

Wholesale HSI Process Team

Abstract

This document is intended to aid with the submission of WBSA material and has been extended to include new scenarios involving Pair Bonding and GPON efforts. This document is not intended to be an all-inclusive source base as the nature of conversion and change orders is dependent upon content from the customer account.

IMA Pre-Ordering and Ordering Job Aid

WBSA Expansion

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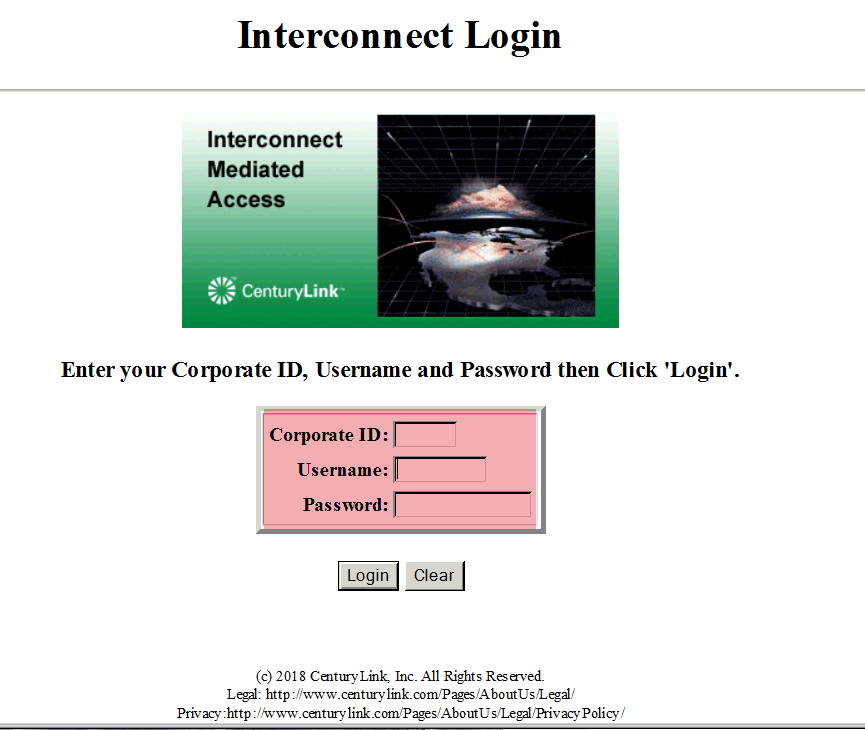
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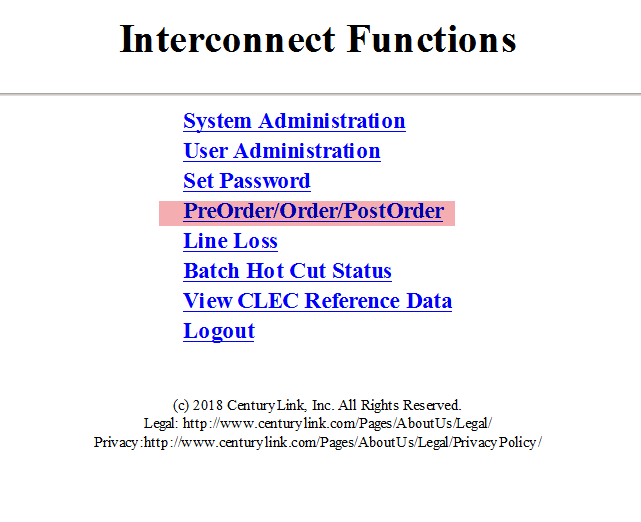
# Pre-Ordering

Open the IMA GUI URL of https://ima.centurylink.com/ima and sign in using the following fields:

* Corporate ID (RSID assigned by CenturyLink (format is case sensitive e.g. Z99)
* Username (created with your IMA Admin person)
* Password:



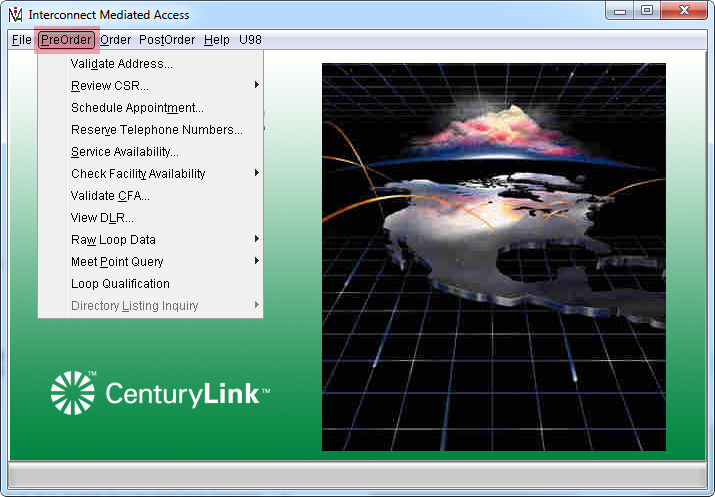
Once you are logged in, then you will see the following screen titled **Interconnect Functions**. Select the PreOrder/Order/PostOrder option. This activity will open another IE browser window.



This is the next screen you will see. Select **PreOrder** and then select the Pre-Order Function by highlighting the name of the function on the PreOrder pulldown.

The most common Pre-Order options are:

* Validate Address
* Review CSR
* Schedule Appointment
* Reserve Telephone Numbers
* Loop Qualification

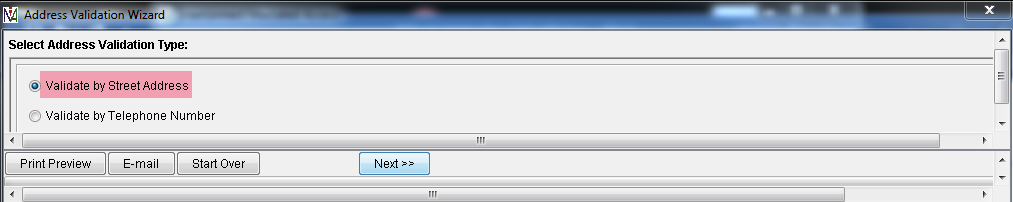


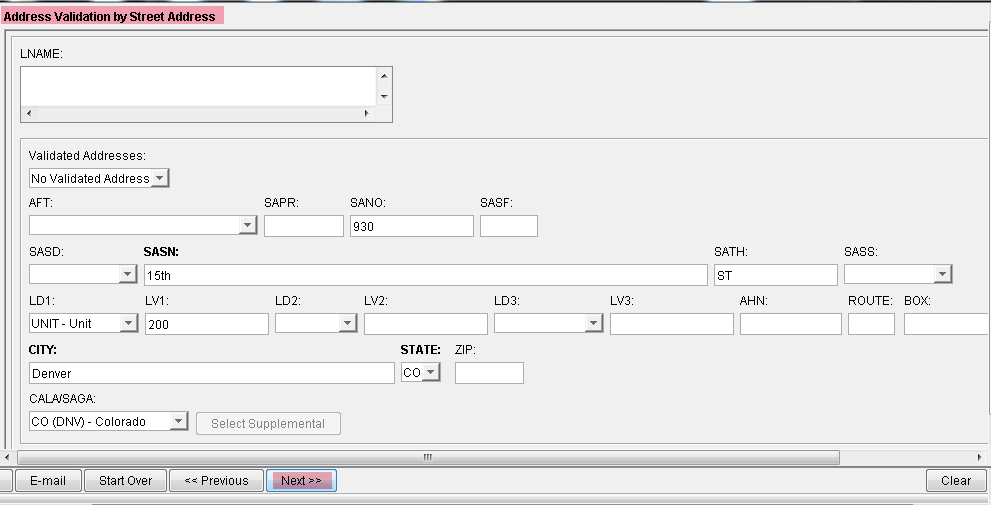
## Address Validation

After selecting **Validate Address** from the PreOrder pulldown, the **Select Address Validation Type** screen will appear. It allows for validation by Street Address or Telephone Number. Select **Validate by Street Address.**

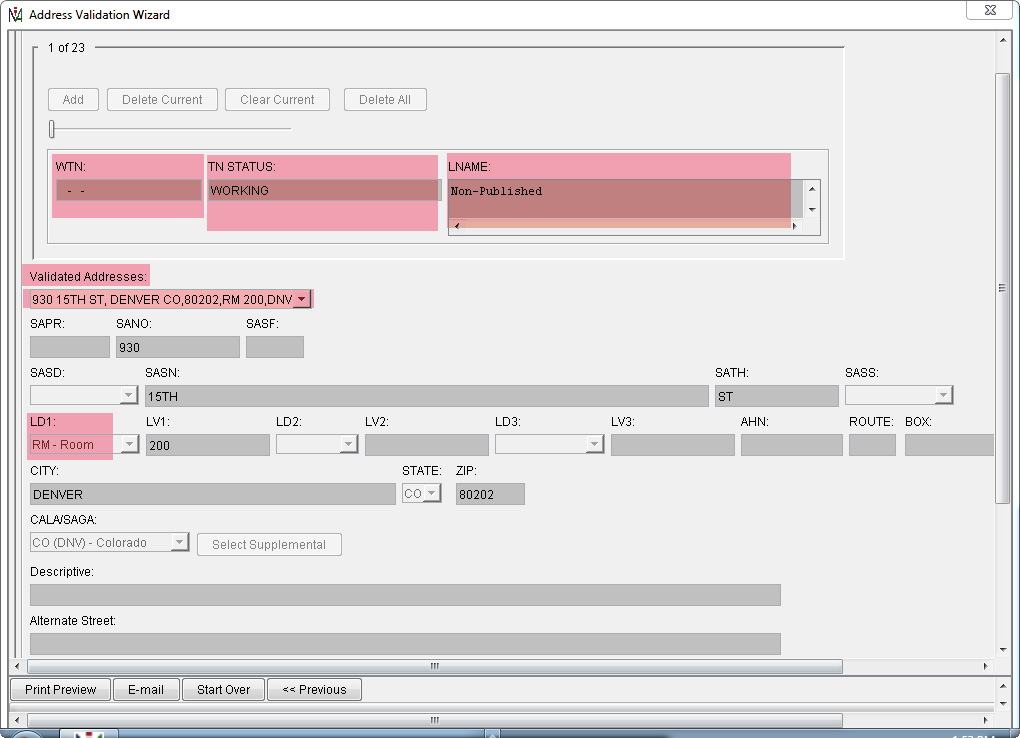
**Note:**

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

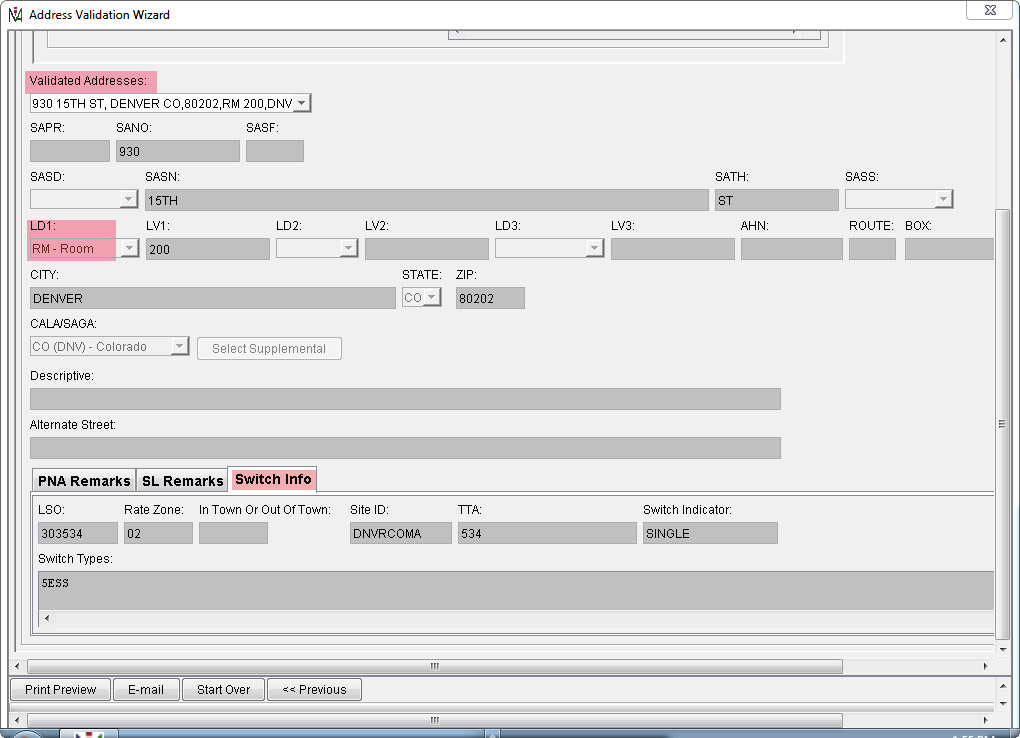
The **Address Validation by Street Address** Screen will appear. Populate all pertinent fields and select **Next**.



The validated address will display in the **Validated Addresses** pulldown. In this case there is working service but due to it being Non-Published a **WTN** (Working TN) or **LNAME** (Listed Name) does not display. Also, the **LD1** field was input as **UNIT** but was corrected to show **ROOM** which should be used for other Pre-Order or LSR input.



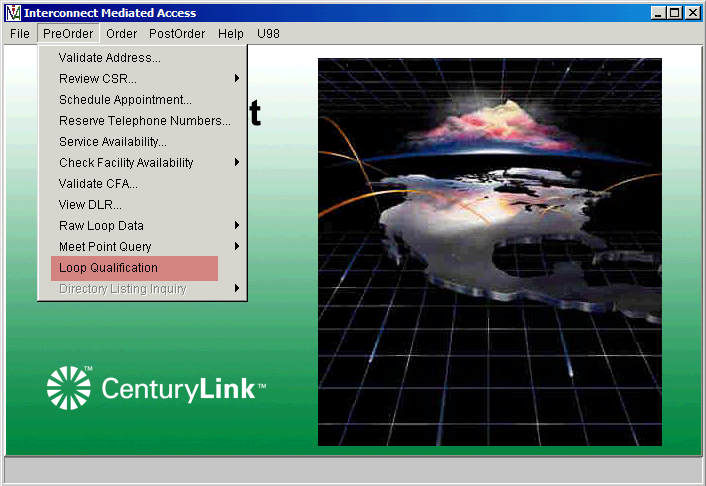
The output indicates a Validated Address and saves it for additional pre-order and order transactions. **Switch Information** is also provided.



