

STATE OF NEW YORK
PUBLIC SERVICE COMMISSION

At a session of the Public Service
Commission held in the City of
New York on May 22, 2002

COMMISSIONERS PRESENT:

Maureen O. Helmer, Chairman
Thomas J. Dunleavy
James D. Bennett
Leonard A. Weiss
Neal N. Galvin

CASE 00-C-0188 - Proceeding on Motion of the Commission to
Examine the Migration of Customers Between
Local Carriers.

ORDER ADOPTING PHASE II GUIDELINES

(Issued and Effective June 14, 2002)

BY THE COMMISSION:

INTRODUCTION

By this order, we adopt Phase II of the End User Migration Guidelines - CLEC to CLEC as proposed by an industry collaborative group and issued for comment in this proceeding, with two minor modifications. We also establish a Phase III of this proceeding, in which the collaborative workgroup should continue to meet to address outstanding issues identified in this order as well as any new issues that may arise in the implementation of these Guidelines.

BACKGROUND

Procedural History

We instituted this proceeding to examine the issues associated with migration of customers between Competitive Local Exchange Carriers (CLECs) and from CLECs to Verizon New York (Verizon) by order issued January 26, 2000. We noted that, now that CLECs serve a significant portion of New York State's

consumers, it is timely to ensure that CLECs have the appropriate procedures in place so that customers can change local service carriers efficiently.

Under the guidance of Administrative Law Judge Eleanor Stein, a collaborative process was convened to develop CLEC customer migration guidelines. Staff facilitated a workgroup, comprising over 50 members of the industry as well as the Office of the Attorney General and the Consumer Protection Board. The parties generally agreed that there was an immediate need for basic procedures to help the migration of customers from one CLEC to another CLEC without abnormal delays or service problems. The workgroup developed these basic procedures in Phase I of this proceeding. The Phase I Guidelines were issued for comment on October 16, 2000 and adopted by Commission order dated January 8, 2001.

After concluding Phase I, the workgroup continued to collaborate on establishing more complex procedures that would apply to migrations to or from CLECs using UNE-Loop or full facilities-based serving arrangements. Phase II also included the development of protocols for the exchange of CLEC Local Service Requests (LSRs). The workgroup completed the Phase II Guidelines in February 2002. At our February 27, 2002 session, we directed that the proposed Guidelines be issued for comment, and the Notice Inviting Comments was issued March 25, 2002. In addition, notice that the Commission was considering adoption of the proposed Phase II Guidelines was published in the New York State Register on February 27, 2002.

Proposed Guidelines

The Phase II Guidelines expand upon and supersede the Phase I Guidelines. These Guidelines consist of the following sections:

- I. Introduction
- II. General Principles
- III. Common Migration Responsibilities of Carriers
- IV. Exchanging Customer Service Information
- V. Exchanging End User Network Information
- VI. Local Service Requests
- VII. Notification Responses
- VIII. Procedures for Specific Migration Scenarios

The Introduction section was modified to reflect the work of Phase II. The Introduction also now references a Mini Dispute Resolution form developed by the workgroup for prompt resolution of problems in the exchange of information required by the Guidelines. The form is included as Appendix H to the Guidelines.

The General Principles and Common Migration Responsibilities developed in Phase I were modified slightly, mainly by some additions, to accommodate all of the scenarios considered in Phase II. The Principles continue to embody the goals of enabling an end user to migrate to the provider of his choice smoothly, without delays, service problems or interruptions, or cumbersome procedures. Carriers must work together in good faith to minimize problems and to follow consistent methods for information exchange and other procedures to enable this to happen. Finally, the Principles note respect for the end user's privacy and uphold the joint FCC/FTC "Statement on Deceptive Advertising" and the NYSTA "Cramming Core Guidelines." The Common Migration Responsibilities assign specific, consistent duties to the local service providers from which and to which the end user is migrating and to the network service provider(s) involved in the migration.

Section IV, Exchanging Customer Service Information, was supplemented in Phase II by the inclusion of a sample form

for the response to a request for customer service information. The Guidelines state that, if the carrier chooses not to use the sample form, it must still provide the information identified on that form, included as Appendix F to the Phase II Guidelines. In addition, the Phase II Guidelines state the time intervals within which a carrier must respond to a request for customer service information. These intervals were established in Case 97-C-0139,¹ following recommendations that were submitted to the workgroup in that case by the workgroup developing Phase II.

Section V, Exchanging End User Network Information, was created in the Phase I Guidelines as a recognition that additional information beyond the customer service information would be necessary to migrate an end-user. Phase II continues the requirement that carriers should share all such information as may be necessary for the successful migration of end users, and goes on to specify the need to provide the circuit identification when a loop must be migrated. The Phase II Guidelines specify how and to whom that information should be provided.

Section VI, Local Service Requests, is new. It specifies when LSRs need to be sent and provides illustrations of the data elements that must be included in a CLEC-to-CLEC LSR for various scenarios, including porting a telephone number and/or reusing a UNE-Loop. This LSR information is detailed in Appendix G to the Guidelines.

Section VII, Notification Responses, defines the response requirements and timelines for notifications responding to LSRs. This section is also new.

¹ Order Modifying Existing and Establishing Additional Inter-Carrier Service Quality Guidelines, issued October 29, 2001.

The final and largest section of the Guidelines is Section VIII, Procedures for Specific Migration Scenarios. These set forth the specifics of 16 basic types of CLEC migrations. While certain carrier responsibilities that are common to all scenarios are set forth in Section III, additional responsibilities specific to the particular type of migration are set forth in this section for each scenario. Phase II added Unbundled Network Elements - Loop (UNE-L or UNE-Loop) and Full Facilities-Based migration scenarios to this section.

The Guidelines provide an industry standard for CLEC migration procedures. They are designed to be broad enough to apply to all types of service configurations, yet sufficiently detailed to ensure the efficient migration of customers being served either through Resale, Unbundled Network Elements - Platform (UNE-P), UNE-Loop, or Full Facilities. Finally, the Guidelines are flexible enough to allow carriers to establish their own unique migration processes when there is a mutual agreement.

COMMENTS

Initial comments were submitted by the New York State Telecommunications Association (NYSTA), the Office of the Attorney General (OAG), Manhattan Telecommunications Corporation d/b/a Metropolitan Telecommunications (MetTel), WorldCom, Inc. (WorldCom), Verizon New York, Inc. (Verizon), RCN Telecom Services, Inc. (RCN), XO New York, Inc. (XO), and AT&T Communications of New York, Inc. (AT&T). Reply comments were submitted by Verizon, XO, and AT&T.

Initial Comments

All of the commenting parties generally support the Guidelines and commend the Commission for taking the initiative

to establish end user migration guidelines for CLECs. Both Verizon and NYSTA submitted letters stating that they support the Guidelines. Verizon states that the Guidelines should be adopted as mandatory binding rules with which all CLECs must comply and that they be adopted without substantive changes. MetTel fully supports the Guidelines as the second step of a work in progress. In this regard, it maintains that there needs to be a Phase III to address a variety of UNE-Loop and line splitting issues. Moreover, MetTel contends that it is essential that the inter-CLEC migratory environment be provided the structure and framework documented in the Guidelines.

The OAG notes that, for local telephone competition to succeed, it is imperative that standardized procedures, business rules, and information exchange practices be established which all CLECs doing business in New York State are required to follow. The OAG further states that the degree of specificity contained in the Phase II Guidelines is necessary and justified to take into account the myriad types of serving arrangements and network configurations. The OAG also supports the use of the Mini Dispute Resolution Form to resolve CLEC interaction problems expeditiously and thereby protect consumers from protracted proceedings. For these complex Guidelines to be effective, the OAG concludes that the Guidelines should be adopted by the Commission as formal binding rules and regulations. Finally, the OAG maintains that, once adopted, these Guidelines should serve as a model for future development of similar procedures pertaining to incumbent providers as well as DSL providers using line sharing or line splitting.

XO is pleased with the results of the collaborative efforts that culminated in the development of the Guidelines. It states that the Guidelines are a product of extensive weighing and balancing of the needs of the carriers, consumers,

and the Commission. Consequently, XO believes any significant changes to the Guidelines may upset the balanced treatment of all interests achieved in crafting the Guidelines. Therefore, XO proposes that the Guidelines be adopted without modification. However, XO requests three clarifications. First, it requests that the Commission clarify that Verizon may no longer assign CLEC migrations to the status of a "project". Assigning migrations to the "project" status means the migration orders require special manual processing, whereas XO prefers the orders to flow through on a mechanized basis. Second, XO proposes that directory listings be provisioned on a non-discriminatory basis. Third, XO believes Verizon should provide the network information if a CLEC fails to respond to a valid migration request.

Although RCN supports the principle of developing the Guidelines to support migrations, it is concerned with the time requirements levied on CLECs who are providing CSRs and confirming LSRs. First, RCN objects to the requirement that CLECs issue 80% of requested customer service records (CSRs) within 24 hours. RCN would like an industry task force to address this requirement and to develop a more reasonable time frame because many CLECs will continue to process CSRs manually. Second, RCN contends that the 48-hour window for responding to an LSR should not be shortened to 24 hours after one year. Rather, RCN proposes this interval be revisited after one year and a timetable for reducing the 48-hour response should be determined at that time.

WorldCom acknowledges that a general consensus was achieved by the parties on most aspects of the proposed Phase II Guidelines. However, it identifies two issues of concern. First, it notes that the Guidelines do not provide for a line loss notification report when the old local service provider

uses its own switch with a Verizon-provided loop and the new local service provider either owns its own switch or serves the customer through resale or UNE-P. The Guidelines state that providing the line loss notification is under review. WorldCom maintains that, without line loss notification, there may be service problems and/or double billing. The solution, WorldCom contends, is for the Commission to require Verizon to issue a line loss report to the old local service provider.

WorldCom's second issue involves what it identifies as "inherent frailties" in the process flows for complex migration types. WorldCom believes there exists a high level of risk and uncertainty associated with completing these migrations as they involve coordinating two LSRs between multiple service providers for a common due date. As a solution, WorldCom proposes that the industry workgroup responsible for updating the Guidelines be charged with monitoring and periodically reviewing the procedures and success of these complex migrations and report its findings to the Commission.

