# Chapter 17:
# Dedicated 8XX Bulk Add Ordering

# Overview

**Introduction**   This chapter discusses how to download and use the Control Center®
**Dedicated 8XX Batch Formatter** application to create 8XX Bulk Add
files. CenturyLink requires that all files transferred by the customer be
in the 8XX Bulk Add format. Customers who do not have the capability
to build 8XX Bulk Add files from their own application should use the
Control Center Dedicated 8XX Batch Formatter software.

The Dedicated 8XX Batch Formatter is used to create new 8XX Bulk
Add files for adding Dedicated 8XX numbers to a customer's account.
In addition, this chapter explains how to perform these functions for
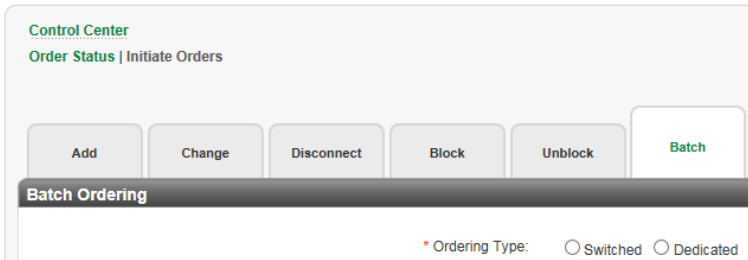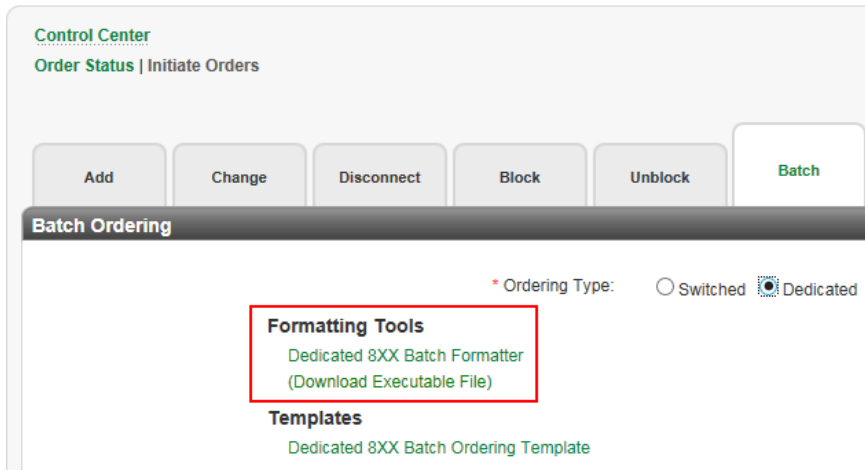Dedicated 8XX Bulk Add Ordering tool.

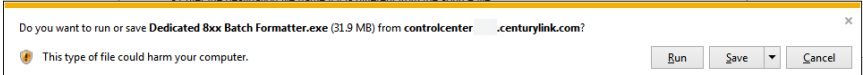**In this**        This chapter contains the following topics.
**Chapter**

# Downloading the Dedicated 8XX Batch Formatter

**Procedure**      Follow the steps in the table below to download the **Dedicated 8XX Batch Formatter** software to your computer.
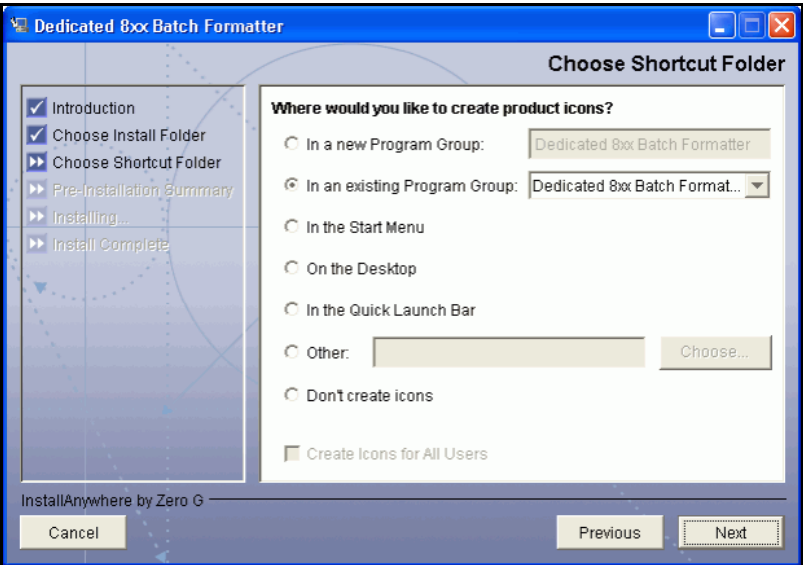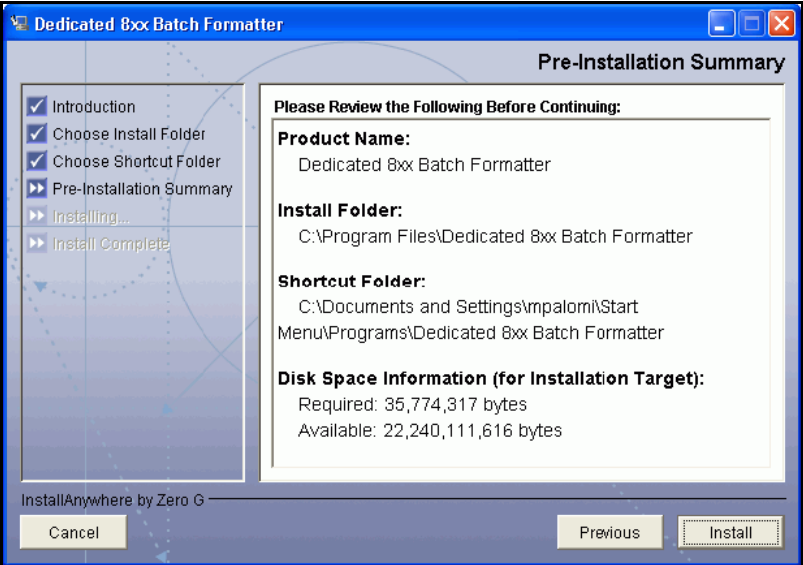
| Step | Action |
|:---:|:---|
| 1 | Navigate to **Control Center > Orders > Initiate Orders > Batch:**<br><br><br><br>**Result:** The **Batch screen** appears.<br><br> |
| 2 | Select **Ordering Type** as **Dedicated:**<br><br><br><br>**Result:** Batch screen updates to display Formatting Tool and Template for Dedicated 8XX Batch |

| 3 | Click the **Dedicated 8XX Batch Formatter** link. |
|---|---|
|   | **Result:** The **File Download** window appears. |
|   | Do you want to run or save **Dedicated 8xx Batch Formatter.exe** (31.9 MB) from **controlcenter** .centurylink.com? ✕ |
|   | ⚠ This type of file could harm your computer.  [ Run ] [ Save ▾ ] [ Cancel ] |
| 4 | Click **Run** to begin loading the application on your computer. |
|   | **Result:** The installer screen appears. |
|   | **Dedicated 8xx Batch Formatter** — Introduction<br><br>Introduction / Choose Install Folder / Choose Shortcut Folder / Pre-Installation Summary / Installing... / Install Complete<br><br>InstallAnywhere will guide you through the installation of Dedicated 8xx Batch Formatter.<br><br>It is strongly recommended that you quit all programs before continuing with this installation.<br><br>Click the 'Next' button to proceed to the next screen. If you want to change something on a previous screen, click the 'Previous' button.<br><br>You may cancel this installation at any time by clicking the 'Cancel' button.<br><br>InstallAnywhere by Zero G<br>[ Cancel ]          [ Previous ] [ Next ] |
| 5 | Select **Next.** |
|   | **Result:** The **Choose Install Folder** window appears. |
|   | **Dedicated 8xx Batch Formatter** — Choose Install Folder<br><br>Introduction / Choose Install Folder / Choose Shortcut Folder / Pre-Installation Summary / Installing... / Install Complete<br><br>**Where Would You Like to Install?**<br>C:\Program Files\Dedicated 8xx Batch Formatter<br>[ Restore Default Folder ]  [ Choose... ]<br><br>InstallAnywhere by Zero G<br>[ Cancel ]          [ Previous ] [ Next ] |
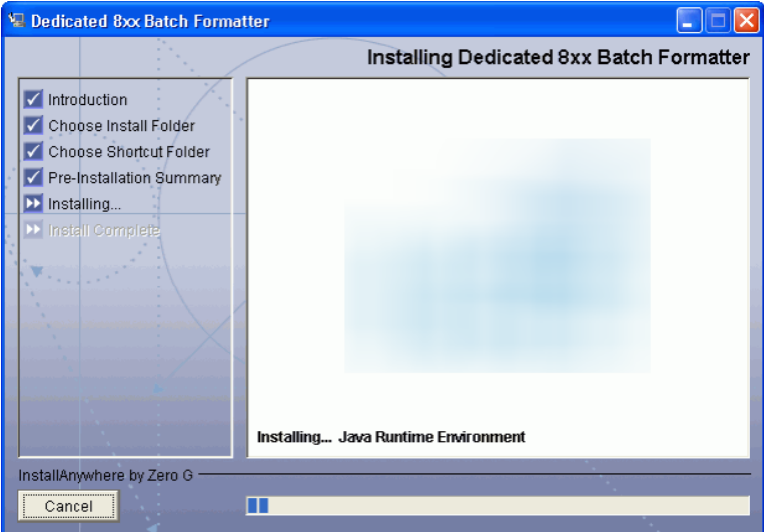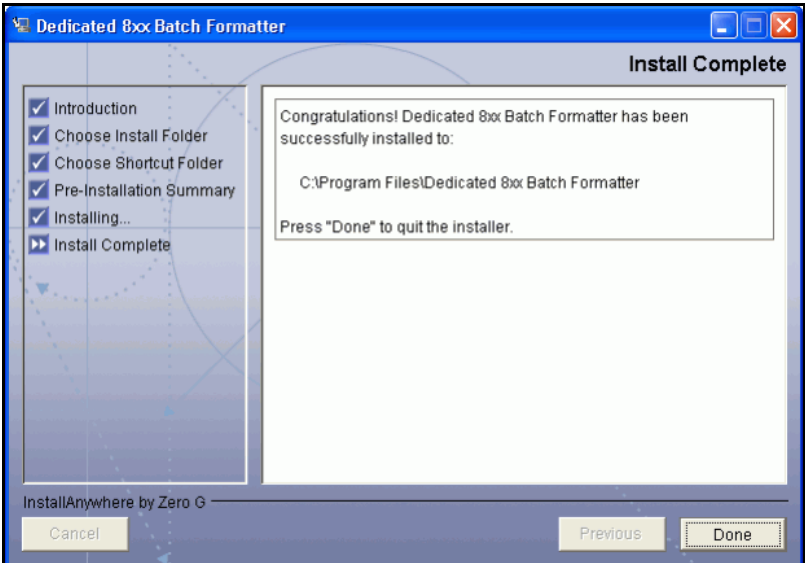
# Downloading the Dedicated 8XX Batch Formatter, Continued

Procedure **(continued)**

| Step | Action |
|------|--------|
| 6 | Enter the destination for the application and select **Next**.<br><br>**Result:** The **Choose Shortcut Folder** window appears.<br><br> |
| 7 | Select where the product icon is to be placed and select **Next**.<br><br>**Result:** The **Pre-Installation Summary** window appears.<br><br> |

# Downloading the Dedicated 8XX Batch Formatter, Continued

Procedure **(continued)**

| Step | Action |
|------|--------|
| 8 | Verify the **Pre-Installation Summary** and click **Install.** <br><br> **Result:** The **Installing Dedicated 8XX Batch Formatter** window appears. <br><br>  |
| 9 | Once installation is complete, Click **Done** to quit the Installer. <br><br> **Result:** The **Dedicated 8XX Batch Formatter** is now installed. <br><br>  |

# Menus

**Description**        The **Control Center Dedicated 8XX Batch Formatter** has two main
menu options: **File** and **Tools**. These menu options enable quick and
easy completion of the available tasks in the Dedicated 8XX Batch
Formatter.

**File Menu**        The table below briefly describes the options on the Dedicated 8XX
Batch Formatter **File** menu.

| Options | Function |
|---|---|
| New | This option enables you to create a new order file. |
| Open/Import | This option enables you to load and edit existing files. |
| Save | This option enables you to save files. |
| Save As | This option enables you to save a file as a different name, different extension, etc. |
| Save As ZIP | This option enables you to save the file as a zip file. |
| Close | This option enables you to close the active file. |
| Close All | This option enables you to close all files. |
| Quit | This option enables you to quit and exit the application. |

**Tools Menu**        The table below briefly describes the options on the Dedicated 8XX Batch
Formatter **Tools** menu.

| Options | Function |
|---|---|
| Add Row | This option enables you to insert a new row. |
| Delete Row | This option enables you to delete a selected row.<br><br>**Note:**  The **Delete** key on your keyboard deletes the contents of a selected field within the Dedicated 8XX Batch Formatter. |
| Copy Row | This option enables you to copy a selected row. |
| Paste Row | This option enables you to paste a copied row. |
| Validate | This option enables you to check for format issues when creating a new file or editing an error file. |
| Find/Replace | This option enables you to find and replace an existing column value with a new column value. |

# Required Fields

**Introduction**    Creating a batch file requires that a specific set of account information be present. The tables that follow list the required fields for 8XX numbers.

| FIELD NAME | TYPE | LENGTH | FORMAT | DEDICATED/ SWITCHED/ BOTH | REQUIRED Y/N/C |
|---|---|---|---|---|---|
| **HEADER RECORD** | | | | | |
| BATCH_ID | CHAR | 3 or 4 | ALPHA/NUMERIC | BOTH | Y |
| BATCH_TYPE | CHAR | 7 | ALPHA/NUMERIC | BOTH | Y |
| FILE_DATE | NUM | 8 | YYYYMMDD | BOTH | Y |
| SUBMIT_DATE | NUM | 8 | YYYYMMDD | BOTH | Y |
| ORDER_ID | CHAR | 15 | ALPHA/NUMERIC | BOTH | N |
| PRIMARY_CONTACT_NAME | CHAR | 30 | ALPHA/NUMERIC | DED | Y |
| PRIMARY_CONTACT_EMAIL | CHAR | 60 | ALPHA/NUMERIC | DED | Y |
| PRIMARY_CONTACT_PHONE | NUM | 10 | NUMERIC | DED | Y |
| PRIMARY_EXT | NUM | 4 | NUMERIC | DED | N |
| PRIMARY_COUNTRY | CHAR | 3 | ALPHA | DED | N |
| PRIMARY_CONTACT_DIAL_CD | NUM | 4 | NUMERIC | DED | N |
| SECONDARY_CONTACT_PHONE | NUM | 10 | NUMERIC | DED | N |
| SECONDARY_EXT | NUM | 4 | NUMERIC | DED | N |
| FAX | NUM | 10 | NUMERIC | DED | N |
| COMPANY_NAME | CHAR | 35 | ALPHA/NUMERIC | DED | Y |
| ACCT_MGR_NAME | CHAR | 30 | ALPHA/NUMERIC | DED | Y |
| CUSTOMER_PON | CHAR | 16 | ALPHA/NUMERIC | DED | N |
| RELATED_PON | CHAR | 16 | ALPHA/NUMERIC | DED | N |
| REQUESTED_DUE_DATE | NUM | 8 | YYYYMMDD | DED | Y |
| **DATA RECORD** | | | | | |
| CUSTOMER_ACCOUNT_ID | NUM | 12 | NUMERIC | BOTH | Y |
| PRODUCT_ACCOUNT_ID | NUM | 12 | NUMERIC | BOTH | Y |
| ACTION_CD | CHAR | 1 | A | BOTH | Y |
| ORDER_TYPE | CHAR | 1 | N, C | DED | Y |
| CMP_GROUP_CD | CHAR | 2 | IW | BOTH | Y |
| CUSTOMER_TYPE | CHAR | 1 | B,R | BOTH | Y |
| TERMINATION_METHOD | CHAR | 3 | OCC, DED | BOTH | Y |
| 8XX | NUM | 10 | NUMERIC | BOTH | Y |
| RING_TO_ANI | NUM | 10 | NUMERIC | Future Use | N |
| LOA_DATE | NUM | 8 | YYYYMMDD | BOTH | Y |
| RESP_ORG_ID | CHAR | 5 | ALPHA/NUMERIC | BOTH | Y |
| AREA_OF_SERVICE | CHAR | 2 | ALPHA | BOTH | Y |
| CLASS_OF_SERVICE | NUM | 3 | NUMERIC | BOTH | Y |

# Required Fields, Continued

| FIELD NAME | TYPE | LENGTH | FORMAT | DEDICATED/ SWITCHED/ BOTH | REQUIRED Y/N/C |
|---|---|---|---|---|---|
| QWEST_IS_RESP_ORG | CHAR | 1 | Y, N | BOTH | Y |
| COMMENTS_REMARKS | CHAR | 2000 | ALPHA/NUMERIC | BOTH | N |
| 8XX_ENHANCED_IND | CHAR | 1 | Y, N | BOTH | Y |
| PRIMARY_TRUNK_1_NM | CHAR | 12 | ALPHA/NUMERIC | DED | Y |
| PRIMARY_SWITCH_1_ID | NUM | 3 | NUMERIC | DED | Y |
| PRIMARY_DNIS 1 | NUM | 10 | NUMERIC | DED | N |
| PRIMARY_TRUNK_1_TYPE | CHAR | 3 | ALPHA | DED | N |
| DTO_TRUNK_2_NM | CHAR | 12 | ALPHA/NUMERIC | DED | N |
| DTO_SWITCH_2_ID | NUM | 3 | NUMERIC | DED | N |
| DTO_DNIS_2 | NUM | 10 | NUMERIC | DED | N |
| DTO_TRUNK_2_TYPE | CHAR | | ALPHA | DED | N |
| DTO_TRUNK_3_NM | CHAR | 12 | ALPHA/NUMERIC | DED | N |
| DTO_SWITCH_3_ID | NUM | 3 | NUMERIC | DED | N |
| DTO_DNIS_3 | NUM | 10 | NUMERIC | DED | N |
| DTO_TRUNK_3_TYPE | CHAR | 3 | ALPHA | DED | N |
| DTO_ANI | NUM | 10 | NUMERIC | DED | N |
| REALTIME_ANI_IND | CHAR | 1 | Y, N | DED | Y |
| DNIS_DIGITS | NUM | 2 | 1 – 10 | DED | N |
| END_USER_NM | CHAR | 35 | ALPHA/NUMERIC | BOTH | Y |
| PAYPHONE_BLOCK_IND | CHAR | 1 | Y, N | BOTH | Y |
| FEATURE_PERCENT_1 | NUM | 3 | 1-100 | Both | N |
| TRUNK_GRP_NM_1 | CHAR | 12 | ALPHA/NUMERIC | Both | C |
| SWITCH_ID_1 | NUM | 3 | NUMERIC | Both | C |
| DNIS_1 | NUM | 10 | NUMERIC | Both | C |
| TRUNK_GRP_TYPE_1 | CHAR | 3 | ALPHA | Both | C |
| TRUNK_GRP_NM_2 | CHAR | 12 | ALPHA/NUMERIC | Both | C |
| SWITCH_ID_2 | NUM | 3 | NUMERIC | Both | C |
| DNIS_2 | NUM | 10 | NUMERIC | Both | C |
| TRUNK_GRP_TYPE_2 | CHAR | 3 | ALPHA | Both | C |
| TRUNK_GRP_NM_3 | CHAR | 12 | ALPHA/NUMERIC | Both | C |
| SWITCH_ID_3 | NUM | 3 | NUMERIC | Both | C |
| DNIS_3 | NUM | 10 | NUMERIC | Both | C |
| TRUNK_GRP_TYPE_3 | CHAR | 3 | ALPHA | Both | C |
| DTO_ANI | NUM | 10 | NUMERIC | Both | C |

# Required Fields, Continued

| FIELD NAME | TYPE | LENGTH | FORMAT | DEDICATED/ SWITCHED/ BOTH | REQUIRED Y/N/C |
|---|---|---|---|---|---|
| FEATURE_PERCENT_2 | NUM | 3 | 1-100 | Both | N |
| TRUNK_GRP_NM_1 | CHAR | 12 | ALPHA/NUMERIC | Both | C |
| SWITCH_ID_1 | NUM | 3 | NUMERIC | Both | C |
| DNIS_1 | NUM | 10 | NUMERIC | Both | C |
| TRUNK_GRP_TYPE_1 | CHAR | 3 | ALPHA | Both | C |
| TRUNK_GRP_NM_2 | CHAR | 12 | ALPHA/NUMERIC | Both | C |
| SWITCH_ID_2 | NUM | 3 | NUMERIC | Both | C |
| DNIS_2 | NUM | 10 | NUMERIC | Both | C |
| TRUNK_GRP_TYPE_2 | CHAR | 3 | ALPHA | Both | C |
| TRUNK_GRP_NM_3 | CHAR | 12 | ALPHA/NUMERIC | Both | C |
| SWITCH_ID_3 | NUM | 3 | NUMERIC | Both | C |
| DNIS_3 | NUM | 10 | NUMERIC | Both | C |
| TRUNK_GRP_TYPE_3 | CHAR | 3 | ALPHA | Both | C |
| DTO_ANI | NUM | 10 | NUMERIC | Both | C |
| FEATURE_PERCENT_3 | NUM | 3 | 1-100 | Both | N |
| TRUNK_GRP_NM_1 | CHAR | 12 | ALPHA/NUMERIC | Both | C |
| SWITCH_ID_1 | NUM | 3 | NUMERIC | Both | C |
| DNIS_1 | NUM | 10 | NUMERIC | Both | C |
| TRUNK_GRP_TYPE_1 | CHAR | 3 | ALPHA | Both | C |
| TRUNK_GRP_NM_2 | CHAR | 12 | ALPHA/NUMERIC | Both | C |
| SWITCH_ID_2 | NUM | 3 | NUMERIC | Both | C |
| DNIS_2 | NUM | 10 | NUMERIC | Both | C |
| TRUNK_GRP_TYPE_2 | CHAR | 3 | ALPHA | Both | C |
| TRUNK_GRP_NM_3 | CHAR | 12 | ALPHA/NUMERIC | Both | C |
| SWITCH_ID_3 | NUM | 3 | NUMERIC | Both | C |
| DNIS_3 | NUM | 10 | NUMERIC | Both | C |
| TRUNK_GRP_TYPE_3 | CHAR | 3 | ALPHA | Both | C |
| DTO_ANI | NUM | 10 | NUMERIC | Both | C |
| FEATURE_PERCENT_4 | NUM | 3 | 1-100 | Both | N |
| TRUNK_GRP_NM_1 | CHAR | 12 | ALPHA/NUMERIC | Both | C |
| SWITCH_ID_1 | NUM | 3 | NUMERIC | Both | C |
| DNIS_1 | NUM | 10 | NUMERIC | Both | C |
| TRUNK_GRP_TYPE_1 | CHAR | 3 | ALPHA | Both | C |

