Deleting Multiple Forms

1. In the form flow diagram, click the box for the form containing the multiple forms you want to delete (the box with multiple boxes behind it).



The current forms are listed.



2. Select the check boxes of the forms you want to delete.

3. Click the appropriate Delete Selected button—for example, **Delete Selected MSLs**, **Delete Selected ACIs**, and so on.

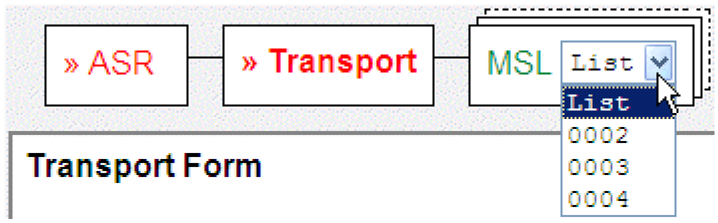
4. In the message that appears, click **OK**. The forms you deleted are deleted and no longer appear in the table.

   Note: If you selected to delete all listed forms, a new blank form will be re-created for you because the current structure of your request requires at least one of the forms. The sentence "A new blank form has been created for you" with a Details link appears above the list of forms. Click the Details link to see more information about the blank form. The sentence and Details link will disappear from the screen as soon as you either add other forms or navigate away from the form and navigate back to it. If you want to delete all of the listed forms from the request, you must restructure the request (see Restructuring a Request).

Caution: Any information you entered in the forms is permanently deleted.

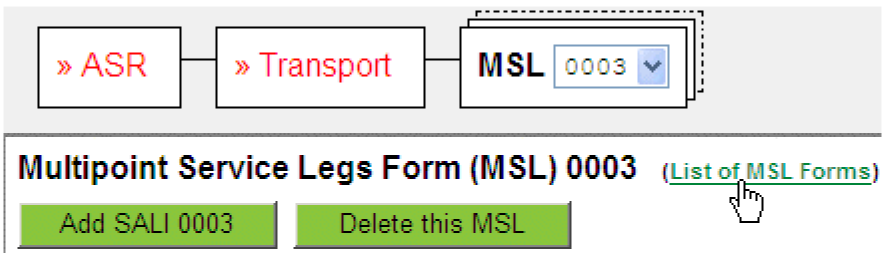
Editing Multiple Forms

1. In the form flow diagram, locate the form containing the multiple forms you want to edit (the box with multiple boxes behind it).



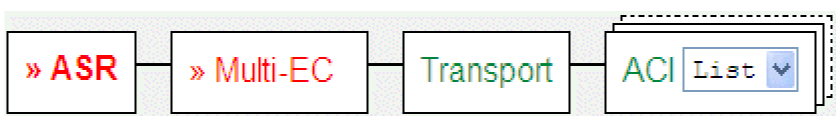
2. From the list box, click the number of the form you want to edit, or click the box itself to view all forms and then click the form you want to edit. (The number may be a REF NUM *Reference Number* or VC NUM *Virtual Connection Number* depending on the form.)

3. After editing the form, click the appropriate link at the top of the form—for example, **List of MSL Forms**, **List of ACI Forms**, and so on (as shown in the example below)—or select **List** from the form type drop-down list to return to the list of all forms.



Using the Form Flow Diagram

A form flow diagram appears near the top of submitted and unsubmitted request pages. The following form flow diagram is an example only; your diagrams will look different depending on the information you selected when you created the request, whether you are viewing or editing the request, and where you are positioned in the form flow.



The form flow diagram shows:

- the forms that exist in the request and that you must fill out
- the recommended order for completing forms—left to right
- the form you are currently working on—form name is bold
- any forms with errors when editing a request—form name is red with small angle marks (»)
- a confirmation notice (if CenturyLink has confirmed the request)
- a drop-down list for any forms containing multiple forms

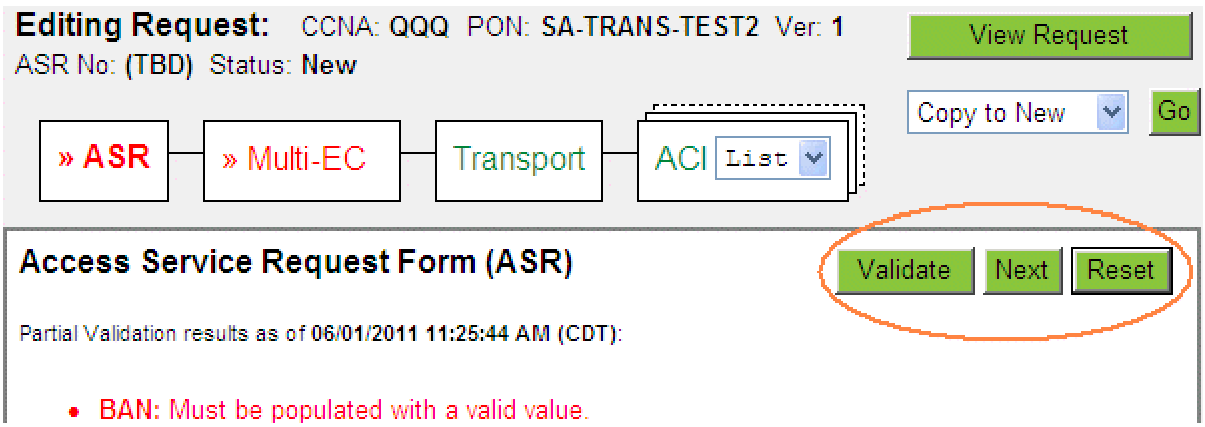
To navigate to a specific form for the request, click its boxed form name in the form flow diagram. Or you can click the **Next** button to navigate to the next form in the form flow.

When you navigate between forms either in the form flow diagram or by clicking **Next**, your work is saved; however, forms are **NOT** validated for errors unless you click **Validate**. See Using the Validate, Next, and Reset Functions for more information about form validation.

Using the Validate, Next, and Reset Functions

When you edit a request, a set of buttons (Validate, Next, and Reset) appears at the top and bottom of the request screens.

Note: When you view a request, only the Next button appears.



Following are the functions each button performs:

- **Validate:** Partially validate data entered in **ALL** forms for the request so far. Error information is refreshed. You remain on the same form where you clicked Validate whether or not there are errors on that form.

- **Next:** Navigate to the next form without performing any validation. You will be taken to the next form whether or not there are errors on the form where you clicked Next. Error information will **NOT** be current; it will only be as current as the last time Validate was clicked.

- **Reset:** Undo unsaved changes in the form or tab you're on. When prompted if you're sure you want to undo unsaved changes, click OK.

See also: Using the Form Flow Diagram

Additional Form Features and Behaviors

Forms are very similar in the way you fill them out; however, some of them have a few different features and behaviors. Following are some of the additional features or behaviors that you may encounter when creating and editing forms that are not covered elsewhere in this guide.

Form or field	What you may encounter
ARI *Additional Ring Information* form (from supplementing)	Has a **Cancel this ARI** check box when it cannot be deleted because it was present in the previous version of the request that is now being supplemented. In contrast, a new ARI—that is, newly added in the current version of the request—has a **Delete this ARI** button.
EOD *End Office Detail* form	Has a **More EOs** button to let you add more rows for end offices.

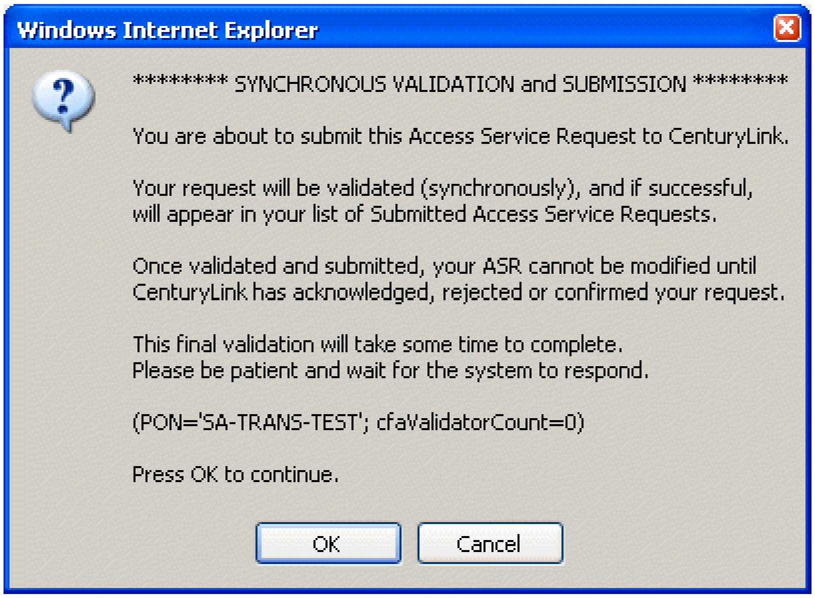
Form or field	What you may encounter
List of ARIs (for supplementing ASR *Access Service Request*)	Has a **Cancel** column that shows Yes when that **Cancel this ARI** check box has been selected.
Multi-EC form	Has a **More OECs** button to let you add more rows for exchange companies.
NAI *Network Assignment Information* for ACI *Additional Circuit Information*	The **Alternate Service Detail** section appears on all NAI forms. This section is read-only since it is related to the service-specific form.
Quantity-of-forms fields	With the exception of the QTY *Quantity* field, all fields related to the quantity of forms are automatically calculated by the system and updated whenever you add or delete any of the associated forms.
SALI *Service Address Location Information* form	You can look up and validate an address and automatically add the valid address to your form. Click **by street address**, **by telephone number**, or **by circuit ID** on the SALI form. See Validating Information to learn how to fill out information in the lookup forms. From the **Pre-Order Address Validation** screen, when you have found a match, click the **Enter Address on SALI** button, and the appropriate fields are automatically updated in the SALI form.
TQ *Translation Questionnaire* form - Routing & TQ - Routing Exc	Has many one-character text boxes that accept only valid values of A, B, C, D, X, or blank. Has an **Add another SAC** button on the SAC NXX tab to let you assign multiple SAC NXX groups.
VC *Virtual Connection* form	The **Remarks** field is shared by all VC forms. If you edit remarks on one VC form, that change is reflected on all other VC forms.
EVC *Ethernet Virtual Connection* form	The current industry standard allows for only one EVC form, but up to 20 UREF *UNI Reference Number*s associated to the EVC.
Ports Configuration (PC) form	NOTE: This form is not supported at this time.
VCAT *Virtual Concatenation* form	NOTE: This form is not supported at this time.

Submitting a Request

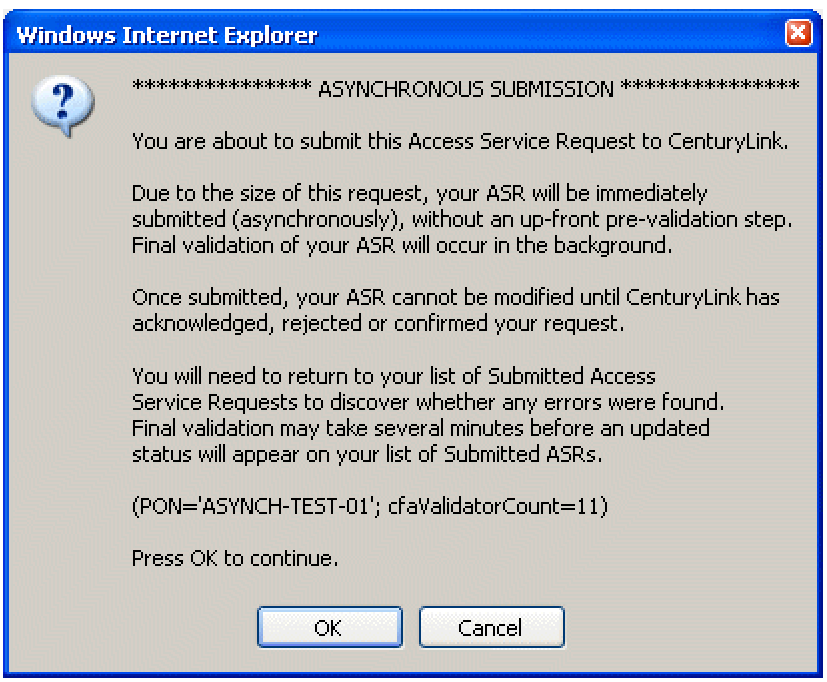
When you have filled out and validated the information in all of the request forms, you can submit the request.

1. Click the **Unsubmitted** tab.
2. Search for the request you want to submit (see Searching For a Request) and click its PON *Purchase Order Number*.
3. Click **Edit Request**.
4. Select **Submit** from the list on the right side of the form flow diagram.
5. Click **Go**. One of the following two messages appears depending on whether the ASR *Access Service Request* being submitted is small or large (based on the number of populated CFA *Connecting Facility Assignment* values).

Synchronous Validation and Submission message (small ASR):

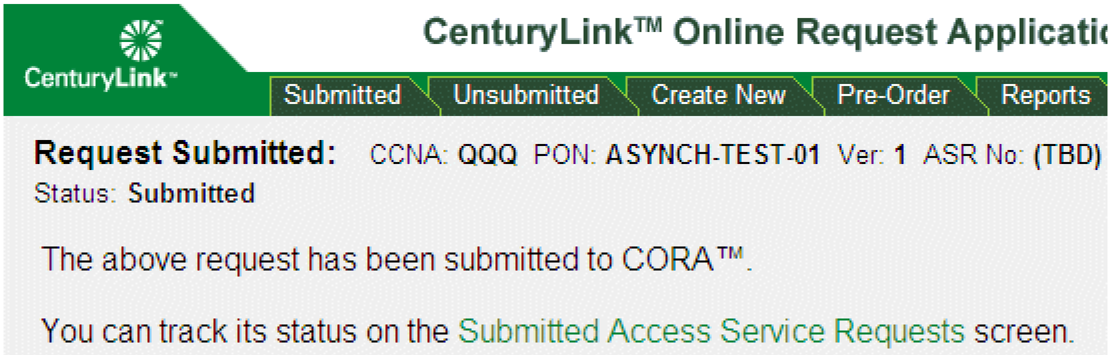


Asynchronous Submission message (large ASR):

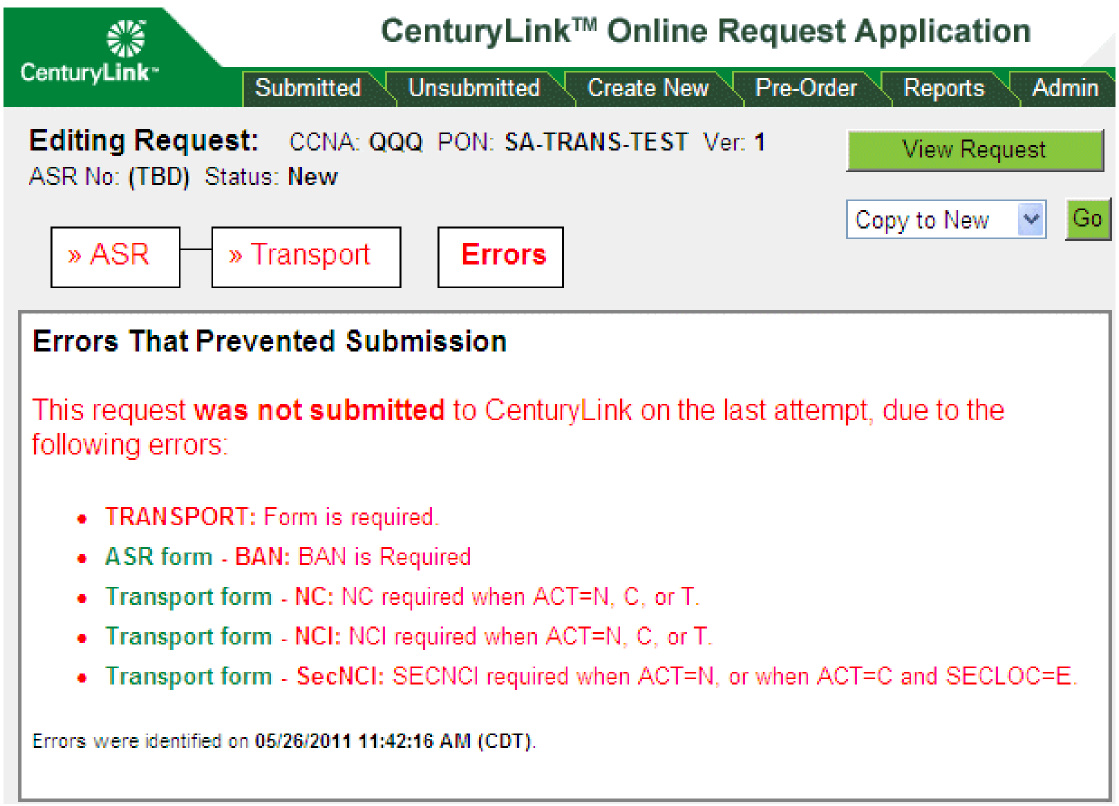


6. Click **OK**. The request is submitted. See information below about what happens after submitting a small or large request and any additional steps to perform.