AT&T generally supports the guidelines, but identifies seven specific issues. First, it notes that the Guidelines reference the Verizon website. AT&T contends this reference may be incorrectly interpreted as granting Verizon the ability to make changes that could affect migrations without those changes being reviewed by the collaborative. Consequently, AT&T would like the reference to the Verizon website removed or clarified. Second, AT&T would like Verizon to preview any changes it plans to make to its Operations Support System (OSS) that are a result of the Phase II Guidelines or any OSS changes to support CLEC migrations in general. Third, AT&T believes that there should be a more formal process for changing or modifying the Phase II Guidelines. Fourth, like WorldCom, AT&T believes a UNE-Loop line loss notification report is necessary to be able to use,

reuse, or disconnect unbundled loops. Fifth, AT&T disagrees with the requirement in the Guidelines that a UNE-Loop Local Service Request be used to indicate the disposition of the local loop. Instead, AT&T believes that the Number Portability Form, along with a UNE-Loop line loss notification report from Verizon, should be used. Sixth, AT&T recommends that a data element be added to the format of a request for a CSR/CSI that would denote that the end user has five lines or less. AT&T maintains this new data element would be useful in assigning CSR retrieval work. Seventh, AT&T proposes an enhancement to the process steps for migrations involving the UNE-Loop to UNE-Loop with Local Number Portability scenario (4A). The enhancement would be to include a note that coordination is required between the loop and number portability orders and that this dependency could require a supplement order to be generated by the new local service provider.

Reply Comments

In reply, XO concurs with the initial comments of WorldCom and MetTel that support the guidelines and suggest appropriate issues for a Phase III collaborative. Further, XO believes that it is essential to resolve the issues identified by MetTel and WorldCom in Phase III in order to ensure seamless migrations.

Verizon disagrees with XO's statement claiming Verizon provides directory listings on a discriminatory basis. Verizon documents its directory provisioning process steps and believes them to be equitable to the CLEC-to-CLEC process flows. Verizon also defends its policy of assigning "project" status to CLEC-to-CLEC migrations. It notes that this is the only way for it to manually process these orders, and these orders are still part of Verizon's performance metrics. Moreover, Verizon states

that these orders will no longer be manually processed or classified as projects after Verizon's February 2003 software upgrade to its Operations Support System.

In reference to XO's belief that Verizon should provide network information if a CLEC fails to respond to a request for such information, Verizon states that it maintains its wholesale record information by CLEC and not by a CLEC's end user's listed number. Additionally, Verizon contends that vital information, such as voice mail services, hunting preferences, and pending orders are not reflected in Verizon's records. Verizon further notes that any CLEC not responding to a request should be required to respond through the Mini Dispute Resolution process. In response to WorldCom and AT&T, Verizon notes that it will provide loss notification reports for UNE-Loop serving arrangements beginning March 2003.

Verizon disagrees with WorldCom's proposal to charge the ongoing workgroup with monitoring and reviewing the industry's performance on complex migrations. Verizon also contends that AT&T's call for a more formalized process for changing or modifying the Guidelines is unnecessary. In response to both WorldCom's and AT&T's comments, Verizon notes that the Guidelines have been designated as a "living document" that can be updated as deemed necessary by an ongoing workgroup. Further, Verizon responds that Change Control is the appropriate process to utilize to apprise the industry of changes in its Operations Support Systems relating to CLEC migrations. Nevertheless, Verizon is willing to periodically discuss and review OSS changes with collaborative participants.

Verizon supports the use of the UNE-Loop form to indicate the disposition of the loop. It contends that the use of this form was extensively debated during the collaborative and the final decision was to use this form. Verizon sees

AT&T's objection to using this form at this late stage in the proceeding as contrary to the spirit of the collaborative process. Verizon also disagrees with AT&T's proposed modification to the CSR/CSI form to indicate whether the end user has five lines or less. Verizon contends that often the CLEC does not know the number of lines and an inaccurate assessment of the end user's lines could result in a rejection of the CSR/CSI, thus frustrating the migration process. Verizon also supports the timeframes for responding to CSRs/LSRs as documented in the Guidelines and urges the Commission to reject RCN's appeal for reviewing those timeframes. Lastly, Verizon recognizes AT&T's concern with the reference to Verizon's website and suggests that the reference be removed. In its conclusion, Verizon recommends that the Guidelines be adopted by the Commission as mandatory, binding rules with which all CLECs must comply.

AT&T's reply comments note that the initial comments reflect a widespread support for the Guidelines, but they also confirm that certain clarifications and minor adjustments are necessary. Specifically, AT&T concurs with WorldCom's concern for obtaining UNE-Loop loss notification reports and the need to review complex migrations that involve multiple requests to multiple service providers. AT&T stresses the importance of the UNE-Loop loss notification as the only practical means by which a CLEC can know when billing should terminate from the old provider and should begin by the new provider. With regard to complex migrations requiring multiple orders, AT&T is concerned that delays in provisioning of one order may require that the other dependent order be replaced by a supplemental order to extend the due date.

AT&T recommends the addition of another data element to the CSR/CSI response form. Specifically, AT&T is proposing

that the Circuit ID and TXNU fields should be separate and distinct fields and not lumped into one entry.

AT&T does not share RCN's concern with the time frames for responding to CSRs. Lastly, AT&T disagrees with XO's request that Verizon should furnish network information when a CLEC fails to respond to a CSR/CSI request. In this regard, AT&T notes that CLECs not responding to a CSR or LSR should be referred to the Commission via the Mini Dispute Resolution process.

DISCUSSION

The commenting parties all recognize the need for guidelines that CLECs must use when migrating end users to another local exchange carrier. There was general support from Verizon, MetTel, NYSTA, XO, and the Office of the Attorney General to adopt the Guidelines without substantive changes. Other commenting parties requested limited modifications to the Guidelines. The comments also reflect unanimous support for continuing the collaborative in order to address open issues and to establish a formal means of updating the Guidelines as necessary.

The parties urging that the Guidelines be adopted without significant changes have not based their concurrence on their total agreement with all aspects of the document, but rather on their belief that the Guidelines represent the best compromise among a range of industry perspectives. The Phase II Guidelines are the culmination of over 14 months of collaboration, which build on the 10-month development of Phase I, and both phases included many debates and compromises. Because CLEC-to-CLEC migrations are complex, the Guidelines are necessarily detailed, and the collaborative group could continue to raise new issues regarding these details. Nevertheless, we

recognize that the industry needs rules to facilitate end user migrations and that the delay entailed in further refinements of the Guidelines would hinder the goal of certainty in the process. Therefore, now is the right time to enact the Phase II Guidelines in their current form as a good framework for migrations.

We will, however, make two modifications requested by the comments. First, AT&T's request to remove the reference to Verizon's website, which appears in the Introduction section, was supported by Verizon and should be accommodated. We will therefore remove the reference. Second, AT&T proposes an enhancement to the UNE-Loop to UNE-Loop With Local Number Portability Migration procedure to note that coordination is required and that a supplemental order may be necessary. This recommendation, which appears to be non-controversial and not opposed, may help to address complex migration concerns by flagging a potential problem. Therefore, the process steps for migrations involving UNE-Loop to UNE-Loop With Local Number Portability (Scenario 4A) will be modified by adding a note to emphasize the coordination of multiple orders and the possible need for a supplemental order.

RCN's concern with the time frames for response to a request for customer information, referenced in the Phase II Guidelines, is untimely. As the Phase II Guidelines note, these requirements were imposed by our Order of October 29, 2001. RCN has not challenged that order, and we will not consider a collateral attack on it here.

We reject the request by XO that Verizon no longer assign CLEC migrations to the "project" status. In its reply comments, Verizon has adequately explained the current need for as well as the ultimate elimination of the designation of project status.

We also reject XO's proposal that Verizon be the default provider of network information when a CLEC fails to respond to a request for such information. The Guidelines clearly place the responsibility on the old local service provider to respond to a request for customer information. Moreover, the Guidelines provide for various means of escalation and dispute resolution. This system places responsibility with the correct party and provides adequate means for enforcing that responsibility. Therefore, there is no need to impose this additional obligation on Verizon.

We also reject, at this time, proposals made by parties in their comments which were already raised and debated within the collaborative. One such issue is the proposal by WorldCom and AT&T for line loss notifications in UNE-Loop migrations. This concern will ultimately be resolved by Verizon when it begins supplying line loss notifications for UNE-Loop serving arrangements in March of 2003. In the interim, the Guidelines provide for this information by requiring the new local service provider to issue an LSR to the old local service provider to advise the reuse of loop facilities and to release the telephone number in the national data base. Similarly, AT&T's comment opposing the use of the UNE-Loop local service request was raised and addressed by the collaborative. The Guidelines reflect the result of that process, and we see no basis for modifying the Guidelines to accommodate AT&T's request, which was previously rejected by the industry group. Nevertheless, parties are free to advocate these positions within the continuing collaborative workgroup, discussed below.

Lastly, the remaining issues raised by the comments are not ripe for Commission action at this time. Many of them should first be thoroughly aired within the collaborative group, which is in a better position to address the technical details

and recommend any needed resolution to this Commission. For example, WorldCom's concerns about the potential problems associated with complex migrations are best addressed by the collaborative workgroup. That group can continue in a Phase III of this proceeding to monitor migrations and determine what measures, if any, need to be taken to ensure their consistent success. Similarly, AT&T's requests to add data elements to the CSR/CSI request form are new ideas that were not raised during the collaborative process. They should be dealt with by the Phase III workgroup, where all CLECs can weigh in on the issue. XO's claim of differential treatment by Verizon in the provisioning of directory listings was disputed by Verizon in the comments. If this is a legitimate issue, it can also be addressed by the on-going workgroup.