Select **Finish** at the far right.

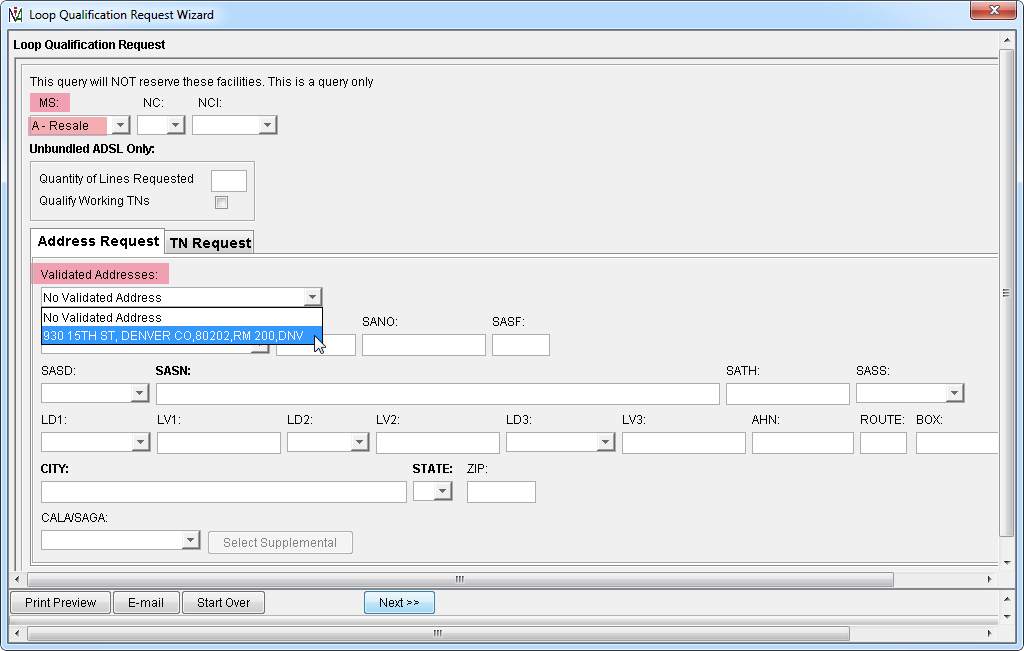
## Loop Qual

Select **Loop Qualification** from the Pre-Order pulldown

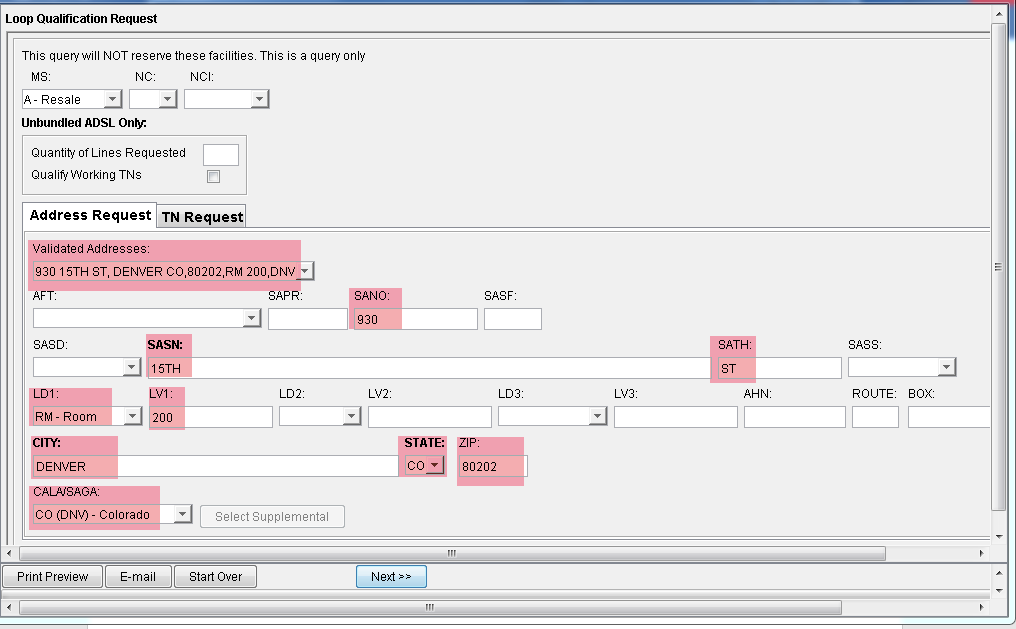


The **Loop Qualification Request** screen will appear.

Select an **MS** (Market Segment) of **A – Resale.** Search **Validated Addresses** and highlight the one that you want to use for the Loop Qualification.



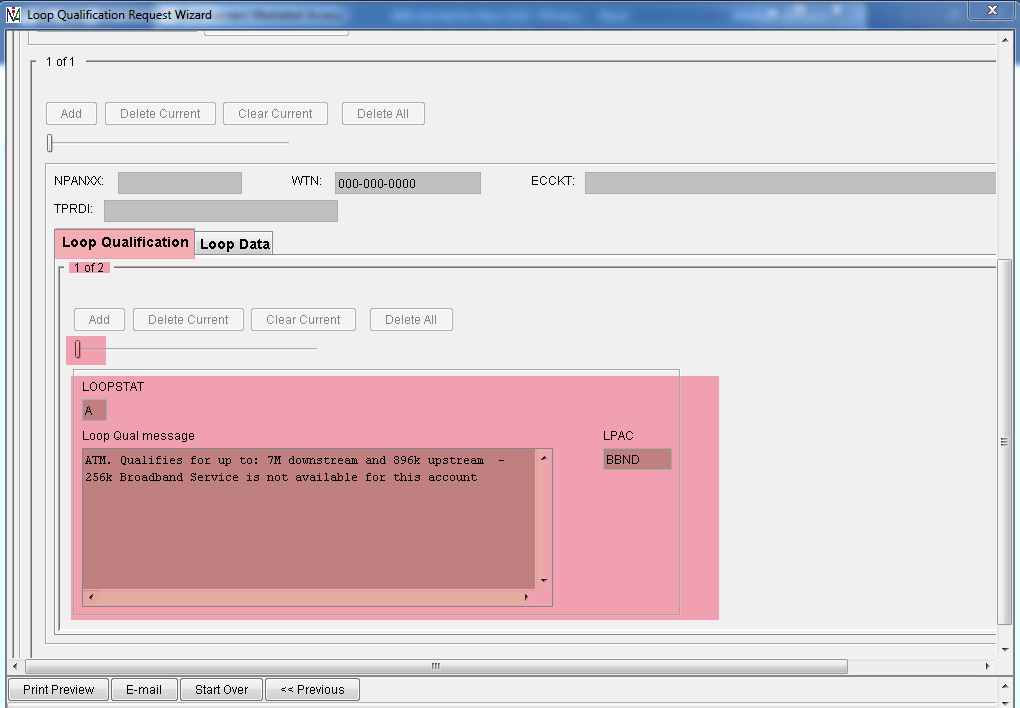
Once the address is selected, the previously validated address elements will be populated in the appropriate address fields.



Select **Next**.

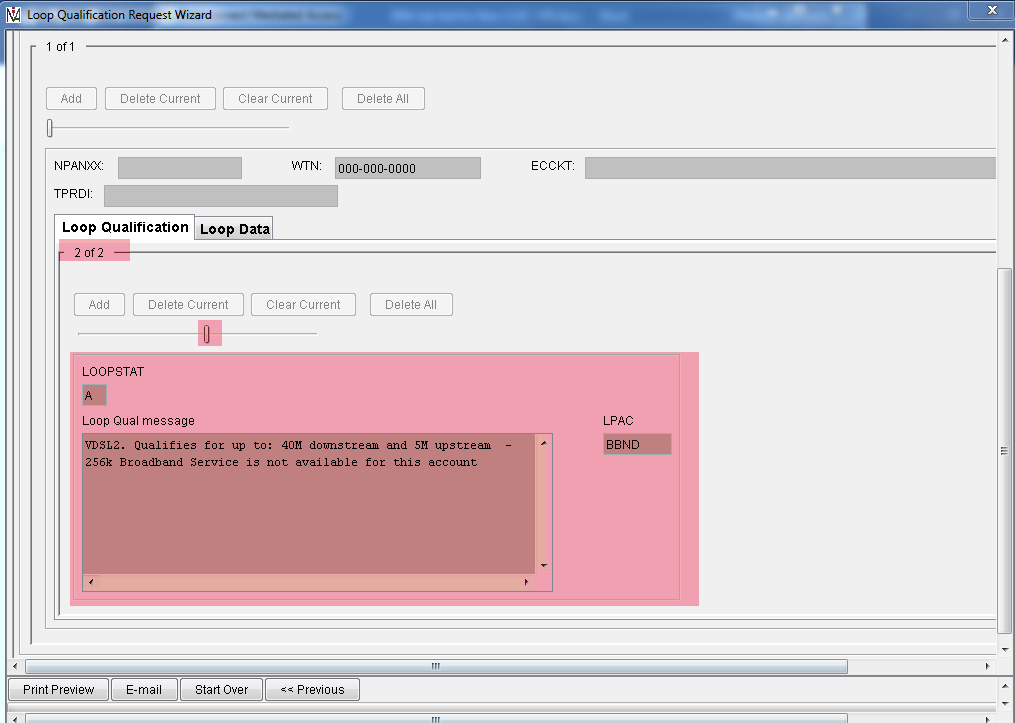
The **Loop Qualification** and **Loop Data** tabs will display below the address information. Note for the **Loop Qualification** tab that it indicates there are **1 of 2** results. This result is for ATM technology.

APPENDIX A lists the current technologies returned for CenturyLink.

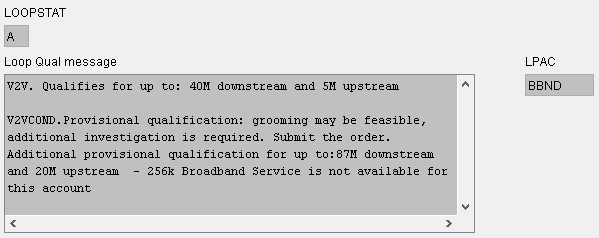


When you **select the Slider button** below the Add button and **move it to the right**, it will display the second result. Notice the screenshot now **shows 2 of 2** and the slider is midway. This result is for VDSL2 technology.

**NOTE:** Be sure to note the technology type and speed for use in the selection of the proper USOCs during ordering process. Technology information is useful for providing the correct tech install USOC when reserving an appointment. See page 13.



**NOTE:** Additional speeds may be higher if grooming is authorized during order submission. The conditional qualification message will append the value **COND** to the associated technology. You may see the base speed, two speeds with the base and the conditional qualification, or single conditional speed. To use the higher conditional speed the LSR Form **SCA** field must be **Y** for submission.

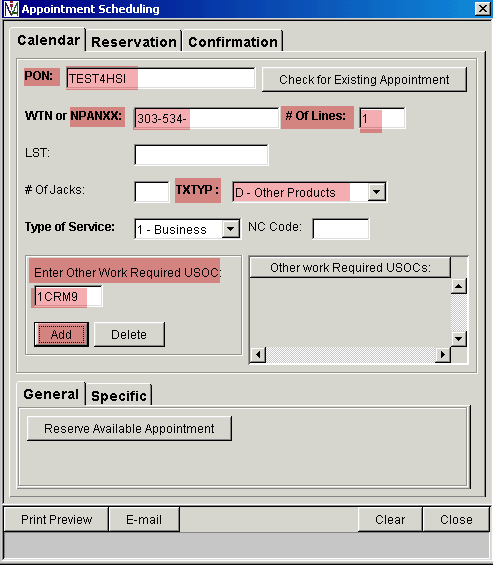


## Appointment Scheduling

The **Appointment Scheduling** screen will appear once **Schedule Appointment** is selected on the Pre-Order pulldown. The tech install USOCs will need to be added separately in the Other work Required USOCs field. Once the USOC is added in the field, select the **Add** button so the USOC will be retained on the query.

Create PON to be used in your Pre-Order & Order activity.

Rules for PON - The PON must be a minimum of 4 characters and a maximum of 13 characters. Special characters (anything that is not a letter or a number) are not allowed, except hyphen.