- **Small ASRs (synchronous):** If there were no errors, a Request Submitted page appears to show the ASR was submitted.



If there were errors, they will be listed on an Errors That Prevented Submission page:



Correct the errors and resubmit the request.

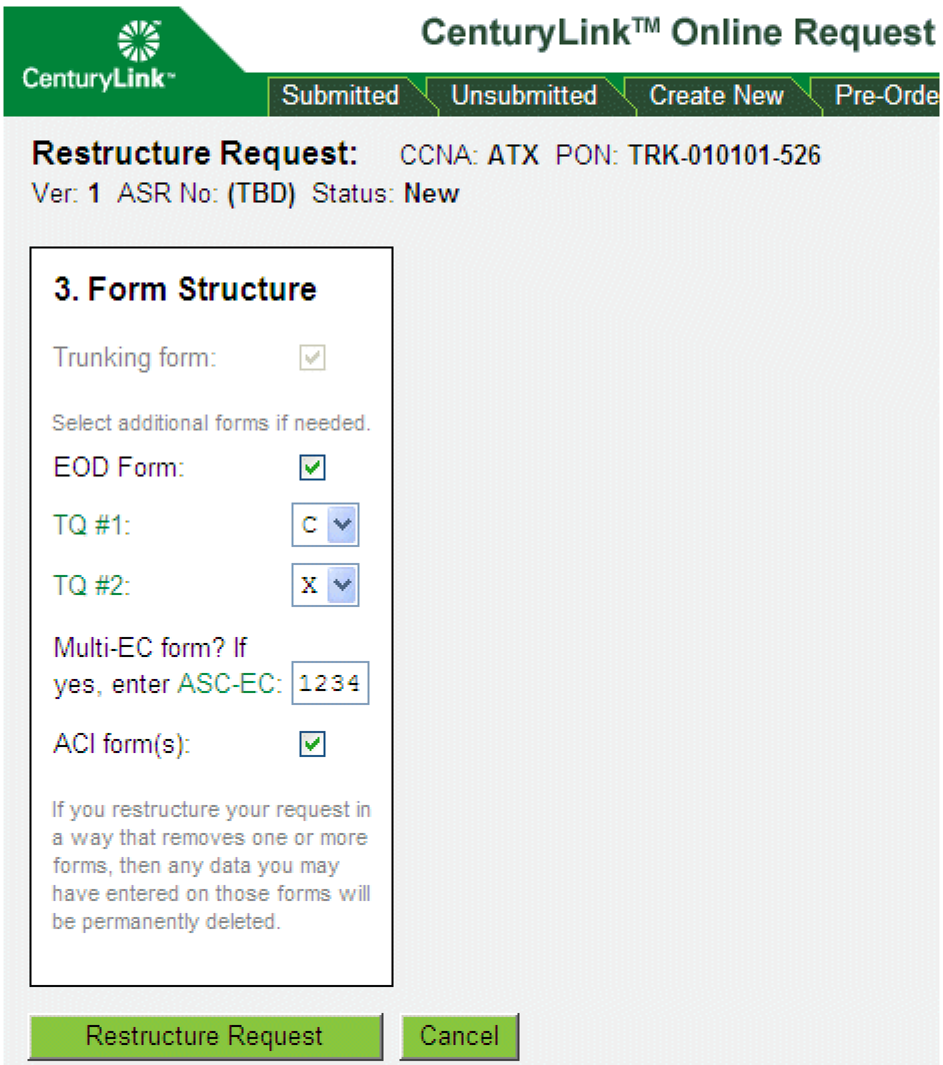
Note: The errors shown on the errors page will not clear until errors are corrected and "Validate" is clicked.

- **Large ASRs (asynchronous):** A Request Submitted page appears to show the ASR was submitted (the Request Submitted page is the same as shown above for a small ASR). To verify whether there were any errors after submission, wait several minutes and go to the Submitted tab to check the request's status. If it was submitted and there were no errors, the status will show as **In Process**. If there were errors, the status will show as **Rejected**. If the request was rejected, you must revise the request. See Revising a Rejected Request.

Restructuring a Request

You can change the form flow diagram for a request—that is, restructure a request.

1. Click the **Unsubmitted** tab.
2. Find the request you want to restructure. (See Searching For a Request.)
3. Click the PON *Purchase Order Number* for the request.
4. On the Viewing Request page that appears, click **Edit Request**.
5. On the Editing Request page that appears, select **Restructure** from the list on the right side of the form flow diagram and click **Go**. The Restructure Request screen appears and the **Form Structure** section shows the forms set up for the selected PON.



6. Do any or all of the following:

To add a form to the request...	To remove a form from the request...
Do one or more of the following:	Do one or more of the following:

To add a form to the request...	To remove a form from the request...
· select the check box for the form · type the information requested for the form in a text box · select a form from a list	· clear the check box for the form · clear information from a text box for a form · select the blank value in a list

Note: You cannot remove forms that are required for the REQTYP *Requisition Type and Status*.

7. Click **Restructure Request**.

8. On the confirmation message that appears, click **Yes**.

Caution: When you remove forms from the current structure, any information that you entered in the forms and any of their child forms are permanently deleted.

9. If there are any errors related to the restructuring, they appear in red. Correct the errors, and click **Restructure Request** again.

Create New Tab

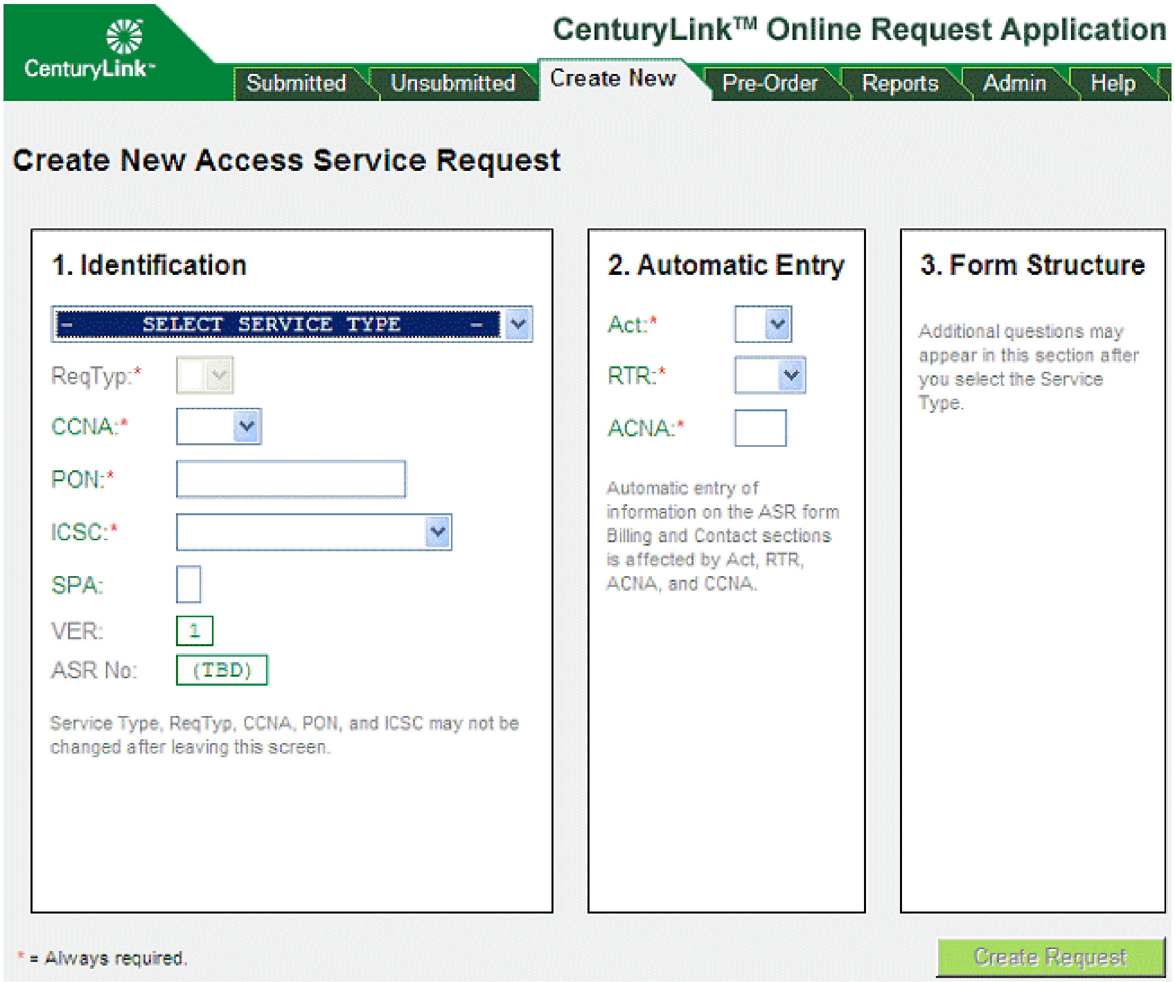
Creating a New Request

Note: Before you create a request or while you are creating it, you can validate information for your fields through the **Pre-Order** tab. You can copy valid values from **Pre-Order** and paste them in the appropriate fields of your request. Validating your information beforehand helps ensure that your request will not be rejected because of invalid data in these fields. See Validating Information for more information about using the **Pre-Order** tab.

You can create a new request in several ways:

- you can create a new request from scratch (follow the steps below)
- you can copy an existing request for use as a new one (see Copying a Request)
- you can use a request as a template to create a new request (see Using a Request as a Template)

1. Click the **Create New** tab. The Create New Access Service Request form appears.



2. Fill out the **Identification** section of the form as follows: Select the Service Type from the drop-down menu. The system automatically updates the section of the tab with the information required for that service type and assigns the appropriate REQTYP *Requisition Type and Status* unless the EVC – Combo – Switched Ethernet OR Switched Ethernet service type is selected. In those cases the user must then select the appropriate REQTYP (E or S) manually.

   Note: If you change the Service Type while on this page, a warning message notifies you that the change will reset your answers in section 3 (Form Structure) and ask if you are sure you want to continue. Click **OK.**

3. Select the CCNA *Customer Carrier Name Abbreviation*.

4. Enter a PON *Purchase Order Number*.

   Note: In text fields, you can enter uppercase, lowercase, or mixed case characters; the system automatically converts the characters to uppercase.

5. Select the appropriate ICSC *Interexchange Customer Service Center*.

6. (Optional) Enter a SPA *Special Action Indicator*.

Note: The VER *Version Identification* and ASR No *Access Service Request Number* fields are automatically filled in by the system.

7. Fill out the **Automatic Entry** section of the form as follows:

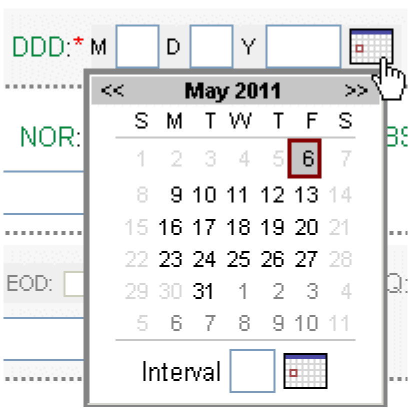
    - Select the Act *Activity* form.
    - Select the RTR *Response Type Requested* field.
    - Enter the ACNA *Access Customer Name Abbreviation* field.

8. If you want to include additional forms in the request, select the forms or fill in information in the **Form Structure** section—for example, enter an ASC-EC *Access Service Coordination-Exchange Company* for a Multi-EC *Multiple Exchange Company* form or select an ACI *Additional Circuit Information* or MSL *Multipoint Service Legs* form from the list.

9. When you have completed all three sections, click **Create Request**. The Editing Request page appears. You can now edit the request and submit it, or wait to edit and submit it at a later time.

DDD Calculation

A calendar icon is displayed near the DDD *Desired Due Date* field on the ASR *Access Service Request* Form to aid in the calculation of an appropriate due date. You can either type an appropriate date in the month, day, and year fields or you can click the calendar icon to display the calendar and select an appropriate date.



In the calendar, you can use the Interval field to input the number of days for the interval if desired. After you enter a number, click the calendar icon next to the Interval field. The dates in the calendar will change appropriately to display the days that are selectable for the interval. Click on an appropriate day in the calendar, the calendar will close, and the date will automatically be populated in the month, day, and year fields for the DDD.

Order Validations

CORA™ validates specific fields according to the type of service being requested during the ordering process. If invalid entries are found for these fields, an error occurs on the order and the ASR is rejected. When you receive an error in these fields, additional detail and assistance is provided on the Help Screen for the field.

ASR Status Tab

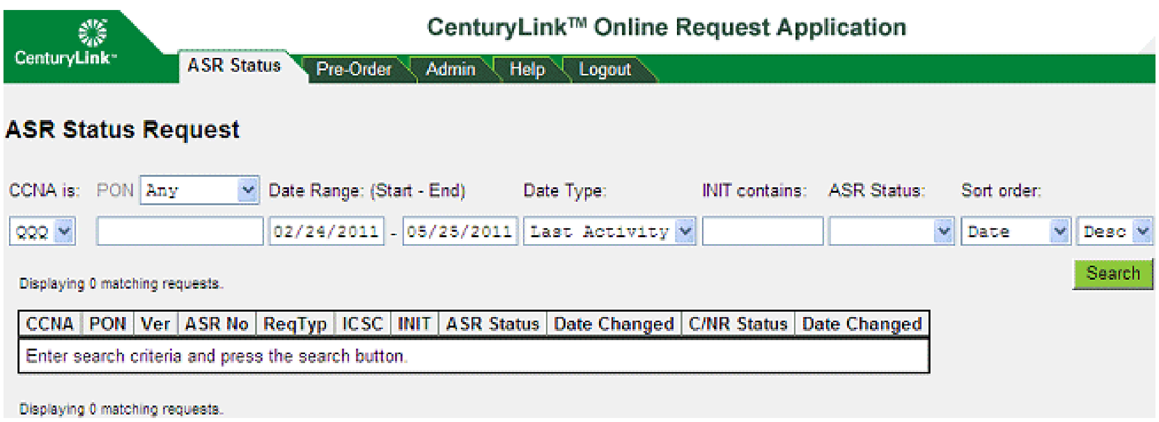
About the ASR Status Tab

The **ASR Status** tab only displays for individuals set up as Pre-Order only users. Users with permissions to submit orders via the CORA GUI access the ASR *Access Service Request* status information from the Reports tab.

You can request the status of the most current version of an ASR and can access links to any associated CenturyLink-issued industry forms—C/NR *Clarification/Notification Request*, CN *Confirmation Notice*, and DLR *Design Layout Report*. This status information is available on the **ASR Status** tab for the current version of ASRs submitted via direct connections—for example, Connect: Direct or UOM *Unified Ordering Model*.

Searching for a Request to View ASR Status (from ASR Status tab)

1. Click the **ASR Status** tab. The ASR Status Request screen appears.



2. Follow the ASR Status Search steps to search for a request.

ASR Status Search Steps

1. On the ASR Status Request screen, specify criteria to limit the information returned on the ASR search.

   - You must select a CCNA *Customer Carrier Name Abbreviation*.

   - To view requests for specific PON *Purchase Order Number* text, select a PON choice from the PON drop-down menu (Any, Equals, or Contains) and enter part or all of the PON depending on the choice selected in the drop-down menu. For example, to display all requests with PONs containing the letters **ABC**, select Contains in the drop-down menu and enter **ABC** in the PON field.