Our creation of a Phase III workgroup addresses the comments of several parties regarding the appropriate process for additional monitoring and updating of these Guidelines. Perhaps in response to parties' characterization of the Guidelines as a "living document," AT&T recommends a more formalized process for changing or modifying the Guidelines. Because we are hereby adopting the Guidelines so that they have the full force and effect of a Commission order, the Guidelines cannot be changed without further Commission approval. Therefore, the proper procedure is for a Phase III workgroup to be established to address issues as they arise and to make recommendations for our further consideration. In the meantime, Verizon notes that its change control process is available to apprise the industry of changes in Verizon's OSS relating to CLEC migrations that do not represent changes to the Guidelines themselves.

The open issues to be addressed in Phase III are documented in the comments and noted here. Moreover, further

modifications may be required due to changes in regulations or industry practices, technological advancement, or software updates. The Phase III workgroup should be responsible for recommending to us any changes in the Guidelines that may be necessary to keep them current with changing conditions. All workgroup meetings should be open to any CLEC interested in participating. Staff will continue to facilitate the workgroup meetings and report any recommendations to the Commission. Administrative Law Judge Stein remains available to assist that collaborative process as necessary.

The Commission orders:

1. The Phase II End User Migration Guidelines - CLEC to CLEC as proposed by the collaborative workgroup in this case and issued for comment pursuant to Notice on March 25, 2002 are adopted, with the two modifications noted herein.

2. The final adopted Guidelines are modified from the proposed version by (a) eliminating the reference to the Verizon website and (b) modifying the UNE-Loop to UNE-Loop with Local Number Portability process steps to add a note emphasizing the need for coordination of multiple orders and a possible supplemental order.

3. A Phase III workgroup shall continue to meet as necessary to address the open issues noted in this order and new issues as they arise in order to ensure that the Guidelines continue to meet their purpose of ensuring the smooth migration of end-use customers between CLECs. Further recommended changes to the Guidelines should be proposed to and considered by that group, which will forward its recommendations to this Commission.

4. This proceeding is continued.

By the Commission,

(SIGNED)

JANET HAND DEIXLER
Secretary

END USER MIGRATION GUIDELINES

CLEC to CLEC

Phase II

June 2002

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I. Introduction

These guidelines have been developed in the context of Case 00-C-0188, which was instituted by the Commission to examine the issues arising from the development of local service competition, particularly “how customers change carriers in a way that both fosters competition and protects customers.”¹ Representatives of the industry and government collaborated in the development of these guidelines through working group sessions held between April of 2000 and January of 2002. The organizations that participated in the development of these guidelines are listed in Appendix A.

The objective of these guidelines is to ensure that end users can migrate from one Competitive Local Exchange Carrier (CLEC) to another or from one CLEC to Verizon New York, Inc. (Verizon, formerly Bell Atlantic – New York) without encountering abnormal delays, service problems, slamming, cramming, or cumbersome procedures. End user migration should occur in a seamless and timely fashion for the benefit of the end user. To that end, these guidelines establish general business rules, privacy protocols, and general procedures governing the migration of end users between CLECs or from a CLEC to Verizon.

These guidelines apply to all CLECs and Verizon for migrations of an end user between CLECs or away from a CLEC to Verizon. Business rules, protocols and procedures for the migration of end-users from Verizon to CLECs have been or are being addressed in other proceedings and are not addressed here. Similarly, procedures for end-user migration between CLECs and Frontier Telephone Company of Rochester and other incumbent local exchange carriers in the state are being or may be developed in other proceedings specific to those incumbent carriers. The parties to this proceeding strongly support the development of consistent, statewide procedures as the best means to further competition and allow for seamless migration of end users. To that end, it is recommended that these guidelines serve as a model for any other migration guidelines that may be developed in the state for specific application to one or more other incumbent LECs. Moreover, it is recommended that, pending the formal adoption of guidelines applicable to an

¹ Order Instituting Proceeding (issued January 26, 2000), at 3-4. The term customer is interpreted to mean end user.

independent ILEC, these guidelines serve as a model for reasonable behavior against which to evaluate particular situations on a company by company basis.²

Additionally, these guidelines do not reflect practices and procedures relating to Digital Subscriber Line (DSL) services or line sharing/splitting arrangements as defined by the Federal Communications Commission (FCC), because such practices and procedures are being developed in Case 00-C-0127.³ However, it is hoped that the practices and procedures developed for DSL will be consistent with these guidelines, and these guidelines have been developed with this goal in mind. Additionally, as an interim arrangement these guidelines can be used for data line migrations to the extent that they can accommodate the technological differences between voice and data migrations.

Further, certain aspects of these guidelines do not apply to mass migrations, as the parties in this case have developed a separate set of guidelines for migrations that occur as a result of CLECs exiting the market or a major segment of the market. These separate guidelines were developed to establish special cutover procedures that are necessary to handle large-scale migrations that must be project managed.

These guidelines represent the culmination of Phase I and Phase II of the proceeding. Phase I was instituted to expeditiously establish a baseline set of principles, responsibilities, and ground rules for exchanging information that will support end user migration between CLECs. Phase II addressed the specific scenarios and the exchanging of LSR's between CLECs.

Finally, to support these guidelines on an ongoing basis, this collaborative is recommending that the Commission establish an industry work group to be responsible for updating the guidelines and addressing issues associated with CLEC migrations as industry practices change. This proposed workgroup should be responsible for recommending policies and procedures to the

² The independent ILECs preserve the rights afforded them under applicable state and federal laws and regulations, including the Telecommunications Act of 1996.

³ Case 00-C-0127 – Proceeding of Motion of the Commission to Examine Issues Concerning the Provision of Digital Subscriber Line Services.

Commission associated with CLEC migrations. Specific CLEC migration disputes will be referred to Staff for dispute resolution. To facilitate dispute resolution, a Mini Dispute Resolution form has been developed to submit to Staff when problems arise. Appendix H has a sample of this form as well as instructions for submitting the form.

II. General Principles

The following general principles form a foundation for establishing operational procedures that ensure that end users can migrate as they choose from one local service provider to another local service provider without encountering abnormal delays, unwanted privacy intrusions, service problems, or cumbersome procedures.

1. It is the end user's choice to migrate from one local service provider (LSP) to another. The old local service provider (OLSP) will not block an end user's desire to migrate or to port a telephone number of an active account for reasons such as any unpaid amounts owed to the OLSP. Notwithstanding the end user's choice to migrate, the new local service provider (NLSP) retains the right to impose requirements on an end user, permissible under New York Public Service Commission rules or any applicable state or other law (e.g., deposit requirements).
2. The end user's privacy is respected by all local service providers.
3. Carriers will abide by the FCC/Federal Trade Commission (FTC) "Statement on Deceptive Advertising" for local service migrations (see Appendix C for the statement).
4. The end user is informed by the new local service provider of all pertinent aspects of the migration.
5. Carriers should work together in good faith to minimize and/or avoid any problems for the migrating end user (including service interruptions, billing problems, etc.).
6. Each carrier should make available to all other carriers established processes and procedures for end user migration, consistent with all applicable federal and state regulations.
7. Carriers should follow consistent methods for data exchange to facilitate end user migrations.
8. Carriers will abide by the New York State Telecommunications Association's (NYSTA's) "Cramming Core Guidelines" for local service migrations (see Appendix D for the cramming guidelines).
9. Carriers must maintain a company contact escalation list, and that list must be available to other LECs for their use in resolving migration problems.

10. These guidelines when approved by the Commission will have the force and effect of a Commission order.⁴

III. Common Migration Responsibilities of Carriers

When an end user either queries a local service provider about migrating to that carrier, or actually migrates, the involved carriers should act according to the following responsibilities:

1. The Local Service Provider(s) (LSPs) deals directly with the end user.
2. To request a CSR from the end user's current LSP, another LSP must have a verifiable form of customer authorization (i.e., AGAUTH) on file in accordance with these guidelines. The permission to view a CSR need not be sent to the OLSP.
3. A company can be both a LSP and a NSP at the same time.
4. There can be multiple NSPs involved with a service (e.g., one company could provide the loop and another the port).
5. The NLSP will provide the LSR information to the NSP(s).
6. Authorization is not required from the OLSP for the NLSP to reuse portions of the network that were provided to the OLSP by a NSP(s), nor may the OLSP prohibit such reuse. However, reuse only applies to facilities that are no longer needed by the old local service provider to provide service to the migrating end user or any other end users.
7. If requested, the OLSP or NSP provides the information noted in the CLEC to CLEC Migration End User Guidelines to the NLSP.
8. The NLSP will be responsible for the coordination required to migrate a customer.
9. Partial migrations. The NLSP shall be responsible for determining the end user's requirement for the new account. The NLSP is responsible for advising the end user to communicate with the OLSP for arrangement of numbers remaining with the OLSP.
10. Escalation and contact lists. Each CLEC will maintain a contact list and an escalation list for customer migrations. This list must be sent to the Commission. At a minimum, this list must include a contact for operations issues and a contact for escalation/policy issues.
11. End-user expectations. When an end-user migrates his services from an ONSP to a NNSP the complete migration may take a full day to complete. There are times when not

⁴ Should problems arise between carriers where it is apparent that third party resolution is required, carriers are encouraged to use the Commission's Guidelines for Expedited Dispute Resolution, Case 99-C-1529, issued November 18, 1999.

all service options can be turned up at the same time, e.g.: Calling Cards, Directory Assistance, Intra-Switch calls from the ONSP. Thus, it is important that the end-user and the migrating carriers be made aware of the cutover process and any delays that may be encountered. Finally, the NLSP will be responsible for managing the end-user's expectations.