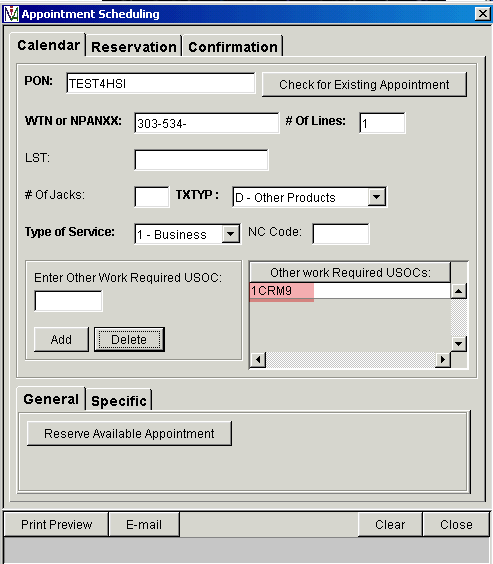
Tech install USOCs (Multiple USOCs are required to reserve enough tech time for the type of installation):

* **Business USOCs**:
* VDSL2 technology = 1CRM9 and 1CRA3
* ADSL2+ or ATM technology = 1CRMC and 1CRA3
* Along with the USOCs above, these are required USOCs depending on technology:
  + GPON = 1CROC and 1CRGN
  + Pair Bonding Install
    - VDSL2 technology (Vectored)= 1CRGC
    - VDSL2 technology (Non-Vectored) = 1CRGF
    - ADSL2+ technology = 1CRGA
* **Residential USOCs:**
* VDSL2 technology = 1CRM9 and 1CRA1
* ADSL2+ or ATM technology = 1CRMC and 1CRA1
* Along with the USOCs above, these are required USOCs depending on technology:
  + GPON = 1CROC and 1CRGN
  + Pair Bonding Install
    - VDSL2 technology (Vectored)= 1CRGC
    - VDSL2 technology (Non-Vectored) = 1CRGF
    - ADSL2+ technology = 1CRGA

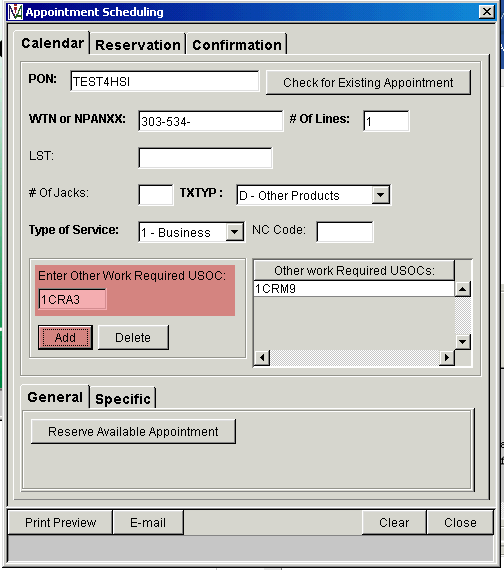
If you are changing the broadband technology for an end user at a later date, use the VT6RT USOC to reserve technician time for dispatch to the x-box. If you are changing from a single line speed to a pair bonded speed, a full tech install will be necessary.

APPENDIX B has a summary table of appointment USOCs.

Once added, the USOC will display in the **Other Work Required USOC** field.



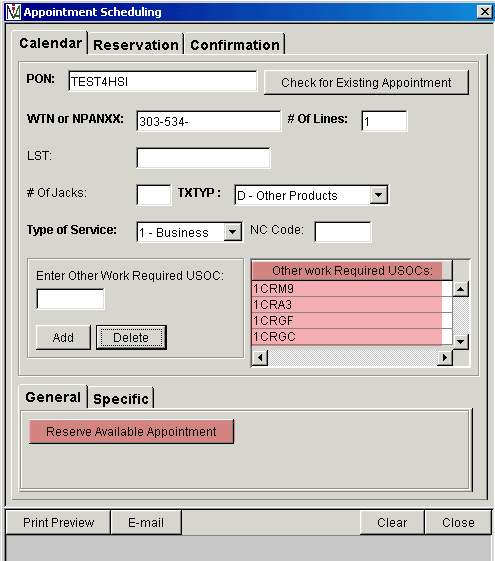
You may then enter additional USOCs, if needed. Click the **Add** button to move the USOCs to the list



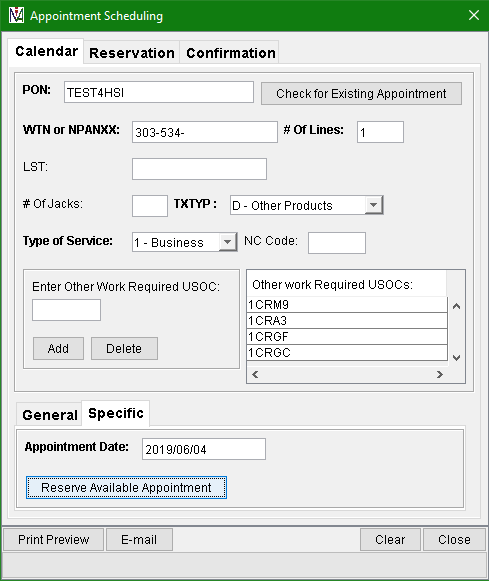
Once you select **Add**, any additional USOCs will be added to the **Other Work Required** USOC field.

Continue adding USOCs to reserve the correct amount of tech time

Once all of the USOCs have been added, then select **Reserve Available Appointment**.



**Note:** If you desire a specific due date you may select the **Specific Date** tab and input a preferred date. The Appointment Scheduling service will retrieve the next available appointment for the requested date.

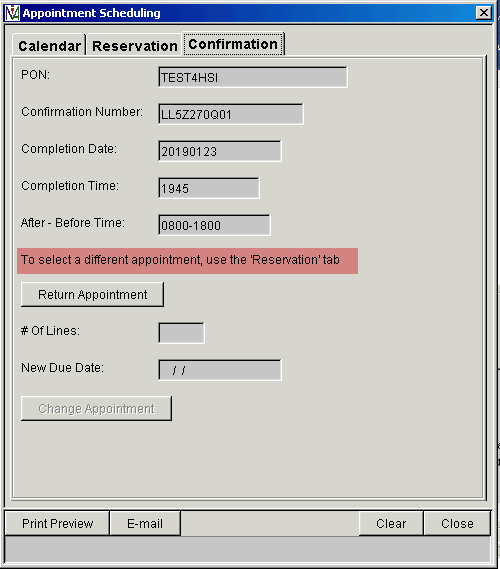


The next available appointment based on your original input will be displayed as the **Completion Date**.

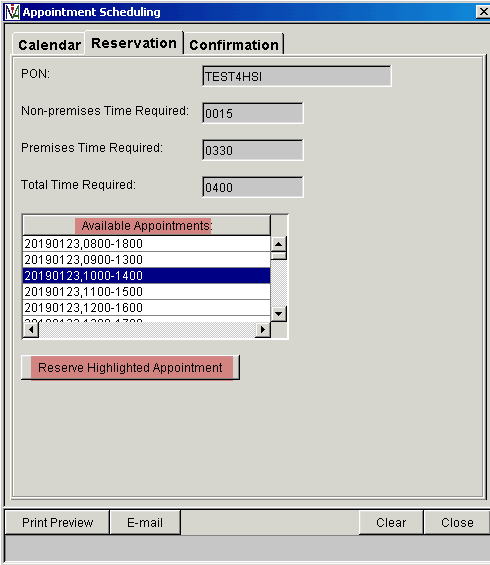
Other data provided is:

* The PON that was input which will match the Pre-Order to the LSR.
* A Confirmation Number that will be entered on the Service Order.
* After, Before, and Completion times.

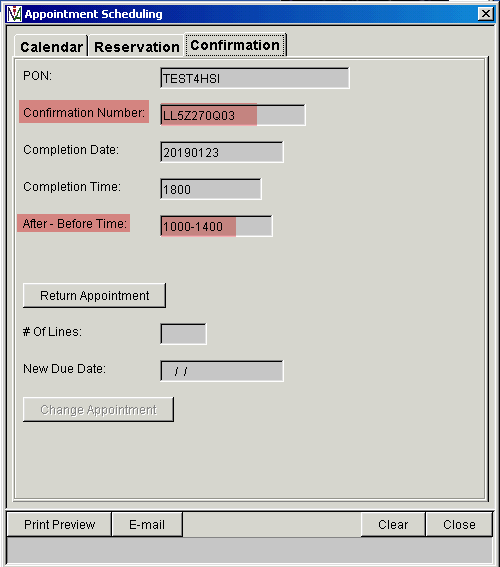
If the appointment is not satisfactory, you may select a different appointment by selecting the **Reservation** tab.



The Reservation screen will provide a list of **Available Appointments**. Select a row that matches the date and timeframe wanted. Then select **Reserve Highlighted Appointment**.



The **Confirmation** screen will then display. You will notice that the **Confirmation Number** **and After – Before Time** now display the changes made on the **Reservation** screen.

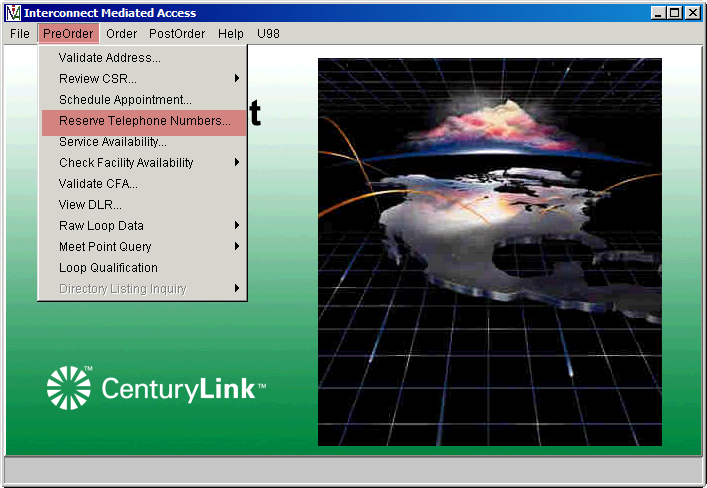


Select **Close**.

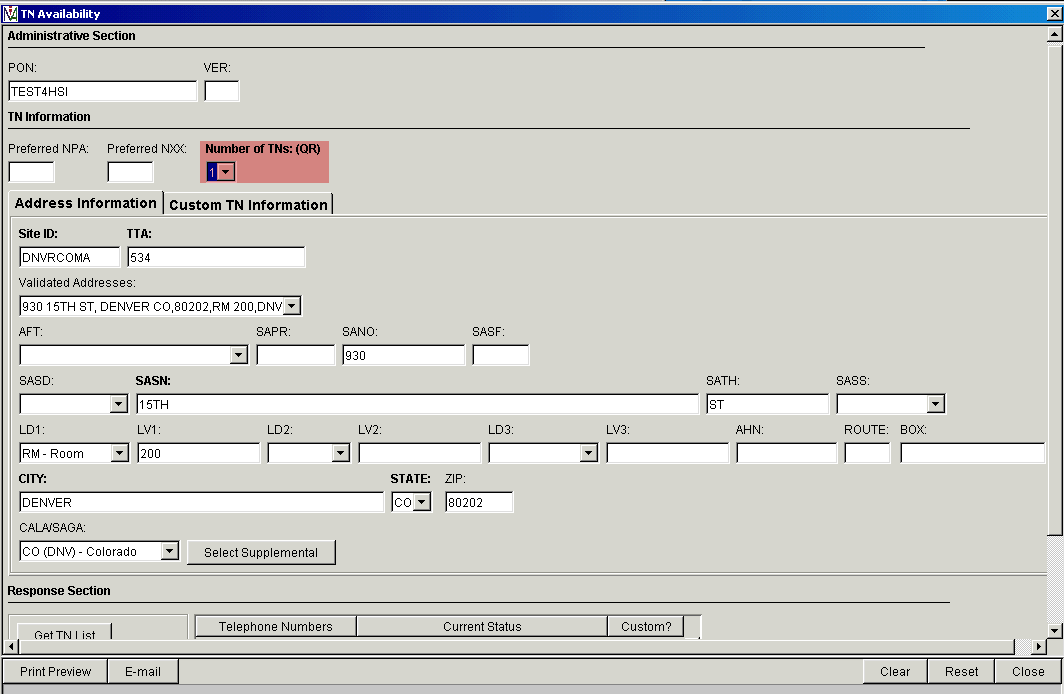
## TN Reservation

Select **Reserve Telephone Numbers** from the PreOrder pulldown. The **TN Availability** Screen will appear in a new window.

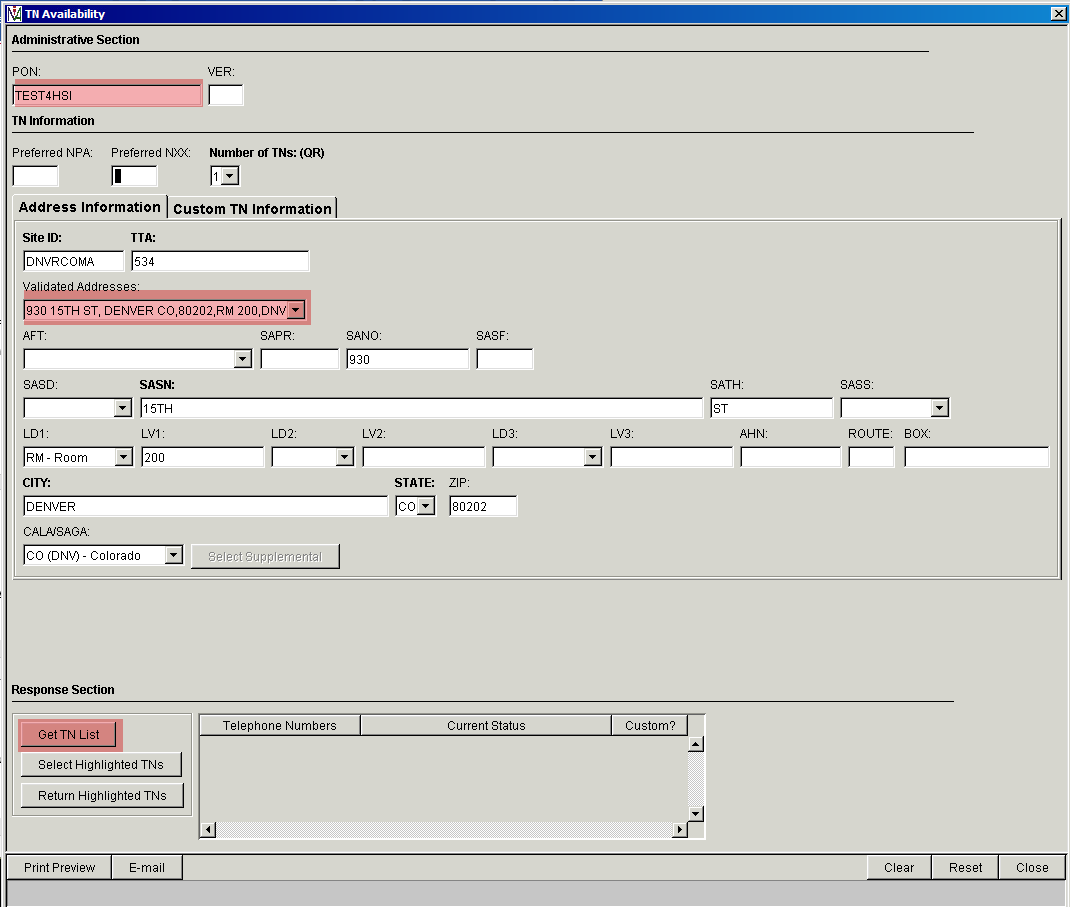
NOTE: IMA will return your reserved TN and provide a Data TN on your FOC. Please note the new Data TN for your records.