## Required Fields, Continued
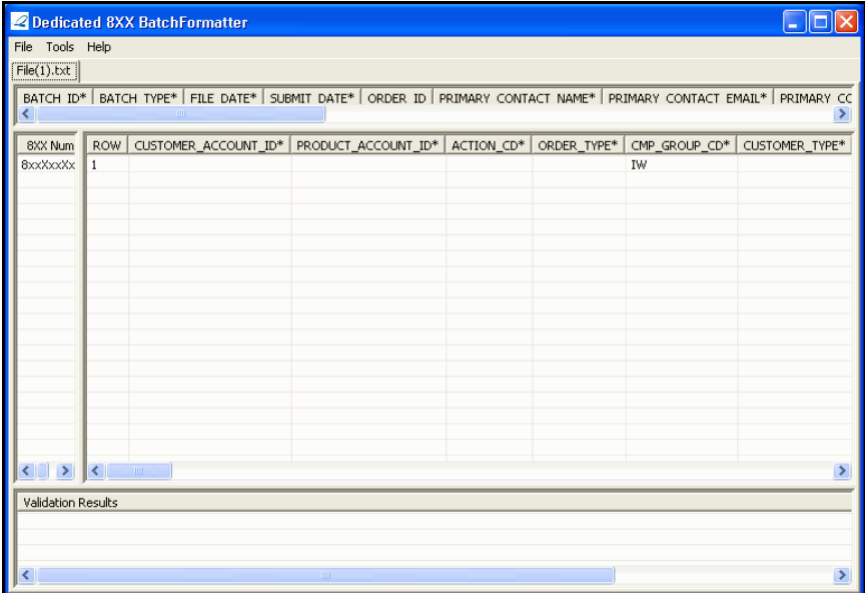
| FIELD NAME | TYPE | LENGTH | FORMAT | DEDICATED/ SWITCHED/ BOTH | REQUIRED Y/N/C |
|---|---|---|---|---|---|
| TRUNK_GRP_NM_2 | CHAR | 12 | ALPHA/NUMERIC | Both | C |
| SWITCH_ID_2 | NUM | 3 | NUMERIC | Both | C |
| DNIS_2 | NUM | 10 | NUMERIC | Both | C |
| TRUNK_GRP_TYPE_2 | CHAR | 3 | ALPHA | Both | C |
| TRUNK_GRP_NM_3 | CHAR | 12 | ALPHA/NUMERIC | Both | C |
| SWITCH_ID_3 | NUM | 3 | NUMERIC | Both | C |
| DNIS_3 | NUM | 10 | NUMERIC | Both | C |
| TRUNK_GRP_TYPE_3 | CHAR | 3 | ALPHA | Both | C |
| DTO_ANI | NUM | 10 | NUMERIC | Both | C |
| FEATURE_PERCENT_5 | NUM | 3 | 1-100 | Both | N |
| TRUNK_GRP_NM_1 | CHAR | 12 | ALPHA/NUMERIC | Both | C |
| SWITCH_ID_1 | NUM | 3 | NUMERIC | Both | C |
| DNIS_1 | NUM | 10 | NUMERIC | Both | C |
| TRUNK_GRP_TYPE_1 | CHAR | 3 | ALPHA | Both | C |
| TRUNK_GRP_NM_2 | CHAR | 12 | ALPHA/NUMERIC | Both | C |
| SWITCH_ID_2 | NUM | 3 | NUMERIC | Both | C |
| DNIS_2 | NUM | 10 | NUMERIC | Both | C |
| TRUNK_GRP_TYPE_2 | CHAR | 3 | ALPHA | Both | C |
| TRUNK_GRP_NM_3 | CHAR | 12 | ALPHA/NUMERIC | Both | C |
| SWITCH_ID_3 | NUM | 3 | NUMERIC | Both | C |
| DNIS_3 | NUM | 10 | NUMERIC | Both | C |
| TRUNK_GRP_TYPE_3 | CHAR | 3 | ALPHA | Both | C |
| DTO_ANI | NUM | 10 | NUMERIC | Both | C |
| PRODUCT_TRANSFER_IND | CHAR | 1 | Y,N | Both | Y |
| **TRAILER RECORD** | | | | | |
| RECORD_COUNT | NUM | 12 | NUMERIC | BOTH | Y |
| TRAILER_IDENTIFIER | CHAR | 5 | <EOF> | BOTH | Y |

# Creating a New Batch (Add) File

**Overview**        The batch file can be created via three different methods; follow one of the methods below to create a new batch file.

1. **Enter data directly into the Batch Formatter**
2. **Enter data into the 8XX Bulk Add File Format template; or**
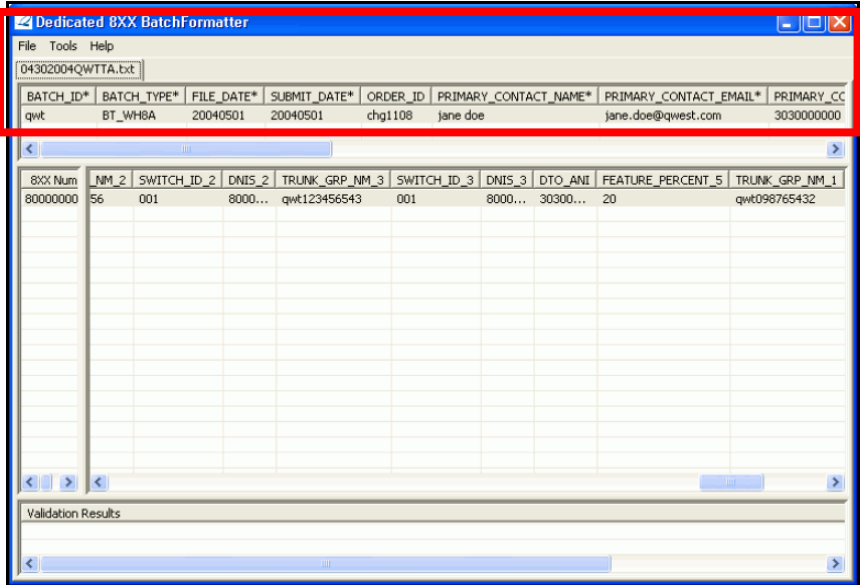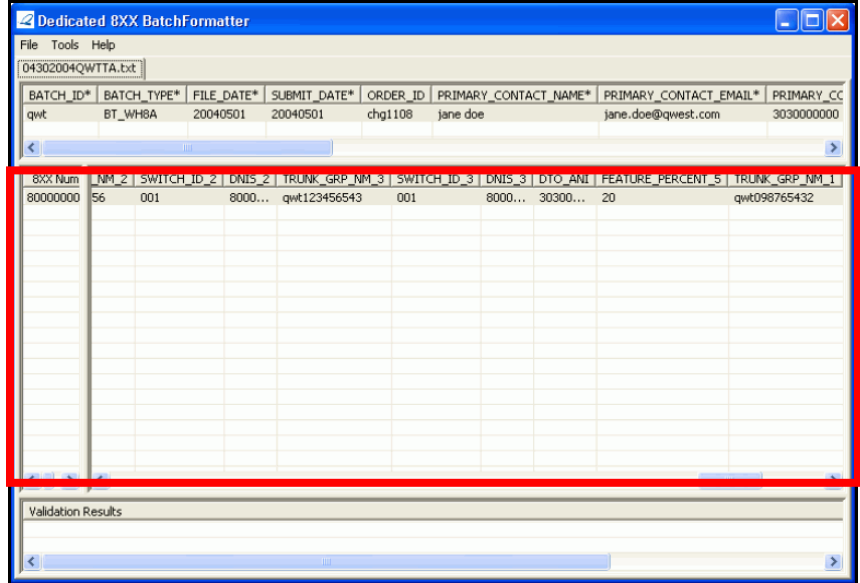3. **Copy data from a spreadsheet and paste it into the Batch Formatter**

**Procedure**        **1. Enter Data Directly into the Batch Formatter**

| Step | Action |
|------|--------|
| 1 | Launch the Dedicated 8XX Batch Formatter application and create a new file **[File > New]**. |
| | **Result:** A new file window appears. |
| |  |

# Creating a New Batch (Add) File, Continued
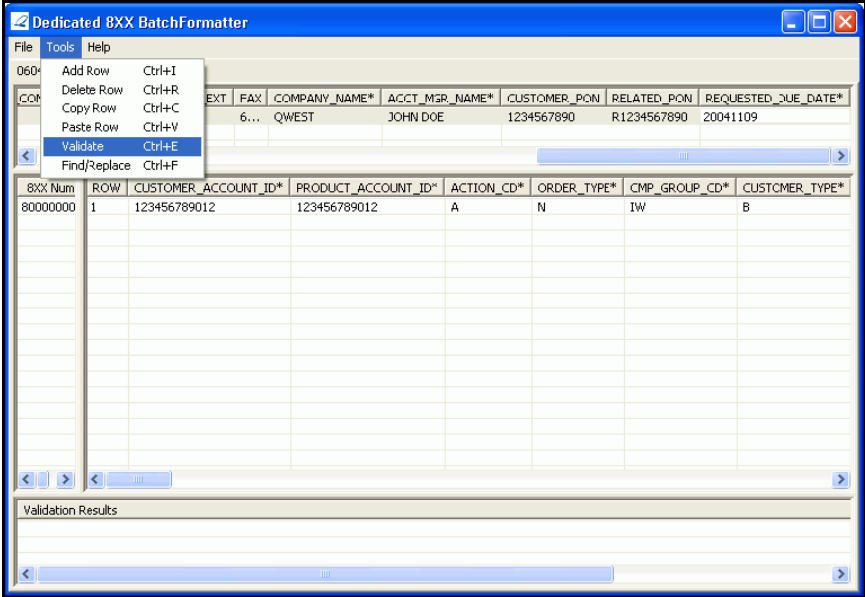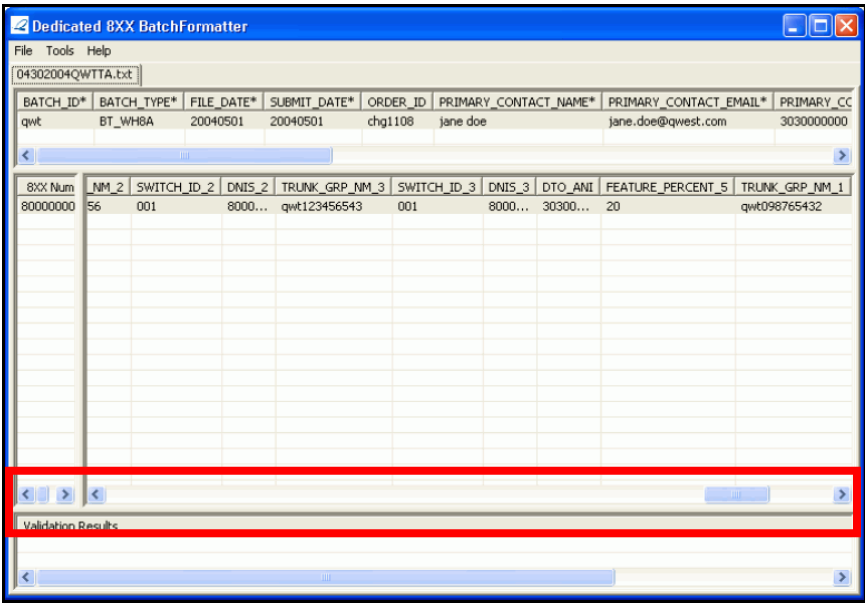
Procedure **(continued)**

| Step | Action |
|------|--------|
| 2 | Key the header information in the **Header Record** of the Batch Formatter per the Required Fields section of this document.  |
| 3 | Key the data information in the **Data Record** of the Batch Formatter per the Required Fields section of this document.  |

# Creating a New Batch (Add) File, Continued

Procedure **(continued)**

| Step | Action |
|------|--------|
| 4 | Validate the file information **[Tools > Validate]**.<br><br>**Result:** The file is validated or formatting errors.<br><br> |
| 5 | Correct any errors that may appear in the **Validation Results** section.<br><br> |

# Creating a New Batch (Add) File, Continued

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**Procedure**        Enter Data into the 8XX Bulk Add File Format template

The **8XX Bulk Add File Format template** is located in Control Center [**Resources > Tools > 8XX Batch Ordering Template**]. The template is a spreadsheet used to arrange the data to be loaded into the Batch Formatter application,  via the CenturyLink Protected Internet Delivery [QPID] utility for scripted uploads to the Control Center folders, or in Control Center via **Ordering > Batch Ordering > Orders to Process 8xx**. It is divided into three sections – **Header Record, Data Record** and **Trailer Record**. Each field must be populated with the required information for the order to be provisioned successfully.

**Header & Trailer Records**
- The file must be tab-delimited
- A tab must come before and after fields in the header and trailer
- The Header Record must be the first line of the file and be followed by a carriage return
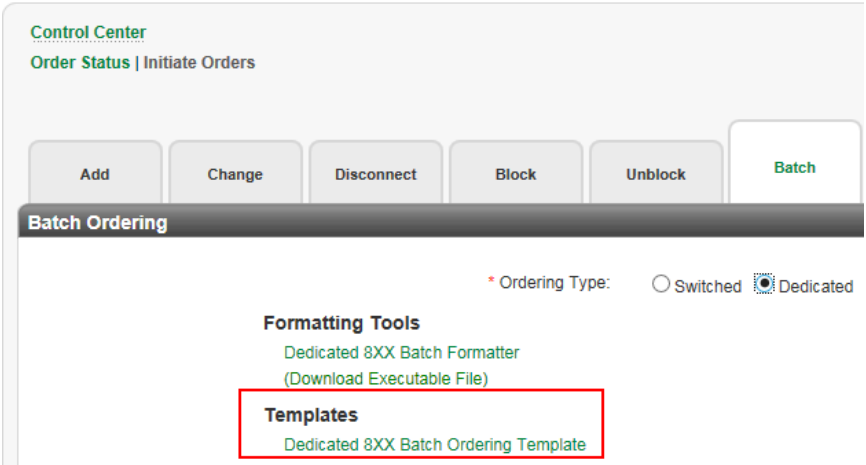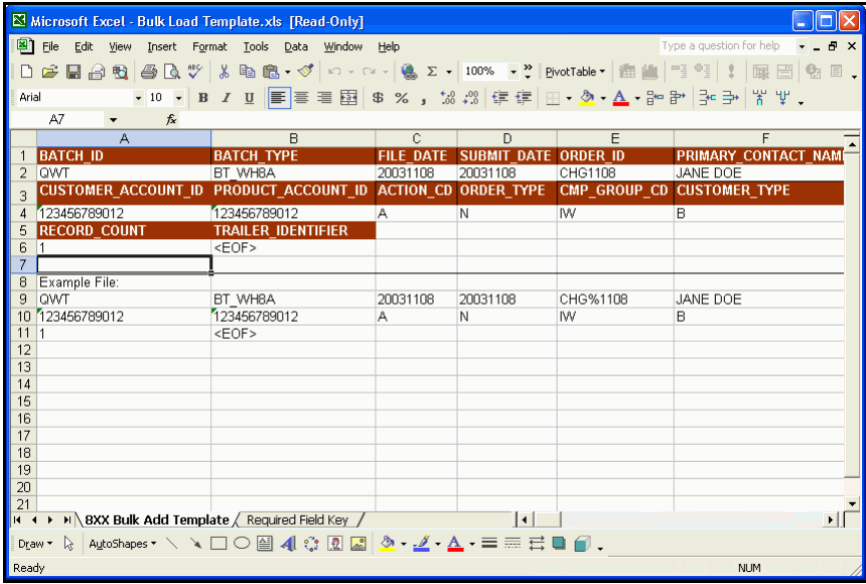- The Trailer Record must be the last line of the file

**Data Records**
- A tab must follow each data field between the first and last field of each record. If a field is null, a tab should be inserted before and after the null value, e.g. if there are three fields and the second field is a null value, the format would be: *Field 1{tab}{tab}Field3* where Field1 and Field3 represent the field contents
- 84 tabs should exist for each Data Record (85 data fields)
- When viewing the file, field spacing may be different for each record due to the tab-delimited format (e.g. the Comment_Remarks field may only be 20 characters for one record and 75 for another)
- Do not enter a tab after the last field; use a carriage return instead
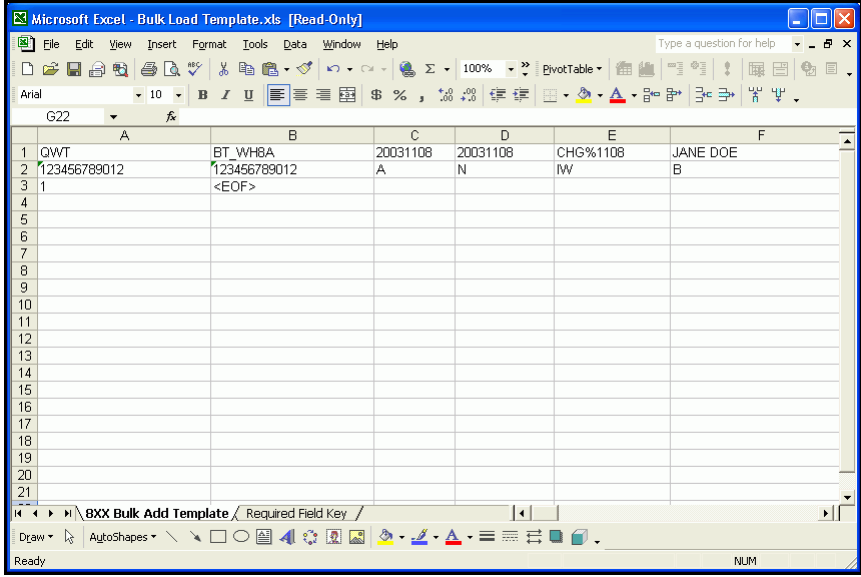
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# Creating a New Batch (Add) File, Continued

Procedure **(continued)**

| Step | Action |
|---|---|
| 6 | Open a copy of the Bulk Load template, available at **Control Center > Resources > Orders > Initiate Orders > Batch:**  |
| 7 | Populate each field with the provisioning data. Insert a space in the last field (DTO ANI for the 5th Percent Allocation Rule) by pressing the spacebar followed by the Enter key (this ensures the proper tab lengths are saved). If the file includes multiple 8XXs or rows, this cell can be copied down to the last 8XX on the order.  |

*Continued on next page*

# Creating a New Batch (Add) File, Continued

Procedure **(continued)**

| 8 | Delete all rows **EXCEPT** the Header, Data Records and Trailer. |
|---|---|
|   |  |
| 9 | Click **File > Save As.** |

*Continued on next page*

# Creating a New Batch (Add) File, Continued
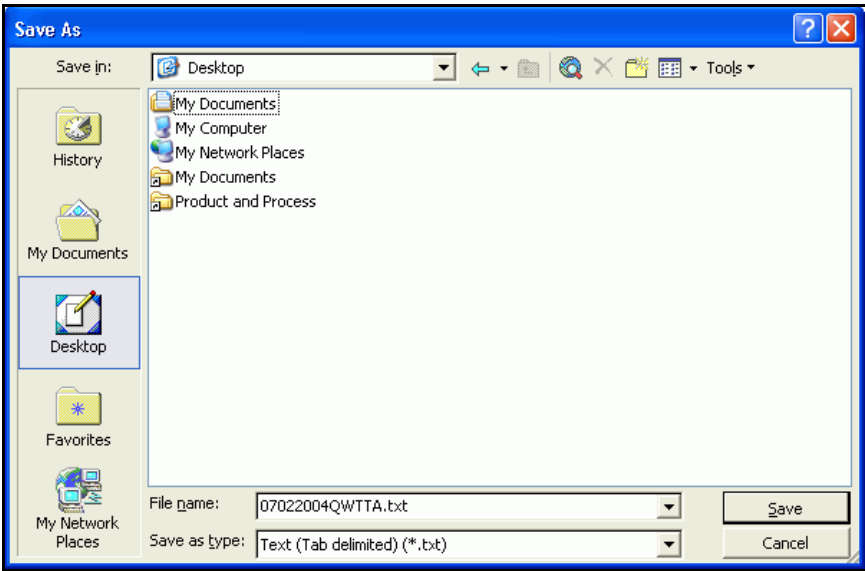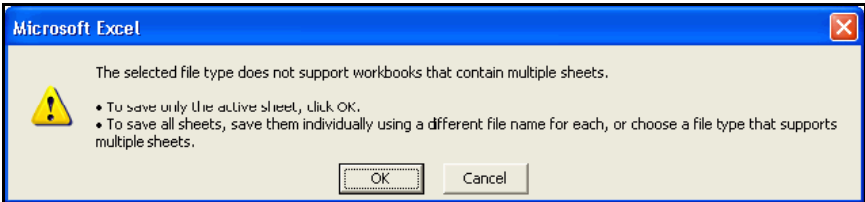
Procedure **(continued)**

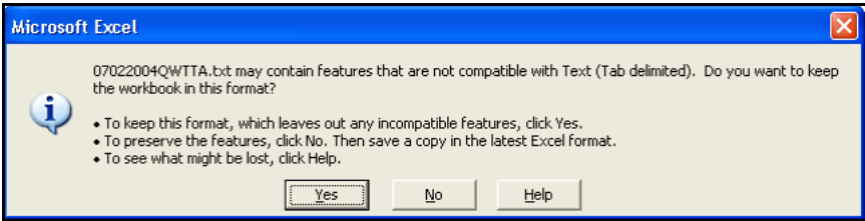| Step | Action |
|------|--------|
| 10 | Enter a new file name in the **File Name** field.<br><br>The file name must adhere to the following parameters:<br>• Use a unique file name<br>• Use **.txt** as the file extension (tab delimited format)<br>• The file name must contain at least 13 characters<br>• Example: **01012004CTLTA.txt**<br>　• Where month, day, and year are in MMDDYYYY format (ex.: 01012004)<br>　• Where the three-digit customer code (ex.: CTL). (The customer code is validated during the submission process and must be populated correctly)<br>　• Where the letter T identifies the file as tab-delimited<br>　• Where sequential letters of the alphabet identify more than one file sent in one calendar day, e.g. **A** for the first file and **B, C, D**, etc. for subsequent files sent the same day<br><br>**Note**:　File names with the same root name but different extensions are not recognized as different files. Submitting files with the same name will result in the file being rejected by CenturyLink.  For example: 11082003CTLTA.txt, 11082003CTLTA.tx1, and 1108CTLTA.tx3 would all be viewed as the **same file** (11082003CTLTA) and be rejected by the system. |