12. End-users who have been permanently disconnected by a CLEC and are then migrated to a NLSP, may not necessarily be able to port the disconnected number to the NLSP.
13. Porting Telephone Numbers. When a migration requires the reuse of facilities, to minimize the possibility of a service interruption, companies should abide by the practices listed below. These practices will allow telephone numbers to be ported (assuming that the number is assigned to the appropriate rate zone) on the cutover date and also allow for the cutover to be reversed if it is unsuccessful.
 - a) When a notice of cutover is received, the ONSP-S and the NNSP-S shall, where technically feasible, build a port trigger in their telephone number translations at least one day prior to the cutover date (due date minus one). The port trigger will query the NPAC database every time a call is placed to the telephone number that is being cutover. The NPAC database will direct the call to the appropriate switch.
 - b) The ONSP-S should leave the telephone number translations in its switch until at least 11:59 PM the day of the cutover.
 - c) The NLSP will be responsible for coordinating any service restoration that may become necessary due to problems with a cutover.
14. Loss Notification. The ONSP-S (resale, UNE-P) will provide a loss notification to the OLSP when the ONSP and the OLSP are not the same company. When the ONSP and OLSP are the same company the LSR sent by the NLSP to the OLSP will serve as the notification that the end-user has migrated.
15. E-911. E911 is only impacted in those situations where the NSP-S changes. The ONSP-S must unlock the E911 record. This will allow the NLSP/NNSP to lock the E-911 record, take responsibility for this record, and change the listing information as applicable. The new switch provider is responsible for inputting the new listing information into E911 and in all cases must input themselves as the customer's new carrier. This will lock the E911 data base for that customer. Verizon will send out a report on unlocked records.

Timing can be a problem with E911 inputs if the NNSP tries to migrate the record and the ONSP has not unlocked it. New inputs are being recycled for 72 hours to eliminate some of these timing issues, but it is important for the ONSP to unlock the E911 data base in a timely fashion. The E-911 database is locked when the order is completed.

16. Directory Listings. Directory listing information should be submitted to the directory publishers and, if Verizon, it should be sent on an LSR. Additionally, after an end-user migrates the NLSP should inform Verizon (via an LSR) that it is now the service provider for that end-user. Verizon will then make available a listing verification report to that NLSP prior to directory publication of that customers listing. Thus, even if Verizon is not involved in the migration, an LSR should be submitted to Verizon to indicate the NLSP for that listing.

IV. Exchanging Customer Service Information

To facilitate local service migration in a timely and seamless manner, it is necessary to have a procedure for exchanging Customer Service Records/Information (CSR/CSI) and/or end user network configuration information in a timely and acceptable manner. In general, these procedures for exchanging such information must meet the end user's needs for privacy, the company's need for information, and must include safeguards to ensure that the end user has approved the exchange of his/her records.

While sharing CSR/CSI is an important element of end user migration, the sharing of CSR/CSI shall not violate an end user's privacy, or create inequitable marketing practices. A potential NLSP may not acquire CSR/CSI without end user authorization. The existing LSP is prohibited from approaching an end user to retain or keep that end user as a result of a request for CSR/CSI.

The information covered in this section of the guidelines is broken into the following categories:

1. The baseline information that must be on a CSR/CSI to support a migration.
2. The guidelines for requesting a CSR/CSI.
3. The format of a CSR/CSI.
4. The method of transmitting a CSR/CSI.
5. The time frame between when a CSR/CSI is requested and when it is sent.

A. Defining the CSR/CSI

The baseline information that must be submitted by an LSP/OLSP whenever another LSP requests a CSR/CSI to support migration is:

1. Billing telephone number
2. Working telephone number
3. Complete customer billing name and address
4. Directory listing information including address, listing type, etc.
5. Complete service address (including floor, suite, unit etc.)
6. Current PICs (inter/intraLATA toll) including freeze status
7. Local freeze status, if applicable⁵
8. All vertical features – (e.g., custom calling, hunting, etc.)
9. Options – (e.g., Lifeline, 900 blocking, toll blocking, remote call forwarding, off premises extensions, etc.)
10. Tracking number or transaction number (e.g., purchase order number)
11. Service configuration information (e.g., resale, UNE-P, unbundled loop)
12. Identification of the NSPs
13. Identification of any line sharing/line splitting on the migrating end user's line

B. Guidelines for Requesting CSR/CSI

There are two general situations when a company may need to request another company's end user information (CSR/CSI). The first is when negotiating with a concurring end user, a carrier may need to review that end user's CSR. The second is when an end user is migrating to another company. When a carrier (i.e., the "reviewing company") has permission from the end user to review the end user's account, the reviewing company can request a CSR or equivalent information from the current LSP, if the reviewing company has one of the following types of end user consent:

1. A letter of authorization from the end user to review his/her account, or
2. A third party verification of the end user's consent, or
3. A recording verifying permission from the end user to review his/her account, or

⁵ Local service provider freezes are not currently available in New York. The matter is currently under consideration in Case 00-C-0188.

4. Oral authorization with a unique identifier given by the end user (e.g., residence: mother's maiden name; business: tax identification code). This identifier must be associated with the end user giving permission to review his/her account.

The reviewing company must indicate to the current carrier that it has on file one of these types of verifications, and must keep this verification on file for one year for possible third party auditing purposes. The LSP cannot require a copy of the end user's authorization from the reviewing company. When a company has permission from the end user to switch LSPs, the NLSP can request the end user's network serving arrangements and a CSR, or equivalent information, from the OLSP and/or NSPs if it has one of the following types of end user consent:⁶

1. A letter of authorization from the end user to switch local carriers, or
2. A third party verification of the end user's request, or
3. A recording verifying the end user's request to switch local carriers.

The NLSP must indicate to the OLSP and/or NSP(s) that it has on file one of these certifications of consent, and must keep this certification on file for two years for third party auditing purposes. The OLSP and/or ONSP(s) cannot require a copy of the end user's authorization from the NLSP.

C. Format of a Request for a CSR/CSI

The following information must be provided by the requesting carriers in order to obtain a CSR/CSI:

1. Billing telephone number (BTN).
2. End user service address.
3. An indication of end user consent to review the CSR/CSI.
4. End user name.
5. A tracking number for the request.
6. Who to and where to respond with the CSR/CSI information.
7. A telephone number and person to contact for questions about the CSR/CSI request.
8. The name of the company requesting the CSR/CSI.
9. The date and time the request was sent.

⁶ When a carrier goes out of business, these requirements may not apply.

10. How to respond with the CSR/CSI information.

LSPs transmitting CSR/CSI requests via facsimile or electronic mail must use the form in Appendix E unless another option is agreed to by both carriers. When using electronic mail, the completed form must be in Rich Text Format (RTF).

D. Transmission of CSR/CSI Information

In general, the transmission of CSR/CSI requests and information can be some form of electronic means; such as facsimile, electronic mail, electronic data interchange, or any other means negotiated between the two carriers. In any event, the request cannot be via oral means (e.g., voice telephone call). Carriers may specify preferred and alternate means of transmission at their discretion. All carriers must at a minimum allow transmission of CSR/CSI information by facsimile.

E. Form and Content of a CSR Response

Appendix F contains a sample, optional form for use in responding to CSR requests involving potential migrations of bundled residence and bundled business (up to and including five lines) services. This form can be used when transmitting a CSR response via facsimile or e-mail. If a carrier chooses not to use the sample form, it must still provide the information identified in Appendix F when responding to CSR requests involving these types of migrations.

F. Timing

CSR/CSI timing guidelines recommended by this collaborative have been adopted by the Commission in its Order Modifying Existing and Establishing Additional Inter-Carrier Service Quality Guidelines issued on October 29, 2001 in Case 97-C-0139. These timing intervals noted below are applicable to residential and business (5 lines or less) CSR requests.

Upon issuance of the Guidelines, 80% of requested CSRs must be provided within 48 hours. Six months later 80% must be issued within 24 hours. Six months later 80% must be issued the same day if requested by noon or by noon the next day if requested after noon. An additional 24 hours would be allowed for a one year period for CSRs requiring extensive research.

V. Exchanging End User Network Information

In addition to CSR/CSI, there may be a need to obtain network information to migrate an end user. Carriers should share all network specific information of a technical nature necessary for the successful migration of end users. Specifically, there will be a need to provide the circuit identification when a loop must be migrated. The OLSP must provide the circuit identification for any UNE-L migration. When requested, the circuit identification shall be provided with the CSR/CSI or within 24 hours of the CSR/CSI. In addition, providing the circuit identification number to the NLSP by the OLSP constitutes confirmation by the OLSP to reuse facilities. The NLSP must obtain the circuit identification number from the OLSP in order to be sure that reuse of facilities is possible.

VI. Local Service Requests

The purpose of this section is to provide sample LSRs (Local Service Requests) for typical CLEC to CLEC orders that are needed to support migrations. All CLECs should accept any LSR that meets the specifications detailed in the appended section on LSRs. Furthermore, the LSR can be faxed or e-mailed and either delivery should be acceptable. These LSRs are designed to be used between CLECs and are not to be sent to an ILEC (Verizon, Frontier, etc.). The ILEC specifications are available at the ILEC website and through the ILEC Change Control process. The ILEC will utilize the CLEC LSR format when they send migration service orders to a CLEC for the purposes of migrating a customer back to the ILEC and when Number Portability is required. Further, it is recommended that any CLEC planning to initiate service order activity with another CLEC should contact the other CLEC's website and/or handbooks to understand the business arrangements, contacts, and procedures associated with that CLEC.

The CLEC to CLEC LSR forms are based on LSOG 4 Guidelines and Number Portability standards and procedures. The samples include number portability as it is the transaction that is typically required between CLECs. In addition to the LSR form, the samples include the End User Form, the Number Portability Form, and the Loop Form. The CLEC to CLEC LSR was developed by starting with the Verizon LSR and determining which fields should be used for the CLEC to CLEC migration scenarios. In this regard, each data element is noted as: required,

conditional, or not required. Finally, the OBF field descriptions, which were derived from Verizon's version of the OBF field descriptions, are provided for each data element and, CLEC to CLEC business rules are included for those elements where clarification may be necessary.

The LSR samples support the following scenarios:

1. Porting out a telephone number
2. Porting out a telephone number and reusing the UNE-L facility.
3. Reusing the UNE-Loop facility and not porting the telephone number
4. Partial migrations

The recommended LSRs to be used for each type of migration are listed in Appendix G.

VII. Notification Responses

A local service request response (Confirmation/FOC or LSRC/reject or query) – will be furnished within 48 hours of receipt of the order when operating in a manual environment. One year from the date of these guidelines, the confirmation must be furnished within 24 hours. Also note, if the migration is a project or mass migration, intervals will be negotiated.