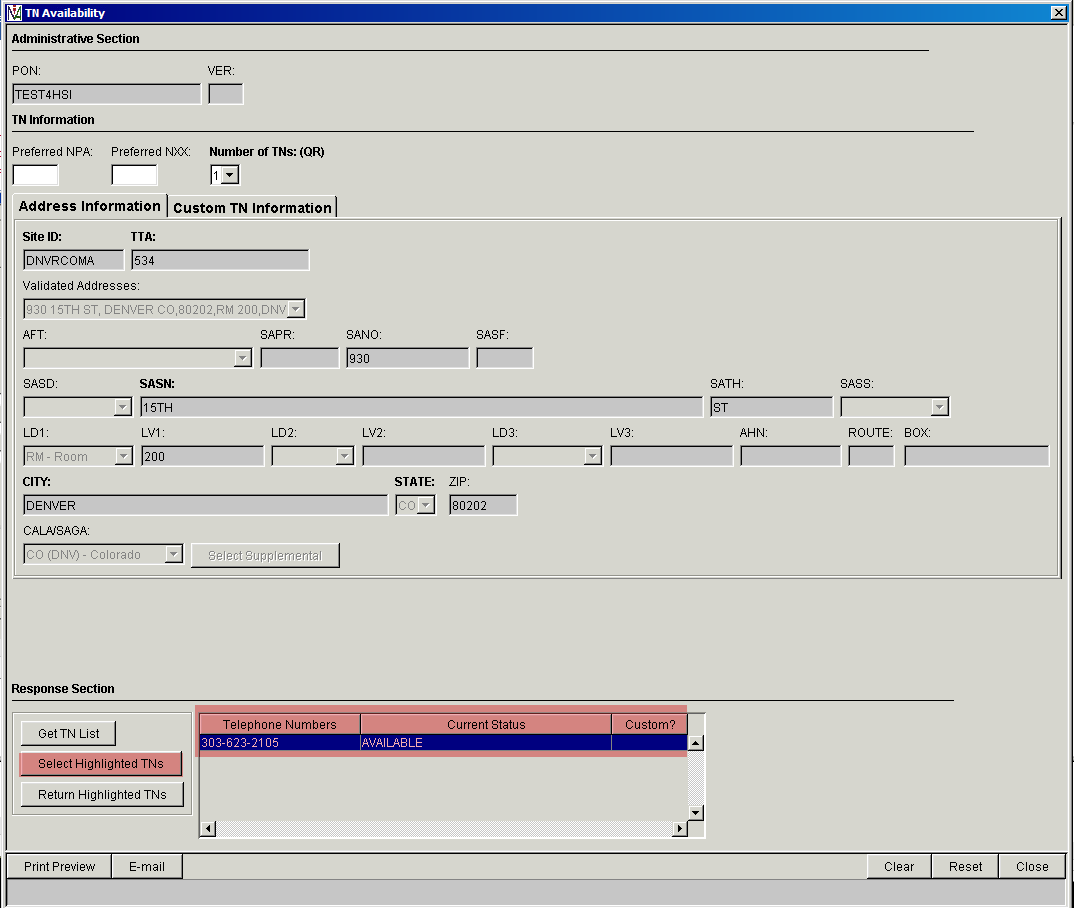
This is the screen when you first open the **TN Availability** screen. See next step to begin populating the entries. (Note: If the new broadband speed will be provided by **Pair Bonded** technology, then change the Number of TNs from 1 to **2)**



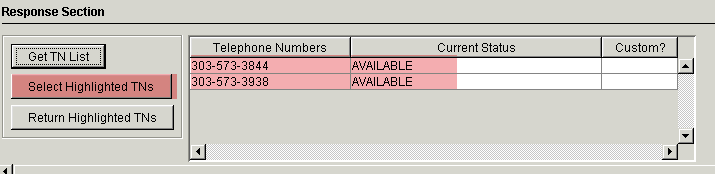
Locate the address under the **Validated Address** dropdown and populate the PON used in the **Appointment Scheduling** step. Then select the **GET TN List** button.



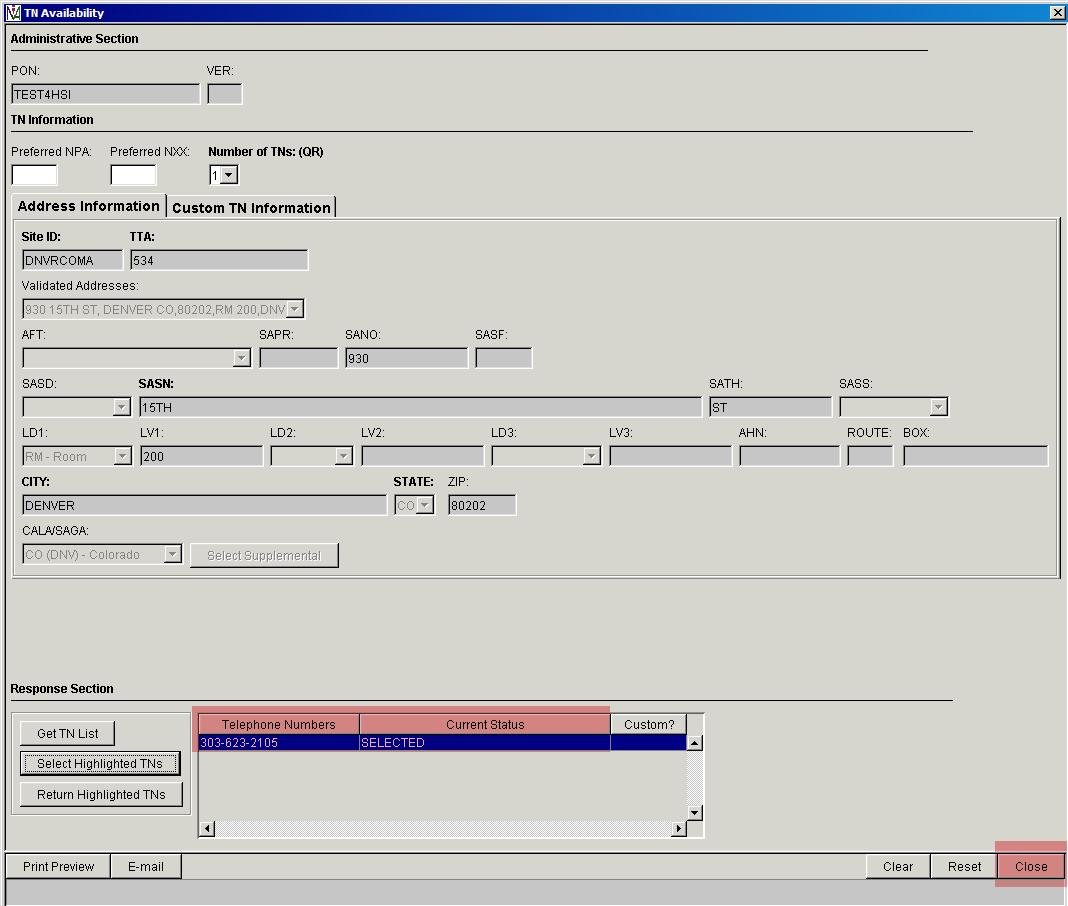
A **Telephone Number** will be returned. Click on the **blue highlighted row** and then click on the **Select Highlighted TN** button.



If **Pair Bonded**, then highlight both TNs and click on Select Highlighted TNs



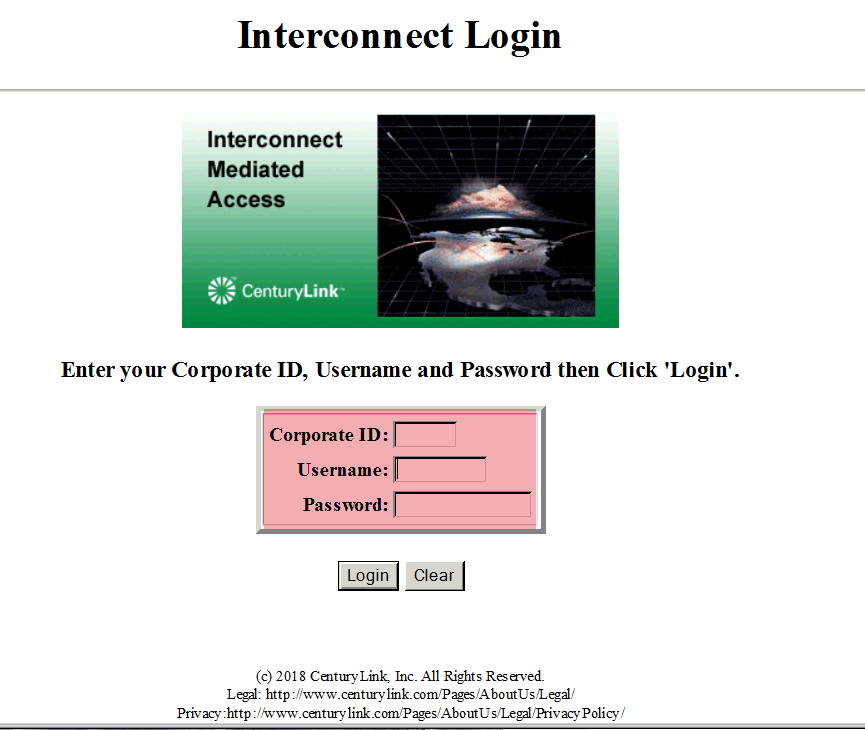
Once selected, the TN Status will change from **Available** to **Selected**. Click the **Close** button to complete the transaction.



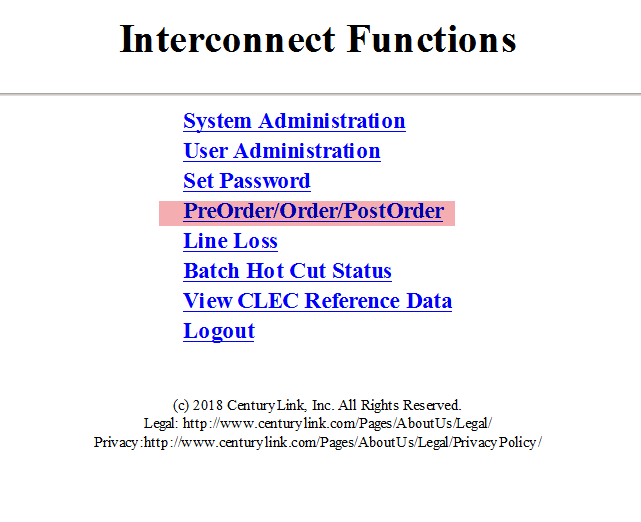
# IMA Ordering

Open the IMA GUI URL of https://ima.centurylink.com/ima and sign in using the following fields:

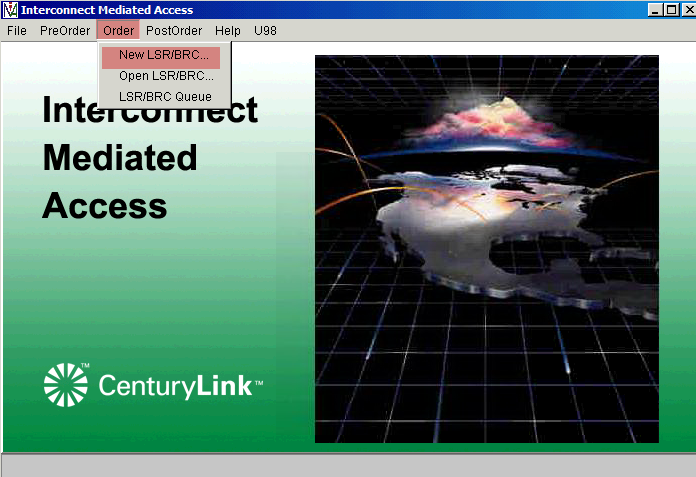
* Corporate ID (RSID assigned by CenturyLink (format is case sensitive e.g. Z99)
* Username (created with your IMA Admin person)
* Password:



Once you are logged in, then you will see the following screen titled **Internet Functions**. Select the PreOrder/Order/PostOrder option. This activity will open another IE browser window.



This is the next screen you will see. Select **Order** and then option **New LSR/BRC.**



**Pre-Ordering is always required in order to simplify and improve accuracy of the ordering activity.**

Enter the PON that was created during Pre-Order steps

Select the **REQTYP** of **E- Resale (POTS, PAL, PBX, ISDN, and DSL).**

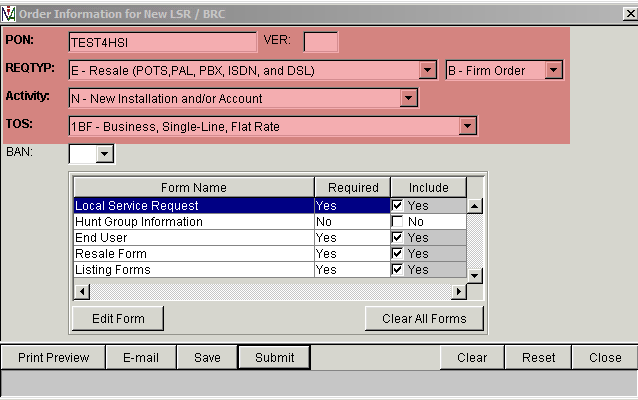
Select the **Activity** of **N – New Installation and/or Account.**

Select the Type of Service **TOS** of **1BF – Business, Single-Line, Flat Rate** or **(Residential service = 2BF).**

* Multi-line Business would use TOS of 1AF – Business, Multi-Line, Flat Rate

Four forms are returned under the **Form Name** column:

* Local Service Request (LSR)
* End User (EU)
* Resale Form (RS)
* Listing Forms (DL)



**Note:** The required flag will vary based on the activity of your order. For example disconnects will not require Listings Forms while new connects will.