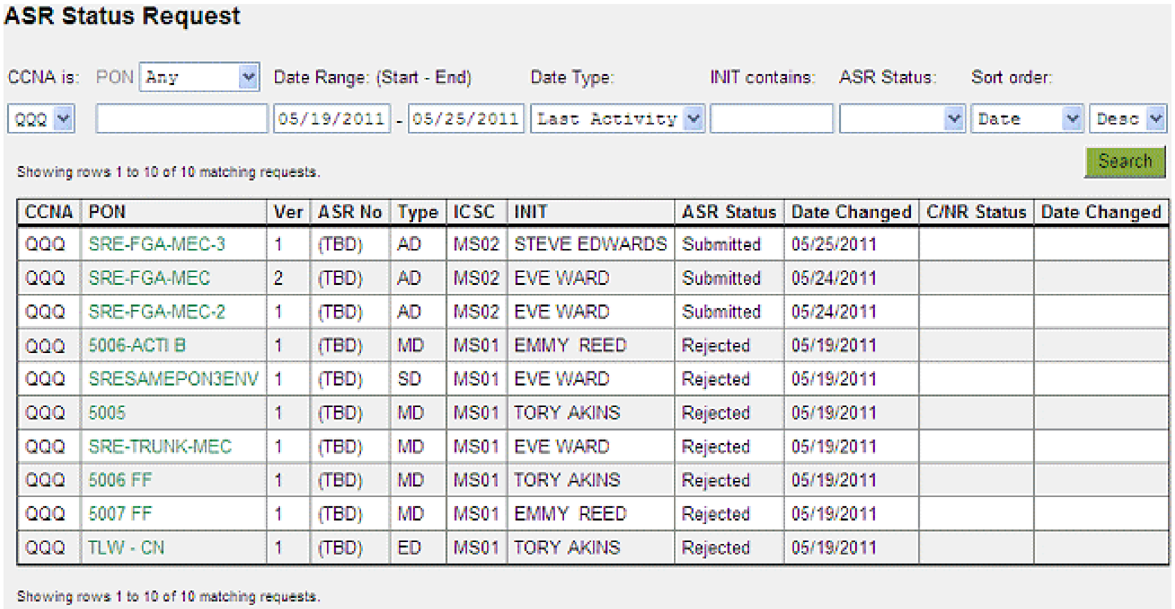
   - To view requests for a specific time frame, enter start and end dates in the Date Range fields.

   - To view requests submitted by a specific initiator, enter the initiator's name or partial name in the INIT *Initiator* contains field.

   - To view requests by a specific status, select the status in the ASR Status drop-down menu.

- By default, requests are listed by date in descending order. To change the sort order, select the sort order you want from the Sort order drop-down menu and select either Desc (descending) or Asc (ascending).

2. Click **Search**. Requests that match your search criteria are listed. If the search results contain over 50 requests, use the **Next>>** and **<<Previous** links to view additional requests.



CCNA	PON	Ver	ASR No	Type	ICSC	INIT	ASR Status	Date Changed	C/NR Status	Date Changed
QQQ	SRE-FGA-MEC-3	1	(TBD)	AD	MS02	STEVE EDWARDS	Submitted	05/25/2011		
QQQ	SRE-FGA-MEC	2	(TBD)	AD	MS02	EVE WARD	Submitted	05/24/2011		
QQQ	SRE-FGA-MEC-2	1	(TBD)	AD	MS02	EVE WARD	Submitted	05/24/2011		
QQQ	5006-ACTI B	1	(TBD)	MD	MS01	EMMY REED	Rejected	05/19/2011		
QQQ	SRESAMEPON3ENV	1	(TBD)	SD	MS01	EVE WARD	Rejected	05/19/2011		
QQQ	5005	1	(TBD)	MD	MS01	TORY AKINS	Rejected	05/19/2011		
QQQ	SRE-TRUNK-MEC	1	(TBD)	MD	MS01	EVE WARD	Rejected	05/19/2011		
QQQ	5006 FF	1	(TBD)	MD	MS01	TORY AKINS	Rejected	05/19/2011		
QQQ	5007 FF	1	(TBD)	MD	MS01	EMMY REED	Rejected	05/19/2011		
QQQ	TLW - CN	1	(TBD)	ED	MS01	TORY AKINS	Rejected	05/19/2011		

3. To view ASR *Access Service Request* summary results for a specific ASR, click on the PON *Purchase Order Number* of the ASR you want to view.

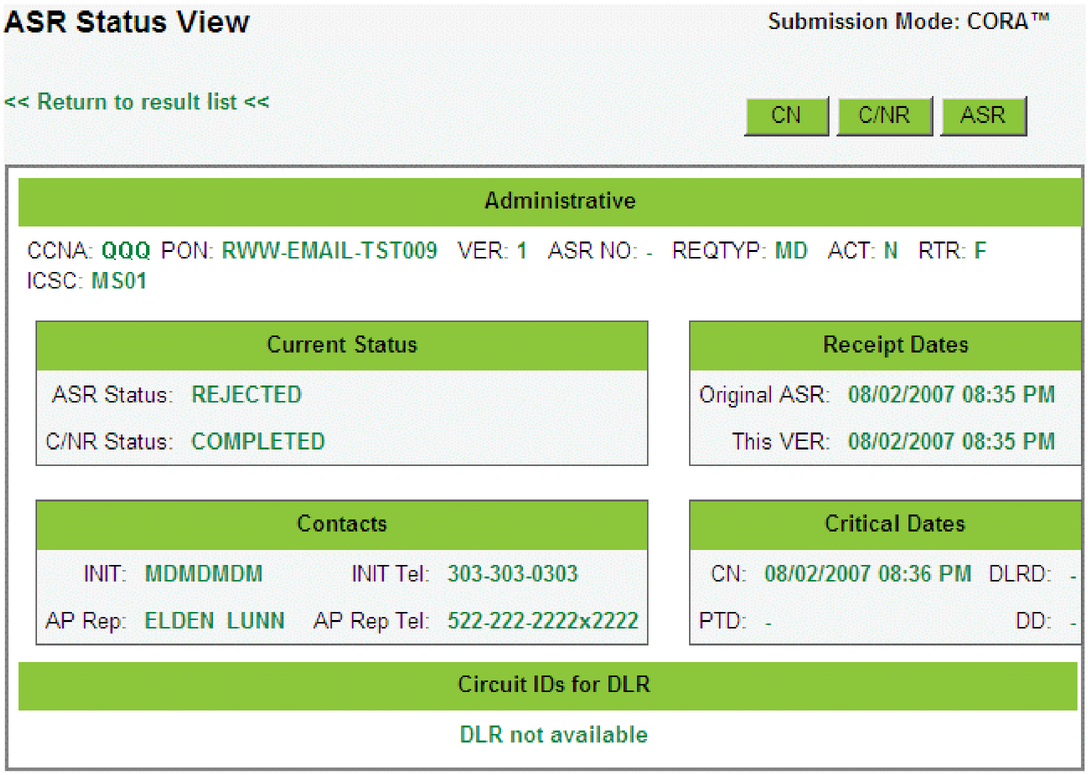
To learn more about ASR summary results, see Viewing ASR Status Summary.

Viewing ASR Status

Viewing ASR Status Summary

1. After clicking on a PON *Purchase Order Number* from the ASR Status Request screen, summary information for the ASR *Access Service Request* appears on the ASR Status View screen.

   Note: Depending on whether you are a Pre-Order only user or a user with permissions to submit orders via the CORA™ GUI, information on the ASR Status View screen will vary.



2. From the ASR Status View screen, perform one or more of the following actions if available:

- View the CN
- View the C/NR
- Go to the current ASR
- View associated DLR information for a circuit ID
- Click the **<< Return to result list <<** link at the top of the screen to return to the previous results list.

Note: Buttons on the top right side of the screen and circuit ID links will only appear when the content in question exists for the request.

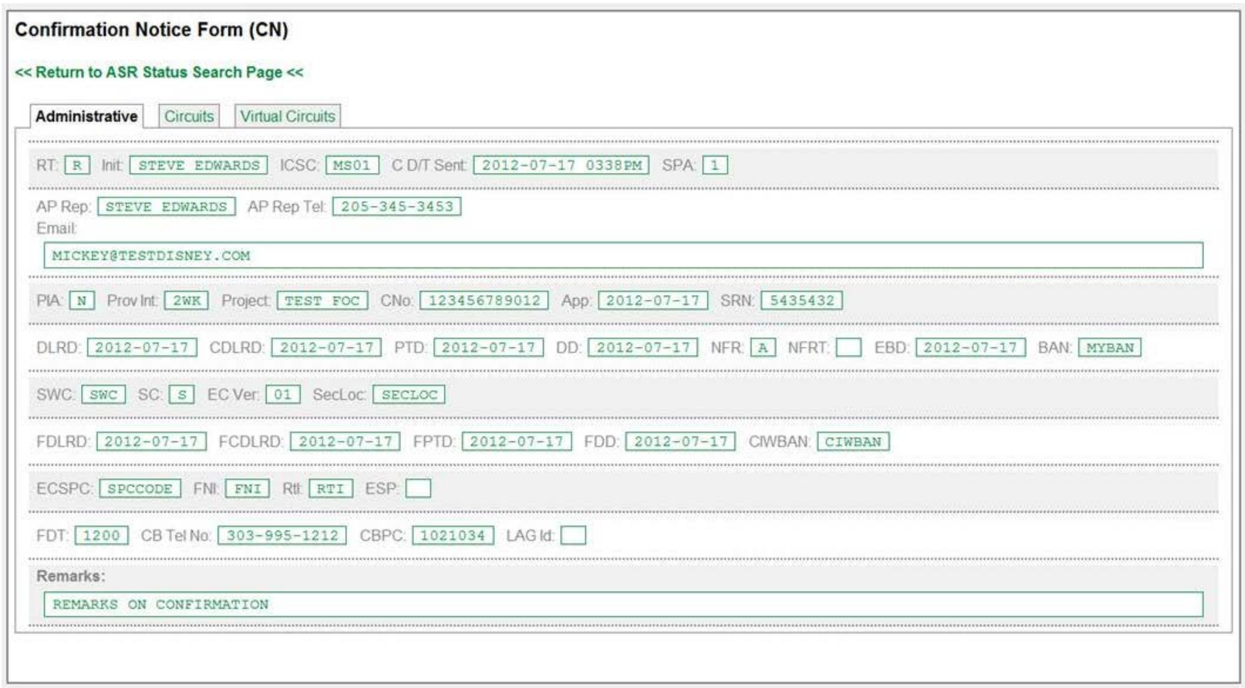
Note: The Submission Mode value at the top right side of the screen indicates which input "mode" was used to submit the ASR:

- CORA GUI - The CORA™ web- and form-based application
- UOM *Unified Ordering Model* Ordering - The industry-standard XML-based protocol
- Mechspec - The industry-standard 1,200-byte record batch-based Mechspec/Connect: Direct protocol

All notifications and acknowledgements for an ASR will be delivered back using the same "mode" as the submitted ASR.

Viewing CN Information

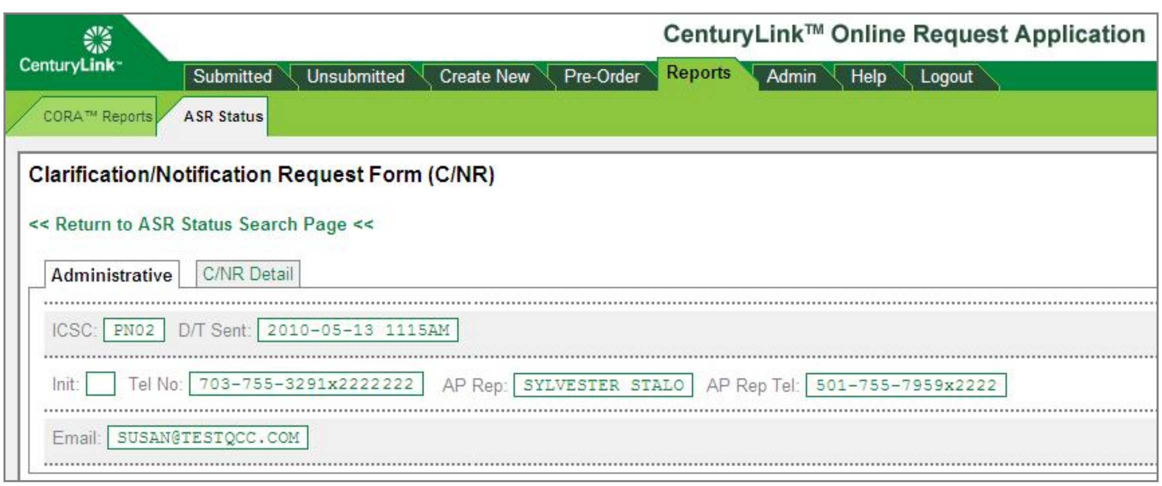
1. From the ASR Status View screen, click the **CN** button (available for confirmed orders) to view CN *Confirmation Notice* information for the ASR *Access Service Request*.



2. If desired, click the **Circuits** or **Virtual Circuits** tab to view additional CN circuit information or click **<< Return to ASR Status Search Page <<** to return to the search page to perform another search.

Viewing C/NR Information

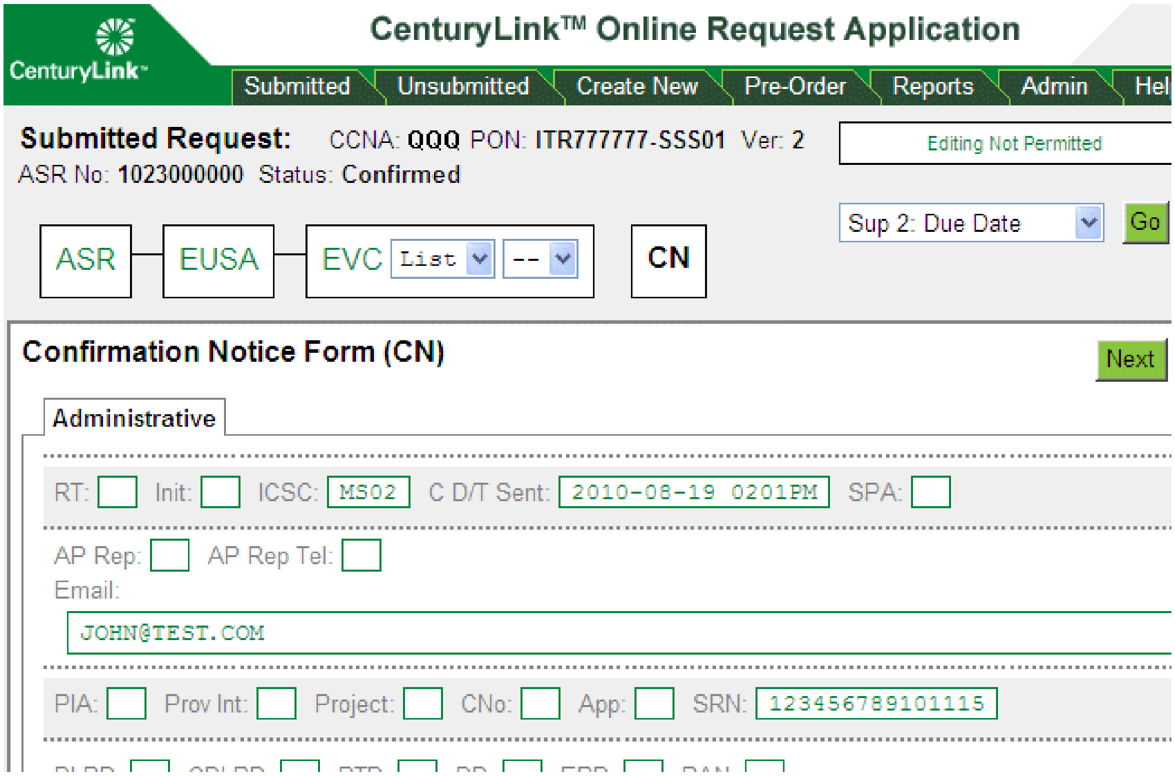
1. From the ASR Status View screen, click the **C/NR** button (available if a C/NR has been issued) to view C/NR *Clarification/Notification Request* information for the ASR *Access Service Request*. The **Administrative** tab appears by default.



2. If desired, click the **C/NR Detail** tab to view C/NR details or click **<< Return to ASR Status Search Page <<** to return to the search page to perform another search.

Go to the Current ASR

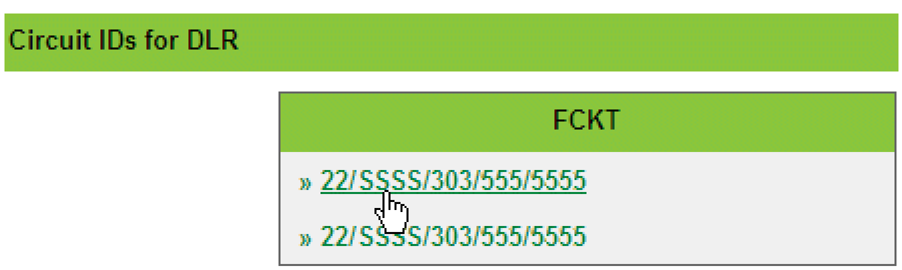
1. From the ASR Status View screen, click the **ASR** button (available if the order was submitted via the CORA GUI) to view current information for the ASR *Access Service Request*.



2. Click **Next** or other tabs or links on the screen to view additional information.

Viewing DLR Information

From the ASR *Access Service Request* Status View screen, click a circuit ID number under the Circuit IDs for DLR *Design Layout Report* section.