LSR acknowledgment – not required in a manual environment

1. Bill completion – not required in a manual environment
2. Provisioning completion – not required in a manual environment at this time, but 18 months from the issuance of these guidelines, one completion notice must be issued after billing and provisioning are completed. The ONSP-S (resale, UNE-P) will furnish a loss notification within 5 business days of the cutover. The possibility of providing a loss notification report for UNE-L serving arrangements is under review.

VIII. Procedures for Specific Migration Scenarios:

In setting procedures for migration, 16 basic types of CLEC migrations are primarily addressed in these guidelines. These types are listed in the table below. All scenarios have certain common carrier responsibilities, which have been previously defined in Section III under common migration responsibilities. In addition, there are common processes that are applicable

to all of the migration scenarios. These common migration scenario responsibilities are also addressed in Section III.

Please note that in identifying the process steps for the various types of migrations, the process steps do not include all of the potential confirmations, inquiries, jeopardy notices, and supplemental orders that may or may not be a part of any migration depending upon circumstances. The functions of the Directory Service Provider (DSP) are addressed only where additional steps are required to migrate a stand alone UNE listing account (facilities based migrations).

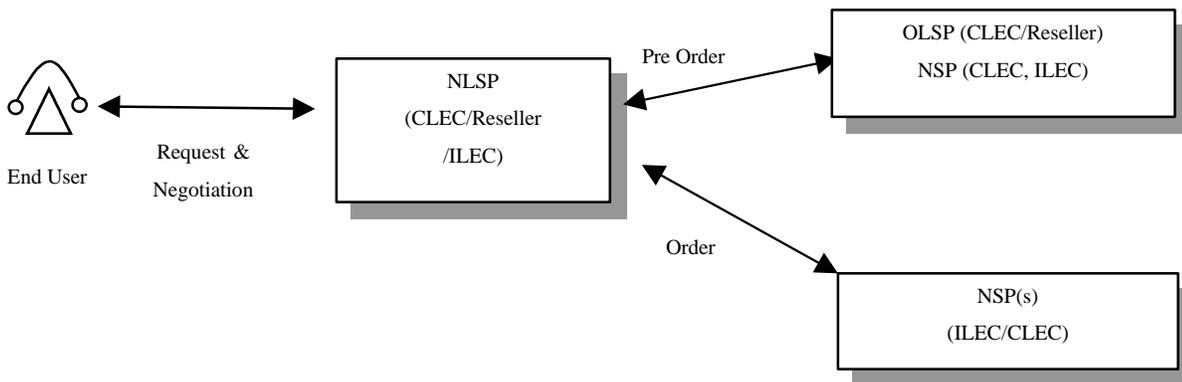
The following scenario descriptions are currently limited to Plain Old Telephone Service (POTS), Integrated Services Digital Network Basic Rate (ISDN BRI), Public Payphone Lines and Centrex services. Additional requirements may be necessary for other types of services (e.g., Direct Inward Dialing and Special Services). For analysis purposes the migration scenarios will be categorized as bundled or unbundled serving arrangements. Bundled serving arrangements are resale or UNE-P serving arrangements where the network service provider furnishes all of the facilities. Unbundled serving arrangements are UNE-Loop and full facilities based serving arrangements where the LSP furnishes some or all of the facilities. The scenario numbers listed for each migration relate to the sixteen scenarios listed in the chart below.

Common Migration Scenarios

Initial State	End State	Scenario Number	Scenario Page Number	LSR Example
CLEC #1 via UNE-P	CLEC #2 via UNE-P	1		
CLEC #1 via UNE-P	CLEC #2 via Resale	1		
CLEC #1 via UNE-P	CLEC #2 via Loop	2-A		
CLEC #1 via UNE-P	CLEC #2 via Facilities Based Svc.	2-B		
CLEC #1 via Resale	CLEC #2 via UNE-P	1		
CLEC #1 via Resale	CLEC #2 via Resale	1		
CLEC #1 via Resale	CLEC #2 via Loop	2-A		
CLEC #1 via Resale	CLEC #2 via Facilities Based Svc.	2-B		
CLEC #1 via Loop	CLEC #2 via UNE-P	3-B		
CLEC #1 via Loop	CLEC #2 via Resale	3-B		
CLEC #1 via Loop	CLEC #2 via Loop	4-A or B		
CLEC #1 via Loop	CLEC #2 via Facilities Based Svc.	4-C		
CLEC #1 via Facilities Based Svc.	CLEC #2 via UNE-P	3-A		
CLEC #1 via Facilities Based Svc.	CLEC #2 via Resale	3-A		
CLEC #1 via Facilities Based Svc.	CLEC #2 via Loop	4-E		
CLEC #1 via Facilities Based Svc.	CLEC #2 via Facilities Based Svc.	4-D		

1. Bundled to Bundled

This group of scenarios includes: Resale to Resale, Resale to Platform (UNE-P), UNE-P to Resale, and UNE-P to UNE-P migrations. All of the bundled to bundled scenarios can be migrated by using the same procedures. Consequently, for purposes of this section, the bundled to bundled migrations will be treated as one scenario. In the bundled migrations, the NSP remains unchanged throughout the migration. This migration involves the reuse of Loop facility and retains the end user telephone number.



Description:

The New CLEC (NLSP) and the Old CLEC (OLSP) provide service to the end user by leasing bundled services from a network service provider (NSP).

Carrier Designations:

The Old Network Service Provider (ONSP) is the New Network Service Provider (NNSP).

Process:

- 1) NLSP obtains authority from end user (e.g., AGAUGH) to access records containing service information and/or to migrate a customer.
- 2) NLSP acquires current end user service information (Customer Service Information)/Network configuration (Transition Information) using one of three methods:
 - a) Contact OLSP to request a CSR.*
 - b) Contact end user (“Blind” or without knowledge of CSI or TI).

* OBF recommended flow.

- c) Contact ONSP(s).⁺
- 3) OLSP responds to CSR request.⁺
- 4) NLSP and end user negotiate for services and features.
- 5) NLSP issues LSR to NSP requesting a migration of service.
- 6) NSP sends confirmation to NLSP of LSR Due Date.
- 7) NSP performs necessary work steps to complete the migration and sends a provisioning completion notice to NLSP and, if applicable, the billing completion notice.
- 8) NSP sends Loss Notification to OLSP after the cutover.
- 9) OLSP issues LSR to DSP to remove listing(s) if located on a stand-alone UNE listing account.

Note: For a partial migration, if necessary, the NSP will designate a new Billing Telephone Number (BTN) on the Old Local Service Provider end user's account. During a migration, disconnect of a line(s)/Telephone Number (TN) is allowed for the same end user (determined by service address).

Responsibilities by Carrier

NLSP

- Obtains authority from end user.
- Acquires current end user service information.
- Negotiates for services and features with end user.
- Issues LSR to NSP requesting a migration of service.

OLSP

- Responds to CSR request.
- Issues LSR to DSP to remove Directory Listing(s) if located on a stand alone UNE listing account.

NSP

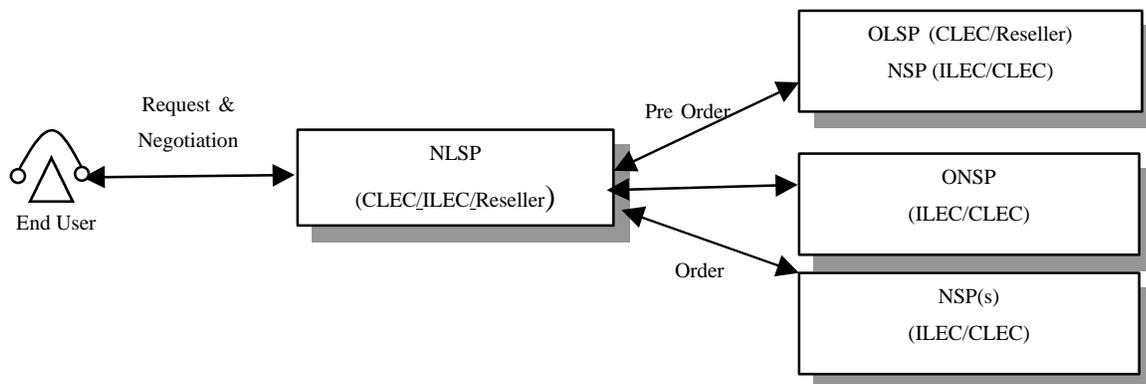
- Validates the LSR and sends applicable confirmations to the NLSP.

⁺ In some cases, the ONSP may provide the required information. However, this information may not convey the total picture of the end user's configuration.

- Migrates service.
- Sends provisioning completion notice to NLSP.
- Sends billing completion notice. (if applicable)
- Sends Loss Notification to OLSP.

2. Bundled to Unbundled

This group of scenarios includes: UNE-P to UNE-Loop (UNE-L), UNE-P to Full Facilities Based Service, Resale to UNE-Loop (UNE-L), and Resale to Full Facilities Based Service. All scenarios can involve LNP.



2.A. UNE-P or Resale to UNE-Loop with LNP

Description:

This migration involves reusing the existing Loop facility and retaining the end user's telephone number. The Old CLEC (OLSP) serves the end user via bundled services leased from a network service provider (NSP). The New CLEC (NLSP) serves the end user via its own switch (NSP-S) and an unbundled Loop facility (NSP-L). This migration requires a coordinated hot cut where the Loop facility must be disconnected from one company's switch and connected to another company's cage.

Carrier Designations:

The Old Network Service Provider (ONSP) becomes the New Network Service Provider – Loop (NNSP-L). The New Local Service Provider (NLSP) is the New Network Service Provider – Switch (NNSP-S).