## Local Service Request Form:

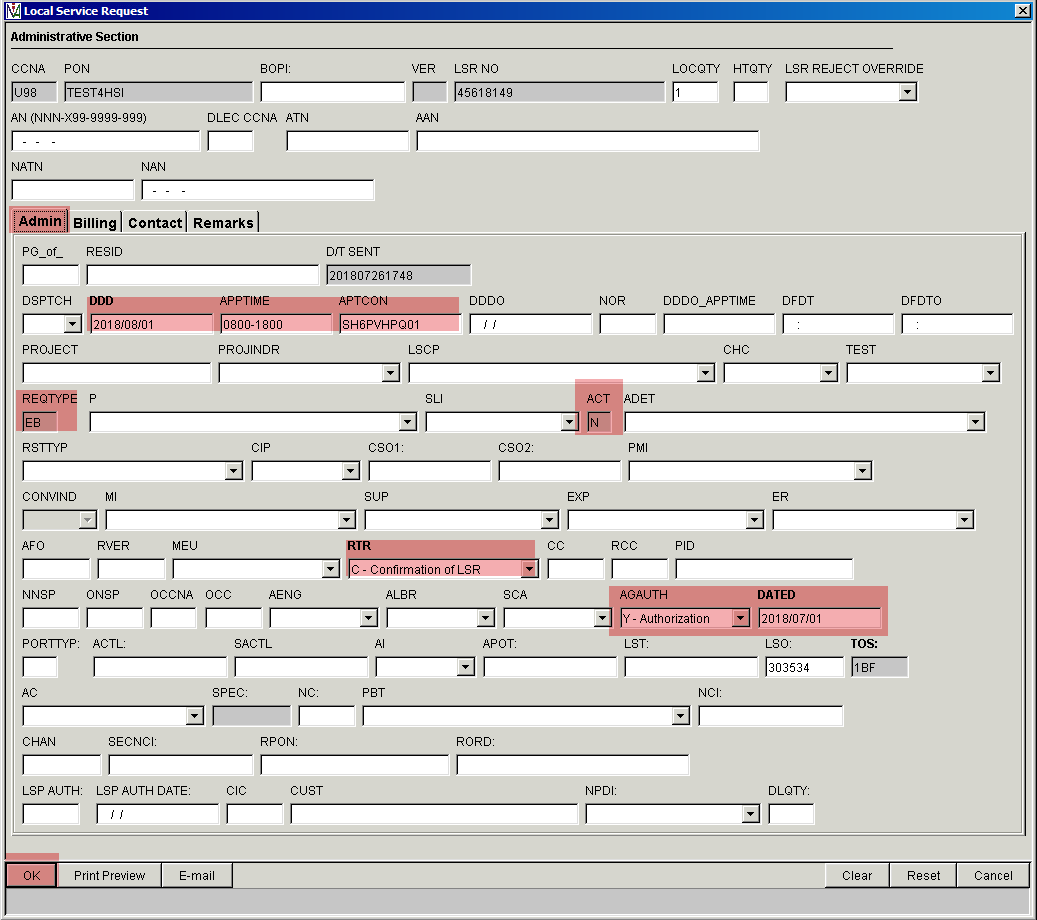
Start with the **Local Service Request form**. Double Click on the form to open or highlight the form and select the **Edit Form** button. A new window will open with the **LSR** form.

These fields are automatically populated due to the options selected earlier:

Desired Due date (**DDD**), Appointment Time (**APPTIME**) and Appointment Confirmation number (**APTCON**) Information were populated due to the IMA Pre-Order Appointment scheduler option

Also populate the **RTR** (Response Type Requested) field with **C.** This entry indicates you want a Confirmation sent.

Authorization (**AGAUTH**) and date of authorization date (**DATED**) are required fields.

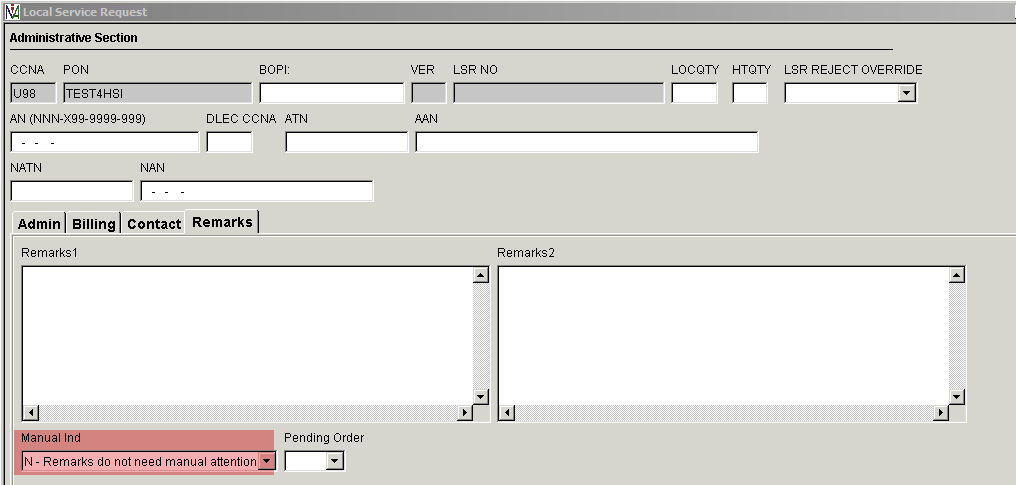


If any unique remarks are needed, click on the **Remarks** tab and populate the field.

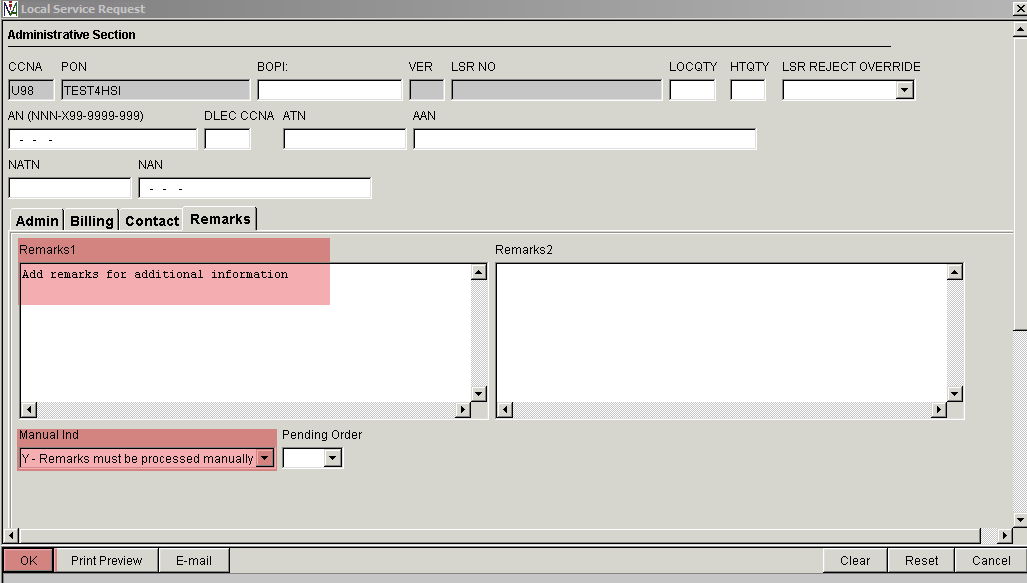
The remarks information will be viewed by the LSR Processing Center.

Example remark: Change Local Contact information

**Remarks** tab: The Manual Indicator (**Manual Ind**) option default is **N**. If you need your request reviewed by the Center, change the option to **Y** and enter **Remarks.**



LSR with manual Handling: Change the **Manual Ind** to **Y**, Add a **Remark** then click **OK** button



## End User Form:

Double Click on the End User form to open or highlight the form and select the Edit Form button. A new window will open with the End user form.

The end user name and address are added on this form, along with the modem shipping address.

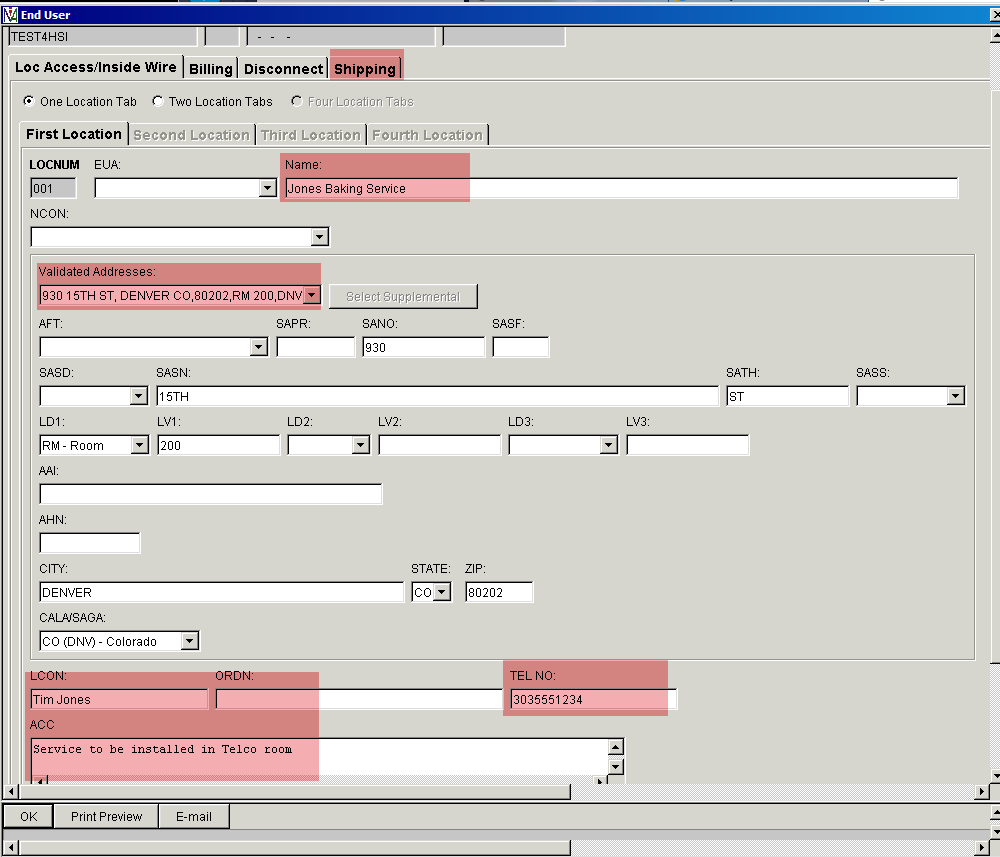
Add the end user name in the **Name** field.

Select the specific address in the **Validated Address** drop down box. This data is available if pre-order address validations were made prior to creating the LSR order.

Add a Local Contact and telephone number in the **LCON** and **TEL** **NO** field. This is a person at the end user address who is aware of this installation in case the tech has a question while on the premises.

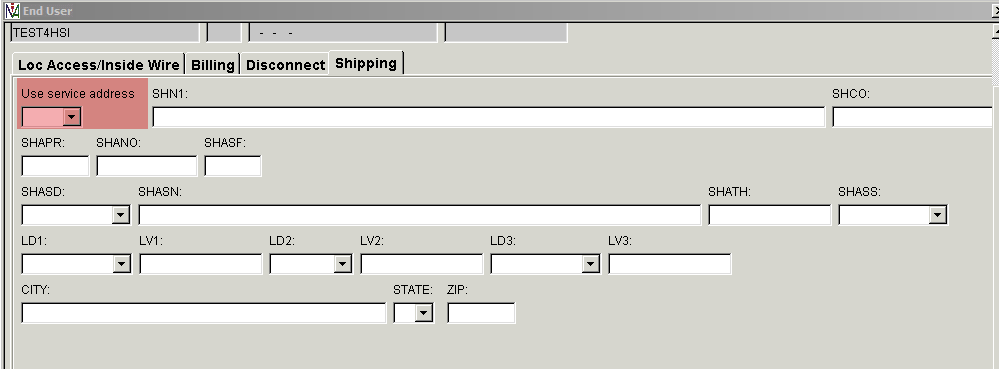
If there is additional information that would be helpful to the tech, add information in the **ACC** field (tag at dmarc, install broadband service in telco room, etc.).

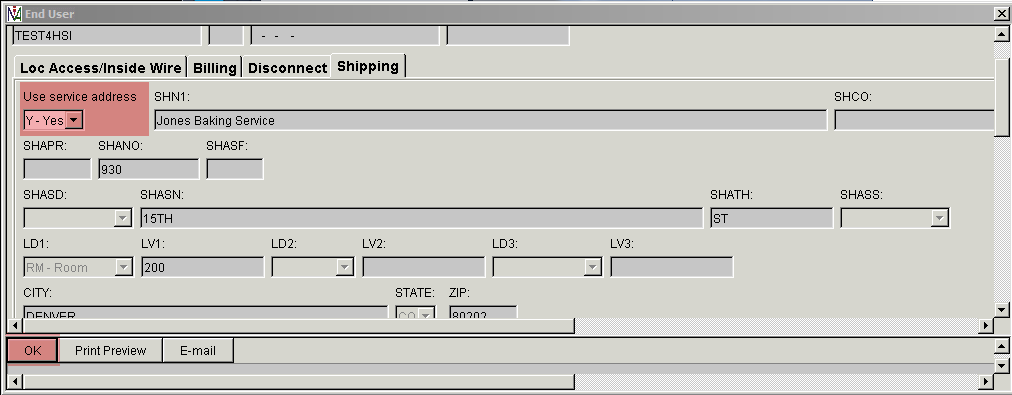
IMA edits require shipping information even though you may have selected a Full tech install option.



In the **Shipping** tab, you may either select the **Use service address** option, which will populate the end user information, or you may enter an alternate address if you would like the modem shipped elsewhere.