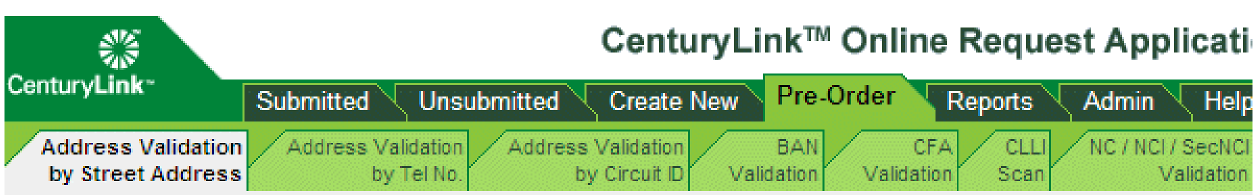
This retrieves the associated DLR for each circuit reflected on the FOC *Firm Order Confirmation* when a DLR is requested on the original order.

If the circuit ID on the FOC reflects a range of circuits, the DLR search will fail and a box is displayed to indicate the individual circuit ID DLR requested.

Preorder Tab

Validating Information for the Request Fields

Be sure to validate the information you enter in the SALI *Service Address Location Information* address fields and in the BAN *Billing Account Number*, CFA *Connecting Facility Assignment*, and NC *Network Channel Code*, NCI *Network Channel Interface Code*, and SECNCI *Secondary Network Channel Interface Code* fields on the request. Validating this information ensures that your request will not be rejected because of invalid data in these fields. Moreover, it reduces data entry errors by enabling you to copy and paste valid data into these fields. For address fields, you can have the system automatically fill in valid data in the appropriate fields. You can validate information using the tools on the Pre-Order tab.



You can validate the information for these fields before you start preparing a request or while you are preparing it. If you validate addresses while you're filling out the SALI form (see Adding Child Forms), you can have the system automatically fill in address fields. If you validate the BAN, CFA, or NC/NCI/SECNCI while you're preparing the request, you can copy the valid values and paste them directly into the appropriate fields. (To do this, you need to open two browser windows—one displaying the unsubmitted request you're preparing, the other displaying the tab.) Alternatively, you can copy the valid values into a text document so that you can recopy them when you are preparing the forms and paste them directly into the appropriate fields.

Validating Addresses

Address Validation

You can validate an address by street address, by telephone number, or by circuit ID. If the address for the request is specified by route, box, or assigned house number (AHN), you must validate by telephone number. (Remember to select the appropriate AFT *Address Format Type* on the SALI *Service Address Location Information* form.)

If the request is for new construction (NCON) or for California, Illinois, Wisconsin, Michigan, or Nevada, do not try to validate the address—you will not get an exact match. For new construction requests, mark the NCON *New Construction* check box on the SALI *Service Address Location Information* form. For requests for California, Illinois, Wisconsin, Michigan, or Nevada, you do not need to take any extra steps—the address you entered is accepted.

Related Topics:

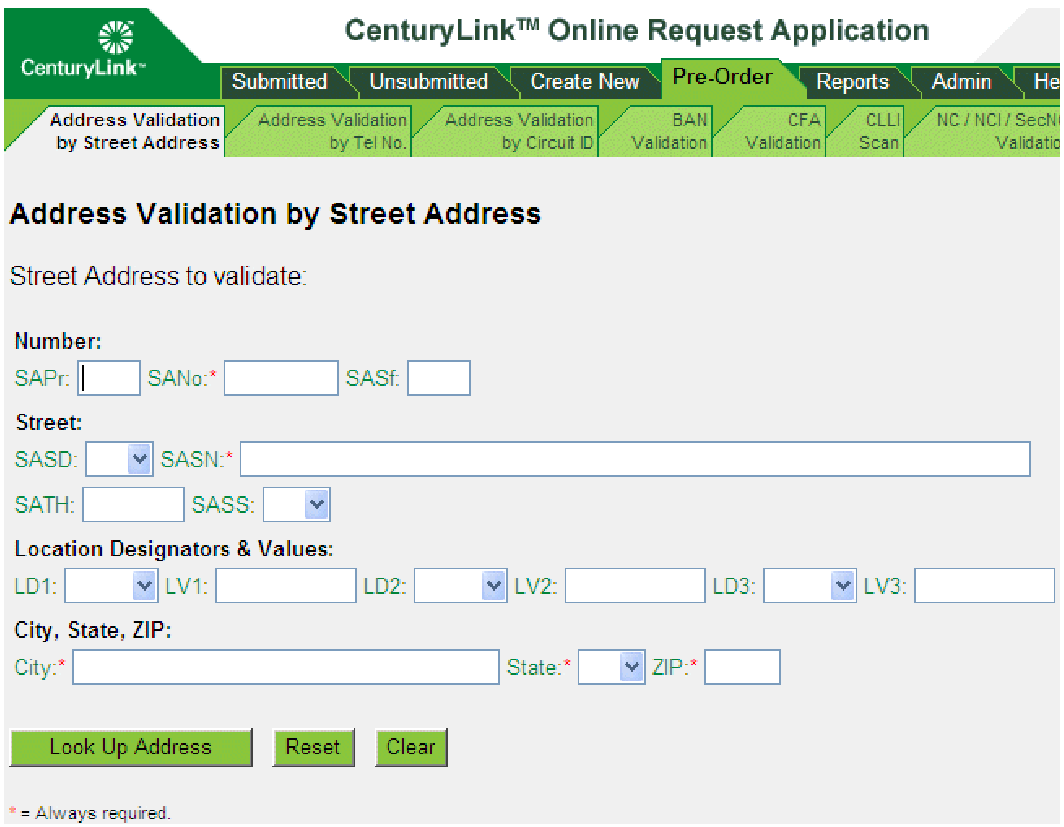
- Validating by Street Address
- Validating by Telephone Number
- Validating by Circuit ID

Validating by Street Address

1. Do one of the following:

   - If you want to validate the address from the SALI *Service Address Location Information* form, click the **by street address** link.

   - If you want to validate the address from the **Pre-Order** tab, click the **Address Validation by Street Address** tab. The Address Validation by Street Address form appears.



2. Fill in at least the required (*) fields. If your browser prompts you to save the values you typed, do not do so.

3. Click **Look Up Address**. (Or you can reset or clear the form if needed and start over. See Resetting or Clearing a Pre-Order Form.)

If the system finds…	Do the following…
An exact match	Copy the valid address or click **Enter Address on SALI** to enter the address and return to the SALI form.
One or more near matches	If a range of numbers displays, type the specific number in that range in the SANO *Service Address Number* field. Then click the black triangle in the leftmost column to select that address for validation. The SANORT *Service Address Number Range Type* value indicates whether the addresses provided within a SANOR *Service Address Number Range* response are exclusively odd numbered ("O"), even numbered ("E"), a combination of both ("B"), or cannot be determined (blank response). If more than one community is on the list of selections, be sure you select the correct range for the community needed. If the correct community for your address does not appear on the list of selections, try changing the actual address entry using one of the suggestions below. When an exact match displays, copy the valid address or click to enter the address and return to the SALI form.
One or more supplemental matches	Click one of the black triangles in the leftmost column to select one address for validation. If the supplemental location information you need doesn't appear on the list, submit your ASR *Access Service Request* with the location information and the system will accept your request. When an exact match displays, copy the valid address or click **Enter** to enter the address and return to the SALI form.
No matching address	Do one or more of the following: Try validating by telephone number. Try filling in only the five required fields and then progressively filling in further fields until an exact match is found. Try variations in the type field—e.g., comma (,) and period (.).

Address Validation Tips

The list below is made available to assist users in the process of address validation.

- Use the U.S. Postal Service ZIP code lookup to validate spelling of street name, correct ZIP code, and city name.
- USPS uses AVE while many states use AV.
- Use local or online directories to locate addresses and working telephone numbers.
- If numeric in the street name (SASN field) is "3rd", you may need to convert to "3D" or "3".
- For numeric street names with "th" or "st" (for example, 4th or 1st) try removing the "th" or "st" from the street name field (SASN).

- Move street type (SATH) as part of the street name (SASN), for example:

  123 S Main St (St as SASS) would be changed to 123 S Main Street ("Main Street" in SASN) and no directional suffix.

- Move secondary directional into the street name, for example:

  250 E 200 S would be changed to 250 E 200 South ("S" moved from SASS to SASN and changed to "South")

- Not all states or communities use the same address format. An example of this is that in some states if the address has two directionals, like 250 E 200 S, the format in the system could be using both directionals abbreviated. However, in another state or community 200 South is actually the street name.

- Supplemental lists only display the first 25 locations in a building. If your location is not displayed, enter the data in the appropriate LD/LV field and submit your order. CenturyLink then takes the steps to have the information added to its internal database.

- Double-check the street type (SATH). Many cities have street names that are used in different combinations. For example, Lakewood Road may be Lakewood Street, Lakewood Avenue, or all three could be valid.

- Verify that the address provided is the Service Address, not the listed address.

- Provide a working telephone number located on site. It does not have to be a number for your customer, just a number at the location.

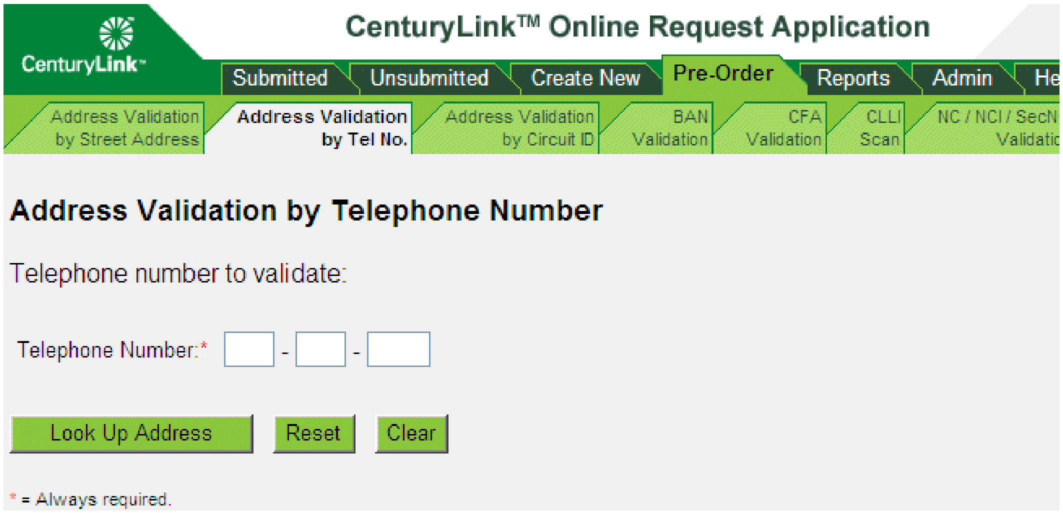
Validating by Telephone Number

If the address for your request is specified in terms of route, box, or AHN, you must validate it by telephone number.

1. Do one of the following:

   - If you want to validate the address from the SALI *Service Address Location Information* form, click the **by telephone number** link. (Remember to select the appropriate AFT *Address Format Type* when you return to the form.)

   - If you want to validate the address from the **Pre-Order** tab, click the **Address Validation by Tel No.** tab. The Address Validation by Telephone Number form appears.



2. Fill in the telephone number corresponding to the address you want to validate. If your browser prompts you to save the values you typed, do not do so.

3. Click **Look Up Address**. (Or you can reset or clear the form if needed and start over. See [Resetting or Clearing a Pre-Order Form](#).)

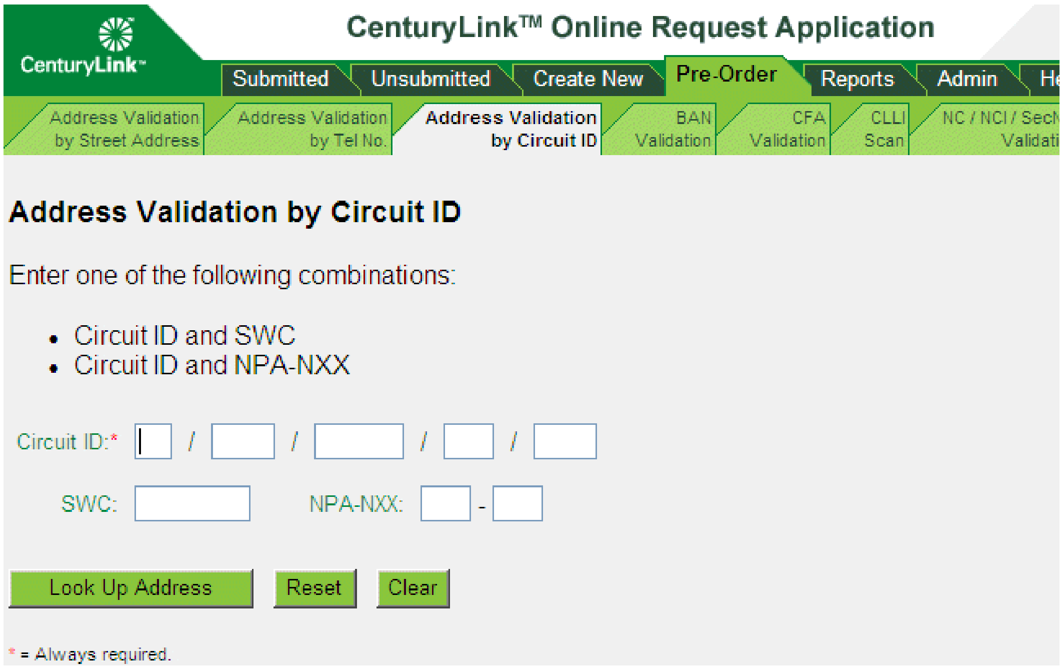
If the system finds...	Do the following...
An exact match	Copy the valid address or click **Enter Address on SALI** to enter the address and return to the SALI form. (Remember to select the appropriate AFT.)
Two or more matches	Click one of the black triangles in the leftmost column to select that address for validation by street address. When an exact match displays, copy the valid address or click **Enter Address on SALI** to enter the address and return to the SALI form. (Remember to select the appropriate AFT.)
No matching address	If you have not already done so, try validating by street address or circuit ID.

Validating by Circuit ID

1. Do one of the following:

   - To validate the address from the SALI *Service Address Location Information* form, click the **by circuit id** link.

· To validate the address from the **Pre-Order** tab, click the **Address Validation by Circuit ID** tab. The Address Validation by Circuit ID form appears.



2. Fill in the circuit ID corresponding to the address you want to validate. If your browser prompts you to save the values you typed, do not do so.

3. Fill in either an SWC *Serving Wire Center* or NPA-NXX combination.

4. Click **Look Up Address**. (Or you can reset or clear the form if needed and start over. See Resetting or Clearing a Pre-Order Form.)