Process:

- 1) NLSP obtains authority from end user (AGAUTH) to access records containing service information and/or to migrate a customer.
- 2) NLSP acquires current end user service information (Customer Service Information)/Network configuration (Transition Information) using one of three methods:
 - a) Contact OLSP to request a CSR*
 - b) Contact end user (“Blind” or without knowledge of CSI or TI).
 - c) Contact ONSP(s)⁺
- 3) OLSP responds to CSR request⁺
- 4) NLSP and end user negotiate for services and features.
- 5) NLSP issues LSR to NNSP-L/ONSP/DSP (This is the same company) to:
 - a) Convert UNE-P/Resale account to an unbundled Loop facility.
 - b) Issue order to release telephone number in NPAC by Due Date minus one.
 - c) Establish Directory Listing(s).
- 6) NNSP-L:
 - a) Sends confirmation to NLSP of LSR Due Date with TXNU (Circuit ID Information).
 - b) Issues order to release the telephone number in NPAC by Due Date minus one.
- 7) ONSP converts the UNP-P/Resale line to an unbundled Loop facility (performs a hot cut). (This now makes the ONSP the NNSP-L.)
- 8) ONSP on due date, disconnects bundled account and removes the Directory Listing(s) on the account.
- 9) NNSP-S activates telephone number port in NPAC.
- 10) NNSP-L/ONSP/DSP establishes Directory Listing(s).
- 11) ONSP unlocks E911 database after order completion.
- 12) NNSP-S locks E911 database.
- 13) ONSP sends loss notification to the OLSP after the cutover.
- 14) OLSP issues LSR to DSP to remove Directory Listing(s) if located on a stand-alone UNE listing account.

* OBF recommended flow.

⁺ In some cases, the ONSP may provide the required information. However, this information may not convey the total picture of the end user's configuration.

Responsibilities by Carrier

NLSP/NNSP-S

- Obtains authority from end user.
 - Acquires current end user service information.
- Activates telephone number port in NPAC.
- Locks E911 database.
- Negotiates for services and features with end user.
- Issues LSR to NNSP-L/ONSP for reuse of Loop facility, telephone number porting and Directory Listing(s).

OLSP

- Responds to CSR request.
- Issues LSR to DSP to remove Directory Listing(s) if located on a stand alone UNE listing account.

ONSP/NNSP-L/DSP

- Sends confirmation of LSR Due Date with TXNU (Circuit ID Information).
- Issues order to release telephone number in NPAC by Due Date minus one.
- Establish Directory Listing(s) (If DSP).
- Converts the UNE-P/Resale line to an unbundled Loop facility (NLSP-L).
- Performs Hot Cut.
- Moves the cable and pair from the ONSP switch and points it to the NNSP-S.
- Disconnects bundled account.
- Unlocks E911 database after order completion.
- Removes old Directory Listing(s).
- Establishes new Directory Listing(s).
- Sends Loss Notification to the OLSP.

2.B. UNE-P or Resale to Full Facilities with LNP

Description:

The Old CLEC (OLSP) serves the end user via bundled services leased from a Network Service Provider (NSP). The New CLEC (NLSP) serves the end user via its own Switch and Loop facility (NNSP). The end user retains the telephone number.

Carrier Designations:

The New Local Service Provider (NLSP) is the New Network Service Provider (NNSP). The Old Network Service Provider (ONSP) is the Directory Service Provider (DSP).

Process:

- 1) NLSP obtains authority from end user (AGAUTH) to access records containing service information and/or to migrate a customer.
- 2) NLSP acquires current end user service information (Customer Service Information)/Network configuration (Transition Information) using one of three methods:
 - a) Contact OLSP to request a CSR.*
 - b) Contact end user (“Blind” or without knowledge of CSI or TI).
 - c) Contact ONSP(s).⁺
- 3) OLSP responds to CSR request.⁺
- 4) NLSP and end user negotiate for services and features.
- 5) NLSP issues LSR to ONSP to release telephone number in NPAC by Due Date minus one.
- 6) ONSP sends confirmation to NLSP of LSR Due Date.
- 7) NLSP issues LSR to DSP to establish new Directory Listing(s).
- 8) ONSP issues order to release the telephone number in NPAC by Due Date minus one.

* OBF recommended flow.

⁺ In some cases, the ONSP may provide the required information. However, this information may not convey the total picture of the end user's configuration.

- 9) ONSP on Due Date disconnects bundled account and removes old Directory Listing(s) associated with the bundled account.
- 10) NNSP/NLSP activates telephone number port in NPAC.
- 11) ONSP unlocks E911 database when order is completed.
- 12) NNSP/NLSP locks E911 database.
- 13) DSP establish new Directory Listing(s).
- 14) ONSP sends Loss Notification to the OLSP when order completed.
- 15) OLSP issues LSR to DSP to remove Directory Listing(s) if located on a stand-alone UNE listing account.

Responsibilities by Carrier

NLSP

- Obtains authority from end user.
- Acquires current end user service information.
- Negotiate for services and features with end user.
- Issues LSR to ONSP for telephone number porting.
- Issues LSR to DSP to establish new Directory Listing(s).

OLSP

- Responds to CSR request.
- Issues LSR to DSP to remove Directory Listing(s) if located on a stand alone UNE listings account.

ONSP

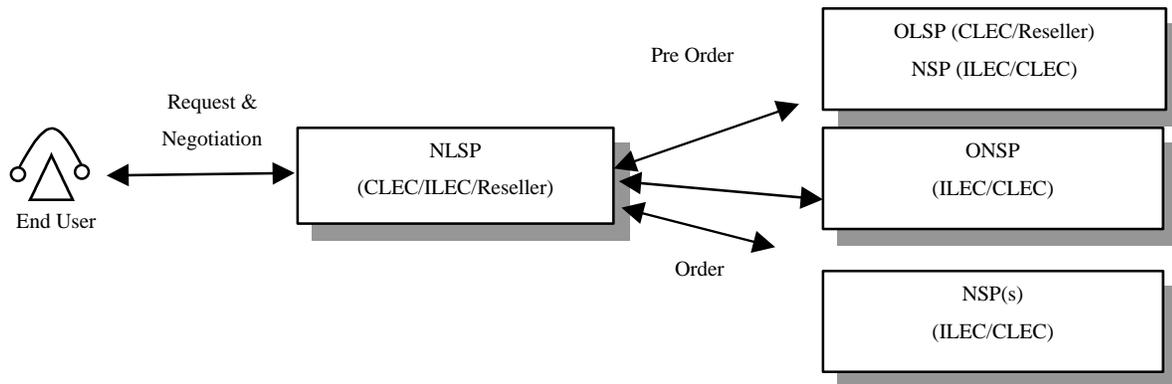
- Sends confirmation to NLSP of LSR Due Date.
- Issues order to release telephone number in NPAC by Due Date minus one.
- Establish Directory Listing(s) (If DSP).
- Disconnects bundled account.
- Unlocks E911 database when order completed.
- Removes old Directory Listing(s).
- Sends Loss Notification to the OLSP.

NNSP

- Activates telephone number port in NPAC.
- Locks E911 database.

3. Unbundled to Bundled

This group of scenarios includes: UNE-L to Resale, UNE-L to UNE-P, Full Facilities Based to Resale, and Full Facilities Based to UNE-P. All scenarios involve LNP.



3.A. Full Facilities Based to Resale or UNE-P with LNP

Description:

The Old CLEC (OLSP) serves the end user via its own Switch and Loop facility (ONSP). The New CLEC (NLSP) serves the end user via bundled services leased from a Network Service Provider (NNSP). The end user retains the telephone number.

Carrier Designations:

All designations are new. The Old Network Service Provider (ONSP) and the Old Local Service Provider (OLSP) will change to a New Network Service Provider (NNSP) and the New Local Service Provider (NLSP). The New Network Service Provider (NNSP) is the Directory Service Provider (DSP).

Process:

- 1) NLSP obtains authority from end user (AGAATH) to access records containing service information and/or to migrate a customer.
- 2) NLSP acquires current end user service information (Customer Service Information)/Network configuration (Transition Information) using one of three methods:
 - a) Contact OLSP to request a CSR.*
 - b) Contact end user (“Blind” or without knowledge of CSI or TI).
 - c) Contact ONSP(s).⁺
- 3) OLSP responds to CSR request.⁺
- 4) NLSP and end user negotiate for services and features.
- 5) NLSP issues LSR to ONSP to release telephone number in NPAC by Due Date minus one.
- 6) ONSP sends confirmation to NLSP of LSR Due Date.
- 7) NLSP issues LSR to NNSP to:
 - a) Establish bundled account.
 - b) Activate telephone number port on Due Date.
 - c) Establish Directory Listing(s).
- 8) NNSP sends confirmation to the NLSP of LSR Due Date.
- 9) ONSP issues order to release telephone number in NPAC by Due Date minus one.
- 10) NLSP arranges for connection of end user inside wire to DEMARC/Network Interface Device (NID).
- 11) NNSP:
 - a) Installs new facility to DEMARC/NID.
 - b) Activates bundled service.
 - c) Activates telephone number port in NPAC.
 - d) Establishes new Directory Listing(s).
- 12) ONSP unlocks E911 database when order completed.
- 13) NNSP locks E911 Database.

* OBF recommended flow.

⁺ In some cases, the ONSP may provide the required information. However, this information may not convey the total picture of the end user's configuration.

- 14) ONSP removes old Loop facilities after Frame Due Time.
- 15) ONSP sends Completion Notification to the NLSP. (optional until 18 months after publication of these guidelines)
- 16) NNSP sends Completion Notification to NLSP.
- 17) OLSP issues LSR to DSP to remove Directory Listing(s) on a stand-alone UNE listing account, after port.

Responsibilities by Carrier

NLSP

- Obtains authority from end user.
- Acquires current end user service information.
- Negotiates for services and features with end user.
- Issues LSR to ONSP to release telephone number in NPAC.
- Issues LSR to NNSP to establish the bundled account, activate the port in NPAC and establish the Directory Listing(s).
- Arranges for connection of inside wire to the DEMARC/Network Interface Device (NID).

OLSP/ONSP

- Responds to CSR request.
- Issues LSR to DSP to remove Directory Listing(s) if located on a stand alone UNE listing account.
- Sends confirmation to NLSP of LSR Due Date.
- Issues order to release telephone number in NPAC by Due Date minus one.
- Unlock E911 database when order completed.
- Issue LSR to remove old Directory Listing(s) with the DSP.
- Removes old Loop facilities after Frame Due Time (FDT).
- Sends Completion Notification to the NLSP.