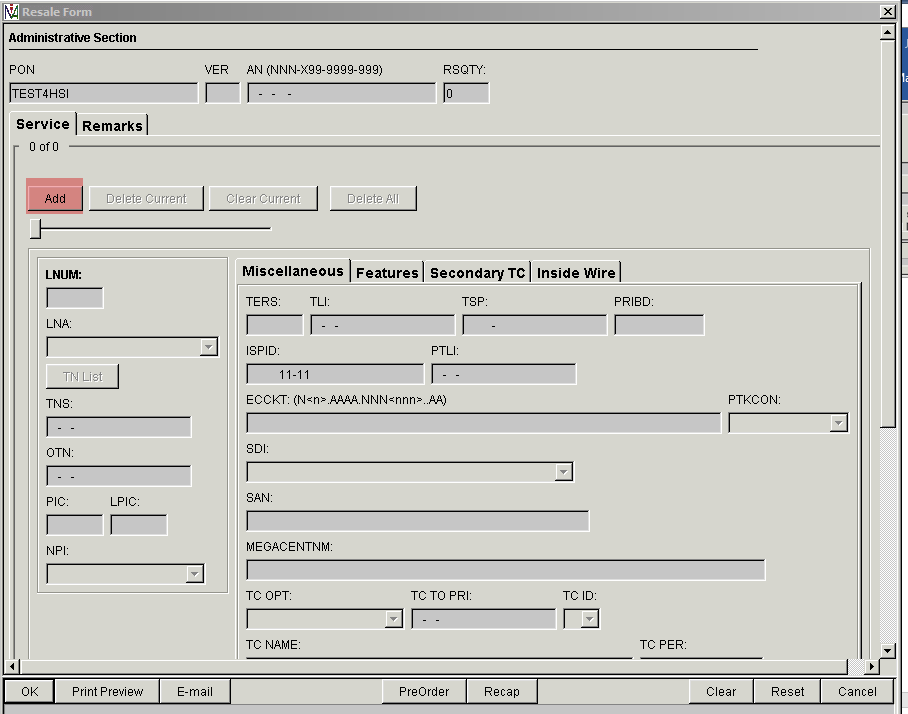
**We do not recommend the use of the alternate shipping address option, we prefer you use the service address option and always require a modem.**





## Resale Form:

Next, edit the **Resale** Form. You must click the **Add** button before you may enter data on this form.



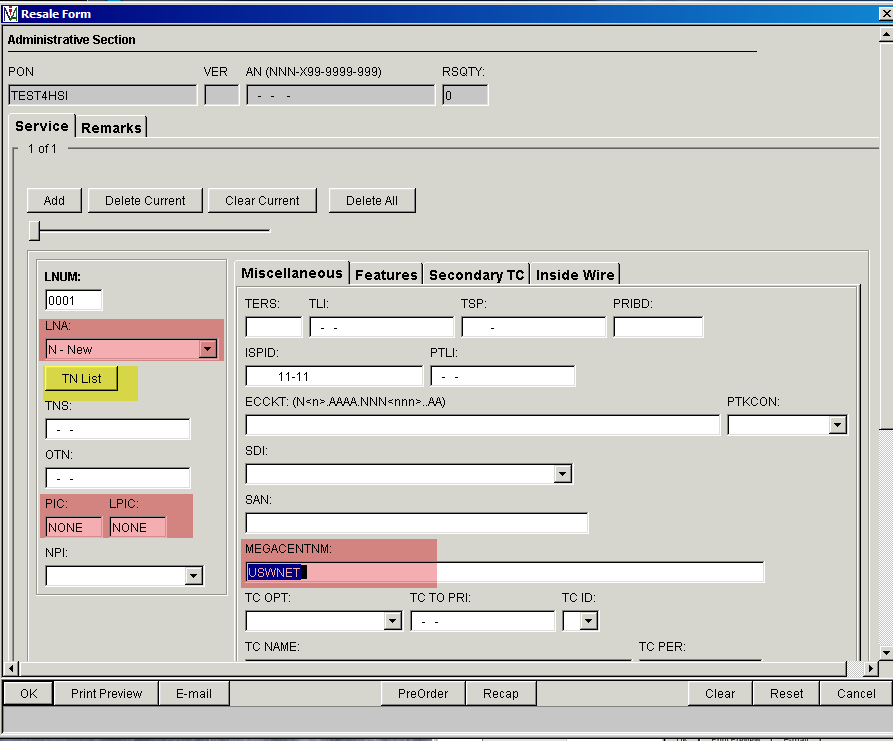
Once you click the **Add** button, it will allow entries on the form.

Note: When ordering a pair bonded broadband speed, then two service forms will be needed. Fill out the first form. Then activate the form for the second line by clicking on the Add button again.

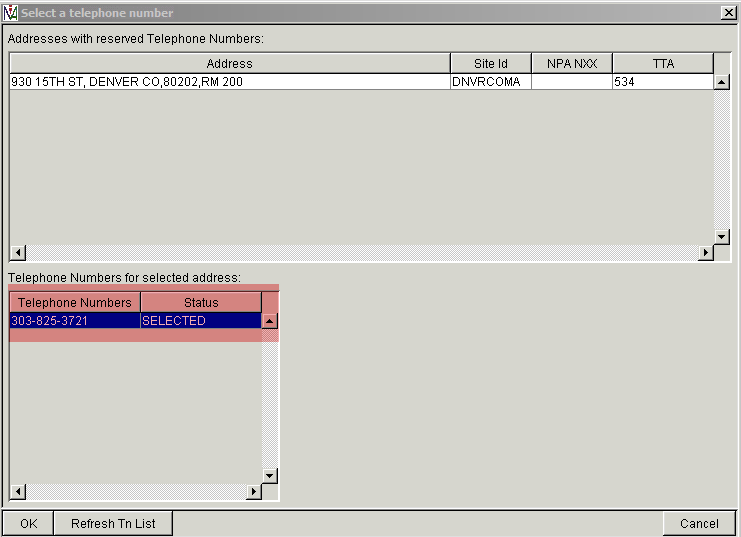
On a new connect order, the **LNA** is **N** **– New.** **PIC** and **LPIC** fields will need to contain the data **NONE**.

In the **MEGACENTNM** field, populate **USWNET.**  IMA will retrieve the full CenturyLink ISP name.

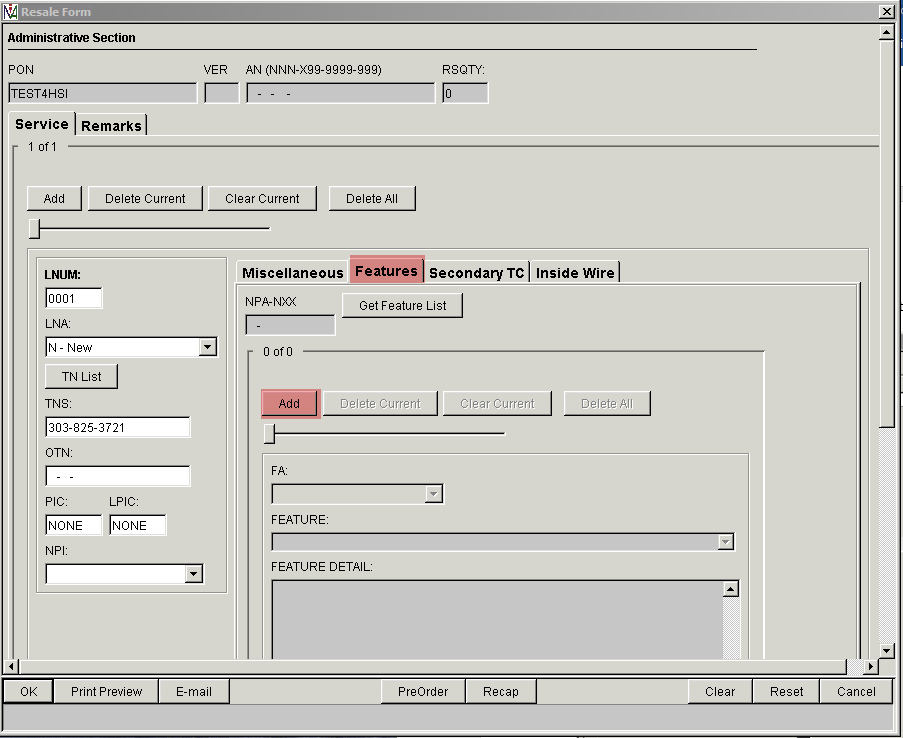
Click on the **TN List** button to view the TN you previously reserved and saved for this PON. A new window will open.



Click on the telephone number that is appropriate for the PON and then click **OK** to close this window.



Next, add Features (USOCs) to this PON. Select the **Features** tab and click the **Add** button.

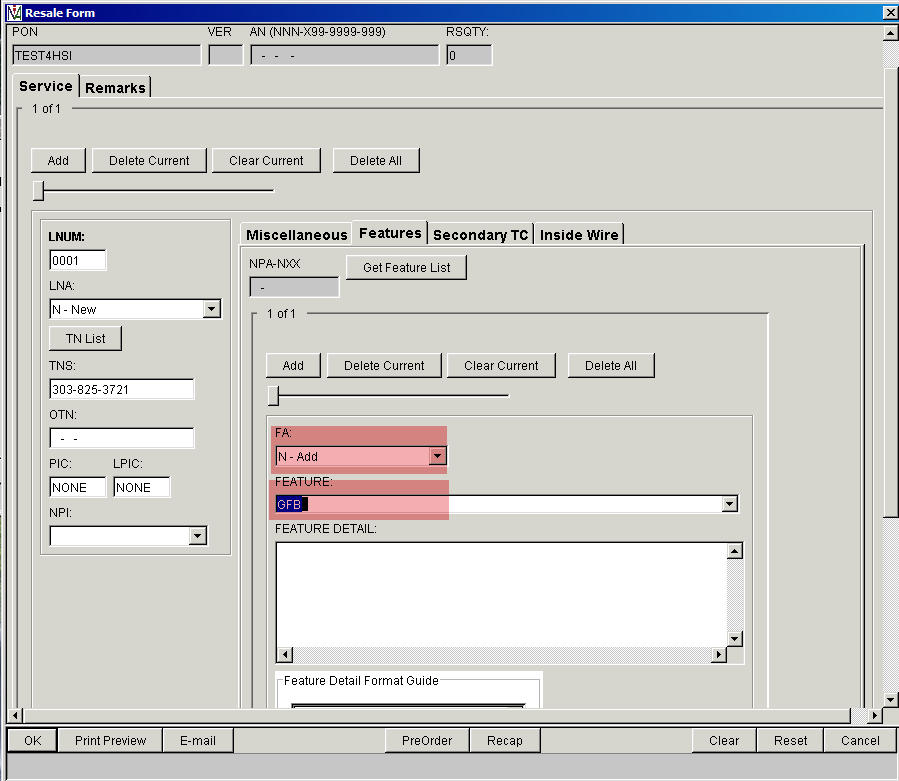


Now the form is ready for USOCs to be added. USOCs are added one at a time in the **FEATURE** field. Click the **Add** button to add another feature USOC instance. In this example, the **GFB** USOC has been added. Then click **Add.**

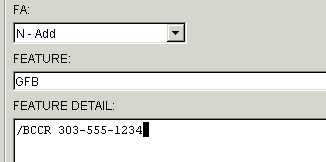
**USOCs can be found in the CenturyLink™ Wholesale Broadband Service Agreement (WBSA) PCAT (Product Catalog) section below, just click “here” below**

**Available WBSA Products**

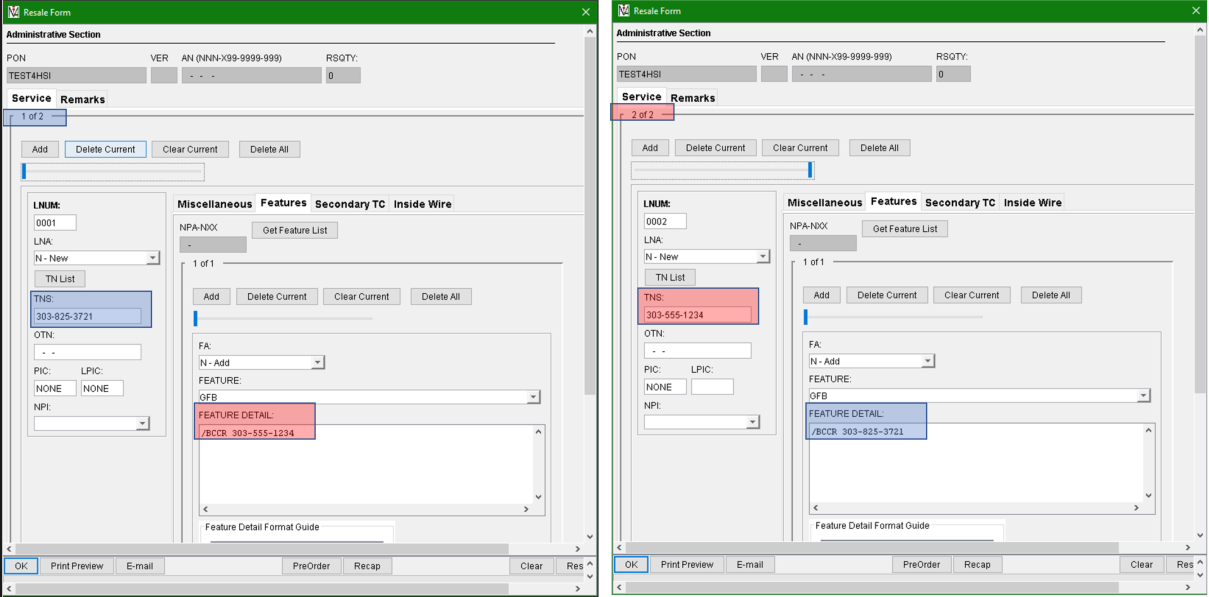
**Please click**[**here**](http://www.centurylink.com/wholesale/downloads/2018/180727/commercialusocandppfcs72718.xlsx)**to see the available services.**



Pair Bonded: In the Feature Detail section for the Feature GFR or GFB, then add a reference to the second reserved TN. Here is how it would appear: /BCCR 303-555-1234



The BCCR is a cross reference between the two lines required for ordering Pair Bonded service. The 1st line’s TNS field becomes the BCCR value on the 2nd line and the 2nd line’s TNS becomes the 1st line’s BCCR.