# Creating a New Batch (Add) File, Continued

Procedure **(continued)**

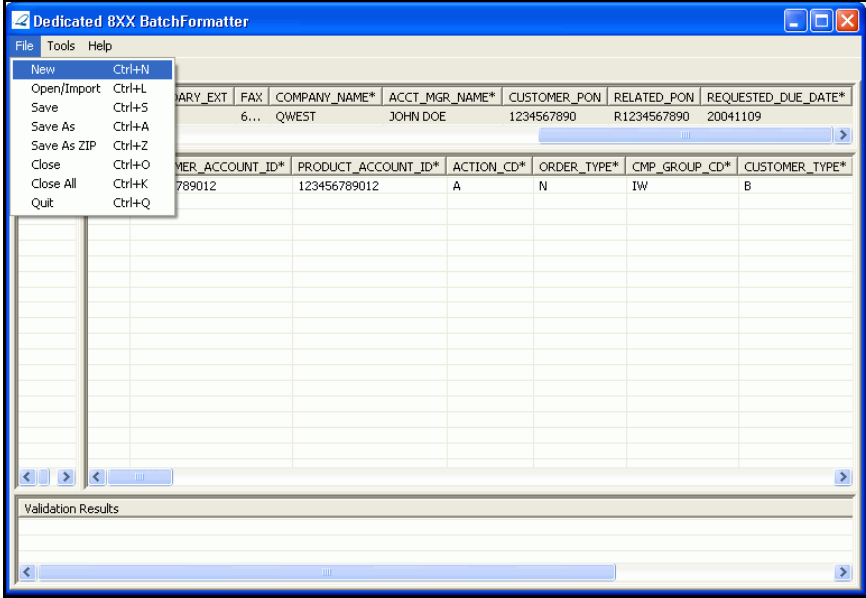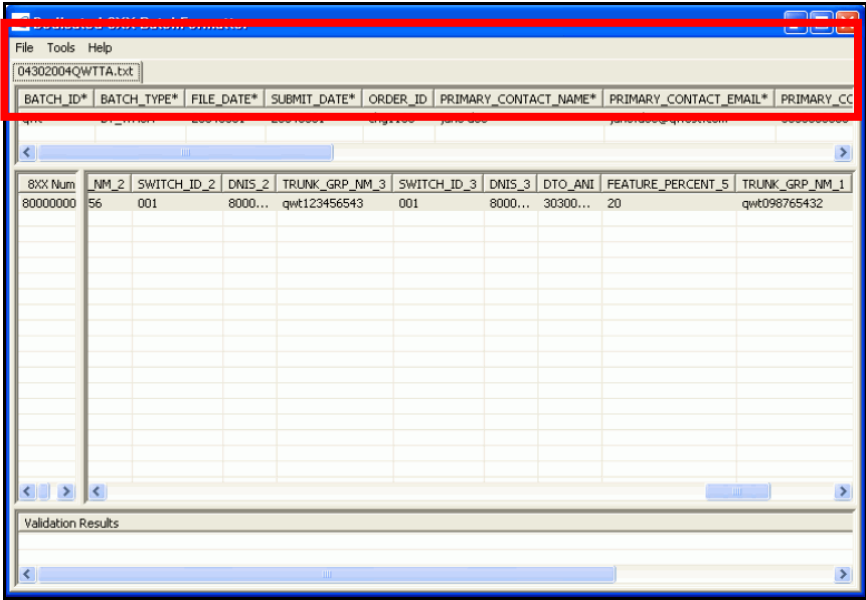| Step | Action |
|------|--------|
| 11 | In the **Save As Type** field, select **Text (Tab delimited)** as the format type. |
| 12 | Click **Save.** <br><br> |
| 13 | Select **OK** if prompted with a 'multiple sheets' decision box. <br><br> |

# Creating a New Batch (Add) File, Continued

Procedure **(continued)**

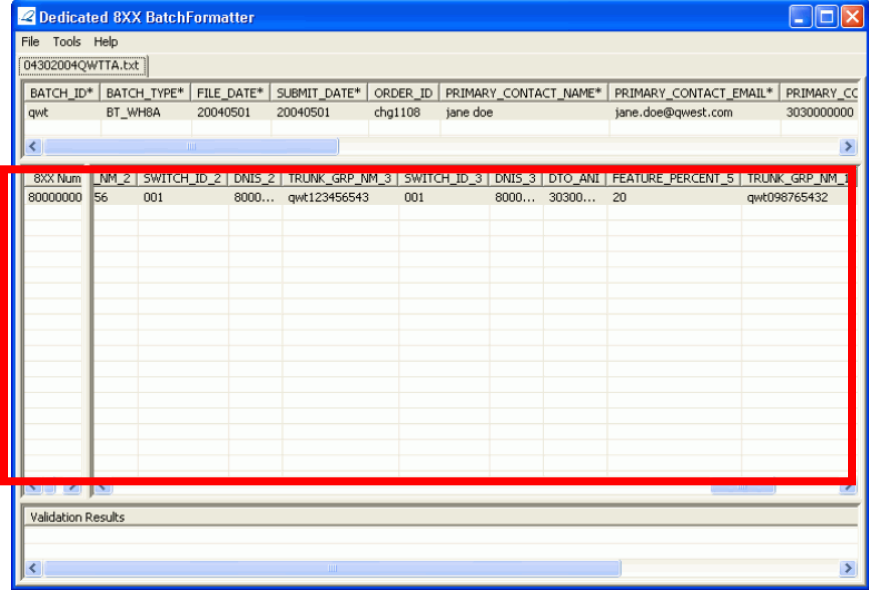| 14 | Select **Yes** when prompted with Tab-delimited decision box.  |
|----|------------------------------------------------------------------------------------|
| 15 | Open the file using a text application such as Notepad or Text pad (Text pad is recommended because hidden characters such as tabs, spaces, etc. can be viewed). If using Text pad, select the **Visible** icon to view hidden characters in the file. |
| 16 | Remove extra spaces or tabs after the **requested_due_date data field** in the **header row** of the file. |
| 17 | Remove extra spaces or tabs after the **trailer_identifier data field** found in the **trailer row** of the file. |
| 18 | Click **Save**. |

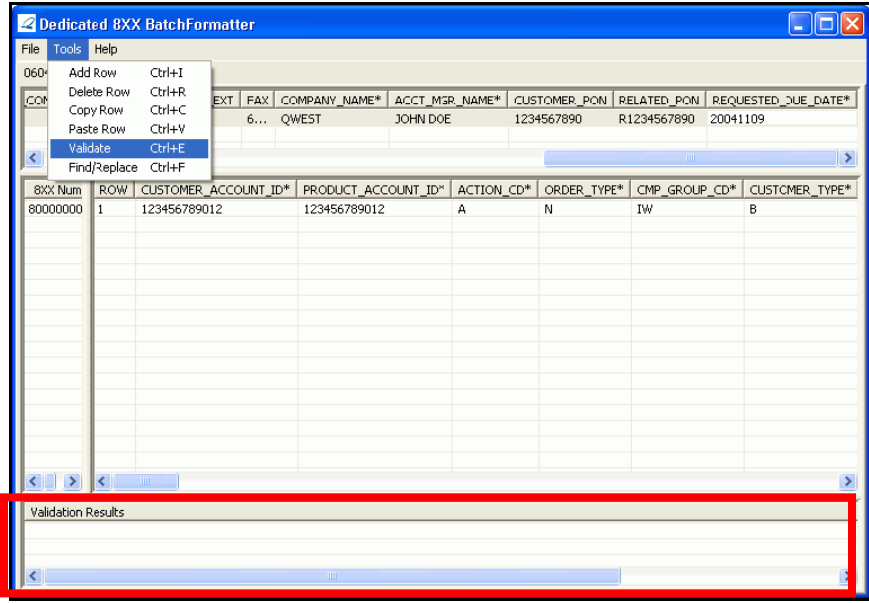# Creating a New Batch (Add) File, Continued

**Procedure**     Copy data from a spreadsheet and paste it into the Batch Formatter

| Step | Action |
|------|--------|
| 19 | Open a new file in the Dedicated 8XX Batch Formatter **[File > New]**.<br><br> |
| 20 | Copy the **header information** from the original spreadsheet and paste in the **Header Record** section of the Batch Formatter file.<br><br> |
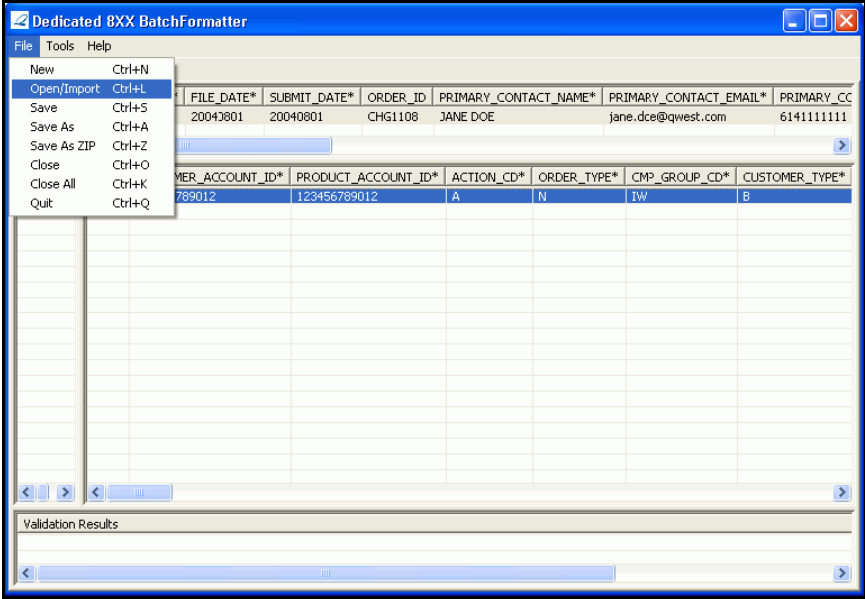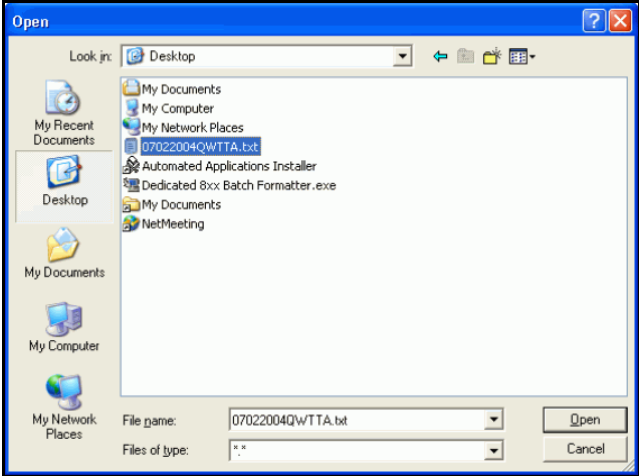
# Creating a New Batch (Add) File, Continued

**Procedure (continued)**

| 21 | Copy **data information** from the original spreadsheet and paste in the **Data Record** section of the Batch Formatter file. |
|----|---|
|    |  |
| 22 | Validate the information and correct any validation errors that may have been detected by the Validate function. |
|    |  |
| 23 | Save the file as previously noted (for example, **01012004CTLTA.txt**). |

# Editing an Existing Batch (Add) File
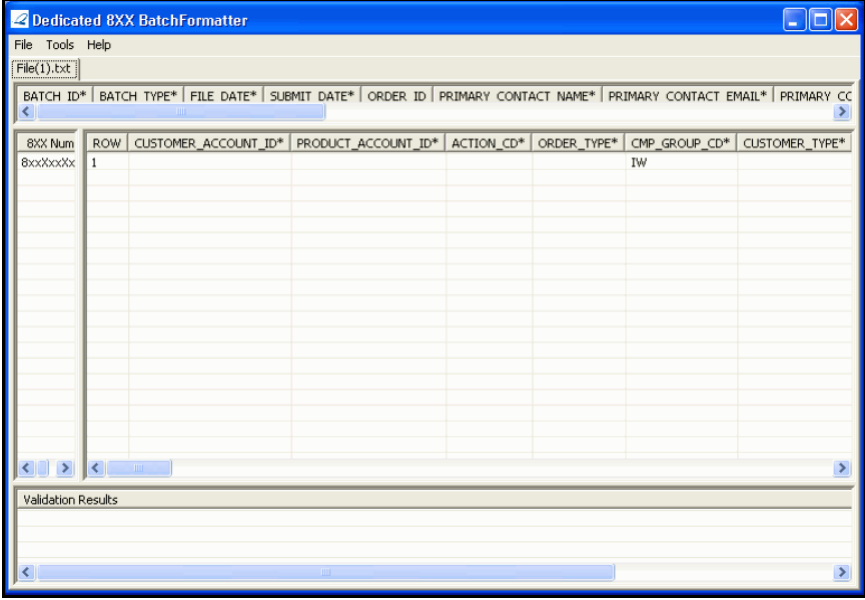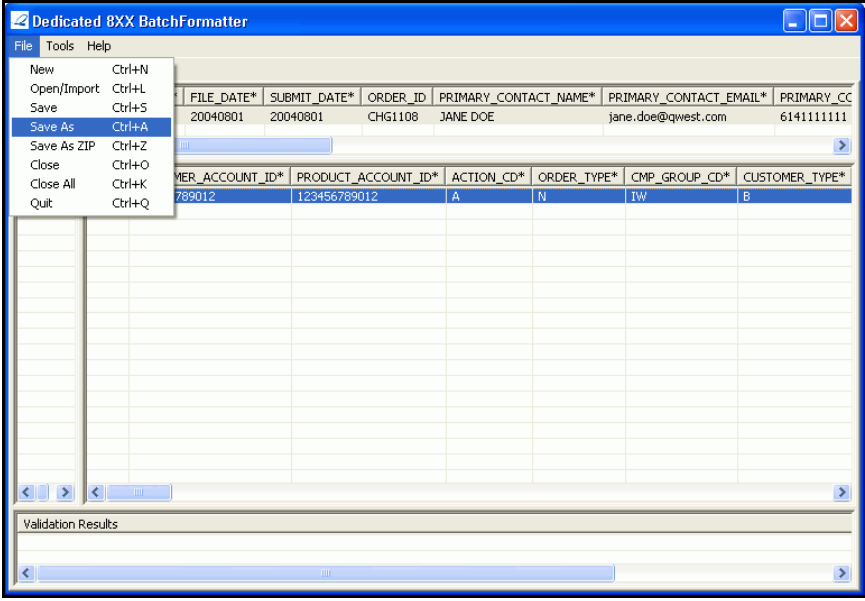
**Procedure**     To edit an existing batch file, complete the following steps:

| Step | Action |
|------|--------|
| 1 | From the **File** menu, select **Open/Import**.  |
| 2 | Select the file to be edited and click **Open**.  |

# Editing an Existing Batch (Add) File, Continued

**Procedure (continued)**

| Step | Action |
|------|--------|
| 3 | The file loads into the Batch Formatter application.<br> |
| 4 | Edit the file as necessary and click **Save As** from the **File** menu.<br> |

*Continued on next page*
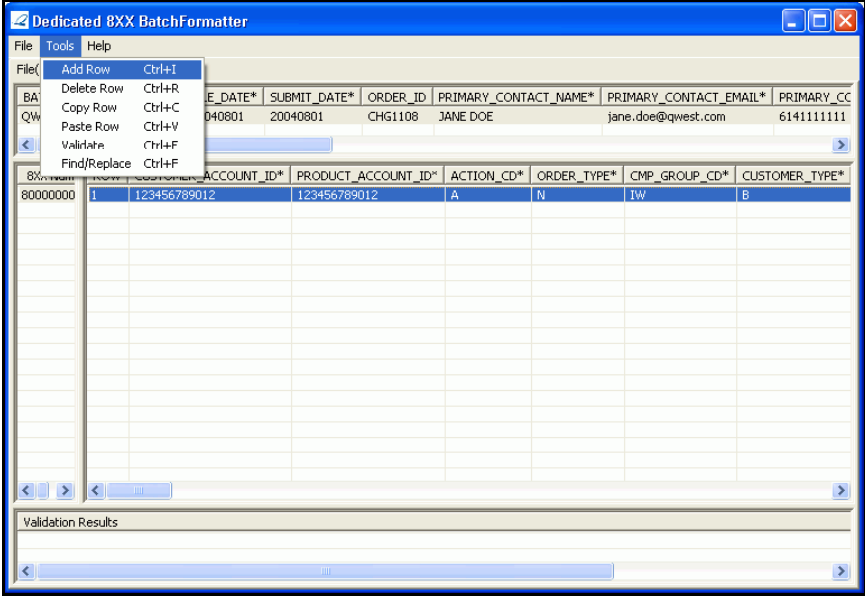
# Editing an Existing Batch (Add) File, Continued

Procedure **(continued)**

| Step | Action |
|------|--------|
| 5 | Navigate to the folder in which to save the file. In the **File name** field, name the batch file.  |
| 6 | Click **Save**. <br><br> **Result:** The file is saved to the specified location. |
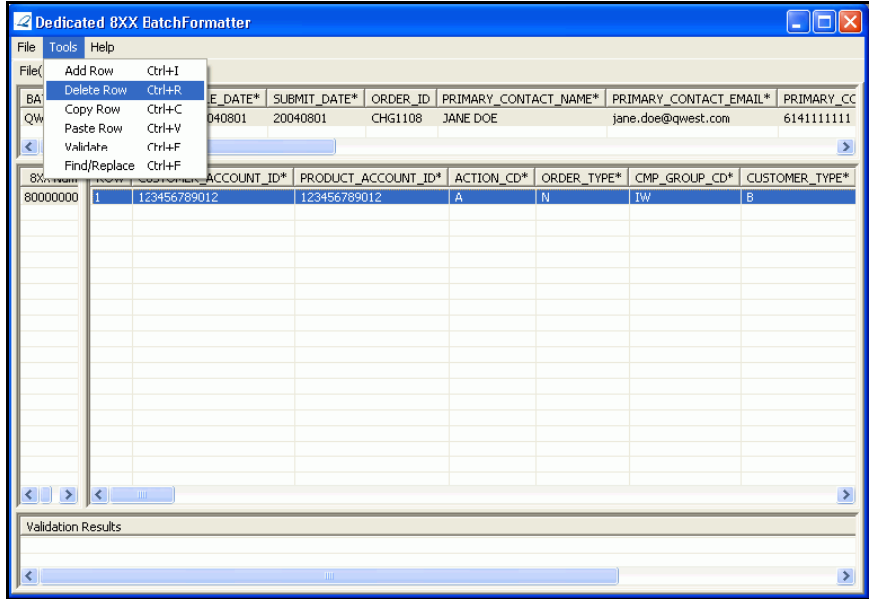
# Using the Add Row Function

**Procedure**     To add a row in the batch file, complete the following steps:

| Step | Action |
|------|--------|
| 1 | From the **Tools** menu, select **Add Row [Tools > Add Row]**<br><br>**Result:** A new row is added after the last row in the file.<br><br> |
| 2 | Key in the data record information in the new row for an 8xx number. |
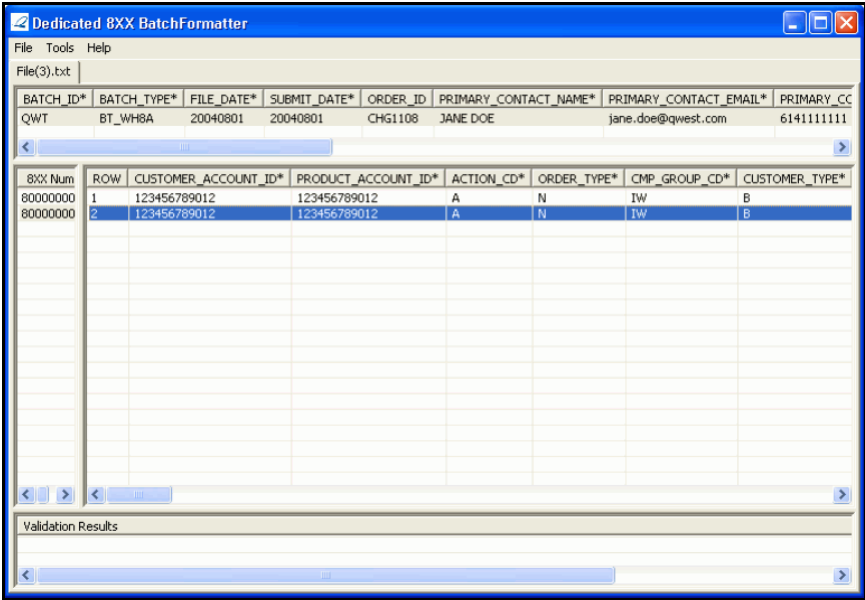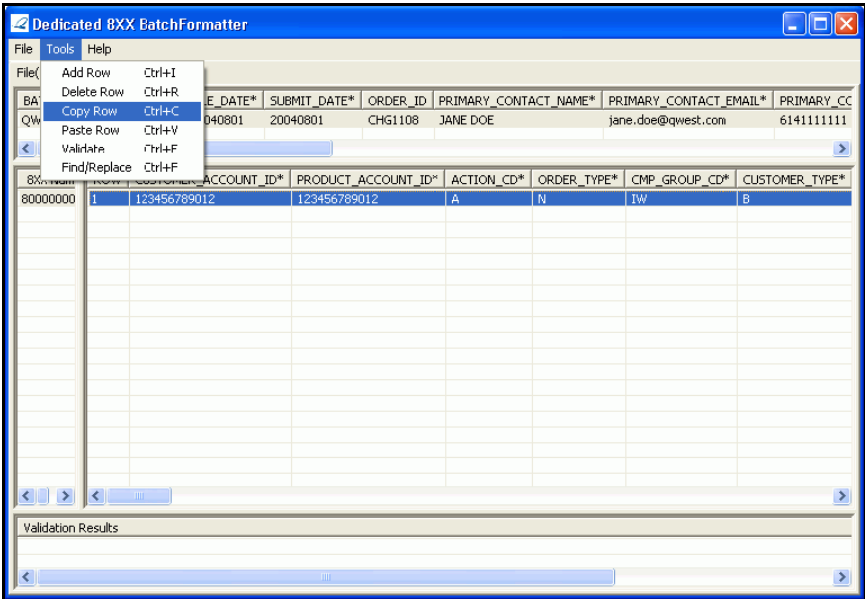
# Using the Delete Row Function

**Procedure**     To delete a row in the batch file, complete the following steps:

| Step | Action |
|------|--------|
| 1 | From the **Tools** menu, select **Delete Row [Tools > Delete Row]**.<br><br>**Result:** The selected row is deleted.<br><br> |
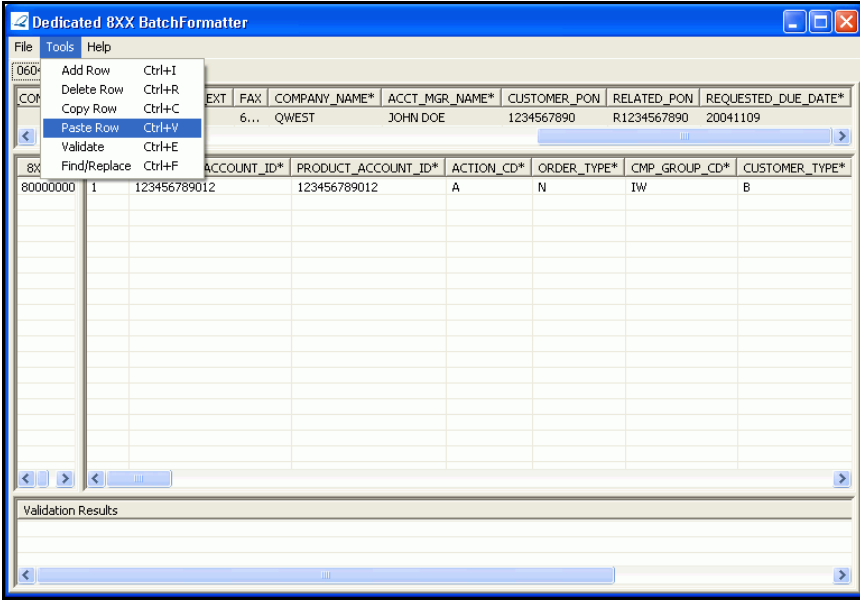
# Using the Copy Row Function