NNSP

- Sends confirmation to NLSP of LSR Due Date.

- Installs new facility to DEMARC/NID.
- Activates bundled service.
- Activates telephone number port in NPAC during hot cut.
- Locks E911 database.
- Sends Completion Notice to NLSP

3.B. UNE-Loop to Resale or UNE-P with LNP

Description:

This migration involves reusing the existing Loop facilities and retaining the end user's telephone number. It will require a reverse hot cut. The Old CLEC (OLSP) serves the end user via its own Switch (NSP-S) and leases an unbundled Loop facility from a Network Service Provider (NSP-L). The New CLEC (NLSP) serves the customer via bundled services leased from a Network Service Provider (NSP).

Carrier Designations:

The Old Network Service Provider Switch (ONSP-S) is the Old Local Service Provider (OLSP). The Old Network Service Provider Loop (ONSP-L) is the New Network Service Provider Switch and Loop (NNSP). The New Network Service Provider (NNSP) is the Directory Service Provider (DSP).

Process:

1. NLSP obtains authority from end user (AGAATH) to access records containing service information and/or to migrate a customer.
2. NLSP acquires current end user service information (Customer Service Information)/Network configuration (Transition Information) using one of three methods:
 - a) Contact OLSP to request a CSR.*
 - b) Contact end user ("Blind" or without knowledge of CSI or TI).
 - c) Contact ONSP(s).⁺
3. OLSP responds to CSR request.⁺
4. NLSP and end user negotiate for services and features.
5. NLSP issues LSR to NNSP/ONSP-L to:
 - a) Establish bundled account with the specified circuit ID to reuse Loop facility.
 - b) Activate telephone number port on Due Date minus one.
 - c) Establish Directory Listing(s).

* OBF recommended flow.

⁺ In some cases, the ONSP may provided the required information. However, this information may not convey the total picture of the end user's configuration.

6. NNSP sends confirmation to NLSP of LSR Due Date.
7. NLSP issues LSR to ONSP-S to:
 - a) Release telephone number in NPAC by Due Date minus one.
 - b) Advise of reuse of Loop facility.
8. ONSP-S sends confirmation to NLSP of LSR with Due Date.
9. ONSP-S issues order to release telephone number in NPAC by Due Date minus one.
- 10 NNSP:
 - a) Installs bundled account reusing existing loop facility at Frame Due Time
 - b) Activates telephone number port in NPAC at Frame Due Time
 - c) Establishes new directory listings
11. ONSP-S unlocks E911 Database when order completed.
12. NNSP locks E911 Database.
13. ONSP-S sends Completion Notice to the NLSP. (optional until 18 months after publication of these guidelines)
14. NNSP sends Completion Notification to NLSP.
15. OLSP issues LSR to DSP to remove old Directory Listing(s) on a stand-alone UNE listing account, after port.

Responsibilities by Carrier

NLSP

- Obtains authority from end user.
- Acquires current end user service information.
- Negotiates for services and features with end user.
- Issues LSR to the NNSP/ONSP-L to reuse Loop facilities for bundled service, port telephone number(s) and to establish Directory Listing(s).
- Issues LSR to ONSP-S to release the telephone number in NPAC by Due Date minus one and advise of the reuse of the Loop facility.

OLSP/ONSP-S

- Responds to CSR request.
- Issues LSR to DSP to remove old Directory Listing(s) on a stand-alone UNE listing account, after port.

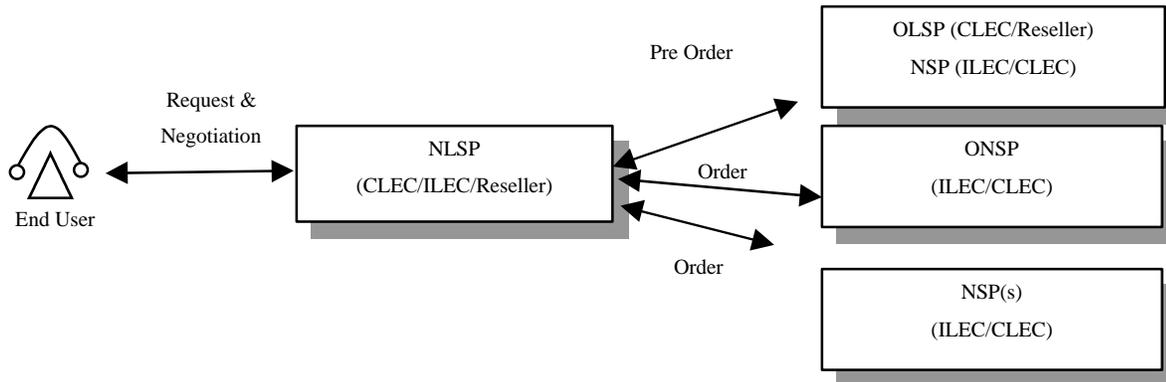
- Sends confirmation to NLSP of LSR Due Date.
- Issues order to release telephone numbers in NPAC by Due Date minus one.
- Unlocks E911 database when order completed.
- Sends Completion Notice to the NLSP. (optional until 18 months after publication of these guidelines)

NNSP/ONSP-L

- Sends confirmation to NLSP of LSR Due Date.
- Reuses Loop facilities to activate bundled account (reverse hot cut).
- Activates telephone number port.
- Locks E911 database.
- Establishes new Directory Listing(s).
- Sends Completion Notification to NLSP.

4. Unbundled to Unbundled

This type of migration includes: UNE-L to UNE-L, UNE-L to Full Facilities Based, Full Facilities Based to Full Facilities Based and Full Facilities Based to UNE-L. All scenarios involve LNP.



4.A. UNE-L to UNE-L with LNP – Reuse of Facilities

Description:

This migration involves reusing the existing Loop facility and the end user retains the telephone number. The Old CLEC (OLSP) serves the end user via its own switch (NSP-S) and an unbundled Loop facility (NSP-L) leased from a Network Service Provider. The New CLEC (NLSP) serves the end user via its own switch (NSP-S) and an unbundled Loop facility leased from a network service provider (NSP-L). In addition, this migration requires a coordinated hot cut where the Loop must be disconnected from one company's cage/switch and connected to another company's cage/switch.

Carrier Designations:

The Old Network Service Provider Loop (ONSP-L) is the New Network Service Provider Loop (NNSP-L). The New Local Service Provider (NLSP) is the New Network Service Provider Switch (NNSP-S).

Process:

- 1) NLSP obtains authority from end user (AGAUTH) to access records containing service information and/or to migrate a customer.

- 2) NLSP acquires current end user service information (Customer Service Information)/Network configuration (Transition Information) using one of three methods:
 - a) Contact OLSP to request a CSR.*
 - b) Contact end user (“Blind” or without knowledge of CSI or TI).
 - c) Contact ONSP(s).⁺
- 3) OLSP responds to CSR request.⁺
- 4) NLSP and end user negotiate for services and features.
- 5) NLSP issues LSR to NNSP-L/ONSP-L/DSP to:
 - a) Disconnect OLSP Loop account and reuse of Loop facility.
 - b) Establish Directory Listing(s).

Please note that coordination is required between the loop and portability orders and the delay of either one may require a supplemental order to be issued.

- 6) NNSP-L/ONSP-L/DSP sends confirmation to NLSP of LSR Due Date.
- 7) NLSP issues LSR to ONSP-S/OLSP to:
 - a) Release telephone number in NPAC by Due Date minus one.
 - b) Advise of reuse of Loop facilities.
- 8) ONSP-S/OLSP sends confirmation to NLSP of LSR Due Date.
- 9) ONSP-S issues order to release the telephone number in NPAC by Due Date minus one.
- 10) NNSP-L/ONSP-L:
 - a) Transfers of Loop facility.
 - b) Establishes Directory Listing(s).
- 11) ONSP-S unlocks E911 database when order completed.
- 12) NNSP-S/NLSP:
 - a) Activates telephone number port in NPAC.
 - b) Locks E911 database.
- 13) ONSP-S sends Completion Notice to the NLSP. (optional until 18 months after publication of these guidelines)
- 14) OLSP issues LSR to DSP to remove old Directory Listing(s) on a stand alone UNE listings account, after port.

* OBF recommended flow.

⁺ In some cases, the ONSP may provide the required information. However, this information may not convey the total picture of the end user's configuration.

Responsibilities by Carrier

NLSP/NNSP-S

- Obtains authority from end user.

NLSP

- Acquires current end user service information.
- Negotiate for services and features with end user.
- Issues LSR to NNSP-L/ONSP/DSP to reuse Loop facilities, establish Directory Listing(s).
- Issues LSR to ONSP-S/OLSP to release telephone number in NPAC by Due Date minus one and advise reuse of Loop facilities.
- Activates telephone number port in NPAC.
- Locks E911 database.

OLSP/ONSP-S

- Responds to CSR request.
- ONSP-S/OLSP sends confirmation to NLSP of LSR Due Date.
- Issues LSR to DSP to remove old Directory Listing(s) on a stand-alone UNE listing account, after port.
- Sends confirmation to NLSP of LSR Due Date.
- Unlocks E911 database when order completed.
- Releases the telephone number in NPAC by Due Date minus one.
- Sends Completion Notice to the NLSP. (optional until 18 months after publication of these guidelines).

NNSP-L/ONSP-L/DSP

- Sends confirmation of LSR to NLSP with Due Date.
- Reuses Loop facility during hot cut.
- Establish Directory Listing(s).

4.B. UNE-L to UNE-L with LNP – Loop Facilities will not be Reused

Description:

The Old CLEC (OLSP) serves the end user via its own Switch (NSP-S) and an unbundled Loop facility leased from a Network Service Provider (NSP-L). The New CLEC (NLSP) serves the end user via its own Switch (NSP-S) and a new unbundled Loop facility leased from a Network Service Provider (NSP-L). The end user retains the telephone number.

Carrier Designations:

The Old Network Service Provider Loop (ONSP-L) is the New Network Service Provider Loop (NNSP-L). The New Local Service Provider (NLSP) is the New Network Service Provider Switch (NNSP-S).