The 2nd feature added is the broadband speed USOC of EHXHC. It is helpful if the technology is added in the **FEATURE DETAIL** field as shown below. This address is supported by the VDSL2 technology so we added the information **/NTI VDSL2**. If the technology was ADSL2+, then the **FEATURE DETAIL** field would contain an entry of **/NTI ADSL2+. See chart below for additional /NTI values.**

The Broadband technology was found during the Pre-Order Loop Qualification step. Use that information to populate the correct USOCs and Feature Detail on the LSR.

Some examples may include:

Loop qual results indicate ADSL2+ or VDSL2, then select a speed USOC that begins with “E” (e.g EHXAB). If the loop qual results indicate ATM, then select a GRL++.

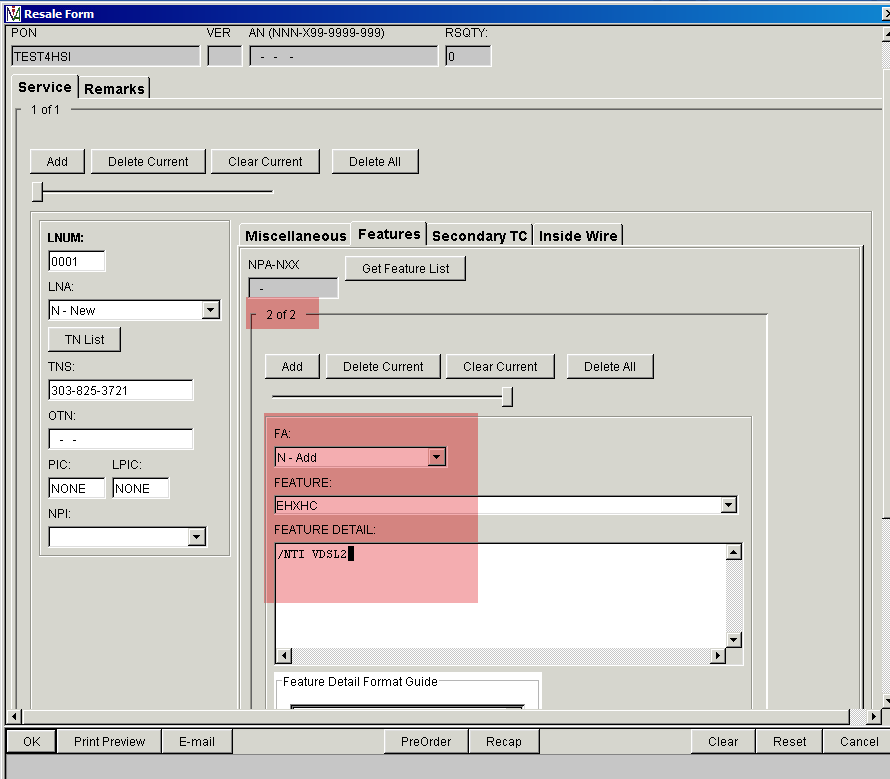
Continue adding features/USOCs until all specific ones for the request are added:

* Line USOC = **GFR** (Residential) or **GFB** (Business)
* Broadband Speed USOC = **EHX++ or GRL++**

|  |  |
| --- | --- |
| **Technology** | **NTI value** |
| VDSL2 | VDSL2 |
| VDSL2 Vectored | V2V |
| VDSL2 Pair Bonded | V2-PB |
| VDSL2 Vectored Pair Bonded | V2V-PB |
| ADSL2+ Pair Bonded | ADSL2+ |
| ADSL2+ Pair Bonded | A2P-PB |
| Pair Bonded | PB |
| GPON | GPON |

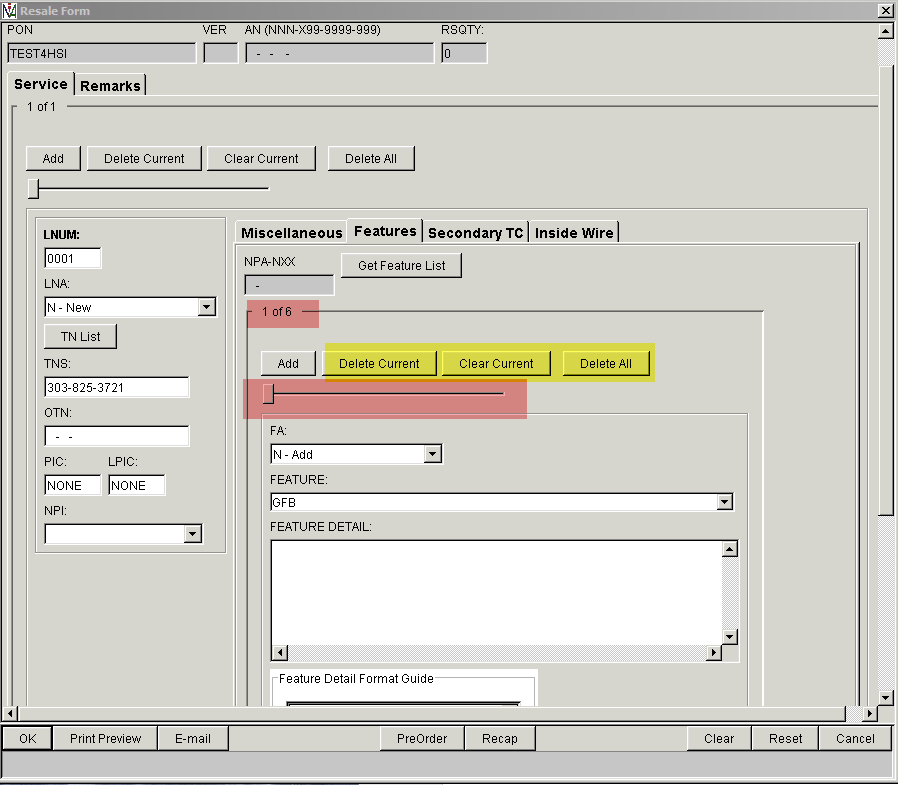
* + In Feature Detail, add data **/NTI VDSL2 or /NTI ADSL2+** (see chart below for additional values)
* ISP USOC = **NMO77** for Business or **NMO4T** for Residential
* Modem USOC s
  + **DXLY6 – Single line under 40M speed**
  + **DXLYG – 40M and over, GPON or Pair Bonded**
* **Tech install USOCs:**
* **Business**
* VDSL2 technology = 1CRM9 and 1CRA3
* ADSL2+ or ATM technology = 1CRMC and 1CRA3
* **Residential**
* VDSL2 technology = 1CRM9 and 1CRA1
* ADSL2+ or ATM technology = 1CRMC and 1CRA1

Note: The additional USOCs for GPON or pair bonding will be added systematically to the service order and won’t need to be entered on the Resale form. (e. g. 1CROC, 1CRGN, 1CRGC, 1CRGF or 1CRGA)



In the example below, you will note that six features have been added to this request. Use the slider bar to view the USOC instances. Once all the features have been added, click **OK**.

**Note:** If a feature was added in error, you may use the **Delete Current** or **Clear Current** button to remove one feature/USOC or the **Delete All** button to remove all the previously entered features/USOCs. Then, they will need to be re-added.

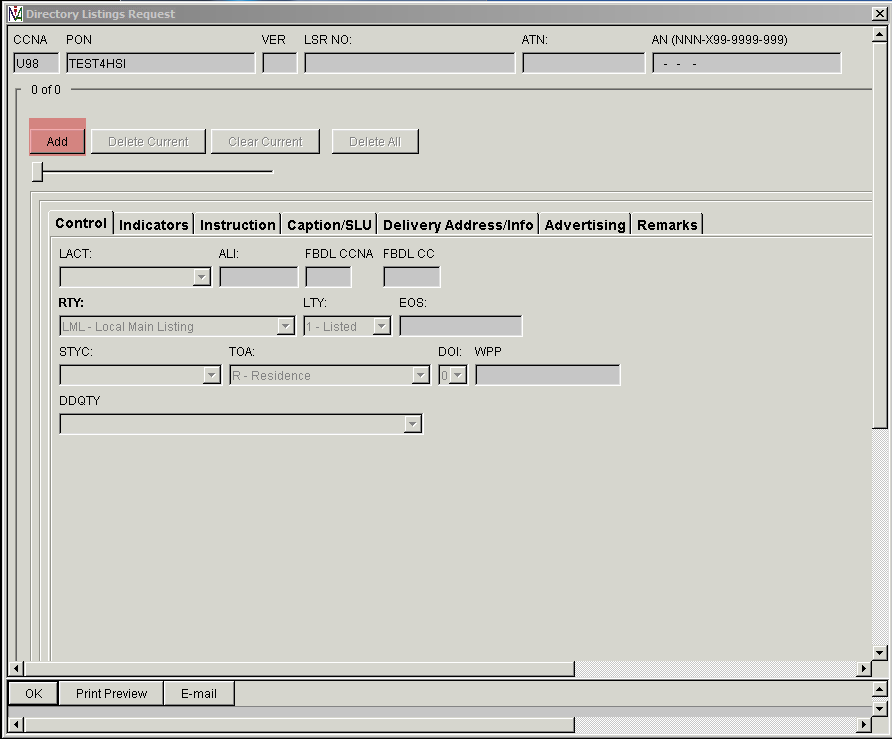


Directory Listing form **(Listing Form)**

Next, edit the **Listings** Form.

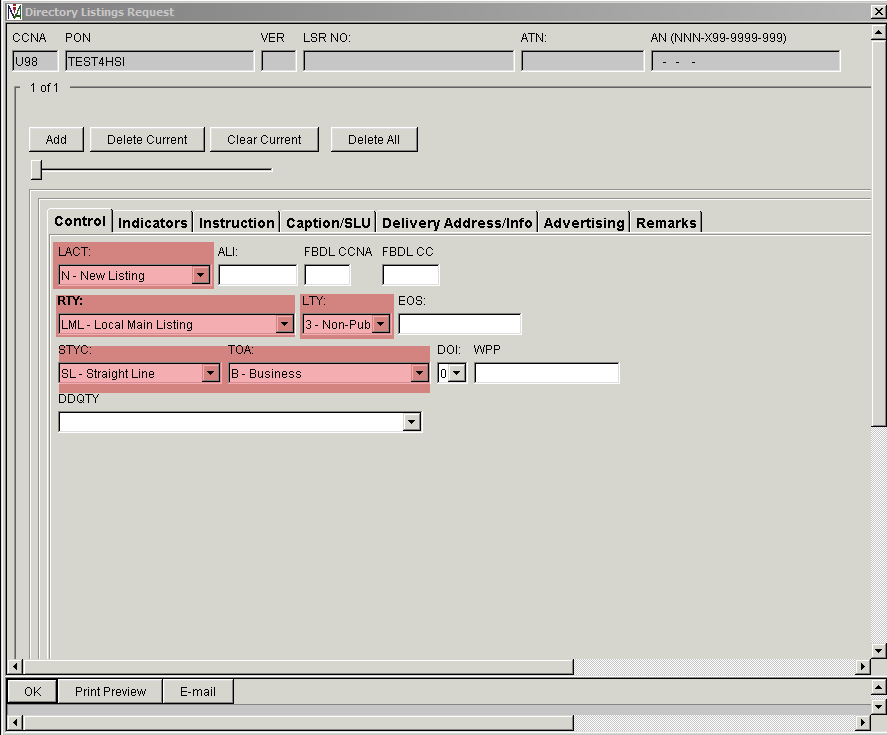
Click on the **Add** button to add data.

**Note:** The DL form is required in IMA even though there isn’t a Listing associated to a Standalone Broadband account.



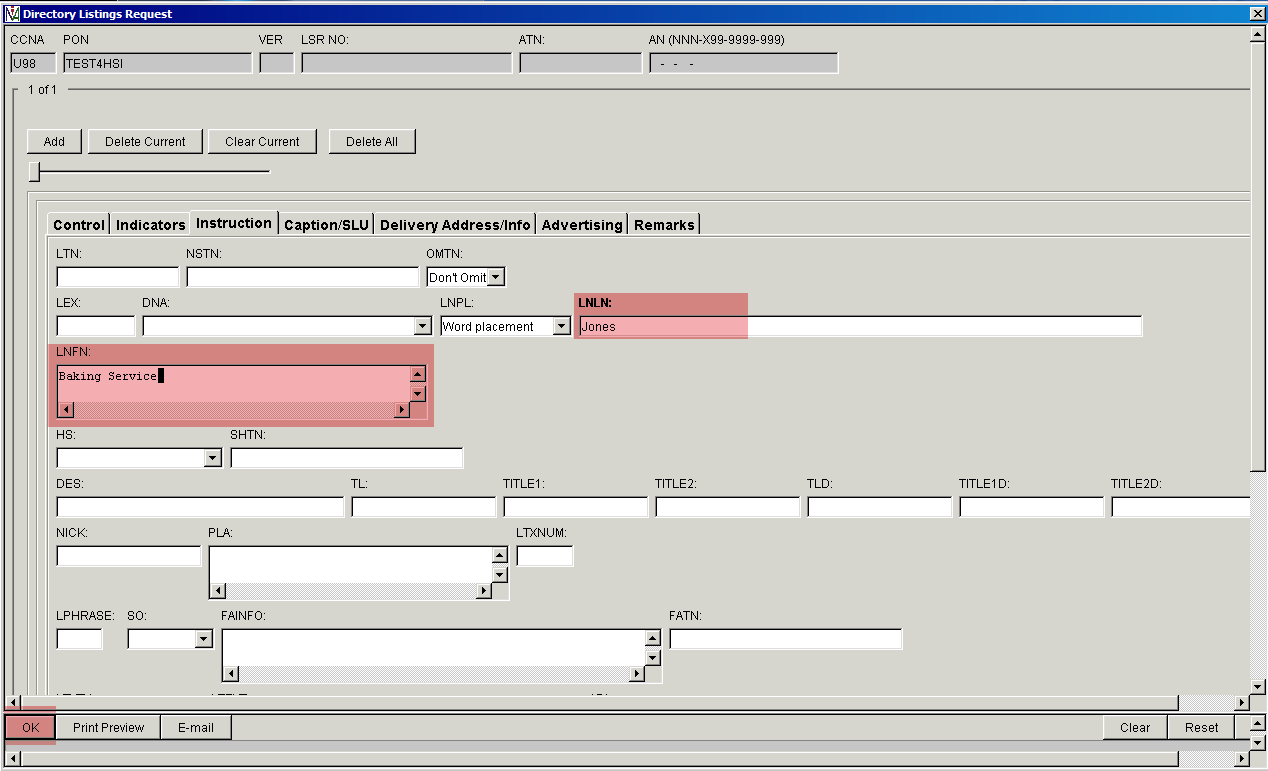
Populate these fields:

* **LACT** = **N- New Listing**
* **RTY** = **LML – Local Main Listing**
* **LTY** = **3- Non-Pub**
* **STYC** = **SL- Straight Line**
* **TOA** **= B - Business** or **R - Residence**

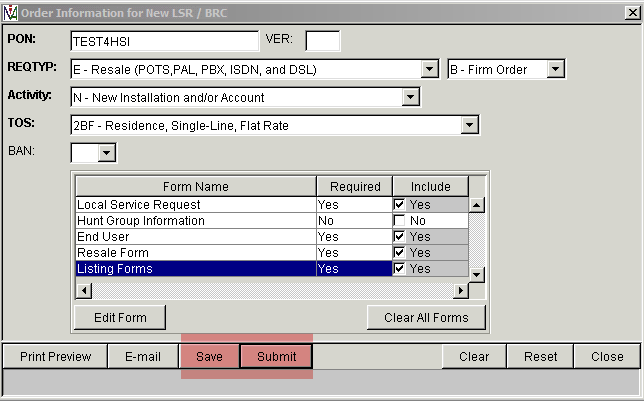


Then, click on the **Instruction** tab. Populate the **LNLN** (Listed Name Last Name) field and **LNFN** (Listed Name First Name) fields and populate with the end user information.

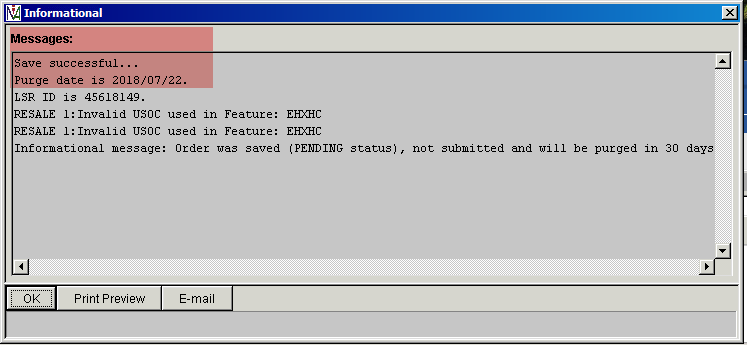
Click **OK** when finished.



Now that all the forms have been populated, click Save for IMA to begin validating the fields on the LSR forms.

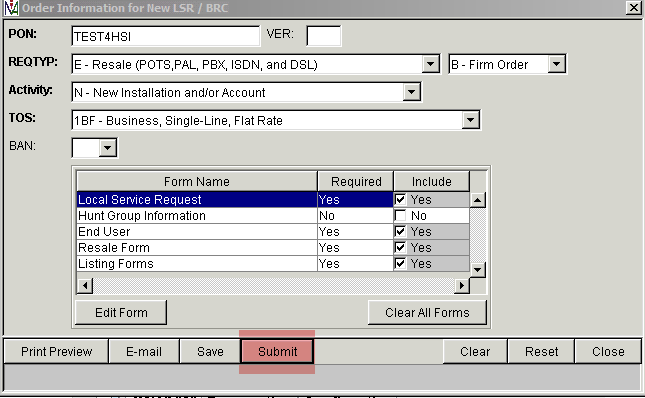


IMA will open a new window with Messages from your Save.

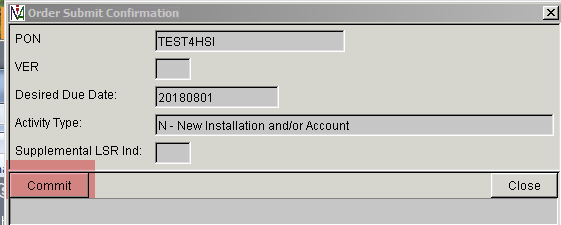


Once all displayed errors have been corrected, select **Save** or **Submit** to begin the processing of the request.

Screen below is the view to click Submit:



After clicking **Submit**, then Click **Commit** to complete the LSR submission transaction



## APPENDIX A – HSI Technologies

|  |  |
| --- | --- |
| **Technologies Available** | **Description** |
| ATM | ADSL – Associated with GRL++ USOCs |
| ADSL2+ | ADSL2+ |
| ADSL2+COND | ADSL2+ - Needs further evaluation |
| VDSL2 | VDSL2 |
| VDSL2COND | VDSL2 – Needs further evaluation |
| V2V | VDSL2 Vectored |
| V2V COND | VDSL2 Vectored - Needs further evaluation |
| PB | Pair Bonded |
| PBCOND | Pair bonded – Needs further evaluation |
| GPON | GPON |
| GPONCOND | GPON – Needs further evaluation |

## APPENDIX B – Appointment USOCs

|  |  |  |
| --- | --- | --- |
| **Type of Service** | **Technology** | **USOCs** |
| 1 (Business) | ADSL2+ | 1CRMC 1CRA3 |
|  | VDSL2 | 1CRM9 1CRA3 |
|  | GPON | 1CRMC 1CRA3 1CROC 1CRGN |
|  | Pair Bonding (ADLS2+) | 1CRMC 1CRA3 1CRGA |
|  | Pair Bonding (VDSL2) | 1CRM9 1CRA3 1CRGF |
|  | Pair Bonding (Vectored) | 1CRM9 1CRA3 1CRGC |
| 2 (Residential) | ADSL2+ | 1CRMC 1CRA1 |
|  | VDSL2 | 1CRM9 1CRA1 |
|  | GPON | 1CRMC 1CRA1 1CROC 1CRGN |
|  | Pair Bonding (ADLS2+) | 1CRMC 1CRA1 1CRGA |
|  | Pair Bonding (VDSL2) | 1CRM9 1CRA1 1CRGF |
|  | Pair Bonding (Vectored) | 1CRM9 1CRA1 1CRGC |
| Any | Changing from one technology to another on an existing customer account will require and additional USOC. | VT6RT |

## APPENDIX C – Order Scenario Summary Notes

### Single Line Scenarios

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Scenario** | **Technology** | **Pre Order Notes** | **Line 1** | **Line 2** |
| Brand New Service (single line WBSA) | ADSL2+ VDSL2 V2V GPON | * Validate Address * Loop Qualification by Address * Schedule Appointment * Reserve 1 TN for new line (**303-333-3333**) | ACT N LNA N TNS **303-333-3333** FA N GFR FA N EFXDS /NTI V2V FA N NMO4T FA N DXLYG FA N 1CRM9 FA N 1CRA1 | none |
| Convert from existing data only non-PB account  (single line GFR account) to single line WBSA | ADSL2+ VDSL2 V2V GPON | * Validate Address * Loop Qualification by TN * Retrieve Customer Service Record (**GFR 303-555-1111**) * Schedule Appointment if the CSR ***does not have DXLYG or DXLY6*** *(modem).* * No TN Reservation required | ACT V LNA V TNS **303-555-1111** FA V GFR FA D EHXAS FA N EFXDS /NTI V2V FA N NMO4T *FA N DXLYG FA N 1CRM9 FA N 1CRA1* | none |
| Convert from existing voice non-PB account (single line 1FR account) to single line WBSA | ADSL2+ VDSL2 V2V GPON | * Validate Address * Loop Qualification by TN * Retrieve Customer Service Record (**1FR 303-555-1111**) * Schedule Appointment if the CSR ***does not have DXLYG or DXLY6*** *(modem).* * Reserve 1 TN for TN change (**303-333-3333**) | ACT V LNA V TNS **303-333-3333** OTN **303-555-1111** FA C 1FR FA T GFR FA D EHXAS FA N EFXDS /NTI V2V FA N NMO4T *FA N DXLYG FA N 1CRM9 FA N 1CRA1* | none |

### Pair Bond Scenarios

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Scenario** | **Technology** | **Pre Order Notes** | **Line 1** | **Line 2** |
| Brand New Service (Pair Bonded WBSA) | Pair Bonded | * Validate Address * Loop Qualification by Address * Schedule Appointment * Reserve 2 TNs for new lines (eg. **303-333-3333 and 303-444-4444**) | ACT N LNA N TNS **303-333-3333** FA N GFR /BCCR **303-444-4444** FA N EFXDS /NTI PB FA N NMO4T FA N DXLYG FA N 1CRM9 FA N 1CRA1 | ACT N LNA N TNS **303-444-4444** FA N GFR /BCCR **303-333-3333** FA N EFXDS /NTI PB |
| Convert from existing data only non-PB account  (single line GFR account) to Pair Bonded WBSA | Pair Bonded | * Validate Address * Loop Qualification by TN * Retrieve Customer Service Record (**GFR TN 303-555-1111**) * Schedule Appointment * Reserve 1 TN for new line (eg. **303-333-3333**) | ACT V LNA V TNS **303-555-1111** FA V GFR /BCCR **303-333-3333** FA D EHXAS FA N EFXDS /NTI PB FA N NMO4T FA N DXLYG FA N 1CRM9 FA N 1CRA1 | ACT N LNA N TNS **303-333-3333** FA N GFR /BCCR **303-555-1111** FA N EFXDS /NTI PB |
| Convert existing voice non-PB account  (single line 1FR account) to Pair Bonded WBSA | Pair Bonded | * Validate Address * Loop Qualification by TN * Retrieve Customer Service Record (**1FR TN 303-555-1111)** * Schedule Appointment * Reserve 2 TNs for TN change and new line (eg. **303-333-3333 and 303-444-4444**) | ACT V LNA V TNS **303-333-3333** OTN **303-555-1111** FA C 1FR FA T GFR /BCCR **303-444-4444** FA D EHXAS FA N NP3 FA N EFXDS /NTI PB FA N NMO4T FA N DXLYG FA N 1CRM9 FA N 1CRA1 | ACT N LNA N TNS **303-444-4444** FA N GFR /BCCR **303-333-3333** FA N EFXDS /NTI PB |
| Convert existing data only (GFR & GFR) Pair Bond account to Pair Bond WBSA | Pair Bonded | * Validate Address * Loop Qualification by TN * Retrieve Customer Service Record (**Bond 1 GFR TN 303-555-1111 and Bond 2 GFR TN 303-555-2222**) * Schedule Appointment if the CSR ***does not have DXLYG or DXLY6*** *(modem).* * TN Reservation not required | ACT V LNA V TNS **303-555-1111** FA V GFR /BCCR **303-555-2222** FA D EHXAS FA N EFXDS /NTI PB FA N NMO4T *FA N DXLYG FA N 1CRM9 FA N 1CRA1* | ACT V LNA V TNS **303-555-2222** FA N GFR /BCCR **303-555-1111** FA N EFXDS /NTI PB |
| Convert existing voice (1FR & GFR) Pair Bond account to Pair Bond WBSA | Pair Bonded | * Validate Address * Loop Qualification by TN * Retrieve Customer Service Record (**Bond 1 1FR TN 303-555-1111** and **Bond 2 GFR TN 303-555-2222**) * Schedule Appointment if the CSR ***does not have DXLYG or DXLY6*** *(modem).* * Reserve 2 TNs for TN change and new line (eg. **303-333-3333 and 303-444-4444**) | ACT V LNA V TNS **303-333-3333** OTN **303-555-1111** FA C 1FR FA T GFR /BCCR **303-444-4444** FA N NP3 FA N EFXDS /NTI PB FA N NMO4T *FA N DXLYG FA N 1CRM9* FA N 1CRA1 | ACT V LNA V TNS **303-444-4444** OTN **303-555-2222** FA C GFR FA T GFR /BCCR **303-333-3333** FA N EFXDS /NTI PB |

### Pair Bond Scenarios continued

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Scenario** | **Technology** | **Pre Order Notes** | **Line 1** | **Line 2** |
| Convert existing data only (GFR & GFR) Pair Bond account to single line WBSA | ADSL2+ VDSL2 V2V | * Validate Address * Loop Qualification by TN * Retrieve Customer Service Record (Bond 1 **GFR TN 303-555-1111 and Bond 2 GFR TN 303-555-2222**) * Schedule Appointment if the CSR ***does not have DXLYG or DXLY6*** *(modem).* * TN Reservation not required | ACT V LNA V TNS **303-555-1111** FA V GFR FA D EHXAS FA N EHXOS /NTI V2V FA N NMO4T *FA N DXLYG FA N 1CRM9 FA N 1CRA1* | ACT V LNA D TNS **303-555-2222** FA D GFR |
| Convert existing voice (1FR & GFR) Pair Bond account to Pair Bond WBSA | ADSL2+ VDSL2 V2V  V2V-PB  V2-PB | * Validate Address * Loop Qualification by TN Retrieve Customer Service Record (**Bond 1 1FR TN 303-555-1111** and **Bond 2 GFR TN 303-555-2222**) * Schedule Appointment if the CSR ***does not have DXLYG or DXLY6*** *(modem).* * Reserve 1 TNs for TN change (eg. **303-333-3333**) | ACT V LNA V TNS **303-333-3333** OTN **303-555-1111** FA C 1FR FA T GFR  FA N NP3 FA N EFXDS /NTI PB FA N NMO4T *FA N DXLYG FA N 1CRM9* FA N 1CRA1 | ACT V LNA D TNS **303-555-2222** FA D GFR |