**Procedure**        Follow the steps in the table below to copy a row in the batch file.

| Step | Action |
|---|---|
| 1 | Select the row to be copied. |
| 2 | From the **Tools** menu, select **Copy Row [Tools > Copy Row]**. |
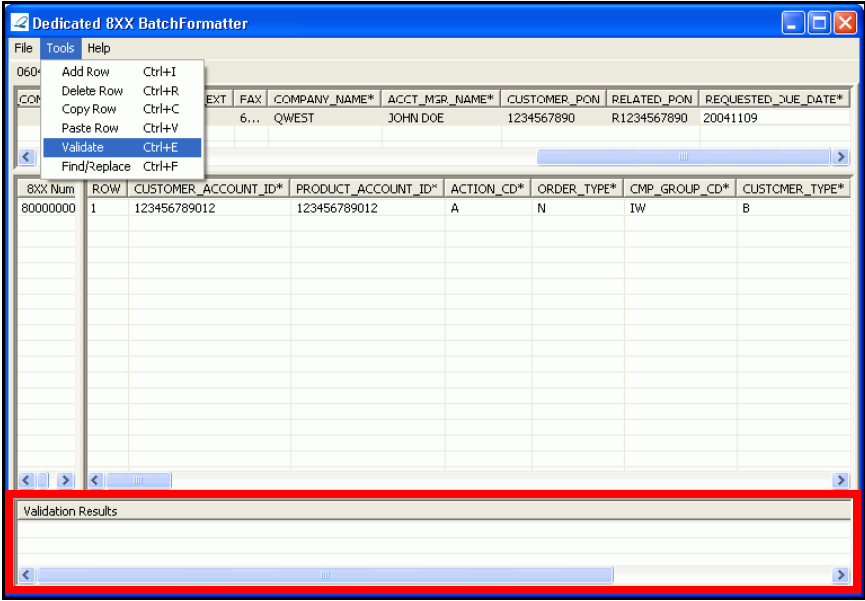
# Using the Paste Row Function

**Procedure**      Follow the steps in the table below to paste a row in the batch file.

| Step | Action |
|------|--------|
| 1 | After selecting the row to be copied, select **Tools > Paste Row**<br><br>**Result:** The row is pasted as the last row.<br><br> |
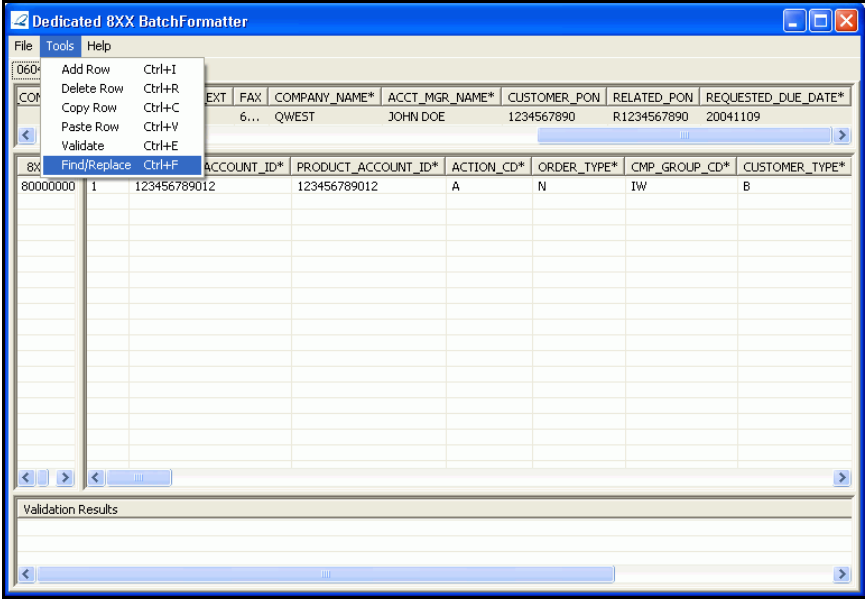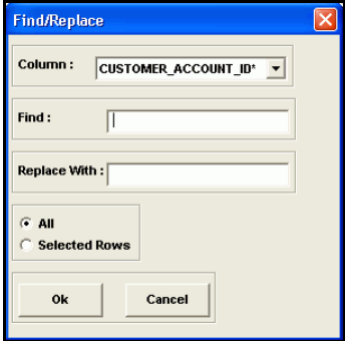
# Using the Validate Function

**Procedure**     Follow the steps in the table below to validate the batch file.

| Step | Action |
|------|--------|
| 1 | Select **Tools > Validate** to verify the file is error-free.<br><br>**Result**: Errors, if any, are noted in the **Validation Results** section of the window.<br><br> |
| 2 | Correct the errors and validate the file again to ensure all errors have been reconciled. |
| 3 | Save the file **[File > Save As]**. |

# Using the Find/Replace Function
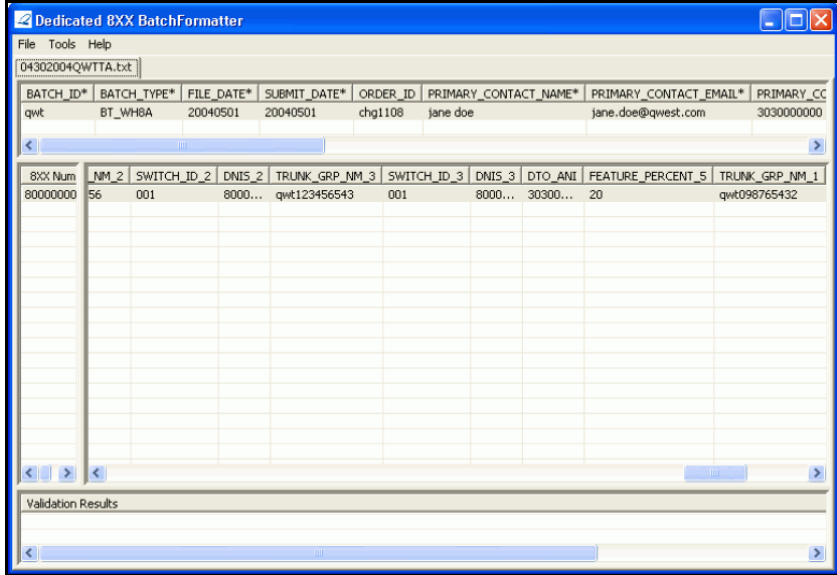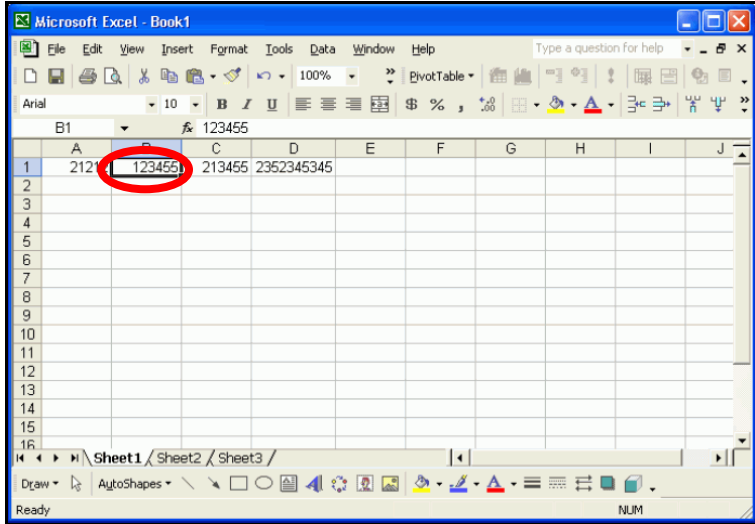
**Procedure**     Follow the steps in the table below to find and replace items in the batch file.

| Step | Action |
|------|--------|
| 1 | From the **Tools** menu, select **Find/Replace [Find > Replace].**  |
| 2 | Select the column to search and the find/replace criteria, then click the **OK** button.  |

# Copying Information from Excel
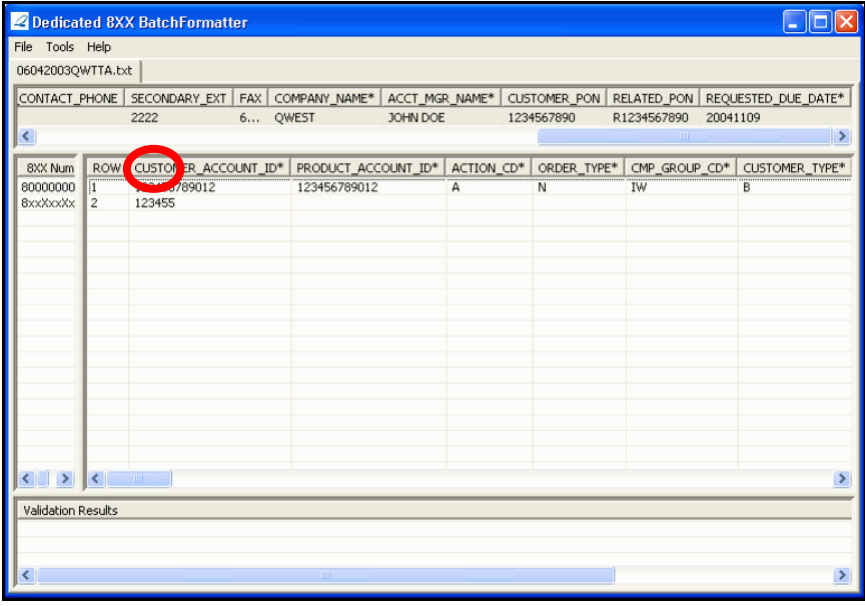
**Procedure**     Information can be copied from a field in an Excel spreadsheet to a field in the Batch Formatter. Follow the steps below to copy information from Excel to a batch file.

| Step | Action |
|------|--------|
| 1 | Enter information into the Batch Formatter either by creating a new file or loading an existing file.<br><br> |
| 2 | Open the Excel spreadsheet from which you want to copy information and click once in the field to be copied.<br><br> |
| 3 | From the Excel **Edit** menu, click **Copy**. |

# Copying Information from Excel, Continued

Procedure **(continued)**

| Step | Action |
|------|--------|
| 4 | In the Batch Formatter, click the field in which you want to paste the information. |
| 5 | Select **CTRL + V** on the computer keyboard.<br><br>**Result:** The new field information is pasted into the batch file.<br><br> |

# Dedicated 8XX Batch File Format

**Introduction**   The batch file format may be used for sending dedicated service orders to CenturyLink through the File Transmission function. The batch file format, detailed in this chapter, will accommodate all transaction and service types, with multiple types within a single file.

**Guidelines for Preparing your File**

To successfully upload a Dedicated 8XX batch file, it must be named based on the following criteria:

- Use a unique file name
- Use **.txt** as the file extension (tab delimited format)
- The file name must contain at least 13 characters
- Month, day and year are in **MMDDYYYY** format (ex.: 01012004)
- The three-digit **customer code** (ex.: CTL). (The customer code is validated during the submission process and must be populated correctly)
- The letter **T** identifies the file as tab-delimited
- Sequential letters of the alphabet identify more than one file sent in one calendar day, e.g. **A** for the first file and **B**, **C**, **D**, etc. for subsequent files sent the same day
- Example: **11082003CTLTA.txt**

**Note**:   File names with the same root name but different extensions are not recognized as different files. Submitting files with the same name will result in the file being rejected by CenturyLink. For example: 11082003CTLTA.txt, 11082003CTLTA.tx1, and 1108CTLTA.tx3 would all be viewed as the **same file** (11082003CTLTA) and be rejected by the system.

**Header and Trailer Records**

The following are guidelines for Header and Trailer records:

- The file must be tab-delimited
- A tab must come before and after fields in the header and trailer
- The Header Record must be the first line of the file and be followed by a carriage return
- The Trailer Record must be the last line of the file

**Note:**   See the Dedicated 8XX Batch File Format Data Dictionary.

# Dedicated 8XX Batch File Format, Continued

**Data Records**  The following are guidelines for Data records:

- A tab must follow each data field between the first and last field of each record. If a field is null, a tab should be inserted before and after the null value, e.g. if there are three fields and the second field is a null value, the format would be: *Field 1{tab}{tab}Field3* where Field1 and Field3 represent the field contents
- 84 tabs should exist for each Data Record (85 data fields)
- When viewing the file, field spacing may be different for each record due to the tab-delimited format (e.g. the Comment_Remarks field may only be 20 characters for one record and 75 for another)
- Do not enter a tab after the last field; use a carriage return instead

# Dedicated 8XX Batch File Format Data Dictionary

**Header Record**

This is the first line of the file; contains required information for every submitted file. All fields must exist as indicated with no punctuation unless noted.

**BATCH_ID**
Example: **BATCH_ID=ABC (or ABCD)**
Identifies your company's Control Center Customer ID. Use your Customer ID in place of 'ABC' (or 'ABCD' in the example above). Your Customer ID may contain either 3 or 4 characters.

**BATCH_TYPE**
Example: **BATCH_TYPE=BT_WH8A**
This is an unchangeable field. The required value is **BT_WH8A**.

**FILE_DATE**
Example: **FILE_DATE=20031108**
Identifies the date the file was created. The required format is YYYYMMDD.

**SUBMIT_DATE**
Example: **SUBMIT_DATE=20031108**
Identifies the date the file was submitted. The required format is YYYYMMDD.

**ORDER_ID**
Example: **ORDER_ID=AABC1108**
Your company's internal Order ID – user-defined.

**PRIMARY_CONTACT_NAME**
Example: **PRIMARY_CONTACT_NAME=Jane Doe**
Identifies the Contact Name for the file submitted. This information may be used if CenturyLink needs to contact you in reference to the order.

**PRIMARY_CONTACT_EMAIL**
Example:
**PRIMARY_CONTACT_EMAIL=jane.doe@centurylink.com**
Identifies the Contact Name's email address for the file submitted. This information may be used if CenturyLink needs to contact you in reference to the order.

# Dedicated 8XX Batch File Format Data Dictionary, Continued

**Header
Record
Continued**

**PRIMARY_CONTACT_PHONE**
Example: **PRIMARY_CONTACT_PHONE=9012345678**
Identifies the Contact Name's Primary Phone number for the file submitted. This information may be used if CenturyLink needs to contact you in reference to the order.

**PRIMARY_EXT**
Example: **PRIMARY_EXT=5678**
Identifies the Contact Name's Primary Ext number for the file submitted. This information may be used if CenturyLink needs to contact you in reference to the order.

**PRIMARY_COUNTRY**
Example: **PRIMARY_COUNTRY=USA**
Identifies the Country on the Primary Contact for the file submitted. This information may be used if CenturyLink needs to contact you in reference to the order.

**PRIMARY_CONTACT_DIAL_CD**
Example: **PRIMARY_CONTACT_DIAL_CD=1234**
Identifies the Dial Code for the country of the Primary Contact for the file submitted. This information may be used if CenturyLink needs to contact you in reference to the order.

**SECONDARY_CONTACT_PHONE**
Example: **SECONDARY_CONTACT_PHONE=8901234567**
Identifies the Contact Name's Secondary Phone number for the file submitted. This information may be used if CenturyLink needs to contact you in reference to the order.

**SECONDARY_EXT**
Example: **SECONDARY_EXT=5678**
Identifies the Contact Name's Secondary Ext number for the file submitted. This information may be used if CenturyLink needs to contact you in reference to the order.

# Dedicated 8XX Batch File Format Data Dictionary, Continued

**Header
Record
Continued**

**FAX**
Example: **FAX=7890123456**
Identifies the Contact Name's Fax number for the file submitted. This
information may be used in the event CenturyLink needs to contact in
reference to your order.

**COMPANY_NAME**
Example: **COMPANY_NAME=CenturyLink Communications**
Identifies your company name.

**ACCT_MGR_NAME**
Example: **ACCT_MGR_NAME=John Doe**
Identifies the support Service Delivery Representative for your
company. This information will be bridged with your order to provide
support and tracking to ensure order flow through.

**CUSTOMER_PON**
Example: **CUSTOMER_PON=A20031108BC**
Identifies your Purchase Order Number for the file, if needed.

**RELATED_PON**
Example: **RELATED_PON=D20031108ABC**
Identifies any related purchase order numbers, if needed.

**REQUESTED_DUE_DATE**
Example: **REQUESTED_DUE_DATE=20031108**
Identifies the date you are requesting completion of the order. Please
enter a future date in the format of YYYYMMDD.

# Dedicated 8XX Batch File Format Data Dictionary, Continued

**Data Record**    Each data record is a Toll Free order. There is a limit of 1,000 data records/ orders for a given file.

**CUSTOMER_ACCOUNT_ID**
Example: **CUSTOMER_ACCOUNT_ID=30000000**
Your Customer Account ID.

**PRODUCT_ACCOUNT_ID**
Example: **PRODUCT_ACCT_ID=300000**
The second identifier which allows CenturyLink to associate the reseller customer with your Customer Account.

**ACTION_CD**
Example: **ACTION_CD=A**
The action for a given record/order.
The available Action Codes are:
A - Add

**ORDER_TYPE**
Example: **ORDER_TYPE=N**
The identifier associated with the type of Toll Free Service being requested.
The available Toll Free services are:
N – New (reserved)
C – Complementary

**CMP_GROUP_CD**
Example: **CMP_GROUP_CD=IW**
Component Group Code is the identifier associated with the customer's service.
The available Component Group Codes are:
IW - 8XX or Toll Free

**CUSTOMER_TYPE**
Example: **CUSTOMER_TYPE=R**
Identifies the customer as Residential or Business.
The available values for this field are:
R - Residential
B – Business

# Dedicated 8XX Batch File Format Data Dictionary, Continued

**Data Record Continued**

**TERMINATION_METHOD**
Example: **TERMINIATION_METHOD=OCC**
The identifier associated with the line type as Dedicated or Switched.
The available values for this field are:
OCC
DED

**8XX**
Example: **8XX=8000000000**
The 10-digit number to which all incurred charges are billed.

**RING_TO_ANI**
Example: **RING_TO_ANI=6140000000**
The Ring-To Number for an 8XX. This field is for future release.

**LOA_DATE**
Example: **LOA_DATE=20031108**
The Letter of Agency (a.k.a. Letter of Authorization) Date identifying
the date the customer authorizes you to provide long distance service.
The format is YYYYMMDD.

**RESP_ORG_ID**
Example: **RESP_ORG_ID=LGT01**
Identifies the organization currently responsible for providing service
for an 8XX. If you are ordering a new 8XX, this field should be
populated with LGT01. If you own your RespOrg for Complementary
Services, this field must contain the current RespOrg ID as defined in
the National SMS.

**AREA_OF_SERVICE**
Example: **AREA_OF_SERVICE=UG**
Works in accordance with the COS to specify your requested area of
origination for a given 8XX.

**CLASS_OF_SERVICE**
Example: **CLASS_OF_SERVICE=108**
Works in accordance with the AOS to indicate your requested area of
origination for a given 8XX.

*Continued on next page*

# Dedicated 8XX Batch File Format Data Dictionary, Continued

**Data Record Continued**

**CENTURYLINK_IS_RESP_ORG**
Example: **CENTURYLINK_IS_RESP_ORG=Y**
Specifies whether or not the customer would like CenturyLink as the responsible organization to provide 8XX service.
The available options are:
Y - Yes
N - No

**COMMENTS_REMARKS**
Example: **COMMENT_REMARKS=Customer would like to add Percentage Allocation at a later time.**
Optional field used to associate information with a record/order.

**8XX_ENHANCED_IND**
Example: **8XX_ENHANCED_ID=Y**
Specifies whether or not the customer would like enhanced features for the Toll Free record/order. The following features are considered enhanced in the Bulk Add Tool = Percentage Allocation. All other feature sets (DNIS, DTO, Payphone Blocking and Real Time ANI) are not considered enhanced.
The available options are:
Y - Yes
N - No

**PRIMARY_TRUNK_1_NM**
Example: **PRIMARY_TRUNK_1_NM=CTL00000CXZZ**
Identifies the primary/global trunk group the Toll Free number will terminate to.

**PRIMARY_SWITCH_1_ID**
Example: **PRIMARY_SWITCH_1_ID=000**
Identifies primary/global switch id the Toll Free number will terminate to.

**PRIMARY_DNIS_1**
Example: **PRIMARY_DNIS_1=8000000000**
Identifies primary/global DNIS the Toll Free number will terminate to. To ensure correct file processing, DNIS digits cannot begin with a 0 (zero). Using 0 as the lead character in DNIS digits results in the 0 being removed from the DNIS as the file is processed.

*Continued on next page*

# Dedicated 8XX Batch File Format Data Dictionary, Continued

**Data Record Continued**

**DTO_TRUNK_2_NM**
Example: **DTO_TRUNK_2_NM=CTL11111CXZZ**
Identifies the trunk group termination for the first overflow route.

**DTO_SWITCH_2_ID**
Example: **DTO_SWITCH_2_ID=001**
Identifies the switch termination for the first overflow route.

**DTO_DNIS_2**
Example: **DTO_DNIS_2=8000000001**
Identifies the DNIS for the first overflow route. To ensure correct file processing, DNIS digits cannot begin with a 0 (zero). Using 0 as the lead character in DNIS digits results in the 0 being removed from the DNIS as the file is processed.

**DTO_TRUNK_3_NM**
Example: **DTO_TRUNK_3_NM=CTL22222CXZZ**
Identifies the trunk group termination for the second overflow route.

**DTO_SWITCH_3_ID**
Example: **DTO_SWITCH_3_ID=002**
Identifies the switch termination for the second overflow route.

**DTO_DNIS_3**
Example: **DTO_DNIS_3=8000000002**
Identifies the DNIS for the second overflow route. To ensure correct file processing, DNIS digits cannot begin with a 0 (zero). Using 0 as the lead character in DNIS digits results in the 0 being removed from the DNIS as the file is processed.

**DTO_ANI**
Example: **DTO_ANI=6140000000**
Identifies the ANI for an overflow route. This will be the last route in the direct termination overflow (DTO) feature.

# Dedicated 8XX Batch File Format Data Dictionary, Continued

**Data Record Continued**

**REALTIME_ANI_IND**
Example: **REALTIME_ANI_IND=Y**
Specifies whether or not the customer would like the Real Time ANI feature.
The available options are:
Y - Yes
N - No

**DNIS_DIGITS**
Example: **DNIS_DIGITS=10**
Determines the DNIS expected length. To ensure correct file processing, DNIS digits cannot begin with a 0 (zero). Using 0 as the lead character in DNIS digits results in the 0 being removed from the DNIS as the file is processed.

**END_USER_NM**
Example: **END_USER_NM=Joe's Telephone**
Identifies the user responsible for the Toll Free service.

**PAYPHONE_BLOCK_IND**
Example: **PAYPHONE_BLOCK_IND=Y**
Specifies whether or not the user would like the Payphone Blocking feature on the record/order.
The available options are:
Y - Yes
N - No

**FEATURE_PERCENT_1**
Example: **FEATURE_PERCENT_1=20**
Identifies the percentage of calls the user would like to route to the first route.
The available options are:
1 – 100%

**TRUNK_GRP_NM_1**
Example: **TRUNK_GRP_NM_1= CTL00001CXZZ**
Identifies the primary trunk group the Toll Free number will terminate to.