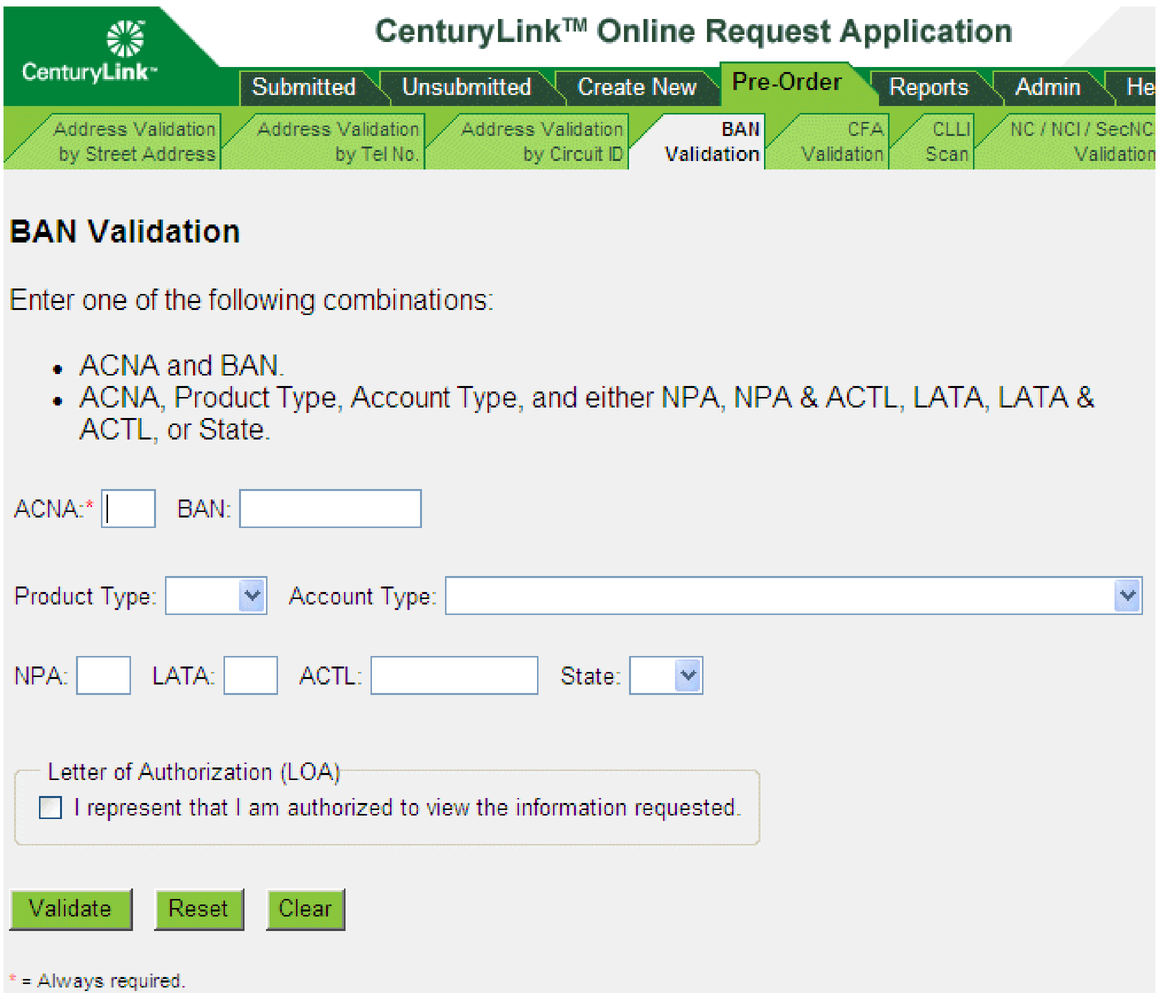
If the system finds...	Do the following...
An exact match	Copy the valid address or click **Enter Address on SALI** to enter the address and return to the SALI form. (Remember to select the appropriate AFT *Address Format Type*.)
Two or more matches	Click one of the black triangles in the leftmost column to select that address for validation by street address. When an exact match displays, copy the valid address or click **Enter Address on SALI** to enter the address and return to the SALI form. (Remember to select the appropriate AFT.)
No matching address	Verify you have entered the circuit ID exactly. The circuit ID must match exactly or no results will be found. If you have not already done so, try validating by street address or telephone number.

Validating BANs

If you are the owning CCNA *Customer Carrier Name Abbreviation*, you can find the BAN *Billing Account Number* by entering related information and selecting from a list of valid BANs. If you are not the owning CCNA, you can validate the BAN by entering it directly. You can then copy the valid BAN so that you can paste it into the appropriate fields when you prepare the request.

1. Click the **Pre-Order** tab.

2. Click the **BAN Validation** tab. The BAN Validation form appears.



3. Do one of the following:

   - If you are not the owning CCNA, enter the ACNA and the BAN.

   - If you are the owning CCNA, enter either the ACNA and the BAN or the ACNA and the combinations of other variables described in the guidelines on the page.

4. If you are not the owning CCNA, select the **LOA** check box. (You must enter the ACNA and the BAN itself in a later step.)

5. Click **Validate**. (Or you can reset or clear the form if needed and start over. See Resetting or Clearing a Pre-Order Form.)

If the system...	Do the following...
Tells you that your BAN is correct (You have entered a valid BAN)	Copy the BAN so you can paste it into the appropriate fields when you prepare the request.
Shows a list of BANs (You have entered information that specifies two or more valid BANs)	Select the correct BAN from the list and copy it so you can paste it into the appropriate fields when you prepare the request.
Doesn't find a valid BAN (The information you entered doesn't identify a valid BAN)	Please ensure the BAN to be validated is correct. If the problem persists, and the BAN is not valid, please contact your Service Manager or CenturyLink SDC.

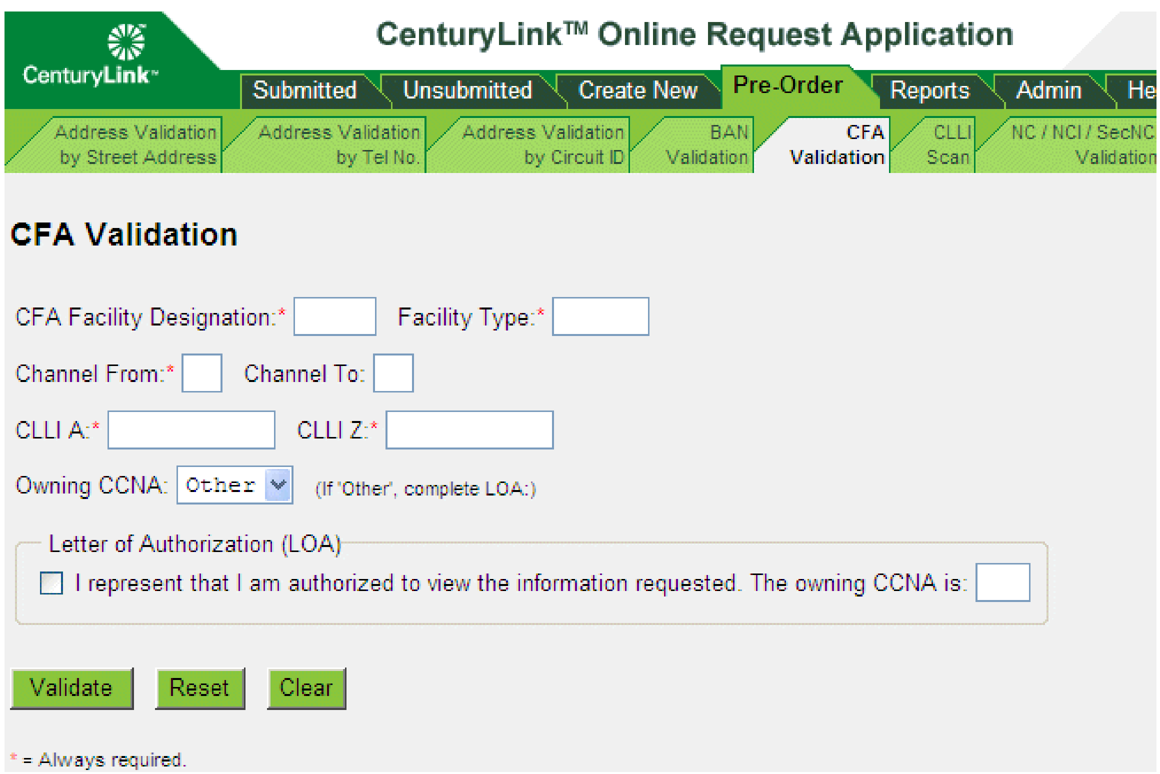
Validating the CFA

Validate the facility you want to assign services on to make sure spare channels exist. You can then copy the valid CFA *Connecting Facility Assignment* so that you can paste it into the appropriate fields when you prepare the request.

> Note: If you do not know the facility designation or type, do a CLLI *COMMON LANGUAGE® Location Identifier* scan first as described in Locate Facility Between CLLI Codes (CLLI Scan).

1. Click the **Pre-Order** tab.

2. Click the **CFA Validation** tab. The CFA Validation form appears.



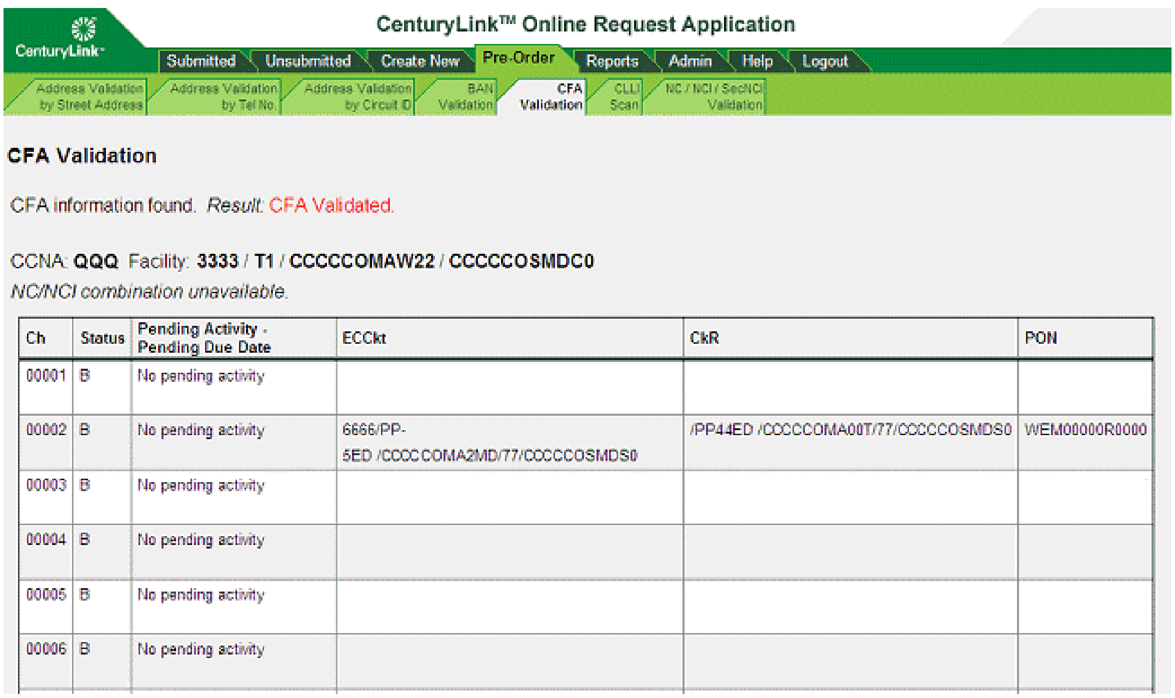
3. Fill in at least the required (*) fields.

4. Select the owning CCNA *Customer Carrier Name Abbreviation*. If you select **Other**, fill out the Letter of Authorization (LOA) box by selecting the check box and filling in the field for the owning CCNA.

5. Click **Validate**. (Or you can reset or clear the form if needed and start over. See Resetting or Clearing a Pre-Order Form.)

Note: If you are not the owning CCNA for the facility, you will only be allowed to validate a single channel of the facility at one time.

Result: For each channel you specified, the system lists the channel status (B- Busy, S- Spare, P-Pending, I- Invalid, R- Restricted), the pending activity and due date, and the ECCKT *Exchange Company Circuit ID*. If the system is able to retrieve the NC *Network Channel Code*/NCI *Network Channel Interface Code* combination for the facility, that NC/NCI combination information appears at the top of the screen; otherwise, the message "NC/NCI combination unavailable" appears. Also, if any requested channel is busy, the CKR *Customer Circuit Reference* and PON *Purchase Order Number* of the ECCKT working in that channel will be displayed if available (as shown below).



6. Select the valid CFA information for your request and copy it so that you can paste it into the appropriate fields when you prepare the request.

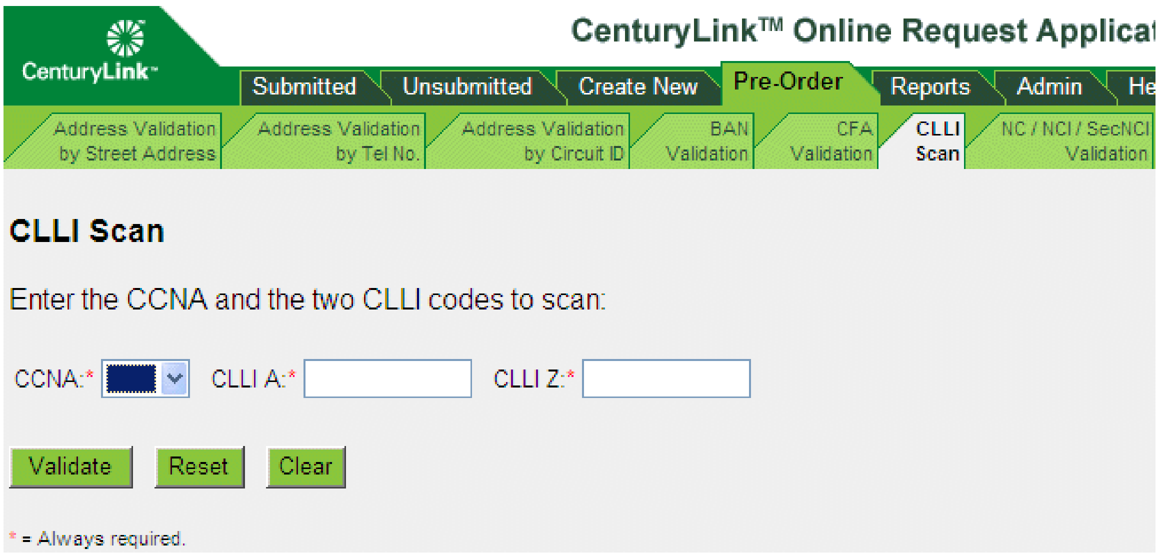
Locate Facility between CLLI Codes (CLLI Scan)

You can locate a facility between two specific CLLI *COMMON LANGUAGE® Location Identifier* codes.

You scan CLLI codes to find the designation, type, and status of the facilities for the VALID ENTRIES of codes you specify. You need the facility designation and type when you validate the CFA *Connecting Facility Assignment* (see Validating the CFA).

1. Click the **Pre-Order** tab.

2. Click the **CLLI Scan** tab.



3. Fill in the three fields, then click **Validate**. (Or you can reset or clear the form if needed and start over. See Resetting or Clearing a Pre-Order Form.)

The designation, type, and status of the facilities for the VALID ENTRIES of CLLI codes that you specified are listed. If the status of a facility is IE, you can click the **Validate CFA** link to validate the CFA.

If the system indicates that...	Do the following...
Submitted data does not match syntax or format rules	Check the syntax and format of the data you entered and correct them if necessary.
No data to display	Please ensure the CLLI to be validated is correct. If the problem persists and the CLLI is not valid, contact your CenturyLink Service Manager or SDC.

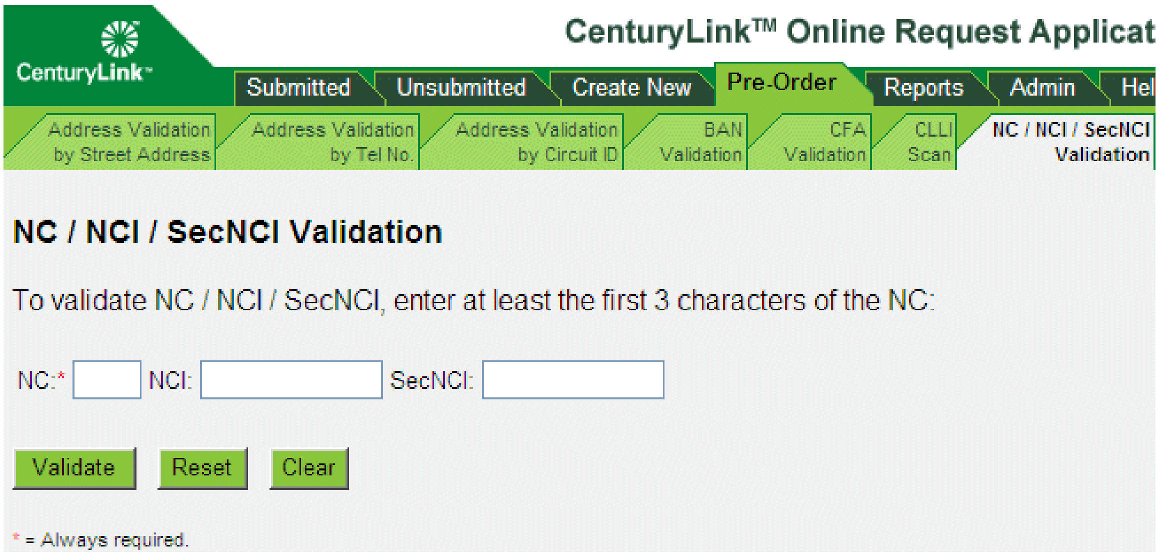
Validating NC, NCI, and SECNCI Codes

You validate these codes to check that the NC *Network Channel Code* is paired with a valid NCI *Network Channel Interface Code* and/or SECNCI *Secondary Network Channel Interface Code*. When you find the valid codes, you can copy them so that you can paste them into the appropriate fields when you prepare the request.

Note: You can validate the combination of codes, but not the specific NC code for your ReqTyp *Requisition Type and Status*.