**SWITCH_ID_1**
Example: **SWITCH_ID_1=001**
Identifies primary switch id the Toll Free number will terminate to.

# Dedicated 8XX Batch File Format Data Dictionary, Continued

**Data Record**
**Continued**

**DNIS_1**
Example: **DNIS_1=8000000001**
Identifies primary DNIS the Toll Free number will terminate to. To ensure correct file processing, DNIS digits cannot begin with a 0 (zero). Using 0 as the lead character in DNIS digits results in the 0 being removed from the DNIS as the file is processed.

**TRUNK_GRP_NM_2**
Example: **TRUNK_GRP_NM_2=CTL00002CXZZ**
Identifies the second trunk group the Toll Free will terminate to.

**SWITCH_ID_2**
Example: **SWITCH_ID_2=002**
Identifies second switch id the Toll Free number will terminate to.

**DNIS_2**
Example: **DNIS_2=8000000002**
Identifies second DNIS the Toll Free number will terminate to. To ensure correct file processing, DNIS digits cannot begin with a 0 (zero). Using 0 as the lead character in DNIS digits results in the 0 being removed from the DNIS as the file is processed.

**TRUNK_GRP_NM_3**
Example: **TRUNK_GRP_NM_3=CTL00003CXZZ**
Identifies the third trunk group the Toll Free will terminate to.

**SWITCH_ID_3**
Example: **SWITCH_ID_3=003**
Identifies third switch id the Toll Free number will terminate to.

**DNIS_3**
Example: **DNIS_3=8000000003**
Identifies third DNIS the Toll Free number will terminate to. To ensure correct file processing, DNIS digits cannot begin with a 0 (zero). Using 0 as the lead character in DNIS digits results in the 0 being removed from the DNIS as the file is processed.

# Dedicated 8XX Batch File Format Data Dictionary, Continued

**Data Record**
**Continued**

**DTO_ANI**
Example: **DTO_ANI=6140000000**
Identifies the ANI for an overflow route.  This will be the last route in the direct termination overflow (DTO) feature.

**FEATURE_PERCENT_2**
Example: **FEATURE_PERCENT_2=20**
Identifies the percentage of calls the user would like to route to the first route.
The available options are:
1 – 100%

**TRUNK_GRP_NM_1**
Example: **TRUNK_GRP_NM_1= CTL00001CXZZ**
Identifies the primary trunk group the Toll Free number will terminate to.

**SWITCH_ID_1**
Example: **SWITCH_ID_1=001**
Identifies primary switch id the Toll Free number will terminate to.

**DNIS_1**
Example: **DNIS_1=8000000001**
Identifies primary DNIS the Toll Free number will terminate to. To ensure correct file processing, DNIS digits cannot begin with a 0 (zero). Using 0 as the lead character in DNIS digits results in the 0 being removed from the DNIS as the file is processed.

**TRUNK_GRP_NM_2**
Example: **TRUNK_GRP_NM_2=CTL00002CXZZ**
Identifies the second trunk group the Toll Free will terminate to.

**SWITCH_ID_2**
Example: **SWITCH_ID_2=002**
Identifies second switch id the Toll Free number will terminate to.

# Dedicated 8XX Batch File Format Data Dictionary, Continued

**Data Record Continued**

**DNIS_2**
Example: **DNIS_2=8000000002**
Identifies second DNIS the Toll Free number will terminate to. To ensure correct file processing, DNIS digits cannot begin with a 0 (zero). Using 0 as the lead character in DNIS digits results in the 0 being removed from the DNIS as the file is processed.

**TRUNK_GRP_NM_3**
Example: **TRUNK_GRP_NM_3=CTL00003CXZZ**
Identifies the third trunk group the Toll Free will terminate to.

**SWITCH_ID_3**
Example: **SWITCH_ID_3=003**
Identifies third switch id the Toll Free number will terminate to.

**DNIS_3**
Example: **DNIS_3=8000000003**
Identifies third DNIS the Toll Free number will terminate to. To ensure correct file processing, DNIS digits cannot begin with a 0 (zero). Using 0 as the lead character in DNIS digits results in the 0 being removed from the DNIS as the file is processed.

**DTO_ANI**
Example: **DTO_ANI=6140000000**
Identifies the ANI for an overflow route. This will be the last route in the direct termination overflow (DTO) feature.

**FEATURE_PERCENT_3**
Example: **FEATURE_PERCENT_3=20**
Identifies the percentage of calls the user would like to route to the first route.
The available options are:
1 – 100%

**TRUNK_GRP_NM_1**
Example: **TRUNK_GRP_NM_1= CTL00001CXZZ**
Identifies the primary trunk group the Toll Free number will terminate to.

# Dedicated 8XX Batch File Format Data Dictionary, Continued

**Data Record
Continued**

**SWITCH_ID_1**
Example: **SWITCH_ID_1=001**
Identifies primary switch id the Toll Free number will terminate to.

**DNIS_1**
Example: **DNIS_1=8000000001**
Identifies primary DNIS the Toll Free number will terminate to. To
ensure correct file processing, DNIS digits cannot begin with a 0
(zero). Using 0 as the lead character in DNIS digits results in the 0
being removed from the DNIS as the file is processed.

**TRUNK_GRP_NM_2**
Example: **TRUNK_GRP_NM_2=CTL00002CXZZ**
Identifies the second trunk group the Toll Free will terminate to.

**SWITCH_ID_2**
Example: **SWITCH_ID_2=002**
Identifies second switch id the Toll Free number will terminate to.

**DNIS_2**
Example: **DNIS_2=8000000002**
Identifies second DNIS the Toll Free number will terminate to. To
ensure correct file processing, DNIS digits cannot begin with a 0
(zero). Using 0 as the lead character in DNIS digits results in the 0
being removed from the DNIS as the file is processed.

**TRUNK_GRP_NM_3**
Example: **TRUNK_GRP_NM_3=CTL00003CXZZ**
Identifies the third trunk group the Toll Free will terminate to.

**SWITCH_ID_3**
Example: **SWITCH_ID_3=003**
Identifies third switch id the Toll Free number will terminate to.

# Dedicated 8XX Batch File Format Data Dictionary, Continued

**Data Record**
**Continued**

**DNIS_3**
Example: **DNIS_3=8000000003**
Identifies third DNIS the Toll Free number will terminate to. To ensure correct file processing, DNIS digits cannot begin with a 0 (zero). Using 0 as the lead character in DNIS digits results in the 0 being removed from the DNIS as the file is processed.

**DTO_ANI**
Example: **DTO_ANI=6140000000**
Identifies the ANI for an overflow route. This will be the last route in the direct termination overflow (DTO) feature.

**FEATURE_PERCENT_4**
Example: **FEATURE_PERCENT_4=20**
Identifies the percentage of calls the user would like to route to the first route.
The available options are:
1 – 100%

**TRUNK_GRP_NM_1**
Example: **TRUNK_GRP_NM_1= CTL00001CXZZ**
Identifies the primary trunk group the Toll Free number will terminate to.

**SWITCH_ID_1**
Example: **SWITCH_ID_1=001**
Identifies primary switch id the Toll Free number will terminate to.

**DNIS_1**
Example: **DNIS_1=8000000001**
Identifies primary DNIS the Toll Free number will terminate to. To ensure correct file processing, DNIS digits cannot begin with a 0 (zero). Using 0 as the lead character in DNIS digits results in the 0 being removed from the DNIS as the file is processed.

**TRUNK_GRP_NM_2**
Example: **TRUNK_GRP_NM_2=CTL00002CXZZ**
Identifies the second trunk group the Toll Free will terminate to.

**SWITCH_ID_2**
Example: **SWITCH_ID_2=002**
Identifies second switch id the Toll Free number will terminate to

# Dedicated 8XX Batch File Format Data Dictionary, Continued

**Data Record Continued**

**DNIS_2**
Example: **DNIS_2=8000000002**
Identifies second DNIS the Toll Free number will terminate to. To ensure correct file processing, DNIS digits cannot begin with a 0 (zero). Using 0 as the lead character in DNIS digits results in the 0 being removed from the DNIS as the file is processed.

**TRUNK_GRP_NM_3**
Example: **TRUNK_GRP_NM_3=CTL00003CXZZ**
Identifies the third trunk group the Toll Free will terminate to.

**SWITCH_ID_3**
Example: **SWITCH_ID_3=003**
Identifies third switch id the Toll Free number will terminate to.

**DNIS_3**
Example: **DNIS_3=8000000003**
Identifies third DNIS the Toll Free number will terminate to. To ensure correct file processing, DNIS digits cannot begin with a 0 (zero). Using 0 as the lead character in DNIS digits results in the 0 being removed from the DNIS as the file is processed.

**DTO_ANI**
Example: **DTO_ANI=6140000000**
Identifies the ANI for an overflow route. This will be the last route in the direct termination overflow (DTO) feature.

**FEATURE_PERCENT_5**
Example: **FEATURE_PERCENT_5=20**
Identifies the percentage of calls the user would like to route to the first route.
The available options are:
1 – 100%

**TRUNK_GRP_NM_1**
Example: **TRUNK_GRP_NM_1= CTL00001CXZZ**
Identifies the primary trunk group the Toll Free number will terminate to.

**SWITCH_ID_1**
Example: **SWITCH_ID_1=001**
Identifies primary switch id the Toll Free number will terminate to.

# Dedicated 8XX Batch File Format Data Dictionary, Continued

**Data Record**
**Continued**

**DNIS_1**
Example: **DNIS_1=8000000001**
Identifies primary DNIS the Toll Free number will terminate to. To
ensure correct file processing, DNIS digits cannot begin with a 0
(zero). Using 0 as the lead character in DNIS digits results in the 0
being removed from the DNIS as the file is processed.

**TRUNK_GRP_NM_2**
Example: **TRUNK_GRP_NM_2=CTL00002CXZZ**
Identifies the second trunk group the Toll Free will terminate to.

**SWITCH_ID_2**
Example: **SWITCH_ID_2=002**
Identifies second switch id the Toll Free number will terminate to.

**DNIS_2**
Example: **DNIS_2=8000000002**
Identifies second DNIS the Toll Free number will terminate to. To
ensure correct file processing, DNIS digits cannot begin with a 0
(zero). Using 0 as the lead character in DNIS digits results in the 0
being removed from the DNIS as the file is processed.

**TRUNK_GRP_NM_3**
Example: **TRUNK_GRP_NM_3=CTL00003CXZZ**
Identifies the third trunk group the Toll Free will terminate to.

**SWITCH_ID_3**
Example: **SWITCH_ID_3=003**
Identifies third switch id the Toll Free number will terminate to.

**DNIS_3**
Example: **DNIS_3=8000000003**
Identifies third DNIS the Toll Free number will terminate to. To ensure
correct file processing, DNIS digits cannot begin with a 0 (zero). Using
0 as the lead character in DNIS digits results in the 0 being removed
from the DNIS as the file is processed.

**DTO_ANI**
Example: **DTO_ANI=6140000000**
Identifies the ANI for an overflow route. This will be the last route in the
direct termination overflow (DTO) feature.

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# Dedicated 8XX Batch File Format Data Dictionary, Continued

**Trailer Record**  The last line of the file; contains a count that validates the number of records preceding it in the file. All parameters of this mandatory line must exist as indicated.

**RECORD_COUNT**
Example: **REC_CNT=5**
Identifies the total number of records in this file. This number represents all records/orders in the file excluding the header and trailer. If this value does not match the total number of records, the file cannot be processed.

**TRAILER_IDENTIFIER**
Example: **TRAILER_IDENTIFIER=<EOF>**
This is an unchangeable field. The required value for this field is **<EOF>**.
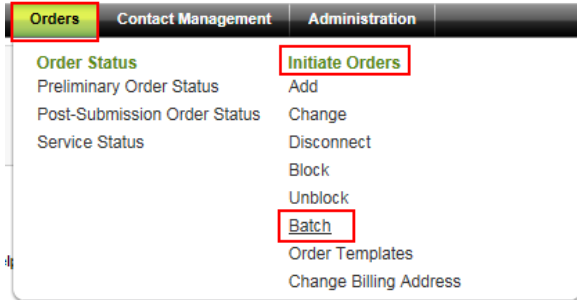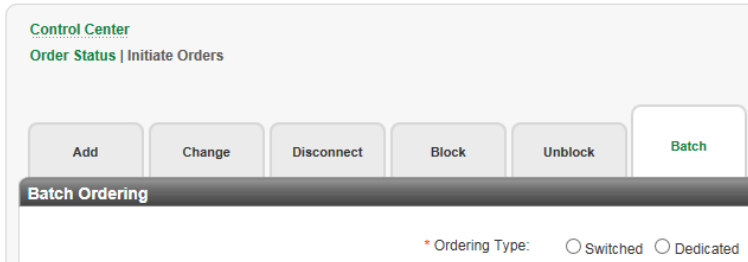
# Dedicated 8XX Batch File – Upload File
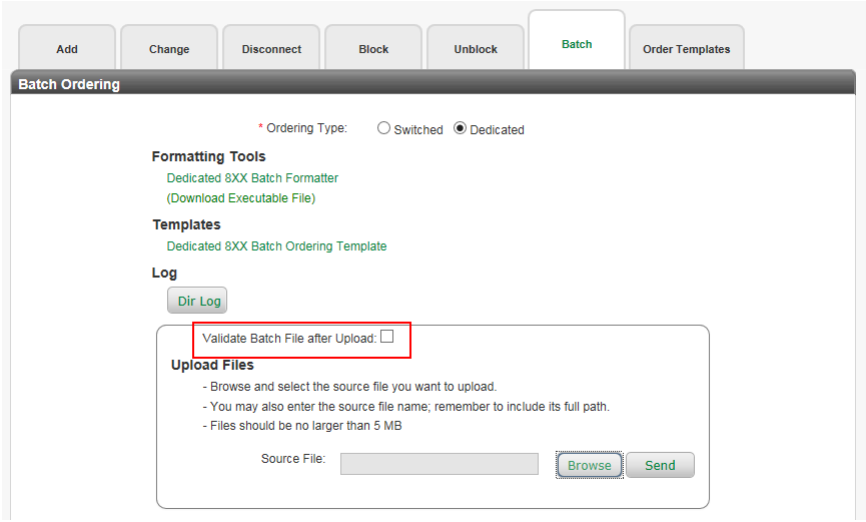
**Procedure**     The **8XX Bulk Add** Batch File is loaded into Control Center by either uploading it directly into Control Center, or by loading it via the CenturyLink Protected Internet Delivery (QPID) utility (for scripted uploads to the Control Center folders). Both methods result in the Batch File being sent to CenturyLink Wholesale.

**Note:** You should only use this process for **8XX Bulk Add Batch Files**.

| Step | Action |
|------|--------|
| 1 | Navigate to **Control Center > Orders > Initiate Orders > Batch:** <br><br>  <br><br> **Result:** The **Batch screen** appears. <br><br>  <br><br> *Continued on next page* |
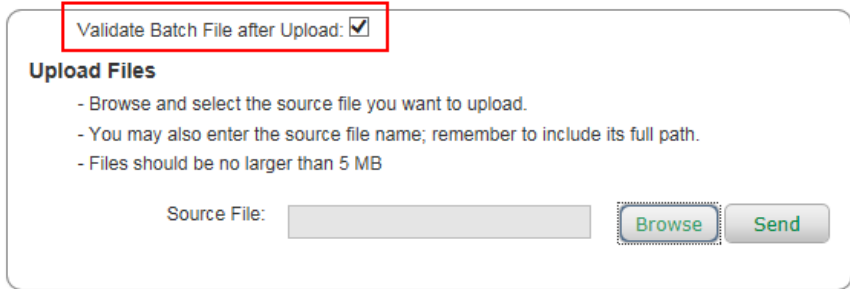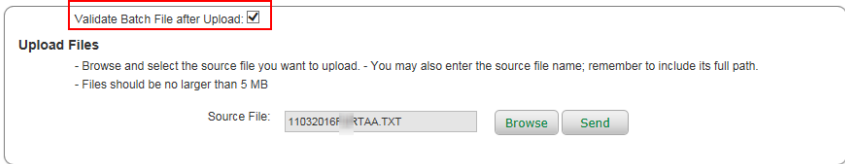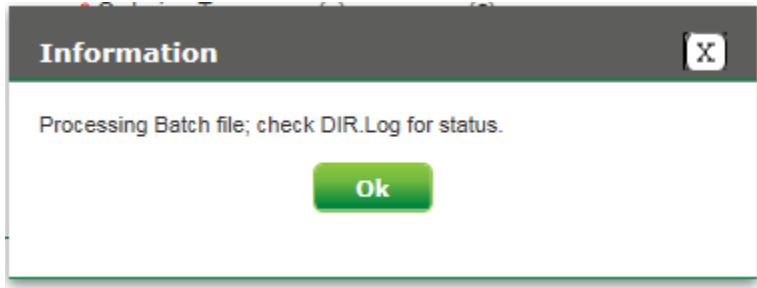
# Dedicated 8XX Batch File – Upload File, continued

**Procedure**      continued

| Step | Action |
|------|--------|
| 2 | Select **Ordering Type** as **Dedicated**: |
|  | **Result:** Batch screen updates to display links for the Formatting Tool and Template for Dedicated 8XX Batch, and the Upload File interface. |
|  |  |
|  | **NOTE: "Validate Batch File after Upload" checkbox is NEW functionality for November 2016.** |
|  | **If box is checked:** all file validations will take place *after file is uploaded* and DIR.LOG will be updated (same behavior as in Remote Control). |
|  | **If box is <u>NOT</u> checked:** file validations will be performed real time, and errors displayed on the screen (and copied to the DIR.LOG file).  File can be corrected AND RENAMED and uploaded again. |
|  | *Continued on next page* |

# Dedicated 8XX Batch File – Upload File, continued

**Procedure**    continued

| Step | Action |
|------|--------|
| 3 | **OPTION ONE:  Select (check) the "Validate Batch File after Upload" box** if real time validation is **not** desired **(no validation/error messages on screen). All validations will take place** *after file is uploaded*, **same behavior as Remote Control.** |



Click Browse, locate batch file to upload and click Open.
The file name you selected appears in the Source File field.



Click Send button.
Result: pop up message advises file is being processed, check DIR.LOG file.

# Dedicated 8XX Batch File – Upload File

**Procedure**      continued

| Step | Action |
|------|--------|
| 4 | **OPTION TWO: Leave "Validate Batch File after Upload" <u>unchecked</u> if real time validation is desired (error messages will appear on screen after file is uploaded).**<br><br>Click Browse, locate batch file to upload and click Open. The path and file name you selected appears in the Source File field.<br>Click Send button.<br><br>*Example of real time validation with messages on screen:*<br><br>File can be corrected, RENAMED and uploaded again. |

# Dedicated 8XX Batch Order Status
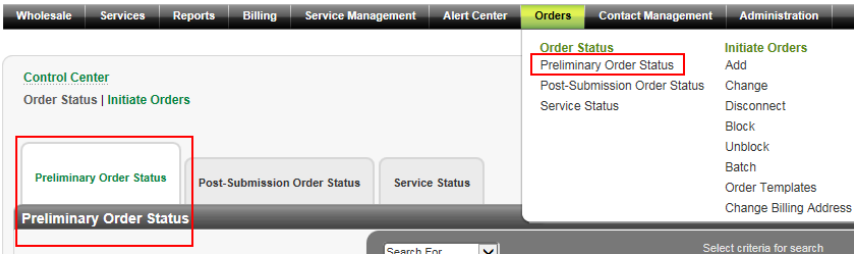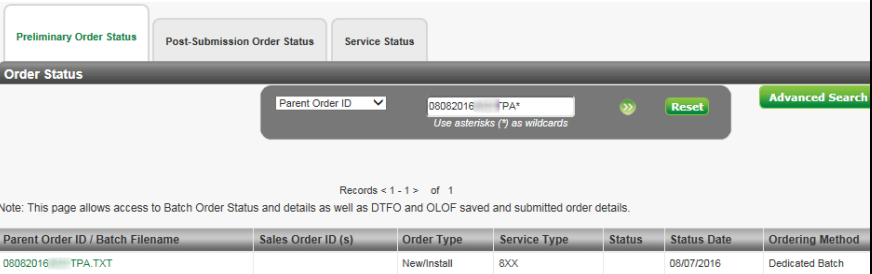
**Procedure**     Control Center > Orders > Order Status > **Preliminary Order Status**
will display each Dedicated Batch file and all its related files.

The submitted batch file will initially show in Upload 8xx File(s). It will
move to Archive File when is successfully processed, or to Bad File if
the entire batch file fails to process.

The results files that are created from a customer's Dedicated 8XX
batch add files (e.g.  Results 01, Results 02, and Results 03) will
appear under Results Files.
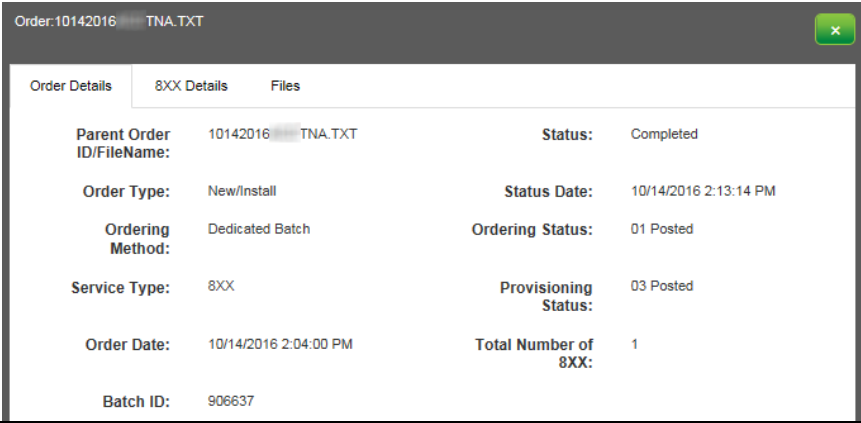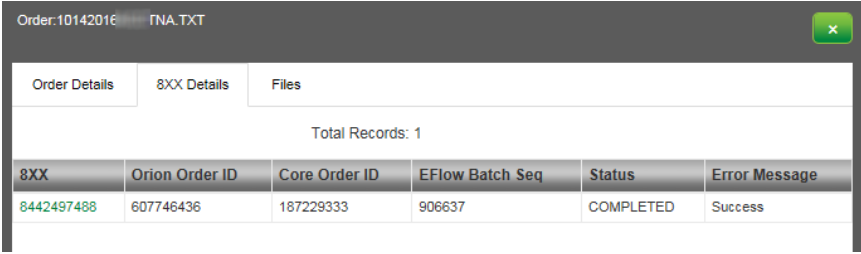
To review batch file status, complete the following steps:

| Step | Action |
|------|--------|
| 1 | From the Control Center menu bar, select **Orders > Order Status > Preliminary Order Status**<br><br> |
| 2 | The Dedicated Batch files are identified by the dedicated 8xx batch file name under the Parent Order ID / Batch filename column.    The Order Type is always New/Install.  The Service Type is always 8XX.  The Ordering Method is always Dedicated Batch.  Any of these can be used to search/filter the order list.  <span style="color:red">Please note that the search is case sensitive.</span>  Example searches:  08082016CTLTPA.TXT or using wildcard: 08082016CTLTPA* or 08082016*, etc.<br><br> |

*Continued on next page*

# Dedicated 8XX Batch Order Status, continued

**Procedure**        **continued**

| Step | Action |
|------|--------|
| 3 | To review status of a Dedicated Batch, click the batch file name link under the Parent Order ID / Batch Filename column, and an overlay will display the information for that dedicated batch file.<br><br>There are three tabs, Order Details, 8XX Details and Files. |
| 4 | The Order Details tab provides the following information:<br><br> |
| 5 | The 8XX Details tab provides the following information:<br><br><br><br>*Continued on next page* |
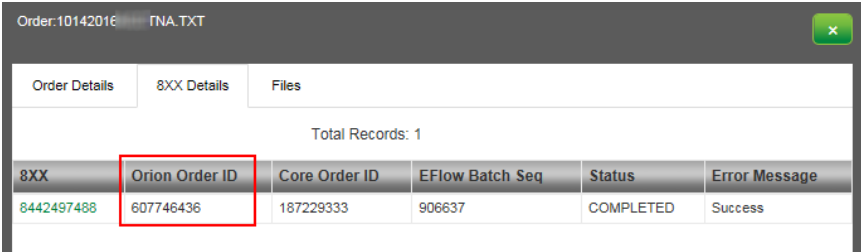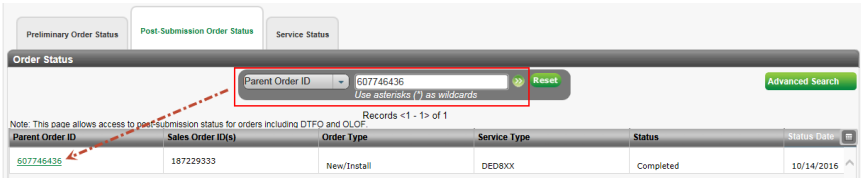
# Dedicated 8XX Batch Order Status, continued

**Procedure**      **continued**

| Step | Action |
|------|--------|
| 6 | The Files tab will have a similar appearance to Remote Control, where the Results Files, Bad File, Archive File and Upload 8XX File (with DIR.LOG) directories are displayed.<br><br> |
| 7 | Click the **filename** link to download a file.<br><br> |
| 8 | Select **Open** or **Save (drop down menu includes Save, Save As, Save and open options)**, depending on if the file is to be opened or saved to the user's computer.<br><br>*Continues on next page* |
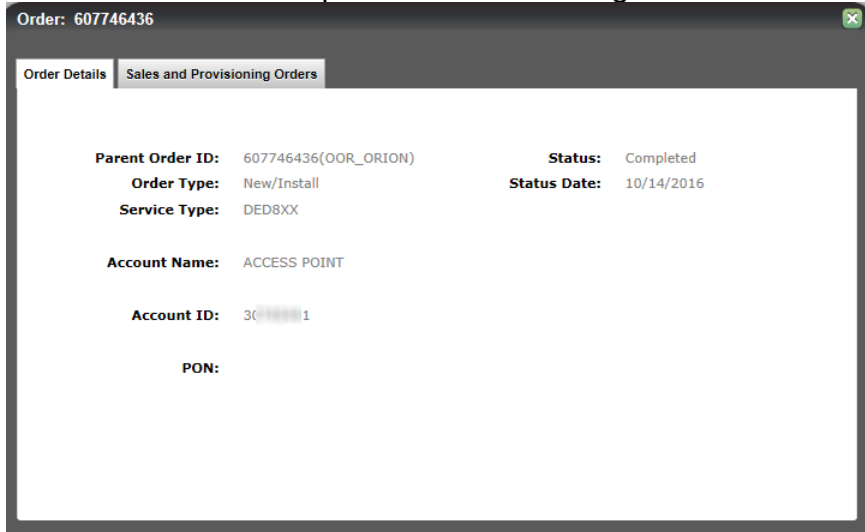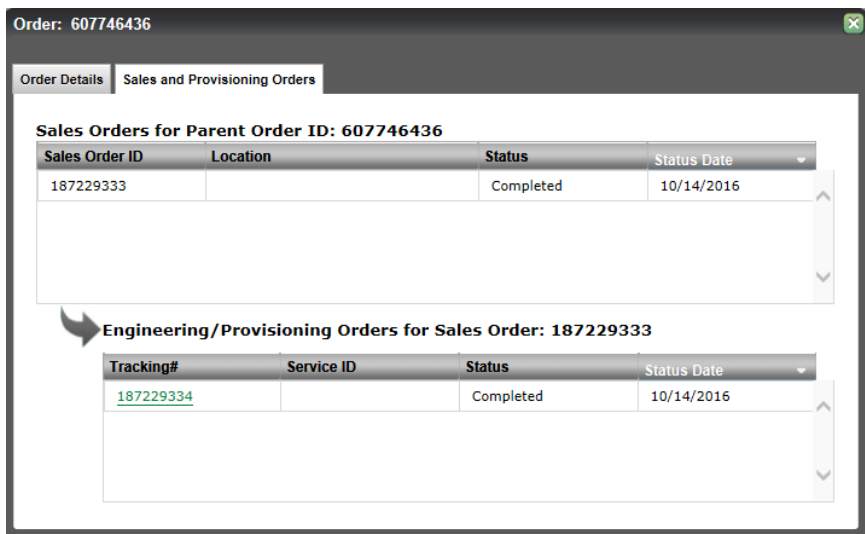
# Dedicated 8XX Batch Order Status, continued

**Procedure**          **continued**

| Step | Action |
|------|--------|
| 9 | The Orion Order ID and Core Order ID shown on the 8XX Details tab in Preliminary Order Status:<br><br><br><br>…can be reviewed in Control Center > Orders > Order Status > **Post-Submission Order Status**.<br><br>(Note: this is the Order Status that has been available in Control Center since 2010.  It was renamed to Post-Submission Order Status when Remote Control/RMC Ordering and Order Status was migrated into Control Center in November 2016.) |
| 10 | Copy or make note of the Orion or Core Order ID, then navigate to Control Center > Orders > Order Status > Post-Submission Order Status.<br><br>In the "Search for…" drop down menu of the Post-Submission Order Status page, select Parent Order ID.  The Search field will appear, enter the Orion order number.  Or select Sales Order ID(s) and enter the Core sales order number.  You can use enter key on your keyboard or click the icon to the right of the Search field.<br><br><br><br>*Continues on next page* |
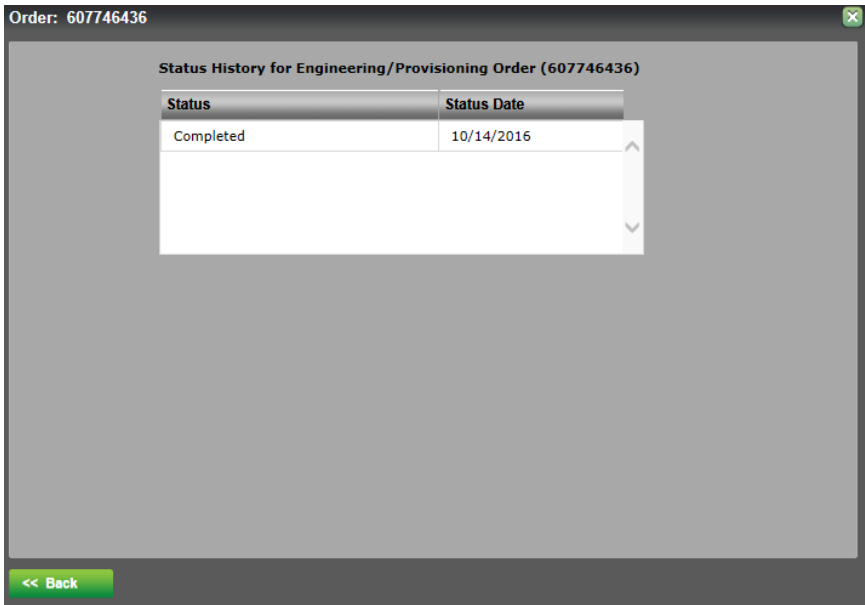
# Dedicated 8XX Batch Order Status, continued

**Procedure**          continued

| Step | Action |
|------|--------|
| 11 | Click the order number link under the Parent Order ID column, and an overlay will appear:<br><br>The Order Details tab provides the following information:<br><br> |
| 12 | The Sales and Provisioning Orders tab provides the following information:<br><br><br><br>*Continues on next page* |

# Dedicated 8XX Batch Order Status, continued

**Procedure**          **continued**

| Step | Action |
|------|--------|
| 13 | Click the order number link under the Engineering/Provisioning Orders for Sales Order section, found under the Tracking# column.  Milestone job steps will be shown (varies depending on the service/product provisioned on the order):<br><br>Order: 607746436<br><br>Status History for Engineering/Provisioning Order (607746436)<br><br>**Status**        **Status Date**<br>Completed         10/14/2016<br><br><< Back |
| 14 | Utilize the Back button in the bottom left hand corner to return to the Order Details and Sales and Provisioning Orders tabs. |

# Dedicated 8XX Batch File Error Handling

**8XX Submitted Order Rejects for Bulk Add Orders**

This section describes the actions required by the Customer and/or Service Delivery Representative when an error message is received during the **Bulk Add Order Entry** or **Provisioning process.**

The information is separated into three sections: **Batch File Format Validation Errors**, **Batch File Submit Validation Errors** and **Batch File Submit Network Errors**. Each section provides the responsible party, error message, reasons for receiving the error message, required actions to resolve the error, and location of error.

If more information is required surrounding the Bulk Add ordering process, please contact your Service Delivery Representative.

**Policies:**
- Access to the Bulk Add ordering functionality is required prior to submitting a Bulk Add order; via either Control Center access or through an FTP Client requiring username/password
- Access must be requested in writing through the Service Delivery Representative
- CenturyLink is not responsible for service degradation, including outages, caused by customer-initiated requests via the Bulk Change or Bulk Add tools

**Additional Information:**
- The system will process all valid records and will provide error-related information for any invalid records submitted in the DIR.log, 'Results 01,' 'Results 02,' and 'Results 03' files. Batch file validation errors will be contained in the DIR.log as well as in the Load Errors sections of each results file
- Files must include a requested due date greater than the day the order is submitted
- Orders for Dedicated numbers, including Simple and Enhanced 8XX numbers, can be submitted through this tool.

# Dedicated 8XX Batch File Error Handling, Continued

**Batch File Format Validation Errors**

The table below describes the batch file format validation errors you may see.

| Item | Action Required By | Error Message | Reason for Error Message | Action Required | DIR.log | Results 01 | Results 02 | Results 03 |
|------|------|------|------|------|------|------|------|------|
| 1 | Customer | "Generic Message: Encountered the problem in the following record." | The 8XX number encountered a generic error that entails format errors which can consist of alpha vs. numeric or data record length | Customer must correct any file or field format errors | Yes | No | No | No |
| 2 | Customer | "8XX number is a duplicate. Please correct and resubmit." | The 8XX number is found more than once in the file | Customer must enter a unique 8XX<br><br>If customer entered 8XX in error, no action is needed | Yes | No | No | No |
| 3 | Customer | "8XX has an invalid Class of Service on record. Please correct and resubmit." | 8XX number contains a Class of Service value that does not equal 2 numeric characters<br><br>Class of Service value must exist within the CenturyLink systems<br><br>8XX Class of Service value must not equal '9XX'<br><br>8XX Class of Service value must not equal 'international'<br><br>Class of Service value must not equal a shared traffic COS | Customer must enter a class of service that equals 2 valid numeric characters | Yes | Yes<br><br>With a valid record | Yes<br><br>With a valid record | Yes<br><br>With a valid record |
| 4 | Customer | "8XX has an invalid Termination Method defined on record. Please correct and resubmit." | 8XX number contains a Termination Method value that exceeds 3 alpha characters<br><br>8XX number contains a Termination Method value that does not equal DED or OCC | Customer must enter a valid termination method value that equals "DED" or "OCC" | Yes | Yes<br><br>With a valid record | Yes<br><br>With a valid record | Yes<br><br>With a valid record |
| 5 | Customer | "8XX has an invalid Switch ID defined on record. Please correct and resubmit." | 8XX number contains a primary Switch ID value that does not equal 3 numeric characters | Customer must enter a valid switch id value that equals 3 numeric characters | Yes | Yes<br><br>With a valid record | Yes<br><br>With a valid record | Yes<br><br>With a valid record |

# Dedicated 8XX Batch File Error Handling, Continued

**Batch File Format Validation Errors** (continued)

| Item | Action Required By | Error Message | Reason for Error Message | Action Required | DIR.log | Results 01 | Results 02 | Results 03 |
|------|------|------|------|------|------|------|------|------|
| 6 | Customer | "8XX has an invalid Trunk Group defined on record. Please correct and resubmit." | 8XX number contains a primary trunk name value that does not equal 12 alpha/numeric characters<br><br>8XX must be a valid NPA/NXX combination for the primary trunk name<br><br>Trunk Group Name must exist in F&E, Prod Billing and the Switch Id | Customer must enter a valid trunk name value that equals 12 alpha/numeric characters | Yes | Yes<br><br>With a valid record | Yes<br><br>With a valid record | Yes<br><br>With a valid record |
| 7 | Customer | "Invalid Customer ID/Batch ID defined for file. Please correct and resubmit." | Batch file header contains a Batch ID value that does not equal 3 or 4 alpha/numeric characters<br><br>The submitted file (in Bad files) does not have tabs in the header<br><br>The FTP Client may be set to "Smart" or "ASCII" instead of "Binary"<br><br>The header has lost all tabs and therefore failed the validation | Customer must enter a valid batch id value that equals 3 or 4 alpha/numeric characters<br><br>Correct the FTP Client setting to "Binary" | Yes | No | No | No |
| 8 | Customer | "Invalid Batch Type defined for file. Please correct and resubmit." | Batch file header contains a batch type value that does not equal 7 alpha/ numeric characters<br><br>Batch file header contains a batch type value that does not equal BT_WH8A | Customer must enter a valid batch type value that equals "BT_WH8A" | Yes | No | No | No |
| 9 | Customer | "Invalid File Date defined for file. Please correct and resubmit." | Batch file header contains a file date value that does not equal 8 numeric characters | Customer must enter a valid file date value that equals 8 numeric characters | Yes | No | No | No |
| 10 | Customer | "Invalid Submit Date defined for file. Please correct and resubmit." | Batch file header contains a submit date value that exceeds 8 numeric characters | Customer must enter a valid submit date value that equals 8 numeric characters | Yes | No | No | No |
| 11 | Customer | "Invalid Order ID defined for file. Please correct and resubmit." | Batch file header contains a order id value that exceeds 15 alpha/numeric characters | Customer must enter a valid order id value that does not exceed 15 alpha/numeric characters | Yes | No | No | No |

# Dedicated 8XX Batch File Error Handling, Continued

**Batch File Format Validation Errors** (continued)

| Item | Action Required By | Error Message | Reason for Error Message | Action Required | DIR.log | Results 01 | Results 02 | Results 03 |
|------|-----|-----|-----|-----|-----|-----|-----|-----|
| 12 | Customer | "Invalid Primary Contact Name defined for file. Please correct and resubmit." | Batch file header contains a primary contact name value that exceeds 30 alpha/numeric characters | Customer must enter a valid primary contact name value that does not exceed 30 alpha/numeric characters | Yes | No | No | No |
| 13 | Customer | "Invalid Primary Contact Email defined for file. Please correct and resubmit." | Batch file header contains a primary contact email value that exceeds 60 alpha/numeric characters | Customer must enter a valid primary contact email value that does not exceed 60 alpha/numeric characters | Yes | No | No | No |
| 14 | Customer | "Primary Contact Phone number does not equal 10 numeric digits. Please correct and resubmit." | Batch file header contains a primary contact phone value that does not equal 10 numeric characters | Customer must enter a valid primary contact phone value that equals 10 numeric characters | Yes | No | No | No |
| 15 | Customer | "Invalid Primary Ext defined for file. Please correct and resubmit." | Batch file header contains a primary ext value that exceeds 4 numeric characters | Customer must enter a valid primary ext value that does not exceed 4 numeric characters | Yes | No | No | No |
| 16 | Customer | "Invalid Primary Country defined for file. Please correct and resubmit." | Batch file header contains a primary country value that does not equal 3 alpha characters | Customer must enter a valid primary country value that equals 3 alpha characters | Yes | No | No | No |
| 17 | Customer | "Invalid Primary Contact Dial Code defined for file. Please correct and resubmit." | Batch file header contains a primary contact dial code value that exceeds 4 numeric characters | Customer must enter a valid primary contact dial code value that does not exceed 4 numeric characters | Yes | No | No | No |
| 18 | Customer | "Invalid Secondary Contact Phone number defined for file. Please correct and resubmit." | Batch file header contains a secondary contact phone value that does not equal 10 numeric characters | Customer must enter a valid secondary contact phone value that equals 10 numeric characters | Yes | No | No | No |
| 19 | Customer | "Invalid Secondary Ext. defined for file. Please correct and resubmit." | Batch file header contains a secondary ext value that exceeds 4 numeric characters | Customer must enter a valid secondary ext value that does not exceed 4 numeric characters | Yes | No | No | No |
| 20 | Customer | "Invalid Fax number defined for file. Please correct and resubmit." | Batch file header contains a fax value that does not equal 10 numeric characters | Customer must enter a valid fax value that equals 10 numeric characters | Yes | No | No | No |
| 21 | Customer | "Invalid Company Name defined for file. Please correct and resubmit." | Batch file header contains a company name value that exceeds 35 alpha/numeric characters | Customer must enter a valid company name value that does not exceed 35 alpha/numeric characters | Yes | No | No | No |

# Dedicated 8XX Batch File Error Handling, Continued

## Batch File Format Validation Errors (continued)

| Item | Action Required By | Error Message | Reason for Error Message | Action Required | DIR.log | Results 01 | Results 02 | Results 03 |
|------|--------------------|---------------|--------------------------|-----------------|---------|------------|------------|------------|
| 22 | Customer | "Invalid Account Manager name defined for file. Please correct and resubmit." | Batch file header contains a account manager name value that exceeds 30 alpha/numeric characters | Customer must enter a valid account manager name value that does not exceed 30 alpha/numeric characters | Yes | No | No | No |
| 23 | Customer | "Invalid Customer PON defined for file. Please correct and resubmit." | Batch file header contains a customer PON value that exceeds 16 alpha/numeric characters | Customer must enter a valid customer PON value that does not exceed 16 alpha/numeric characters | Yes | No | No | No |
| 24 | Customer | "Invalid Related Customer PON defined for file. Please correct and resubmit." | Batch file header contains a related customer PON value that exceeds 16 alpha/numeric characters | Customer must enter a valid related customer PON value that does not exceed 16 alpha/numeric characters | Yes | No | No | No |
| 25 | Customer | "Invalid Requested Due Date defined for file. Please correct and resubmit." | Batch file header contains a desired due date value that does not equal 8 numeric characters | Customer must enter a valid desired due date value that equals 8 numeric characters | Yes | No | No | No |
| 26 | Customer | "8XX has an invalid Customer Account ID defined on record. Please correct and resubmit." | 8XX number contains a customer account ID value that exceeds 12 numeric characters | Customer must enter a valid customer account ID value that does not exceed 12 numeric characters | Yes | Yes<br><br>With a valid record | Yes<br><br>With a valid record | Yes<br><br>With a valid record |
| 27 | Customer | "8XX has an invalid Product Account ID on record. Please correct and resubmit." | 8XX number contains a product account ID value that exceeds 12 numeric characters | Customer must enter a valid product account ID value that does not exceed 12 numeric characters | Yes | Yes<br><br>With a valid record | Yes<br><br>With a valid record | Yes<br><br>With a valid record |
| 28 | Customer | "8XX has an invalid Action Code defined on record. Please correct and resubmit." | 8XX number contains an action code value that does not equal 1 alpha character<br><br>8XX number contains an action code value that does not equal A (Add) | Customer must enter a valid action code value that equals "A" | Yes | Yes<br><br>With a valid record | Yes<br><br>With a valid record | Yes<br><br>With a valid record |

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# Dedicated 8XX Batch File Error Handling, Continued

**Batch File Format Validation Errors** (continued)

| Item | Action Required By | Error Message | Reason for Error Message | Action Required | DIR.log | Results 01 | Results 02 | Results 03 |
|------|--------------------|--------------|--------------------------|-----------------|---------|------------|------------|------------|
| 29 | Customer | "8XX has an invalid Component Group Code defined on record. Please correct and resubmit." | 8XX number contains a component group code value that does not equal 2 alpha characters<br><br>8XX number contains a component group code value that does not equal IW | Customer must enter a valid component group code value that equals "IW" | Yes | Yes<br><br>With a valid record | Yes<br><br>With a valid record | Yes<br><br>With a valid record |
| 30 | Customer | "8XX has an invalid Customer Type defined on record. Please correct and resubmit." | 8XX number contains a customer type value that does not equal 1 alpha character<br><br>8XX number contains a customer type value that does not equal B or R | Customer must enter a valid customer type value that equals "B" or "R" | Yes | Yes<br><br>With a valid record | Yes<br><br>With a valid record | Yes<br><br>With a valid record |
| 31 | Customer | "8XX has an invalid LOA Date defined on record. Please correct and resubmit." | 8XX number contains a LOA date value that does not equal 8 numeric characters<br><br>8XX number contains a LOA date value that exceeds 25 calendar days<br><br>8XX number contains a LOA date value that is not greater than the previous LOA date or greater that the system date | Customer must enter a valid LOA date value that equals 8 numeric characters<br><br>Customer must enter a valid LOA date value that does not exceed 25 calendar days<br><br>Customer must enter a valid LOA date value that is not greater than the previous LOA date or greater that the system date | Yes | Yes<br><br>With a valid record | Yes<br><br>With a valid record | Yes<br><br>With a valid record |
| 32 | Customer | "8XX has an invalid RespOrg ID defined on record. Please correct and resubmit." | 8XX number contains a RespOrg ID value does not equal 5 alpha/numeric characters | Customer must enter a valid RespOrg ID value that equals 5 alpha/numeric characters | Yes | Yes<br><br>With a valid record | Yes<br><br>With a valid record | Yes<br><br>With a valid record |
| 33 | Customer | "8XX has an invalid Area of Service defined on record. Please correct and resubmit." | 8XX number contains an area of service value that does not equal 2 alpha characters | Customer must enter a valid area of service value that equals 2 alpha characters | Yes | Yes<br><br>With a valid record | Yes<br><br>With a valid record | Yes<br><br>With a valid record |
| 34 | Customer | "8XX has an invalid Comment length defined on record. Please correct and resubmit." | 8XX number contains a comment value that exceeds 2000 alpha/ numeric characters | Customer must enter a valid comments value that does not exceed 2000 alpha/numeric characters | Yes | Yes<br><br>With a valid record | Yes<br><br>With a valid record | Yes<br><br>With a valid record |

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# Dedicated 8XX Batch File Error Handling, Continued