1. Click the **Pre-Order** tab.

2. Click the **NC / NCI / SecNCI Validation** tab. The NC / NCI / SecNCI Validation form appears.



3. To validate an NC code, fill in at least the first three characters of the code and click **Validate**. (Or you can reset or clear the form if needed and start over. See Resetting or Clearing a Pre-Order Form.)

If the system finds...	Do the following...
An exact match for the NC code	Copy the code so you can paste it into the appropriate fields when you prepare the request.
A partial match for the NC code	Select the appropriate NC code from the list and click **Validate**. When an exact match is found, copy the code so you can paste it into the appropriate fields when you prepare the request.
No match for the NC code	Check the code you entered, and correct it if necessary.

Validating NCI for NC Codes

To validate an NCI *Network Channel Interface Code* for the NC *Network Channel Code* you validated, fill in both the NC code and the NCI code and click **Validate**.

If the system finds...	Do the following...
An exact match for both codes	Copy the codes so you can paste them into the appropriate fields when you prepare the request.
No matching NCI *Network Channel Interface Code*	Select the appropriate NCI code from the list and click **Validate**. When an exact match is found, copy both codes so you can paste them into the appropriate fields when you prepare the request.

Validating SECNCI for NC Codes

To validate a SECNCI *Secondary Network Channel Interface Code* for the NC *Network Channel Code* you validated, fill in both the NC code and the SECNCI code and click **Validate**. (This happens only when the REQTYP *Requisition Type and Status* is W.)

If the system finds...	Do the following...
An exact match for both codes	Copy the codes so you can paste them into the appropriate fields when you prepare the request.
No matching SECNCI code	Select the appropriate SECNCI code from the list and click **Validate**. When an exact match is found, copy both codes so you can paste them into the appropriate fields when you prepare the request.

Validating SECNCI for NC and NCI

To validate a SECNCI *Secondary Network Channel Interface Code* for the NC *Network Channel Code* and NCI *Network Channel Interface Code* codes you validated, fill in all three codes and click **Validate**.

If the system finds...	Do the following...
An exact match for all three codes	Copy the codes so you can paste them into the appropriate fields when you prepare the request.
No matching SECNCI code	Select the appropriate SECNCI code from the list and click **Validate**. When an exact match is found, copy the codes so you can paste them into the appropriate fields when you prepare the request.

Resetting or Clearing a Pre-Order Form

In addition to the Look Up or Validate button on a Pre-Order form, two other buttons are available—Reset and Clear. The functions of each button are described below. Click the button on the form to perform the action.

- **Reset** - This button resets all input fields on the form to their previous values from the last time the screen was rendered.

- **Clear** - This button clears all input fields on the form.

Reports Tab

Overview

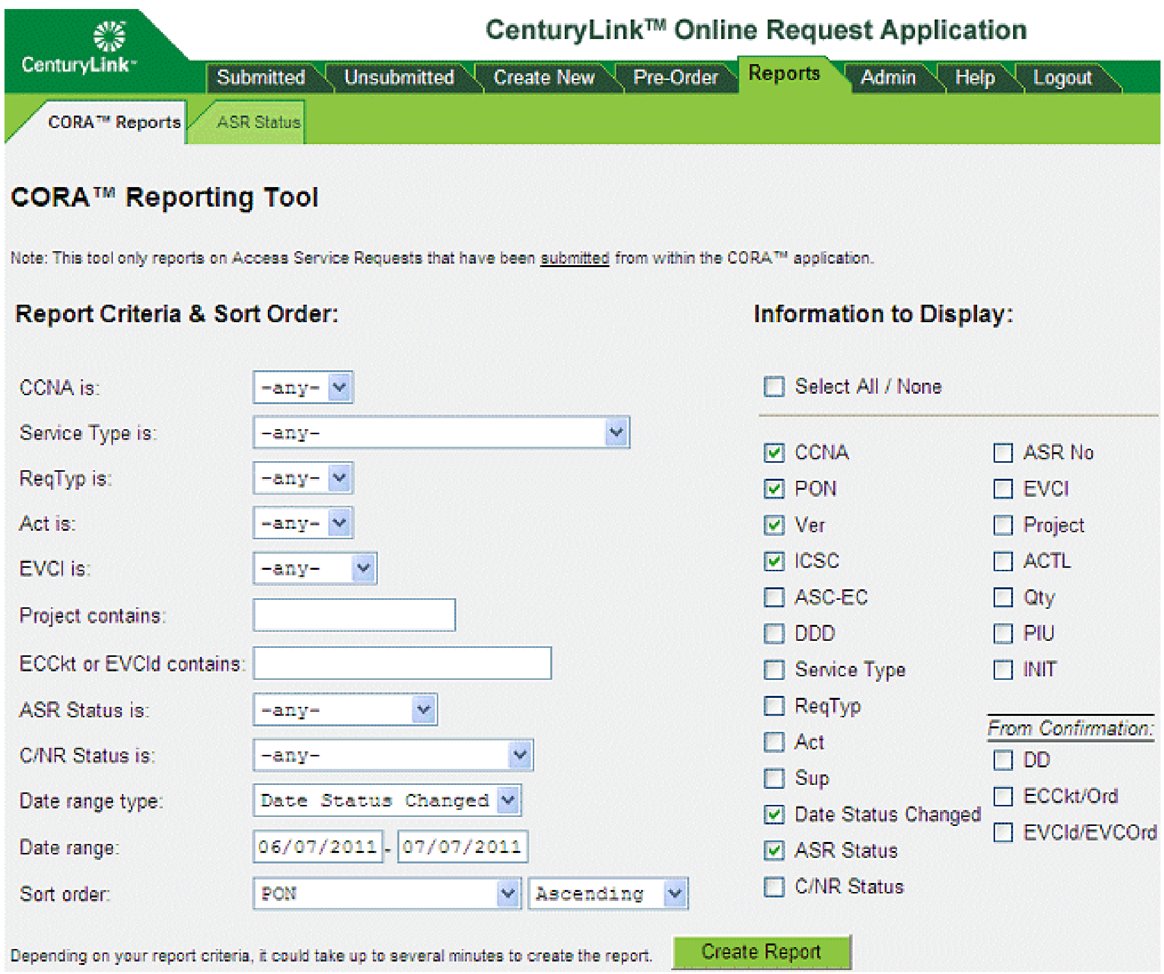
From the Reports tab, the following two sub tabs enable you to perform specific actions:

- CORA™ Reports: From this sub tab, you can create customized reports listing requests that you have submitted. For example, you can list the status of all requests that have a DDD *Desired Due Date* during a specified time period, specify what information you want the reports to include, and specify the order in which you want the information to display.

- ASR Status: From this sub tab, you can request the status of the most current version of an ASR *Access Service Request*, as well as access links to any associated CenturyLink-issued industry forms — C/NR *Clarification/Notification Request*, CN *Confirmation Notice*, or DLR *Design Layout Report*. This status information is available for the current version of ASRs submitted via the CORA™ GUI.

Creating Reports

1. Click the **Reports** tab. The CORA™ Reports sub tab appears by default.



2. In the **Report Criteria & Sort Order** column, specify criteria to limit the information in the report. To list requests only for a specific CCNA *Customer Carrier Name Abbreviation* and a specific Service Type, for example, specify the CCNA and the Service Type you want. Some commonly

used check boxes are selected by default, but you can check/uncheck any check boxes desired. (See Report Criteria & Sort Order Fields for more information.)

3. In the **Information to Display** column, select the information you want to include in your report.

4. Click **Create Report**. Report results appear at the bottom of the page. If the report contains over 100 entries, use the **Next>>** and **<<Previous** links to view additional results. You may need to use scrollbars to scroll horizontally or vertically in the tab to view all result columns and rows. You can also download the report (see Download the Report as a CSV File).

   Note: Generating reports can take a while depending on the criteria selected.

Depending on your report criteria, it could take up to several minutes to create the report. Create Report

Showing rows 1 to 16 of 16 matching requests. Download Report as .CSV Text File

CCNA	PON	Ver	Service Type	ReqTyp	Act	DDD	ASR Status
QQQ	752146-L1	1	L	L	C	01/29/2010	In Process
QQQ	HBAN-HCUS-L0001	1	L	L	D	12/16/2009	Rejected
QQQ	HBAN-HCUS-L1111	1	L	L	D	12/16/2009	Rejected
QQQ	ITR-705934-L-C1	1	L	L	C	12/16/2009	In Process
QQQ	ITR-705934-L-C3	2	L	L	C	12/17/2009	In Process
QQQ	ITR-705934-L-N1	2	L	L	N	12/16/2009	Canceled
QQQ	ITR-705934-L-N2	2	L	L	N	12/16/2009	In Process
QQQ	ITR-705934-L-N3	2	L	L	N	12/17/2009	In Process
QQQ	ITR-705934-L-PLU	2	L	L	C	12/16/2009	Canceled
QQQ	PLAY LA	1	L	L	C	11/30/2010	Submitted

Showing rows 1 to 16 of 16 matching requests. Download Report as .CSV Text File

If you included "From Confirmation" fields in the report, those additional columns will appear in the search results.

⊞ RefNum	ECCkt	Ord	⊞ EVC/VCNum	EVCId
0001	FAKE/ECCKT/TEST/DATA/0001	FAKE-ORD-0001	0001	FAKE/E
⊞ 0001	FAKE/ECCKT/TEST/DATA/0001	FAKE-ORD-0001		
⊞ 0001	FAKE/ECCKT/TEST/DATA/0001	FAKE-ORD-0001		
⊞ 0001	FAKE/ECCKT/TEST/DATA/0001	FAKE-ORD-0001		
⊞ 0001	FAKE/ECCKT/TEST/DATA/0001	FAKE-ORD-0001	⊞ 0001	FAKE/E

NOTE: The RefNum and EVC/VCNum columns provide a way to show (expand) or hide (collapse) RefNum or EVC/VCNum instances for a PON. To show all instances for all PONs, click the ⊞ icon in the heading row for the RefNum or EVC/VCNum. To show instances for a specific PON, click the ⊞ icon next to the RefNum or EVC/VCNum value for the specific PON. In the following example, only the instances for a specific PON have been expanded. After you show instances, the ⊞ icon becomes a ⊟ icon, and you can click it to hide the instances.

CCNA	PON	ASR Status	⊞ RefNum	ECCkt	Ord	⊞ E
QQQ	MY-TEST-PON001	Confirmed	0001	FAKE/ECCKT/TEST/DATA/0001	FAKE-ORD-0001	0
QQQ	MY-TEST-PON002	Confirmed	⊞ 0001	FAKE/ECCKT/TEST/DATA/0001	FAKE-ORD-0001	
QQQ	MY-TEST-PON003	Confirmed	⊟ 0001 0002 0003	FAKE/ECCKT/TEST/DATA/0001 FAKE/ECCKT/TEST/DATA/0002 FAKE/ECCKT/TEST/DATA/0003	FAKE-ORD-0001 FAKE-ORD-0002 FAKE-ORD-0003	
QQQ	MY-TEST-PON004	Confirmed	⊞ 0001	FAKE/ECCKT/TEST/DATA/0001	FAKE-ORD-0001	
QQQ	MY-TEST-PON005	Confirmed	⊞ 0001	FAKE/ECCKT/TEST/DATA/0001	FAKE-ORD-0001	⊞ 0

Report Criteria & Sort Order Fields

Field Name	Description	Usage
CCNA is	List requests for a specific CCNA *Customer Carrier Name Abbreviation*.	Select the CCNA from the drop-down menu.
Service Type is	List requests that have a specific service type, for example, you want to see all Translations Only requests.	Select the Service Type from the drop-down menu.
ReqTyp is	List requests for a specific ReqTyp *Requisition Type and Status*.	Select the ReqTyp from the drop-down menu.
Act is	List requests for a specific Act *Activity*.	Select the Act from the drop-down menu.
EVCI is	List requests for a specific EVCI *Ethernet Virtual Connection Indicator*.	Select the EVCI from the drop-down menu.
Project contains	List requests that contain specific text in the field.	Type the specific text in the text field.
ECCkt or EVCId contains	List requests that contain specific text in the ECCKT *Exchange Company Circuit ID* or *EVCID Ethernet Virtual Connection Identifier* field.	Type the specific text in the text field. ECCKT or EVCID values that contain the text entered in this field will be expanded and yellow-highlighted in the results. The example below shows yellow-highlighted ECCKT instances containing the value '0001'.

⊞ RefNum	ECCkt	Ord	⊞ E
0001	FAKE/ECCKT/TEST/DATA/0001	FAKE-ORD-0001	0
⊟ 0001 0002	FAKE/ECCKT/TEST/DATA/0001 FAKE/ECCKT/TEST/DATA/0002	FAKE-ORD-0001 FAKE-ORD-0002	
⊟ 0001 0002 0003	FAKE/ECCKT/TEST/DATA/0001 FAKE/ECCKT/TEST/DATA/0002 FAKE/ECCKT/TEST/DATA/0003	FAKE-ORD-0001 FAKE-ORD-0002 FAKE-ORD-0003	
⊟ 0001	FAKE/ECCKT/TEST/DATA/0001	FAKE-ORD-0001	

Field Name	Description	Usage
ASR Status is	List requests that have a specific ASR *Access Service Request* status.	Select the status from the drop-down menu.
C/NR Status is	List requests that have a specific C/NR *Clarification/Notification Request* status.	Select the status from the drop-down menu.
Date range type	List requests where their status changed during a specific date range or where their DDD *Desired Due Date* or DD *Due Date* occurred within that date range.	Select the range type from the drop-down menu.
Date range		Type the range of dates in the start and end date fields.
Sort order	List requests in a specific order.	Select the value you want to sort by and whether you want to sort in ascending or descending order. For example, if you specify ReqTyp, a table will display the results sorted alphabetically by values in the ReqTyp column.

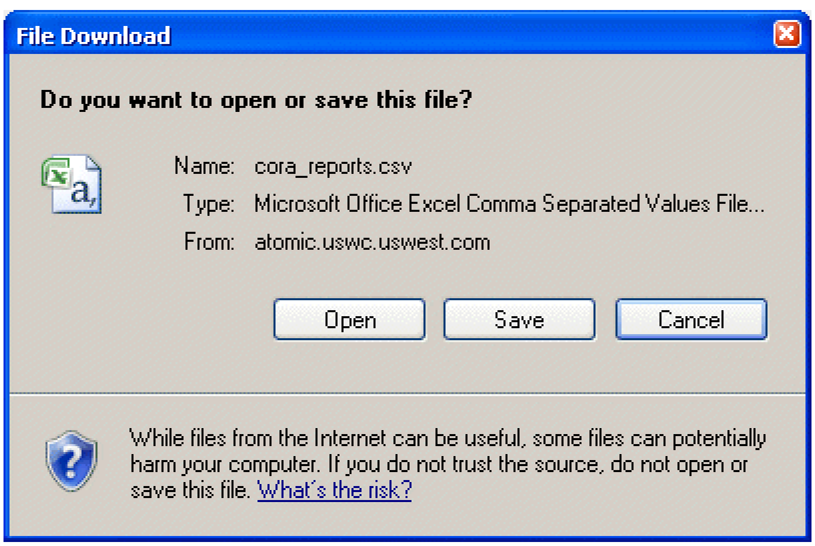
Downloading the Report as a CSV Text File

You can save reports you generate in CORA™ in a Comma Separated Values (CSV) file format.

Note: This does not save the report in CORA™—it saves the report in a format you can open and print in other applications you choose.

1. Create a report.

2. Click the **Download Report as .CSV Text File** link at the top or bottom of the report page. A File Download message may appear depending on your browser and its security settings. If so, click **Open**.

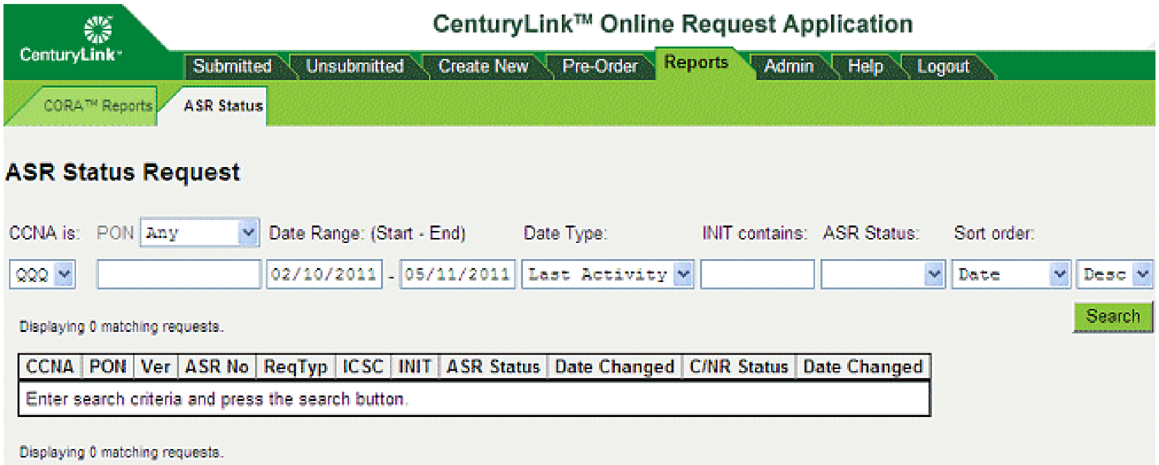


3. Save the file to disk or view and print it as you normally would within the application you are using.

Searching for a Request to View ASR Status (from Reports tab)

1. Click the **Reports** tab.

2. Click the **ASR Status** sub tab. The ASR Status Request screen appears.



3. Follow the ASR Status Search steps to search for a request.

Logout Tab

Logging Out

Caution: After 60 minutes of continuous inactivity, the system logs you out automatically, and you lose any unsaved changes on the current form. (Your changes are saved whenever you click Validate, Next, or View Request, or when you move to a different form through the form flow diagram.)