### Batch File Format Validation Errors (continued)

| Item | Action Required By | Error Message | Reason for Error Message | Action Required | DIR.log | Results 01 | Results 02 | Results 03 |
|---|---|---|---|---|---|---|---|---|
| 35 | Customer | "8XX has an invalid DNIS defined on record. Please correct and resubmit." | 8XX number contains a DNIS value that exceeds 10 numeric characters | Customer must enter a valid DNIS value that does not exceed 10 numeric characters | Yes | Yes<br><br>With a valid record | Yes<br><br>With a valid record | Yes<br><br>With a valid record |
| 36 | Customer | "8XX has an invalid DTO Trunk Group defined on record. Please correct and resubmit." | 8XX number contains a DTO trunk name value that does not equal 12 alpha/numeric characters | Customer must enter a valid DTO trunk name value that equals 12 alpha/numeric characters | Yes | Yes<br><br>With a valid record | Yes<br><br>With a valid record | Yes<br><br>With a valid record |
| 37 | Customer | "8XX has an invalid DTO Switch ID defined on record. Please correct and resubmit." | 8XX number contains a DTO switch ID value that does not equal 3 numeric characters | Customer must enter a valid DTO switch ID value that equals 3 numeric characters | Yes | Yes<br><br>With a valid record | Yes<br><br>With a valid record | Yes<br><br>With a valid record |
| 38 | Customer | "8XX has an invalid DTO ANI defined on record. Please correct and resubmit." | 8XX number contains a DTO ANI value that does not equal 10 numeric characters | Customer must enter a valid DTO ANI value that equals 10 numeric characters | Yes | Yes<br><br>With a valid record | Yes<br><br>With a valid record | Yes<br><br>With a valid record |
| 39 | Customer | "8XX has an invalid Real Time ANI indicator defined on record. Please correct and resubmit." | 8XX number contains a real time ANI indicator value that does not equal 1 alpha character<br><br>8XX number contains a real time ANI value that does not equal "Y" (Yes) or "N" (No) | Customer must enter a valid real time ANI indicator value that equals "Y" (Yes) or "N" (No) | Yes | Yes<br><br>With a valid record | Yes<br><br>With a valid record | Yes<br><br>With a valid record |
| 40 | Customer | "8XX has an invalid DNIS Digits length defined on record. Please correct and resubmit." | 8XX number contains a DNIS digits value that does not equal 2 numeric characters<br><br>8XX number contains a DNIS digits value that does not equal the length provided in the DNIS value fields | Customer must enter a valid DNIS digits value that equals 2 numeric characters<br><br>Customer must enter a valid DNIS digits value that equals the length provided in the DNIS value fields | Yes | Yes<br><br>With a valid record | Yes<br><br>With a valid record | Yes<br><br>With a valid record |
| 41 | Customer | "8XX has an invalid End User Name defined on record. Please correct and resubmit." | 8XX number contains an end user name value that exceeds 35 alpha/numeric characters | Customer must enter a valid end user name value that does not exceed 35 alpha/numeric characters | Yes | Yes<br><br>With a valid record | Yes<br><br>With a valid record | Yes<br><br>With a valid record |

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# Dedicated 8XX Batch File Error Handling, Continued

**Batch File Format Validation Errors** (continued)

| Item | Action Required By | Error Message | Reason for Error Message | Action Required | DIR.log | Results 01 | Results 02 | Results 03 |
|---|---|---|---|---|---|---|---|---|
| 42 | Customer | "8XX has an invalid Payphone Blocking indicator defined on record. Please correct and resubmit." | ✓ 8XX number contains a payphone blocking indicator value that does not equal 1 alpha character<br>✓ 8XX number contains a payphone blocking indicator value that does not equal "Y" (Yes) or "N" (No) | Customer must enter a valid payphone blocking indicator value that equals "Y" (Yes) or "N" (No) | Yes | Yes With a valid record | Yes With a valid record | Yes With a valid record |
| 43 | Customer | "8XX has an invalid Feature Percent defined on record. Please correct and resubmit." | ✓ 8XX number contains a feature percent value 1, 2, 3, 4, or 5 that exceeds 3 numeric characters<br>✓ 8XX number contains a feature percent 1, 2, 3, 4, or 5 value or combination of values that do not equal 100% | ✓ Customer must enter a valid feature percent value 1, 2, 3, 4, or 5 that does not exceed 3 numeric characters<br>✓ Customer must enter a valid feature percent 1, 2, 3, 4, or 5 value or combination of values that equal 100% | Yes | Yes With a valid record | Yes With a valid record | Yes With a valid record |
| 44 | Customer | "8XX has an invalid % Trunk Group Name defined on record. Please correct and resubmit." | 8XX number contains a % trunk group name value that does not equal 12 alpha/numeric characters | Customer must enter a valid % trunk group name value that equals 12 alpha/numeric characters | Yes | Yes With a valid record | Yes With a valid record | Yes With a valid record |
| 45 | Customer/ SDR | "8XX has an invalid % Switch ID defined on record. Please correct and resubmit." | ✓ 8XX number contains a % Switch ID value that does not equal 3 numeric characters<br>✓ 8XX number contains a % Switch ID value that does not match the switch ID for the trunk group provided in the file | ✓ Customer must enter a valid % Switch ID value that equals 3 numeric characters<br>✓ Customer must enter a valid % Switch ID value that matches the switch ID for the trunk group name, contact your SDR for assistance<br>✓ Service Delivery Representative will investigate the status of the switch id and trunk group and provide the data needed to the customer<br>✓ Customer will submit new request when issue is resolved | Yes | Yes With a valid record | Yes With a valid record | Yes With a valid record |

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# Dedicated 8XX Batch File Error Handling, Continued

## Batch File Format Validation Errors (continued)

| Item | Action Required By | Error Message | Reason for Error Message | Action Required | DIR.log | Results 01 | Results 02 | Results 03 |
|------|-------------------|---------------|--------------------------|-----------------|---------|------------|------------|------------|
| 46 | Customer | "8XX has an invalid % DNIS defined on record. Please correct and resubmit." | 8XX number contains a % DNIS value that exceeds 10 numeric characters | Customer must enter a valid % DNIS value that does not exceed 10 numeric characters | Yes | Yes - With a valid record | Yes - With a valid record | Yes - With a valid record |
| 47 | Customer | "8XX has an invalid %DTO ANI defined on record. Please correct and resubmit." | 8XX number contains a % DTO ANI value that does not equal 10 numeric characters | Customer must enter a valid % DTO ANI value that equals 10 numeric characters | Yes | Yes - With a valid record | Yes - With a valid record | Yes - With a valid record |
| 48 | Customer/ SDR | "8XX has a % Trunk Group Name defined on record that is not In Service/Active. Please correct and resubmit." | 8XX number contains a % trunk group value that is not found "In Service" | Customer must enter a valid % trunk group value that is not pending turn-up or is disconnected<br><br>If the trunk group should be active, contact your account manger for assistance<br><br>The Service Delivery Representative will investigate the status of the trunk group and provide assistance to resolve<br><br>Customer will submit new request when issue is resolved | No | Yes<br><br>With a valid record | Yes<br><br>With a valid record | Yes - With a valid record |
| 49 | Customer | "Invalid Record Count defined on file. Please correct and resubmit." | Batch file trailer contains a record count value that exceeds 12 numeric characters<br><br>Batch file trailer contains a record count value that does not equal actual record count in the file | Customer must enter a valid record count value that does not exceed 12 numeric characters<br><br>Customer must enter a valid record count value that equals actual record count in the file | Yes | No | No | No |
| 50 | Customer | "Invalid Trailer Identifier defined on file. Please correct and resubmit." | Batch file trailer contains a trailer identifier value that does not equal <EOF> | Customer must enter a valid trailer identifier value that equals <EOF> | Yes | No | No | No |
| 51 | Customer | "8XX has an invalid Order Type defined on record. Please correct and resubmit." | 8XX number contains an order type value that does not equal "N" (New) or "C" (Compl) | Customer must enter a valid order type value that equals "N" (New) or "C" (Compl) | Yes | Yes<br><br>With a valid record | Yes<br><br>With a valid record | Yes<br><br>With a valid record |

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# Dedicated 8XX Batch File Error Handling, Continued

### Batch File Format Validation Errors (continued)

| Item | Action Required By | Error Message | Reason for Error Message | Action Required | DIR.log | Results 01 | Results 02 | Results 03 |
|------|--------------------|---------------|--------------------------|-----------------|---------|------------|------------|------------|
| 52 | Customer | "8XX must have a Trunk Group and Switch ID defined on record. Please correct and resubmit." | 8XX number contains a termination method of dedicated; however no dedicated route was found | Customer must enter a valid trunk group name and switch id when the termination method id DED or OCC | Yes | Yes - With a valid record | Yes - With a valid record | Yes - With a valid record |
| 53 | Customer | "Invalid file format defined for File Date. Please correct and resubmit." | Batch file header contains a file date value that does not equal the YYYYMMDD date format | Customer must enter a valid file date value that is consistent with the YYYYMMDD date format | Yes | No | No | No |
| 54 | Customer | "Invalid file format defined for Submit Date. Please correct and resubmit." | Batch file header contains a submit date value that does not equal the YYYYMMDD date format | Customer must enter a valid submit date value that is consistent with the YYYYMMDD date format | Yes | No | No | No |
| 55 | Customer | "Invalid file format defined for Requested Due Date. Please correct and resubmit." | Batch file header contains a desired due date value that does not equal the YYYYMMDD date format | Customer must enter a valid desired due date value that is consistent with the YYYYMMDD date format | Yes | No | No | No |
| 56 | Customer | "8XX has an invalid file format defined for LOA date. Please correct and resubmit." | 8XX number contains a LOA date value that does not equal the YYYYMMDD date format | Customer must enter a valid LOA date value that is consistent with the YYYYMMDD date format | Yes | Yes - With a valid record | Yes - With a valid record | Yes - With a valid record |
| 57 | Customer | "Record does not contain an 8XX. Please correct and resubmit." | 8XX has not been defined in the file | Customer must enter a unique 8XX value for each data record in the file | Yes | Yes - With a valid record | Yes - With a valid record | Yes - With a valid record |
| 58 | Customer | "8XX has no Carrier To Be RespOrg indicator defined on record. Please correct and resubmit." | 8XX number does not contain a CenturyLink to be RespOrg value in the file | Customer must enter a valid Carrier to be RespOrg ID value for each data record in the file | Yes | Yes - With a valid record | Yes - With a valid record | Yes - With a valid record |
| 59 | Customer | "No Customer ID/Batch ID defined for file. Please correct and resubmit." | Batch file header does not contains a batch ID value in the file | Customer must enter a valid batch ID value in the header record | Yes | No | No | No |
| 60 | Customer | "No Batch Type defined for file. Please correct and resubmit." | Batch file header does not contains a batch type value in the file | Customer must enter a valid batch type value in the header record | Yes | No | No | No |
| 61 | Customer | "No File Date defined for file. Please correct and resubmit." | Batch file header does not contains a file date value in the file | Customer must enter a valid file date value in the header record | Yes | No | No | No |

# Dedicated 8XX Batch File Error Handling, Continued

**Batch File Format Validation Errors** (continued)

| Item | Action Required By | Error Message | Reason for Error Message | Action Required | DIR.log | Results 01 | Results 02 | Results 03 |
|------|------|------|------|------|------|------|------|------|
| 62 | Customer | "No Submit Date defined for file. Please correct and resubmit." | Batch file header does not contains a submit date value in the file | Customer must enter a valid submit date value in the header record | Yes | No | No | No |
| 63 | Customer | "No Primary Contact Name defined for file. Please correct and resubmit." | Batch file header does not contains a primary contact name value in the file | Customer must enter a valid primary contact name value in the header record | Yes | No | No | No |
| 64 | Customer | "No Primary Contact Email defined for file. Please correct and resubmit. " | Batch file header does not contain a primary contact email value in the file | Customer must enter a valid primary contact email address value in the header record | Yes | No | No | No |
| 65 | Customer | "No Primary Contact Phone number defined for file. Please correct and resubmit." | Batch file header does not contains a primary contact phone value in the file | Customer must enter a valid primary contact phone number value in the header record | Yes | No | No | No |
| 66 | Customer | "No Company Name defined for file. Please correct and resubmit." | Batch file header does not contains a company name value in the file | Customer must enter a valid company name value in the header record | Yes | No | No | No |
| 67 | Customer | "No Account Manager name defined for file. Please correct and resubmit." | Batch file header does not contains a account manger name value in the file | Customer must enter a valid account manager name value in the header record | Yes | No | No | No |
| 68 | Customer | "No Requested Due Date defined for file. Please correct and resubmit." | Batch file header does not contains a desired due date value in the file | Customer must enter a valid requested due date value in the header record | Yes | No | No | No |
| 69 | Customer | "8XX has no Customer Account ID defined on record. Please correct and resubmit." | 8XX number does not contain a customer account ID value in the file | Customer must enter a valid Customer Account ID value for each data record in the file | Yes | Yes - With a valid record | Yes - With a valid record | Yes - With a valid record |
| 70 | Customer | "8XX has no Product Account ID defined on record. Please correct and resubmit." | 8XX number does not contain a product account ID value in the file | Customer must enter a valid product account ID value for each data record in the file | Yes | Yes - With a valid record | Yes - With a valid record | Yes - With a valid record |
| 71 | Customer | "8XX has no Action Code defined on record. Please correct and resubmit." | 8XX number does not contain an action code value in the file | Customer must enter a valid action code value for each data record in the file | Yes | Yes - With a valid record | Yes - With a valid record | Yes - With a valid record |

# Dedicated 8XX Batch File Error Handling, Continued

### Batch File Format Validation Errors (continued)

| Item | Action Required By | Error Message | Reason for Error Message | Action Required | DIR.log | Results 01 | Results 02 | Results 03 |
|------|------|------|------|------|------|------|------|------|
| 72 | Customer | "8XX has no Component Group Code defined on record. Please correct and resubmit." | 8XX number does not contain a component group code value in the file | Customer must enter a valid component group code value for each data record in the file | Yes | Yes - With a valid record | Yes - With a valid record | Yes - With a valid record |
| 73 | Customer | "8XX has no Customer Type defined on record. Please correct and resubmit." | 8XX number does not contain a customer type value in the file | Customer must enter a valid customer type value for each data record in the file | Yes | Yes - With a valid record | Yes - With a valid record | Yes - With a valid record |
| 74 | Customer | "8XX has no LOA Date defined on record. Please correct and resubmit." | 8XX number does not contain a LOA date value in the file | Customer must enter a valid LOA date value for each data record in the file | Yes | Yes - With a valid record | Yes - With a valid record | Yes - With a valid record |
| 75 | Customer | "8XX has no RespOrg ID defined on record. Please correct and resubmit." | 8XX number does not contain a RespOrg ID value in the file | Customer must enter a valid RespOrg ID value for each data record in the file | Yes | Yes - With a valid record | Yes - With a valid record | Yes - With a valid record |
| 76 | Customer | "8XX has no Area of Service defined on record. Please correct and resubmit." | 8XX number does not contain an area of service value in the file | Customer must enter a valid area of service value for each data record in the file | Yes | Yes - With a valid record | Yes - With a valid record | Yes - With a valid record |
| 77 | Customer | "8XX has no Real Time ANI indicator defined on record. Please correct and resubmit." | 8XX number does not contain a real time ANI indicator value in the file | Customer must enter a valid real time ANI indicator value for each data record in the file | Yes | Yes - With a valid record | Yes - With a valid record | Yes - With a valid record |
| 78 | Customer | "8XX has no End User Name defined on record. Please correct and resubmit." | 8XX number does not contain an end user name value in the file | Customer must enter a valid end user name value for each data record in the file | Yes | Yes - With a valid record | Yes - With a valid record | Yes - With a valid record |
| 79 | Customer | "8XX has no Payphone Blocking indicator defined on record. Please correct and resubmit." | 8XX number does not contain a payphone blocking indicator value in the file | Customer must enter a valid payphone blocking indicator value for each data record in the file | Yes | Yes - With a valid record | Yes - With a valid record | Yes - With a valid record |
| 80 | Customer | "No Record Count defined on file. Please correct and resubmit." | Batch file trailer does not contains record count value in the file | Customer must enter a valid record count value in the trailer record | Yes | No | No | No |

# Dedicated 8XX Batch File Error Handling, Continued

## Batch File Format Validation Errors (continued)

| Item | Action Required By | Error Message | Reason for Error Message | Action Required | DIR.log | Results 01 | Results 02 | Results 03 |
|------|------|------|------|------|------|------|------|------|
| 81 | Customer | "No Trailer Identifier defined on file. Please correct and resubmit." | Batch file trailer does not contains a trailer identifier value in the file | Customer must enter a valid trailer identifier value in the trailer record | Yes | No | No | No |
| 82 | Customer | "8XX has no Class of Service defined on record. Please correct and resubmit." | 8XX number does not contain a class of service value in the file | Customer must enter a valid class of service value for each data record in the file | Yes | Yes - With a valid record | Yes - With a valid record | Yes - With a valid record |
| 83 | Customer | "8XX has no termination method defined on record. Please correct and resubmit." | 8XX number does not contain a termination method value in the file | Customer must enter a valid termination method value for each data record in the file | Yes | Yes - With a valid record | Yes - With a valid record | Yes - With a valid record |
| 84 | Customer | "8XX has no Order Type defined on record. Please correct and resubmit." | 8XX number does not contain an order type value in the file | Customer must enter a valid order type value for each data record in the file | Yes | Yes - With a valid record | Yes - With a valid record | Yes - With a valid record |
| 85 | Customer | "8XX does not equal 10 digits. Please correct and resubmit." | 8XX number contains a value that is not equal to 10 digits | Customer must enter a valid 8XX value that equals 10 numeric characters | Yes | Yes - With a valid record | Yes - With a valid record | Yes - With a valid record |
| 86 | Customer | "8XX must contain only numeric characters. Please correct and resubmit." | 8XX number contains a value that is not equal to numeric characters | Customer must enter a valid 8XX value that equals numeric characters | Yes | Yes - With a valid record | Yes - With a valid record | Yes - With a valid record |
| 87 | Customer | "8XX contains an invalid CenturyLink to Be RespOrg indicator. Please correct and resubmit." | 8XX number contains a CenturyLink to be RespOrg value that does not equal the order type requested  8XX number contains a CenturyLink to be RespOrg value that does not equal "Y" (Yes) or "N" (No) | Customer must enter a valid CenturyLink to be RespOrg indicator value that equals "Y" (Yes) when CenturyLink will be RespOrg and "N" (No) when the Carrier will be a Complementary RespOrg | Yes | Yes - With a valid record | Yes - With a valid record | Yes - With a valid record |
| 88 | Customer | "8XX has no Switch ID defined on record. Please correct and resubmit." | 8XX number does not contain a switch id value in the file | Customer must enter a valid switch id value for each data record in the file | Yes | Yes - With a valid record | Yes - With a valid record | Yes - With a valid record |
| 89 | Customer | "8XX has no Trunk Group defined on record. Please correct and resubmit." | 8XX number does not contain a trunk group value in the file | Customer must enter a valid trunk group value for each data record in the file | Yes | Yes - With a valid record | Yes - With a valid record | Yes - With a valid record |

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# Dedicated 8XX Batch File Error Handling, Continued

**Batch File Submit Validation Errors**

The table below describes batch file submit validation errors you may see.

| Item | Action Required By | Error Message | Reason for Error Message | Action Required | DIR.log | Results 01 | Results 02 | Results 03 |
|------|-------------------|---------------|--------------------------|-----------------|---------|-----------|-----------|-----------|
| 1 | Customer | "8XX has an invalid prefix. Please correct and resubmit." | 8XX number does not contain a valid 'XX' portion of the 8XX number (i.e. 888, 877, 800, etc.) | Customer must enter a valid 8XX value that contains the correct prefix of 800, 888, 877, 866, 855, 844, etc | No | Yes | Yes | Yes |
| 2 | Customer | "8XX already exists on your account." | 8XX number already exists on the customer account/product account ID defined in the file | Customer must enter a unique 8XX for each file<br><br>If customer entered 8XX in error, no action is needed | No | Yes | Yes | Yes |
| 3 | Customer / SDR | "The given 8xx is on another open order. Please contact your Account Manager for assistance. System: XXXX." | 8XX number is found on another CenturyLink order | Service Delivery Representative will investigate the open order and determine if the order should be closed, cancelled, or escalated for completion<br><br>Customer will submit new request when issue is resolved<br><br>If customer entered 8XX in error, no action is needed | No | Yes | Yes | Yes |
| 4 | Customer / SDR | "8XX is not reserved. Please reserve 8XX and resubmit." | 8XX number does not have an active reservation | Service Delivery Representative will investigate the status of the reservation and determine if the 8XX can be reserved and provided the customer<br><br>If the 8XX reservation has been lost to another carrier the customer will need to reserve a new 8XX number<br><br>Customer will submit new request when issue is resolved<br><br>If customer entered 8XX in error, no action is needed | No | Yes | Yes | Yes |

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# Dedicated 8XX Batch File Error Handling, Continued

**Batch File Submit Validation Errors** (continued)

| Item | Action Required By | Error Message | Reason for Error Message | Action Required | DIR.log | Results 01 | Results 02 | Results 03 |
|------|-------------------|---------------|--------------------------|-----------------|---------|-----------|-----------|-----------|
| 5 | Customer / SDR | "8XX is reserved for another CenturyLink user." | 8XX number has an active reservation for another CenturyLink user | Service Delivery Representative will investigate the status of the reservation and determine if the 8XX can be reserved and provided the customer<br><br>If the 8XX reservation has been lost to another carrier the customer will need to reserve a new 8XX number<br><br>Customer will submit new request when issue is resolved<br><br>If customer entered 8XX in error, no action is needed | No | Yes | Yes | Yes |
| 6 | Customer / SDR | "Carrier does not provide service in this region." | CenturyLink is unable to offer service for the 8XX number in the region provided | If TFN is authorized for long distance with CenturyLink, the SDR will need to order the TFN via a traditional order<br><br>If customer entered 8XX in error, no action is needed | No | Yes | Yes | Yes |
| 7 | Customer / SDR | "8XX contains an invalid RespOrg Id for Complementary service. Please correct and resubmit." | 8XX number contains a RespOrg ID value that does not equal a complementary carrier; however a complementary order type was selected | Service Delivery Representative will investigate the status RespOrg Id, if the RespOrg ID is not available in the TF table (RespOrg Definition) the SDR will work with network provisioning to have the ID added<br><br>If the RespOrg ID is available in the TF table (RespOrg Definition) the Service Delivery Representative will enter a System Issue ticket via the WPS Issues database for resolution<br><br>Customer will submit new request when issue is resolved<br><br>If customer entered 8XX in error, no action is needed | No | Yes | Yes | Yes |

# Dedicated 8XX Batch File Error Handling, Continued

## Batch File Submit Validation Errors (continued)

| Item | Action Required By | Error Message | Reason for Error Message | Action Required | DIR.log | Results 01 | Results 02 | Results 03 |
|------|------|------|------|------|------|------|------|------|
| 8 | Customer / SDR | "The Product Account ID defined on record does not support DTFO. Please correct and resubmit." | 8XX number contains a product account ID value that does not support a dedicated termination | Customer may modify TFNs that exist on a product account id that supports dedication toll free services<br><br>Service Delivery Representative will assist the customer in creating a product account id that will support dedicated toll free services<br><br>If customer entered 8XX in error, no action is needed | No | Yes | Yes | Yes |
| 9 | Customer | "8XX has enhanced features defined; enhanced indicator must equal "Y." Please correct and resubmit." | 8XX number contains enhanced features; however the enhanced indicator does not equal "Y" (Yes) | Customer must enter a valid enhanced indicator value that equals "Y" (Yes) when percent allocation is requested and "N" (No) when percent allocation is not requested | No | Yes | Yes | Yes |
| 10 | Customer | "8XX has an enhanced indicator equal to "Y", enhanced features must be defined. Please correct and resubmit." | 8XX number contains an enhanced indicator value equal to "Y" (Yes); however there are no enhanced features defined | Customer must enter a valid enhanced indicator value that equals "Y" (Yes) when percent allocation is requested and "N" (No) when percent allocation is not requested | No | Yes | Yes | Yes |
| 11 | Customer / SDR | "Customer Account ID defined on record does not match one under the Customer ID provided. Please correct and resubmit." | 8XX number contains a customer account ID value that does not match one found under the customer ID | Service Delivery Representative will investigate the status customer account id location<br><br>If the customer account id is not found under the order customer code the SDR will assist the customer in supporting any changes via a traditional order<br><br>Customer will submit new request when issue is resolved<br><br>If customer entered 8XX in error, no action is needed | No | Yes | Yes | Yes |

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# Dedicated 8XX Batch File Error Handling, Continued

## Batch File Submit Validation Errors (continued)

| Item | Action Required By | Error Message | Reason for Error Message | Action Required | DIR.log | Results 01 | Results 02 | Results 03 |
|---|---|---|---|---|---|---|---|---|
| 12 | Customer / SDR | "8XX is pending on another order for a CenturyLink user." | 8XX number has another order pending for a CenturyLink user | ✓ Service Delivery Representative will investigate the pending order and determine if the order should be closed, cancelled, or escalated for completion<br>✓ Customer will submit new request when issue is resolved<br>✓ If customer entered 8XX in error, no action is needed | No | Yes | Yes | Yes |
| 13 | Customer / SDR | "8XX is active on another account not found under your Customer ID. Please contact your AM for assistance." | 8XX number is active on another customer account ID that is not found under your customer ID | ✓ Service Delivery Representative will investigate the status of the TFN<br>✓ If the TFN can be transferred, the SDR will need to enter a change via a traditional order<br>✓ If customer entered request in error, no action is needed | No | Yes | Yes | Yes |
| 14 | Customer / SDR | "The selected 8XX can not be transferred" or "8xx is not transferable. Please contact your AM for assistance." | 8XX number cannot be transferred | ✓ Service Delivery Representative will investigate the 8XX and confirm the status of the TFN<br>✓ If a the TFN can be transferred, the SDR will need to enter a change via a traditional order | No | Yes | Yes | Yes |
| 15 | Customer | "8XX has DNIS, DTO or Real Time ANI defined on record and a SWI termination method. Please correct and resubmit." | 8XX number contains features, however the termination method entered on the file indicates switch services | Customer must enter a valid a termination method value that equals "DED" or "OCC" | No | Yes | Yes | Yes |

# Dedicated 8XX Batch File Error Handling, Continued

**Batch File Submit Validation Errors** (continued)

| Item | Action Required By | Error Message | Reason for Error Message | Action Required | DIR.log | Results 01 | Results 02 | Results 03 |
|------|------|------|------|------|------|------|------|------|
| 16 | Customer/ SDR | "8XX is in a "XXXX" status with "XXXX." Please correct and resubmit." | ✔ 8XX number has an reserved, working, or disconnected status profile in the national database with another carrier<br>✔ If the CenturyLink is RespOrg = "Y" and RespOrg ID = "LGT01", then check the NSMS to validate that the 8XX has LGT01 as the current RespOrg, if not LGT01 reject the record and report the actual status in the reject record<br>✔ If the CenturyLink is RespOrg = "N" and RespOrg ID is not equal to "LGT01", then validate the RespOrg provided in file is that same as the RespOrg in the NSMS, if not reject the record and report the actual status of the reject record | ✔ Service Delivery Representative will investigate the status of the TFN and determine if the 8XX can be reserved or transferred to the customer<br>✔ If the 8XX can not be reserved of transferred the customer will need to select a new 8XX number<br>✔ Customer will submit new request when issue is resolved<br>✔ If customer entered 8XX in error, no action is needed | No | No | Yes | Yes |

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# Dedicated 8XX Batch File Error Handling, Continued

**Batch File Submit Validation Errors** (continued)

| Item | Action Required By | Error Message | Reason for Error Message | Action Required | DIR.log | Results 01 | Results 02 | Results 03 |
|------|--------------------|---------------|--------------------------|-----------------|---------|------------|------------|------------|
| 17 | Customer / SDR | "8XX is in a SPARE status. Please reserve the number and resubmit." | ✔ 8XX number is found in a spare status in the national database<br>✔ If the CenturyLink is RespOrg = "Y" and RespOrg ID = "LGT01", then check the NSMS to validate that the TFN status in the NSMS is not "Spare", if status is "Spare" in the NSMS reject the record and report the actual status in the reject record<br>✔ If the CenturyLink is RespOrg = "N" and RespOrg ID is not equal to "LGT01", then validate that the TFN status in the NSMS is not "Spare", if status is "Spare" in the NSMS reject the record and report the actual status in the reject record | ✔ SDR will investigate the status of the reservation and determine if the 8XX can be reserved and provided to the customer<br>✔ If the 8XX reservation has been lost to another carrier the customer will need to reserve a new 8XX number<br>✔ Customer submits new request when issue is resolved<br>✔ If customer entered 8XX in error, no action is needed | No | No | Yes | Yes |

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# Dedicated 8XX Batch File Error Handling, Continued

## Batch File Submit Validation Errors (continued)

| Item | Action Required By | Error Message | Reason for Error Message | Action Required | DIR.log | Results 01 | Results 02 | Results 03 |
|------|------|------|------|------|------|------|------|------|
| 18 | Customer / SDR | "8XX is in a DISCONNECT status. Please correct and resubmit." | ✓ If the CenturyLink is RespOrg = "N" and RespOrg ID is not equal to "LGT01", then validate that the new TFN status in the NSMS is not "Disconnect", if status is "Disconnect" in the NSMS reject the record and report the actual status in the reject record ✓ If the CenturyLink is RespOrg = "N" and RespOrg ID is not equal to "LGT01", then validate that the TFN status in the NSMS is not "Disconnect", if status is "Disconnect" in the NSMS reject the record and report the actual status in the reject record | ✓ SDR will investigate the status of the TFN and determine if the 8XX can be reconnected and provided to the customer ✓ Customer submits new request when issue is resolved ✓ If customer entered 8XX in error, no action is needed | No | No | Yes | Yes |
| 19 | Customer | "The selected call plan contains a SWI termination default address and may not be modified via this application. Please contact your Account Manager for assistance" | ✓ 8XX may not be processed with a Switched Termination Method via this functionality | ✓ Customer submits new request with DED or OCC termination method ✓ If customer entered 8XX in error, no action is needed | No | Yes | Yes | Yes |
| 20 | Customer / SDR | "The given 8XX does not have an active profile. Please contact your Account Manager for assistance." | ✓ 8XX must have a profile to complete a transfer request | ✓ SDR will investigate the status of the TFN and determine if the 8XX can be transferred ✓ Customer or SDR will need to submit a new request when issue is resolved ✓ If customer entered 8XX in error, no action is needed | No | Yes | Yes | Yes |

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# Dedicated 8XX Batch File Error Handling, Continued

**Batch File Submit Validation Errors** (continued)

| Item | Action Required By | Error Message | Reason for Error Message | Action Required | DIR.log | Results 01 | Results 02 | Results 03 |
|------|----|----|----|----|----|----|----|----|
| 21 | Customer | "The 8XX may not be transferred to a Switched Termination Method." | 8XX can not be transferred to a SWI termination method via this functionality | Customer will need to request a manual order<br><br>If customer entered 8XX in error, no action is needed | No | Yes | Yes | Yes |
| 22 | Customer / SDR | "A System Error has occurred while processing your Order. Please contact your Account Manager." | An unexpected system error has occurred | Service Delivery Representative will investigate the status of the application<br><br>Customer submits new request when issue is resolved | No | Yes | Yes | Yes |
| 23 | Customer / SDR | "The selected 8XX can not be modified via this application. Please contact your Account Manager for assistance." | Features requested cannot be modified via this functionality – Intl COS | Customer will need to request a manual order<br><br>If customer entered 8XX in error, no action is needed | No | Yes | Yes | Yes |
| 24 | Customer / SDR | "Trunk Group defined on record is not In Service/ Active. Please correct and resubmit." | 8XX number contains a trunk group value that is not found "In Service" | Customer must enter a valid trunk group value that is not pending turn-up or is disconnected<br><br>If the trunk group should be active, contact your account manger for assistance<br><br>The Service Delivery Representative will investigate the status of the trunk group and provide assistance to resolve<br><br>Customer will submit new request when issue is resolved | No | Yes | Yes | Yes |

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# Dedicated 8XX Batch File Error Handling, Continued

**Batch File Submit Validation Errors** (continued)

| Item | Action Required By | Error Message | Reason for Error Message | Action Required | DIR.log | Results 01 | Results 02 | Results 03 |
|---|---|---|---|---|---|---|---|---|
| 25 | Customer / SDR | "8XX has a disconnected Customer Account ID defined on record. Please correct and resubmit." | 8XX number contains a customer account ID value that is disconnected | Customer must enter a active customer account id to add 8XX services<br><br>If customer account id should be active, contact your account manger for assistance<br><br>The Service Delivery Representative will investigate the status of the customer account id.  If the account needs reconnected the account manger will perform the change via a traditional order<br><br>Customer will submit new request when issue is resolved | No | Yes | Yes | Yes |
| 26 | Customer / SDR | "Product Account ID defined on record does not match one under the Customer Account ID provided. Please correct and resubmit." | 8XX number contains a product account ID value that is not found under the provided customer account ID | Customer must enter a valid product account ID value that is found under the provided customer account ID<br><br>If product account id value should be found under the customer account, contact your account manger for assistance<br><br>The Service Delivery Representative will investigate the status of the product account id.  If the account needs reconnected the account manger will perform the change via a traditional order<br><br>Customer will submit new request  when issue is resolved | No | Yes | Yes | Yes |

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# Dedicated 8XX Batch File Error Handling, Continued

**Batch File Submit Validation Errors** (continued)

| Item | Action Required By | Error Message | Reason for Error Message | Action Required | DIR.log | Results 01 | Results 02 | Results 03 |
|------|--------------------|---------------|--------------------------|-----------------|---------|------------|------------|------------|
| 27 | Customer / SDR | "8XX has a disconnected Product Account ID defined on record. Please correct and resubmit." | 8XX number contains a product account ID value that is disconnected | Customer must enter a active product account id to add 8XX services<br><br>If product account id should be active, contact your account manger for assistance<br><br>The Service Delivery Representative will investigate the status of the product account id.  If the product account id needs reconnected the account manger will perform the change via a traditional order<br><br>Customer will submit new request when issue is resolved | No | Yes | Yes | Yes |
| 28 | Customer / SDR | "8XX has a DTO Trunk Group defined on record that is not In Service/ Active. Please correct and resubmit." | 8XX number contains a DTO trunk group value that is not found "In Service" | Customer must enter a valid DTO trunk group value that is not pending turn-up or is disconnected<br><br>If the trunk group should be active, contact your account manger for assistance<br><br>The Service Delivery Representative will investigate the status of the trunk group and provide assistance to resolve<br><br>Customer will submit new request when issue is resolved | No | Yes | Yes | Yes |

# Dedicated 8XX Batch File Error Handling, Continued

**Batch File Submit Validation Errors** (continued)

| Item | Action Required By | Error Message | Reason for Error Message | Action Required | DIR.log | Results 01 | Results 02 | Results 03 |
|------|-------------------|---------------|-------------------------|-----------------|---------|-----------|-----------|-----------|
| 29 | Customer | "The given 8XX is reserved for another Responsible Organization ID." | Customer must have the active reservation for the 8XX number | Service Delivery Representative will investigate the status of the reservation and determine if the 8XX can be ordered<br><br>If the customer does not have the active reservation the customer will need to reserve a new 8XX number<br><br>Customer will submit new request when issue is resolved<br><br>If customer entered 8XX in error, no action is needed | No | Yes | Yes | Yes |
| 30 | Customer/ SDR | "The given 8XX has an invalid Class of Service and CenturyLink to be RespOrg on record. Please correct and resubmit." | 8XX Class of Service value must not equal '9XX' when CenturyLink to be RespOrg = Yes<br><br>If CenturyLink to Be RespOrg = No, then COS '9XX' can be used | Customer must submit new request correct CenturyLink to be RespOrg indicator<br><br>If customer entered 8XX in error, no action is needed | No | Yes | Yes | Yes |
| | Customer | "CenturyLink is currently not authorized for long-distance business in this state. Please contact your Account Manger for assistance" | ☐ CenturyLink is not authorized to sell services for this state | ☐ Customer must enter a valid request<br><br> If customer entered 8XX in error, no action is needed | No | Yes | Yes | Yes |
| | Customer/ Service Delivery Representative | "8XX contains an invalid RespOrg Id for the ordering Customer ID. Please correct and resubmit." | ☐ Customer must have their Complementary RespOrg ID defined in the Customer Association table | ☐ Service Delivery Representative will investigate the status RespOrg Id, if the RespOrg ID is not available in the Control Center customer association table the SDR will enter a System Issue ticket via the WPS Issues database for resolution<br><br>☐ Customer will submit new request when issue is resolved<br><br>☐ If customer entered 8XX in error, no action is needed | No | Yes | Yes | Yes |

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# Dedicated 8XX Batch File Error Handling, Continued

## Batch File Submit Validation Errors (continued)

| Item | Action Required By | Error Message | Reason for Error Message | Action Required | DIR.log | Results 01 | Results 02 | Results 03 |
|------|---------|---------------|-----------|---------|---------|---------|---------|---------|
| 31 | Customer/ Service Delivery Representative | "8XX contains an invalid Internal Indicator for Complementary service.  Please correct and resubmit." | ☐ Internal Indicator must equal "N" for Complementary Service | ☐ Service Delivery Representative will investigate the status of the RespOrg ID, if the RespOrg ID is not set-up correctly in the TF table (RespOrg Definition)  the SDR will work with network provisioning to have the indicator and/or RespOrg ID issue resolved<br><br>☐ Customer will submit new request when issue is resolved<br><br>☐ If customer entered 8XX in error, no action is needed | No | Yes | Yes | Yes |
| 32 | Customer/ Service Delivery Representative | "8XX contains an invalid Active Indicator for Toll Free service. Please correct and resubmit." | ☐ Valid Indicator must equal "Y" for Complementary Service | ☐ Service Delivery Representative will investigate the status of the RespOrg ID, if the RespOrg ID is not set-up correctly in the TF table (RespOrg Definition)  the SDR will work with network provisioning to have the indicator and/or RespOrg ID issue resolved<br><br>☐ Customer will submit new request when issue is resolved<br><br>☐ If customer entered 8XX in error, no action is needed | No | Yes | Yes | Yes |
| 33 | Customer/ Service Delivery Representative | "8XX contains an invalid RespOrg Id for CenturyLink service.  Please correct and resubmit." | ☐ 8XX number contains a RespOrg ID value that does not equal "LGT01"; however a new (CenturyLink) order type was selected | Customer must enter a RespOrg ID of "LGT01" when the order type equals "N"<br><br>If customer entered 8XX in error, no action is needed | No | Yes | Yes | Yes |

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# Dedicated 8XX Batch File Error Handling, Continued

**Batch File Submit Network Errors**

The table below describes batch file submit network errors you may see.

| Item | Action Required By | Error Message | Reason for Error Message | Action Required | DIR.log | Results 01 | Results 02 | Results 03 |
|------|-------------------|---------------|--------------------------|-----------------|---------|------------|------------|------------|
| 1 | Customer/ SDR | "Additional CenturyLink action is needed to provision this 8XX number. Please forward all order details related to this 8XX to your Account Manager to start the internal order process." | An error has occurred during the network (on-net, off-net, or NSMS) provisioning process | The Service Delivery Representative will investigate and determine the status of the TFN<br><br>Customer will submit new request when issue is resolved | No | No | Yes | Yes |

**General Control Center Errors**

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

| Item | Action Required By | Error Message | Reason for Error Message | Action Required |
|------|-------------------|---------------|--------------------------|-----------------|
| 1 | Customer/ SDR | "We are experiencing technical difficulties. Please verify your information and try again." | A system problem has prevented the request from being executed | Customer or Service Delivery Representative should wait approximately 5 minutes and submit the request again |
| 2 | Customer/ SDR | "Sorry. This page is currently unavailable." | A system problem has prevented the request from being executed | Customer or Service Delivery Representative should wait approximately 5 minutes and submit the request again |
| 3 | Customer/ SDR | "Sorry, but your roles do not allow access to this functionality. Please contact your Account Manager for more information." | The user has insufficient privileges to complete the requested action | Customer should contact their Service Delivery Representative for more information regarding this error message |
| 4 | Customer/ SDR | "Failed to locate Control Center Customer ID." | A system problem has prevented the request from being executed | Customer or Service Delivery Representative should retrieve the 8XX and submit the request again |
| 5 | Customer/ SDR | "Cannot find bean CPC is scope session." | A system problem has prevented the request from being executed | Customer or Service Delivery Representative should retrieve the 8XX and submit the request again |
| 6 | Customer/ SDR | "An error has occurred while processing your request. Your Session has timed out." | The system has logged you out of the application based on your idle time | Customer or Service Delivery Representative should retrieve the 8XX and submit the request again |

# Dedicated 8XX Batch File Error Handling, Continued

**General Control Center Errors (**continued)

| Item | Action Required By | Error Message | Reason for Error Message | Action Required |
|---|---|---|---|---|
| **7** | Customer/ SDR | "An error has occurred while processing your request for 8xxXxxXxxx (Null). | A system problem has prevented the request from being executed | Contact Service Delivery Representative for assistance<br><br>Service Delivery Representative will enter a System Issue ticket via the WPS Issues database for resolution<br><br>Customer will submit new request when issue is resolved |
| **8** | Customer/ SDR | "System Error: Unable to validate service using p_validate_status_8XX. Please contact IT Support. Error while executing the GBUS API ORA-06508:PL/SQL: could not find program unit being called." | A system problem has prevented the request from being executed | Contact Service Delivery Representative for assistance<br><br>Service Delivery Representative will enter a System Issue ticket via the WPS Issues database for resolution<br><br>Customer will submit new request when issue is resolved |
| **9** | Customer/ SDR | "Database connection problem.java.sql.SQL. Exception: ORA-01008: not all variables bound." | A system problem has prevented the request from being executed | Contact Service Delivery Representative for assistance<br><br>Service Delivery Representative will enter a System Issue ticket via the WPS Issues database for resolution<br><br>Customer will submit new request when issue is resolved |
| **10** | Customer/ SDR | "Java.lang.NullPointer Exception." | A system problem has prevented the request from being executed | Contact Service Delivery Representative for assistance<br><br>Service Delivery Representative will enter a System Issue ticket via the WPS Issues database for resolution<br><br>Customer will submit new request when issue is resolved |
| **11** | Customer/ SDR | "Could not load customer trunks from Control Center." | The user has no lower level circuits or trunk groups in service | Contact Service Delivery Representative for assistance<br><br>Service Delivery Representative shall investigate the status of the trunk group/circuits and assist in the turn-up of any pending facilities<br><br>Customer will submit new request when issue is resolved |
| **12** | Customer/ SDR | "Unable to create On Hold Call Plan.ORA-20210: Unable to create On Hold Call Plan.^General error message/ORA-02049: timeout: distributed transaction waiting for lock" | The user may have closed the session before submitting the changes to the 8XX | Contact Service Delivery Representative for assistance<br><br>Service Delivery Representative will enter a System Issue ticket via the WPS Issues database for resolution<br><br>Customer will submit new request when the call plan is unlocked |

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# Dedicated 8XX Batch File Error Handling, Continued

### General Control Center Errors (continued)

| Item | Action Required By | Error Message | Reason for Error Message | Action Required |
|------|--------------------|---------------|--------------------------|-----------------|
| 13 | Customer/ SDR | "Insufficient privileges" | A system problem has prevented the request from being executed | Contact Service Delivery Representative for assistance<br><br>Service Delivery Representative will enter a System Issue ticket in the WPS Issues database for resolution<br><br>Customer will submit new request when issue is resolved |
| 14 | Customer/ SDR | "Connection error occurred when retrieving customer account ids. Please try again later, or contact your Account Manager for assistance." | A system problem has prevented the request from being executed | Contact Service Delivery Representative for assistance<br><br>Service Delivery Representative will enter a System Issue ticket via the WPS Issues database for resolution<br><br>Customer will submit new request when issue is resolved |
| 15 | Customer/ SDR | "Connection error occurred when calling web service for validation. Please try again later, or contact your Account Manager for assistance." | A system problem has prevented the request from being executed | Contact Service Delivery Representative for assistance<br><br>Service Delivery Representative will enter a System Issue ticket via the WPS Issues database for resolution<br><br>Customer will submit new request when issue is resolved |
| 16 | Customer/ SDR | "Control Center_USER has read only privileges for this client. Unable to modify 8XX Call Plan." | A system problem has prevented the request from being executed | Contact Service Delivery Representative for assistance<br><br>Service Delivery Representative will enter a System Issue ticket via the WPS Issues database for resolution<br><br>Customer will submit new request when issue is resolved |
| 17 | Customer/ SDR | "Error performing external validation: java.rmi.RemoteException: com.qwest.eqsms.db.DBException: Unable to check for call plan changes." | A system problem has prevented the request from being executed | Contact Service Delivery Representative for assistance<br><br>Service Delivery Representative will enter a System Issue ticket via the WPS Issues database for resolution<br><br>Customer will submit new request when issue is resolved |
| 18 | Customer/ SDR | "java.lang.IllegalArgumentException: Null property value for 'globalDefault" | A system problem has prevented the request from being executed | Contact Service Delivery Representative for assistance<br><br>Service Delivery Representative will enter a System Issue ticket via the WPS Issues database for resolution<br><br>Customer will submit new request when issue is resolved |
| 19 | Customer/ SDR | "Unknown Host" | A system problem has prevented the request from being executed | Contact Service Delivery Representative for assistance<br><br>Service Delivery Representative will enter a System Issue ticket via the WPS Issues database for resolution<br><br>Customer will submit new request when issue is |

| Item | Action Required By | Error Message | Reason for Error Message | Action Required |
|------|-------------------|---------------|--------------------------|-----------------|
| | | | | resolved |
| **20** | Customer/ SDR | "An unexpected error has occurred. Please contact your Account Manager for assistance." | An unexpected error has occurred | Contact the Service Delivery Representative |

# Dedicated 8XX Batch File Error Handling, Continued

**General Control Center Errors** (continued)

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