1. Click the **Logout** tab.

2. In the confirmation message that appears, click **OK**.

Help Tab

Using CORA™ Help

There are several ways to get help:

- Online Help
- User Guides
- Field Level Help
- Full Field Names

About CORA™ Online Help

Online help appears when you click the **Help** tab.

A new browser window opens with help options, including this online help file. The online version of this training includes a table of contents available on the left hand side of the screen.

- Use the arrows  in the navigation bar to move through the screens in sequence.
- Click the 

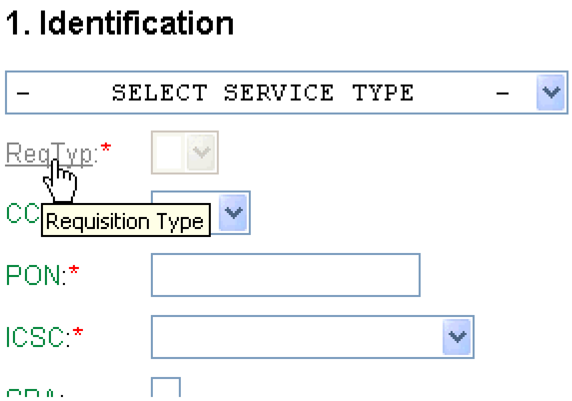
button to show or hide the table of contents and select an area that interests you.
- Use the 

button to jump to related topics.
- Click the light bulb icon  to view helpful hints.
- Click green underlined text to view more information.
- You can use your browser buttons to navigate through the screens.

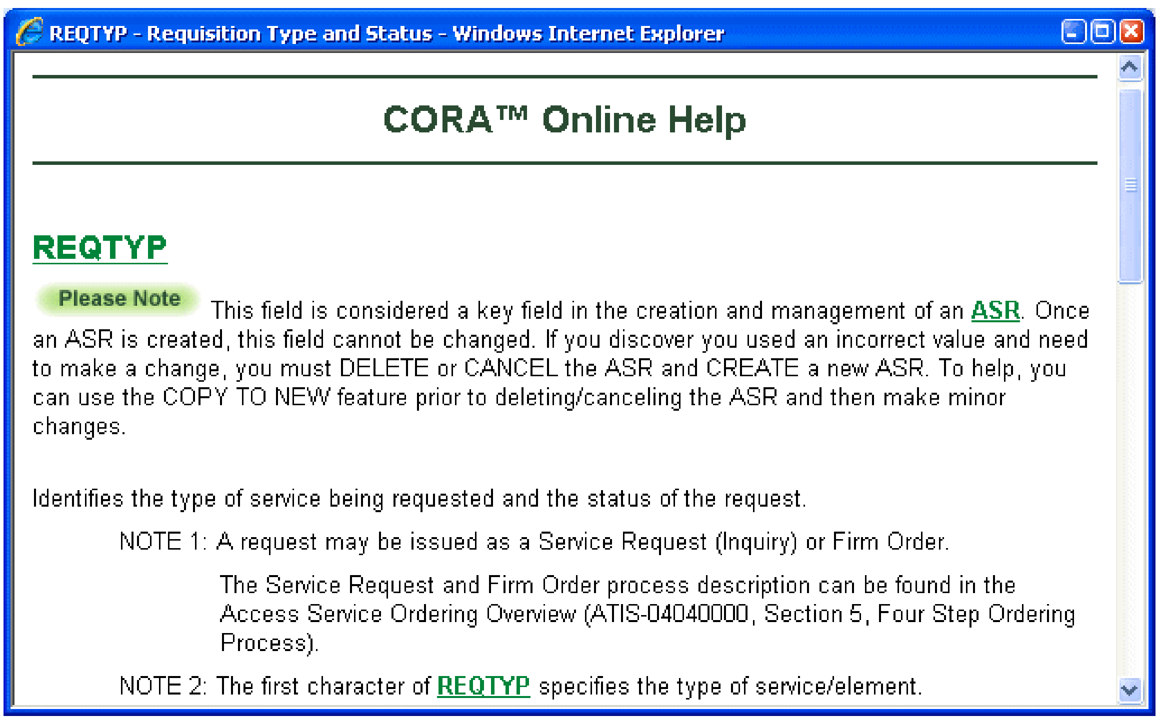
You can also view field level help from within the application and view printable user guides in PDF format.

Field Level Help

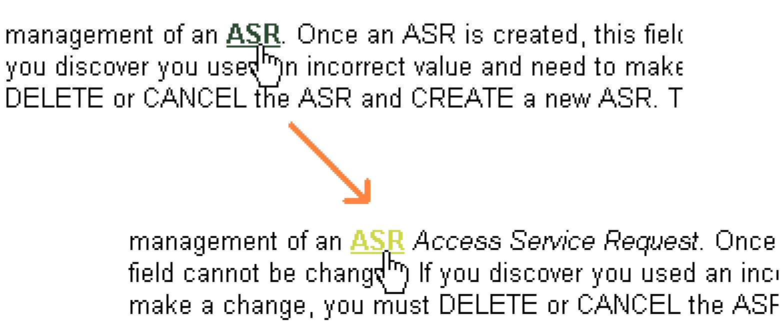
Field level help is only available from within the CORA™ GUI. Click on any field name in green to open online field level help.



Result: Online help for the field opens in a new window.



From Field Level Help, click any underlined term in green to expand the definition.



Full Field Names

Hover your mouse over a field name to see the spelled out version of the field name in a tool tip.

Help Resources

To learn more about using the online version of help, go to CORA™ Online Help.

Additional Resources

- The ASR Ordering Systems page provides ASR *Access Service Request* Ordering Systems FAQs, the CenturyLink Business Rules Differences List, and other resources.

- The ASOG *Access Service Ordering Guidelines* document is available from the OBF Document Catalog at ATIS.org.

Contact Information

See Whom to Call and When.

Glossary

9

950-XXXX: 950 Access Number

A

AAI: Additional Address Information
AALCON TEL: Additional Alternate Local Contact Telephone Number
ABR: Available Bit Rate
ACC: Access Information
ACFA: Alternate Connecting Facility Assignment
ACI: Additional Circuit Information
ACIC: Additional Carrier Identification Code
ACNA: Access Customer Name Abbreviation
ACPGN: Access Pager Number
ACPPN: Access Pager PIN Number
ACT: Activity
ACTEL: Access Telephone Number
ACTI: Activity Indicator
ACTL: Access Customer Terminal Location
AENG: Additional Engineering
AFACTL: Alternate Facility Access Customer Terminal Location
AFG: Agency of the Federal Government
AFO: Additional Forms
AFT: Address Format Type
AGAUTH: Agency Authorization Status
AIN: Advanced Intelligent Network
AIOD: Automatic Identified Outward Dialing
ALBR: Additional Labor
ALCON: Alternate Local Contact
ALCON TEL: Alternate Local Contact Telephone Number
ALT REF: Alternate Routing Trunk Group Reference
ANI: Automatic Number Identification
ANNC: Announcement
ANSI: American National Standards Institute
AP REP: Provider Contact
AP REP EMAIL: Provider Contact Electronic Mail Address
AP REP TEL: Provider Contact Telephone Number
APC: Alias Point Code
APON: Associated Purchase Order Number
APOT: Additional Point of Termination
APP: Application Date
APT: Apartment
ARI: Additional Ring Information
ARLRN: Alternate Routing for Location Routing Number
ASC: Access Service Coordination
ASC-EC: Access Service Coordination-Exchange Company
ASCC: Access Service Coordination exchange Company
ASG: Access Service Group
ASN: Autonomous System Number
ASOG: Access Service Ordering Guidelines
ASR: Access Service Request
ASR NO: Access Service Request Number
ASU: Answer Supervision
ATM: Asynchronous Transfer Mode
ATN: Associated Telephone Number/TSC
ATP: Access Transport Parameter
ATTEST RESP: Additional Translations Test Response
ATTEST TN: Additional Translations Test Telephone Number
AUNT: Associated UNI/NNI Termination

B

BAAD: Band Advance
BAN: Billing Account Number
BANC: Billing Account Number Correction
BAND: Band Identification
Bc: Committed Burst Size
BCF-I: Bandwidth Coupling Flag (Ingress)
BCLID: Bulk Calling Line Identification
BCR3: Bearer Capability Routing 3.1 KHZ
BCR5: Bearer Capability Routing 56 KB
BCR6: Bearer Capability Routing 64 KB
BDW: Bandwidth
Be: Excess Burst Size
BHMC: Busy Hour Minutes of Capacity
BI: Bundling Indicator
BIC: Exchange Company Initiated Change
BIC ID: BIC Identifier
BIC TEL: BIC Telephone Number
BILLCON: Billing Contact
BILLNM: Billing Name
BLDG: Building
BLOCK: Blocking Options
BRAND: Branding
BSA: Basic Serving Arrangement
BSC: Broadband Service Category
BSE: Basic Service Element
BSMT: Basement
BUM: Broadcast, Unknown Unicast and Multicast Option
BUM-FD: Broadcast, Unicast and Multicast Frame Delivery

C

C.NPA/NXX: Local Exchange Customer NPA/NXX
C/NR: Clarification/Notification Request
C/NR VER: Clarification/Notification Version
C/NT: Clarification/Notification Type
CAD: Call Denial
CB TEL NO: Conference Bridge Telephone Number
CBD: Call Before Dispatch
CBPC: Conference Bridge Passcode Number
CBR: Constant Bit Rate
CBS-I: Committed Burst Size (Ingress)
CC: Company Code
CCEA: Cross Connect Equipment Assignment
CCI: Coordinated Change Number
CCL: Carrier Common Line
CCLASS: Carrier Classification
CCNA: Customer Carrier Name Abbreviation
CCO: Custom Calling Options
CCS: Common Channel Signaling
CCSA: Common Control Switching Arrangement
CCVN: Coordinated Conversion
CCW: Carrier Connect Wink Validation
CD: Completion Date
CD/TSENT: Confirmation Date and Time Sent
CDLR: Confirming Design Layout Report
CDLRD: Confirming Design Layout Report Date
CDND: Called Directory Number Delivery
CDOM: Customer Domain Name
CDV: Cell Delay Variation
CDVT: Cell Delay Variation Tolerance
CE-VLAN: Customer Edge Virtual Local Area Network
CEMR: Customer Electronic Maintenance & Repair
CEV-CP: CE-VLAN Class of Service Preservation
CEV-P: CE-VLAN Identification Preservation
CFA: Connecting Facility Assignment
CFA-CTS: Connecting Facility Assignment Channel Time Slot
CFAU: CFA Use
CFNI: Customer Fiber Network ID
CFW: Call Forwarding
CGAP: Call Gapping Interval
CHOK: Choke Network
CIC: Carrier Identification Code
CIP: Carrier Identification Parameter
CIR: Committed Information Rate
CIR-I: Committed Information Rate (Ingress
CIWBAN: Corrected Inside Wire Billing Account Number
CKLT: Bridging Location
CKR: Customer Circuit Reference
CKR1: Customer Circuit Reference (T1)
CKTACT: Circuit Activity
CLASS: Custom Local Area Signaling Services
CLCI: COMMON LANGUAGE® Circuit Identification
CLCI MSG: COMMON LANGUAGE® Message Trunk Circuit
CLCI S/S: COMMON LANGUAGE® Special Service Circuit
CLEC: Competitive Local Exchange Carrier
CLEI: COMMON LANGUAGE® Equipment Identification
CLFI: COMMON LANGUAGE® Facility
CLLI: COMMON LANGUAGE® Location Identifier
CMI-I: Color Mode Identifier (Ingress)
CN: Confirmation Notice
CNAM: Calling Name Delivery
CND: Calling Directory Number Delivery
CNO: Case Number
CNR: Clarification/Notification Request
COIN EA: Coin Equal Access
CORA: CenturyLink Online Request Application
CPER: L2TP Peer Name
CPN: Calling Party Number
CPT: Channel Pair/Timeslot
CRDD: Customer Response Due Date
CRIS: Customer Records and Information System
CRO: Complete with Related Order
CSL: Customer Switch Location
CSP: Carrier Selection Parameter
CSPC: Customer Signaling Point Code
CST: Customer Switch Type
CTO: Cut Through
CTX LSTD NM: CENTREX Listed Name
CTX TEL: CENTREX Telephone Number
CTYP: Connection Type
CUST: Customer Name
CWG: Call Waiting

D

D-TEL: Desired Telephone Number
D.NPA/NXX: Desired NPA and NXX
D/TREC: Date and Time Received
D/TSENT: Date and Time Sent
DA ACC: Directory Assistance Access
DATED: Date of Agency Authorization
DD: Due Date
DDD: Desired Due Date
DEPT: Department
DID: Direct Inward Dial
DIDQ: DID Trunk Queuing
DIR: Directionality

DIR1: Directionality One (1)
DIR2: Directionality Two (2)
DIR3: Directionality Three (3)
DIR4: Directionality Four (4)
DIVCKT: Diverse Circuit ID
DIVPON: Diverse Purchase Order Number
DLCI: Data Link Connection Identifier
DLR: Design Layout Report
DLRD: Design Layout Report Date
DNAL: Dedicated Network Access Link
DPEAA: Drop Port Equipment Assignment A Location
DPEAZ: Drop Port Equipment Assignment Z Location
DRC: Design Routing Code
DRL: Directory Listing Requirement
DSCP: Differentiated Services (DiffServ) Code Point
DSG EMAIL: Design Electronic Mail Address
DSG FAX NO: Design Facsimile Number
DSGCON: Design/Engineering Contact
DSL: Digital Subscriber Line
DSOS: Design Service Order Status
DTN: Discrete Telephone Number
DTO: Dial Tone Office
DWDM: Dense Wave Division Multiplexing

E

EAOSS: Exchange Access Operator Service Signaling
EASBDW: Ethernet Access Supplemental Bandwidth
EBD: Effective Bill Date
EBP: Extended Billing Plan
EBS-I: Excess Burst Size (Ingress)
EC: Exchange Company
EC VER: Exchange Carrier Version
ECCKT: Exchange Company Circuit ID
ECSPC: Exchange Company Signaling Point Code
EDA: Early Date Acceptance
EI: ENNI Indicator
EIR-I: Excess Information Rate (Ingress)
EF: Entrance Facility
EMAIL: Electronic Mail Address
ENNI: External Network to Network Interface
EO: End Office
EO ACT: End Office Activity
EOD: End Office Detail
EOD USE: End Office Detail Form Use
EP: End Point
EPS: Egress Profile Selection
EPSCS: Enhanced Private Switched Communication Service
EQP: Equipped
ER: Exempt Reason
ES: Egress Scheduler
ESDD: Estimated Due Date
ESN: Emergency Service Number
ESP: Ethernet Service Point
ESS: Electronic Switching System
ETET: End to End Test
EUCON: End User Contact
EUNAME: End User Name
EUS: End User
EUSA: End User Special Access
EUTEL: End User Telephone Number
EVC: Ethernet Virtual Connection
EVC NUM: Ethernet Virtual Connection Reference Number
EVC/VC: Ethernet Virtual Connection/Virtual Connection
EVC/VC NUM: Ethernet Virtual Connection/Virtual Connection Number
EVCCKR: Ethernet Virtual Connection Customer Circuit Reference
EVCI: Ethernet Virtual Connection Indicator
EVCID: Ethernet Virtual Connection Identifier
EVCMPID: EVC Meet Point ID
EVCORD: Ethernet Virtual Connection Order Number
EVCSP: Ethernet Virtual Connection Switch Point
EXP: Expedite

F

FACT: Feature Activity
FACTL: Facility Access Customer Terminal Location
FBA: Facility Billing Arrangement
FCDLRD: Facility Confirming Design Layout Report Date
FCKT: Facility Circuit Identification
FDD: Facility Due Date
FDLRD: Facility Design Layout Report Date
FDRC: Facility Design Routing Code
FDT: Frame Due Time
FGA: Feature Group A
FGB: Feature Group C
FGC: Feature Group A
FGD: Feature Group D
FGD-950: 950-FGD With 950 Access
FIMPTEL: Facility Implementation Telephone Number (T1)
FL: Floor
FLR: Floor
FNI: Fiber Network Identification
FNIA: Fiber Network Identification A
FNIZ: Fiber Network Identification Z
FNT: Fiber Network Type

FOC: Firm Order Confirmation
FORD: Facility Order Number
FPI: Freeze PIC Indicator
FPTD: Facility Plant Test Date
FRNT: Front
FUSF: Federal Universal Service Fee

G

GARP: Generic Attribute Registration Protocol
GBTN: General Exchange Tariff Options Billing Telephone
GCON: General Exchange Tariff Options Contact Name
GETO: General Exchange Tariff Options Code
GLARE: Glare Master
GTEL: General Exchange Tariff Options Contact Telephone Number

H

HBAN: High Capacity Channel Billing Account Number
HNGR: Hanger
HNTYP: Hunting Type Code
HPF: Hunting Preferential List
HVP: High Voltage Protection
HWL: Hot/Warm Line

I

IAC: Interexchange Access Customer
IBS: Incremental Base Speed
ICFA: Intermediate Connecting Facility Assignment One
ICFA1: Intermediate Connecting Facility Assignment One (1)
ICFA1-CTS: Intermediate Connecting Facility Assignment One Channel Time Slot
ICFA2: Intermediate Connecting Facility Assignment Two (2)
ICFA2-CTS: Intermediate Connecting Facility Assignment Two Channel Time Slot
ICFA3: Intermediate Connecting Facility Assignment Three (3)
ICFA3-CTS: Intermediate Connecting Facility Assignment Three Channel Time Slot
ICFA4: Intermediate Connecting Facility Assignment Four (4)
ICFA4-CTS: Intermediate Connecting Facility Assignment Four Channel Time Slot
ICFAU1: ICFA1 Use
ICFAU2: ICFA2 Use
ICFAU3: ICFA3 Use
ICFAU4: ICFA4 Use
ICLID: Individual Calling Line Identification
ICOL: ICO Location
ICSC: Interexchange Customer Service Center
ICSCO: Interexchange Customer Service Center
IETF: Internet Engineering Task Force
IEX: IntraLATA Extension
IFNI1: Intermediate Fiber Network Identification One (1)
IFNI2: Intermediate Fiber Network Identification Two (2)
IFNI3: Intermediate Fiber Network Identification Three (3)
IFNI4: Intermediate Fiber Network Identification Four (4)
ILEC: Independent Local Exchange Carrier
IMPCON: Implementation Contact
INCH: Internodal Channel
INIT: Initiator
INIT EMAIL: Initiator Electronic Mail Address
INIT FAX NO: Initiator Facsimile Number
INP: Interim Number Portability
INTER: Intrastate InterLATA Traffic
INTRA: Intrastate IntraLATA Traffic
IP: Internet Protocol
IP ADDRESS: Internet Protocol Address
IPAI: Internet Protocol Address Identifier
IPv4: Internet Protocol Version 4
IPv6: Internet Protocol Version 6
ISDN: Integrated Services Digital Network
ISP: Internet Service Provider
ISTN: Interconnection Screening Telephone Number
ISVM: InterSwitch Voice Messaging
ITPW: ISP Tunnel Password
ITU: International Telecommunication Union
IWBAN: Inside Wire Billing Account Number
IXC: Inter Exchange Carrier

J

JK CODE: Jack Code
JK NUM: Jack Number
JK POS: Jack Position
JPR: Jointly Provided Ring
JS: Jack Status

L

L2CP: Layer Two Control Protocol
L2CP-ADDR: Layer Two Control Protocol Address Set
L2CPP: Layer Two Control Protocol Peering
L2TP: Layer 2 Tunneling Protocol
LA: Lease Agreement

LACP: Link Aggregation Control Protocol
LADATED: Date of Lease Arrangement
LAG: Link Aggregation Group
LAG-ID: Link Aggregation Group ID
LAG-P: Link Aggregation Group Protection
LANM: Lease Authorization Name
LATA: Local Access Transport Area
LCON: Local Contact
LD1: Location Designator #1
LD2: Location Designator #2
LD3: Location Designator #3
LEC: Local Exchange Carrier
LEGACT: Multipoint Leg Activity
LEGNUM: Multipoint Leg Number
LERG: Local Exchange Routing Guide
LIDB: Line Information Database
LMP: Link Management Protocol
LOA: letter of authorization
LOCBAN: Local Billing Account Number
LOF: Letter On File
LOS: Level of Service
LOSACT: Level of Service Activity Indicator
LPIC: IntraLATA Primary Interexchange Carrier
LREF: Level of Service Reference Number
LRN: Location Routing Number
LRN G: Location Routing Number Global
LSR: Local Service Request
LT: Link Type
LTP: Local Transport
LUP: Intrastate IntraLATA Usage Percentage
LV1: Location Value #1
LV2: Location Value #2
LV3: Location Value #3

M

M64: Multiple 64 Clear Channel Capability
MAN: Miscellaneous Account Number
MBA: Make Busy Arrangement
MBS: Maximum Burst Size
MCR: Minimum Cell Rate
MEC: Multiple Exchange Company
MEF: Metro Ethernet Forum
MF: multifrequency
MODE: Fiber Mode
MOE: Metropolitan Optical Ethernet
MOSS: Modified Operator Services Signaling
MPA: Multiple Provider Arrangement
MSFS: Maximum Service Frame Size
MSL: Multipoint Service Legs
MST: Master
MTCE: Maintenance Contact
MTCE EMAIL: Maintenance Contact Electronic Mail Address
MTS: Message Telecommunications Service
Multi-EC: Multiple Exchange Company
MUXLOC: Multiplexing Location
MWI: Message Waiting Indicator

N

N/U: NNI or UNI
NAI: Network Assignment Information
NAG: Network Access Groom
NC: Network Channel Code
NC1: Network Channel Code (T1)
NCI: Network Channel Interface Code
NCON: New Construction
NDO: Number of Digits Outpulsed
NECA: National Exchange Carrier Association
NFR: Network Facility Requirement
NFRT: Network Facility Requirement Type
NHN: Non-Hunting Number
NHNI: Non-Hunt Number Indicator
NID: Node Identifier
NK: Network Configuration
NMO: Node Management Option
NNI: Network-to-Network Interface
NOR: Number of Requests
NPA: Number Planning Area (area code)
NRTVBR: Non Real-time Variable Bit Rate
NS: No Skip
NSL: Number of Secondary Locations
NUT: Number of UNI Terminations
NVC: Number of Virtual Connections
NXX: NXX Information

O

O-T: Operator Transfer
OBF: Ordering and Billing Forum
OCC: Occurrence
OEC: Other Exchange Company
OECACT: Other Exchange Company Activity
OECPNUM: Other Exchange Company Promotion Number
OECPSD: Other Exchange Company Promotion Subscription Date
OECVTA: Other Exchange Company Variable Term Agreement
OFC: Optical Fiber Connection
OLNS: Originating Line Number Screening
OPS: Operator Services
ORD: Order Number
ORIG: Traffic Estimate Originating
ORIG TRF: Originating Traffic
OSAC: Other Service Access Code
OT: Originating Traffic
OTC: Other Exchange Company
OTN: Optical Transport Network
OVC: Operator Virtual Connection

OVLP: Overlap Outpulsing

P

PBIT: Priority Bit
PC: Point Code
PC TYP: Point Code Type
PCA: Protective Connecting Arrangement
PCACT: Point Code Activity Type
PCNA: Point Code Name Abbreviation
PCR: Peak Cell Rate
PCS: Personal Communications Services
PCU: Point Code Use
PDN: Predetermined Telephone Number
PI: Primary Location Indicator
PIA: Provider Initiated Activity
PIC: Pre-subscription Indicator
PIU: Percentage of Interstate Usage
PLU: Percentage of Local Usage
PNO: Premises Node Owner
PNUM: Promotion Number
POI: point of interconnection
PON: Purchase Order Number
POP: Point of Presence
PORTS: Port Type and Number
POTS: Plain Old Telephone Service
PPTD: Project Plant Test Date
PQPR: Quantity of Port References
PQTY: Wired Ports Quantity
PREF: Ports Reference Number
PRI ADM: Primary Add Drop Multiplexer
PRID: Priority Indicator
PRILOC: Primary Location
PROFE: Profile Egress
PROFI: Profile Ingress
PROJECT: Project Identification
PROVINT: Provisioning Interval
PSAP: Public Safety Answering Point
PSD: Promotion Subscription Date
PSL: Primary Service Location
PSLI: Primary Service Location Indicator
PSPEED: Port Speed
PTD: Plant Test Date
PTYP: Ports Type
PVC: Permanent Virtual Circuit
PVN: Private Virtual Network
PWR: Power

Q

QA: Quote Authorized
QACI: Quantity Additional Circuit Information
QIBS: Quantity Incremental Base Speed
QNAI: Quantity Network Assignment Information
QPR: Quantity of Port References
QSA: Quantity Service Address Location Information
QTY: Quantity
QUE: Queuing

R

R/L: Root/Leaf
RACNA: Related Access Customer Name Abbreviation
RBc: Related Committed Burst Size
RBe: Related Excess Burst Size
RCDV: Related Cell Delay Variation
RCDVT: Related Cell Delay Variation Tolerance
RCF: Remote Call Forwarding
RCIR: Related Committed Information Rate
RCODE: Reason Code
RDET: Reason Code Detail
RDLCI: Related Data Link Connection Identifier
RECCKT: Related Exchange Company Circuit Identification
REF: Reference
REF NUM: Reference Number
REL TSC: Related Two-Six Code
REP: Related End Point
REQTYP: Requisition Type and Status
RFNI: Related Fiber Network Identification
RMBS: Related Maximum Burst Size
RMCR: Related Minimum Cell Rate
RMP: Ring Management Performance Monitoring
RNG: Ring
RORD: Related Order Number
RPCR: Related Peak Cell Rate
RPON: Related Purchase Order Number
RPSPEED: Related Port Speed
RSCCT: Related Service Category
RSCR: Related Sustained Cell Rate
RT: Response Type
RTI: Route Index
RTR: Response Type Requested
RTVBR: Real-time Variable Bit Rate
RUID: Related UNI Identifier
RVCI: Related Virtual Circuit Identifier
RVPI: Related Virtual Path Identifier

S

S-VLAN: Stacked Virtual Local Area Network
S25: Surcharge Status
S25C: Surcharge Status Circuit
SAC: Service Access Code
SAC ACT: Service Access Code Activity
SAC NON: SAC Non-Conforming
SALI: Service Address Location Information

SAN: Subscriber Authorization Number
SANO: Service Address Number
SANOR: Service Order Number Range
SANORT: Service Address Number Range Type
SAPR: Address Number Prefix
SASD: Street Directional Prefix
SASF: Address Number Suffix
SASN: Street Name
SASS: Street Directional Suffix
SATH: Street Type
SBDW: Supplemental Bandwidth
SBILLNM: Secondary Billing Name
SC: Special Construction Requirement
SCCEA: Secondary Cross Connect Equipment Assignment
SCCT: Service Category
SCD: Service Code Denial Requirement
SCFA: Secondary Connecting Facility Assignment
SCFA-CTS: Secondary Connecting Facility Assignment Channel Time Slot
SCFAU: Secondary Connecting Facility Assignment Use
SCR: Sustained Cell Rate
SCRT: Service Class Routing
SDI: Subsequent Dispatch Indicator
SDIR: Secondary Directionality
SEC ADM: Secondary Add Drop Multiplexer
SECLOC: Secondary Location
SECNCI: Secondary Network Channel Interface Code
SECTLV: Secondary Transmission Level
SEG: Segment Number
SEGACT: Segment Activity
SEI: Switched Ethernet Indicator
SFG: Simulated Facility Group
SFNI: Secondary Fiber Network Identification
SI: Secondary Point of Termination Indicator
SLC: Signaling Link Code
SLIP: SLIP
SMDI: Simplified Message Desk Interface
SMJK: Smart Jack
SMUXLOC: Secondary Multiplexing Location
SONET: Synchronous Optical Network
SM : Synchronous Mode
SP: signaling point
SPA: Special Action Indicator
SPC: Speed Calling
SPEC: Service and Product Enhancement Code
SPOT: Secondary Point of Termination
SR: Special Routing Code
SRC: Service Request Confirmation
SRN: Service Reservation Number
SS7: Signaling System #7
SSN: Sub System Number
SSPC: Service Signaling Point Code
SSPC LOC: Service Signaling Point Code Location
SSPC TYPE: Type of Signaling Point Code
SSS: Secondary Service Support
SSWC: SECLOC Serving Wire Center
STATE: State/Province
STP: Signal Transfer Point
STR: Single Tandem Routing
STREET: Street Address
STS: Synchronous Transport Signal
SUP: Supplement Type
SUPI: SUP Indicator
SUPR: SUP Requested
SVP: SVLAN ID Preservation
S-VACT: Service Virtual Local Area Network Activity
SWC: Serving Wire Center

T

TAG: Tagging
TBE: Toll Billing Exception
TCAP: Transaction Capabilities Application Part
TCIC: Trunk Circuit Identification Code
TE: Tax Exemption
TECH CON: Customer Technical Contact
TEL NO: Telephone Number
TERM: Traffic Estimate Terminating
TERM TRF: Terminating Traffic
TEST ANI: Test Automatic Number Identification Indicator
TEST RESPONSE: Test Response
TEST TN: Test Telephone Number
TG ACT: Trunk Group Activity
TGSR: Trunk Group Service Request
TGTYP: Trunk Group Type
TK QTY: Trunk Quantity
TK SEQ: Trunk Group Hunt Sequence
TK SIG: Trunk Signaling
TLA: Test Line Access
TLP: Transmission Level Points
TLV: Transmission Level
TNC PER: Transfer of Calls Period
TNC TO: Transfer of Calls To
TOS: Type of Service
TQ: Translation Questionnaire
TRANS: Transport
TRF: Transfer Feature
TRFTYP: Traffic Type
TRK: Trunking
TRKQTY: Trunk Quantity
TRN: Trunk Number
TSC: Two Six Code
TSC2: Two Six Code 2
TSC3: Two Six Code 3
TSC4: Two Six Code 4

TSP: Telecommunications Service Priority
TSPC: Transient Signaling Point Code
TSPC LOC: Transient Signaling Point Code Location
TTEST RESP: Translations Test Response
TTEST TN: Translations Test Telephone Number
TTN: Translation Type Number
TTT: Transport Trunk Termination Code
TWC: Three Way Calling

U

UACT: UNI Activity Indicator
UBR: Unspecified Bit Rate
UNE: Unbundled Network Elements
UNI: User Network Interface
UNIT: Unit Identification
UNI-MSFS : UNI Maximum Service Frame Size
UOM: Unified Ordering Model
UREF: UNI Reference Number
USOC: Uniform Service Order Code

V

VC: Virtual Connection
VC NUM: Virtual Connection Number
VCACT: VC Activity Indicator
VCAT: Virtual Concatenation
VCCKR: Virtual Circuit Customer Circuit Reference
VCI: Virtual Circuit Identifier
VCID: Virtual Circuit Indicator
VCNUM: Virtual Connection Number
VCORD: Virtual Circuit Order Number
VCVTA: Virtual Connection Variable Term Agreement
VER: Version Identification
VLAN: Virtual Local Area Network
VPI: Virtual Path Identifier
VPID: Virtual Path Indicator
VPNACT: Virtual Private Network Activity
VPNID: Virtual Private Network Identifier
VPNNM: Virtual Private Network Name
VSC: Vertical Service Code
VST: Virtual Service Translations
VT: Virtual Tributary
VTA: Variable Term Agreement
VTG: Virtual Tributary Group
VTIA: Virtual Termination Identifier A
VTIZ: Virtual Termination Identifier Z

W

WACD1: Work Authorization Circuit Detail 1
WACD2: Work Authorization Circuit Detail 2
WAL: WATS Access Line
WATS: Wide Area Telecommunications Service
WCNAM: Wireless Calling Name
WKCID: Working Circuit ID
WKTEL: Working Telephone Number
WSI: Wireless Site Indicator
WST: Wireless Service Type

Z

ZIP: ZIP/Postal Code

Index