Process:

- 1) NLSP obtains authority from End User (AGAUTH) to access records containing service information and/or to migrate a customer.
- 2) NLSP acquires current end user service information (Customer Service Information)/Network configuration (Transition Information) using one of three methods:
 - a) Contact OLSP to request a CSR.*
 - b) Contact end user (“Blind” or without knowledge of CSI or TI).
 - c) Contact ONSP(s).⁺
- 3) OLSP responds to CSR request.⁺
- 4) NLSP and end user negotiate for services and features.
- 5) NLSP issues LSR to OLSP/ONSP-S to:
 - a) Release telephone number in NPAC by Due Date minus one.
 - b) Advise Loop facility will not be reused.
- 6) OLSP/ONSP-S sends confirmation to NLSP of LSR Due Date.
- 7) NLSP issues LSR to NNSP-L/ONSP-L to:

* OBF recommended flow.

⁺ In some cases, the ONSP may provide the required information. However, this information may not convey the total picture of the end user's configuration.

- a) Establish new unbundled Loop facility.
- b) Establish Directory Listing(s).
- 8) NNSP-L/ONSP-L sends confirmation to NLSP of LSR Due Date.
- 9) ONSP-S issues order to release the telephone number in NPAC by Due Date minus one.
- 10) NLSP/NNSP-S arranges for end user inside wire to be connected to the new Loop facility at the DMARC/Network Interface Device (NID) or DEMARC.
- 11) NNSP-L/ONSP-L installs new Loop facility to DEMARC/NID.
- 12) NLSP/NNSP-S activates telephone number port in NPAC.
- 13) NNSP-L/ONSP/DSP establishes Directory Listing(s).
- 14) ONSP-S unlocks E911 database when order completed.
- 15) NLSP/NNSP-S locks E911 database.
- 16) ONSP-S sends Completion Notice to the NLSP (optional until 18 months after publication of these guidelines).
- 17) OLSP issues LSR to DSP to remove old Directory Listing(s) on a stand alone UNE listings account, after port.
- 18) OLSP issues LSR to ONSP-L to remove any unwanted Loop facility after port completed.

Responsibilities by Carrier

NLSP/NNSP-S

- Obtains authority from end user.
- Acquires current end user service information.
- Negotiates for services and features with end user.
- Issues LSR to the NNSP-L/ONSP-L to establish new unbundled Loop facility and to establish Directory Listing(s).
- Issues LSR to ONSP-S to release the telephone number(s) by Due Date minus one and to advise that the unbundled loop facility will not be reused.
- Arranges for end user inside wire to be connected to new Loop at the DEMARC/Network Interface Device (NID).
- Activates telephone number port in NPAC on Due Date.
- Locks E911 database.

OLSP/ONSP-S

- Responds to CSR request.
- Sends confirmation to NLSP with LSR Due Date. (optional until 18 months after publication of these guidelines).
- Issues order to release the telephone number in NPAC by Due Date minus one.
- Unlocks E911 Database when order completed.
- Issues LSR to DSP to remove old Directory Listings on a stand alone UNE listings account, after port.
- Issues LSR to ONSP-L to remove unwanted Loop facility.

NNSP-L/ONSP-L/DSP

- Sends confirmation to NLSP of LSR Due Date.
- Installs new Loop facility to DEMARC/NID.
- Establishes Directory Listing(s).

4.C. UNE-L to Full Facilities Based with LNP

Description:

This migration does not involve the reuse of an existing Loop facility. The Old CLEC (OLSP) serves the end user via its own Switch (NSP-S) and an unbundled Loop facility leased from a Network Service Provider (NSP-L). The New CLEC (NLSP) serves the end user via its own Switch and Loop facility (NSP). The end user retains the telephone number.

Carrier Designations:

The New Local Service Provider (NLSP) is the New Network Service Provider (NNSP). The Old Network Service Provider Loop (ONSP-L) is the Directory Service Provider (DSP).

Process:

1. NLSP obtains authority from end user (AGAUTH) to access records containing service information and/or to migrate a customer.
2. NLSP acquires current end user service information (Customer Service Information)/Network configuration (Transition Information) using one of three methods:
 - a) Contact OLSP to request a CSR.*
 - b) Contact end user (“Blind” or without knowledge of CSI or TI).
 - c) Contact ONSP(s).⁺
3. OLSP responds to CSR request.⁺
4. NLSP and end user negotiate for services and features.
5. NLSP issues LSR to OLSP/ONSP-S to:
 - a) Release telephone number in NPAC by Due Date minus one.
 - b) Advise not reusing Loop facility.
6. OLSP/ONSP-S sends confirmation to NLSP of LSR Due Date.
7. NLSP issues LSR to DSP to establish Directory Listing(s).
8. DSP sends confirmation to NLSP of LSR Due Date.
9. ONSP-S issues order to release telephone number in NPAC by Due Date minus one.
10. NNSP/NLSP:

* OBF recommended flow.

⁺ In some cases, the ONSP may provide the required information. However, this information may not convey the total picture of the end user's configuration.

- a) Installs new Loop facilities to DEMARC/NID.
 - b) Moves inside wiring to the NNSP DEMARC/NID.
 - c) Activates telephone number port in NPAC.
11. ONSP-S unlocks E911 Database when order completed.
 12. NNSP/NLSP locks E911 Database.
 13. OLSP sends LSR to ONSP-L to:
 - a) Remove unwanted Loop facilities.
 - b) Remove Directory Listing(s) from stand alone UNE listing account.
 14. DSP establishes Directory Listing(s).
 15. ONSP-L sends confirmation to OLSP of LSR Due Date.
 16. ONSP-L disconnects Loop facility.
 17. ONSP-S sends Completion Notice to the NLSP. (optional until 18 months after publication of these guidelines)

Responsibilities by Carrier

NLSP/NNSP

- Obtains authority from end user.
- Acquires current end user service information.
- Negotiates for services and features with end user.
- Issues LSR to OLSP/ONSP-S to release telephone number in NPAC by Due Date and advise that unbundled Loop facility will not be reused.
- Issues LSR to DSP to establish Directory Listing(s).
- Installs Loop facility to DEMARC/NID.
- Moves inside wiring to NNSP DEMARC/NID.
- Activates telephone number port in NPAC.
- Locks E911 database.

OLSP/ONSP-S

- Responds to CSR request.
- Sends confirmation to NLSP of LSR Due Date.
- Sends LSR to ONSP-L to remove unwanted Loop facility and Directory Listing(s) on stand- alone UNE listing account.

- Releases telephone number in NPAC by Due Date minus one.
- Unlocks E911 DataBase when order completed.
- Send Completion Notice to the NLSP. (optional until 18 months after publication of these guidelines)

ONSP-L

- Sends confirmation to OLSP of LSR Due Date.
- Disconnects Loop facility.

4.D. Full Facilities Based to Full Facilities Based with LNP

Description:

The Old CLEC (OLSP) serves the end user via its own switch and Loop facility (NSP). The New CLEC (NLSP) serves the end user via its own switch and Loop facility (NSP). The end user retains the telephone number.

Carrier Designations:

The Old Local Service Provider (OLSP) is the Old Network Service Provider (ONSP). The New Network Service Provider (NNSP) is the New Local Service Provider (NLSP). The Old Directory Service Provider (ODSP) may or may not be the New Directory Service Provider (NDSP).

Process:

- 1) NLSP obtains authority from end user (AGAUTH) to access records containing service information and/or to migrate a customer.
- 2) NLSP acquires current end user service information (Customer Service Information)/Network configuration (Transition Information) using one of three methods:
 - a) Contact OLSP to request a CSR.*
 - b) Contact end user (“Blind” or without knowledge of CSI or TI).
 - c) Contact ONSP(s).⁺
- 3) OLSP responds to CSR request.⁺
- 4) NLSP and end user negotiate for services and features.
- 5) NLSP issues LSR to OLSP/ONSP to release telephone number in NPAC by Due Date minus one.
- 6) ONSP/OLSP sends confirmation to NLSP of LSR Due Date.
- 7) NLSP issue LSR to DSP to establish Directory Listing(s).
- 8) DSP sends confirmation to NLSP of LSR Due Date.

* OBF recommended flow.

⁺ In some cases, the ONSP may provide the required information. However, this information may not convey the total picture of the end user's configuration.

- 9) OLSP issue LSR to DSP to remove Directory Listing(s) on a stand-alone UNE listings account.
- 10) DSP sends confirmation to OLSP of Due Date.
- 11) ONSP/OLSP issues order to release the telephone number in NPAC by Due Date minus one.
- 12) NNSP/NLSP on Due Date:
 - a) Installs new Loop facility to DEMARC/NID.
 - b) Moves inside wiring to new NNSP DEMARC/NID.
 - c) Activates telephone number port in NPAC.
- 13) DSP removes Old Directory Listing(s).
- 14) DSP establishes New Directory Listing(s).
- 15) ONSP/OLSP unlocks E911 DataBase when order completed.
- 16) NNSP/NLSP locks E911 DataBase.
- 17) ONSP/OLSP removes old Loop facility and services after Frame Due Time.
- 18) ONSP/OLSP sends Completion Notice to the NLSP. (optional until 18 months after publication of these guidelines)

Responsibilities by Carrier

NLSP/NNSP

- Obtains authority from end user.
- Acquires current end user service information.
- Negotiates for services and features with end user.
- Issues LSR to OLSP/ONSP to release telephone number in NPC by Due Date minus one.
- Issues LSR to DSP to establish Directory Listing(s).

Installs new Loop facility to DEMARC/NID.

- Moves inside wiring to new DEMARC/NID.
- Activates telephone number port in NPAC.
- Locks E911 database.

OLSP/ONSP

- Responds to CSR request.
- Sends confirmation to NLSP of LSR Due Date.

- Issues LSR to DSP to remove Directory Listing(s) on a stand-alone listing UNE account, after port.
- Releases telephone number in NPAC by Due Date minus one.
- Unlocks E911 Database when order completed.
- Removes Loop facility and services after Frame Due Time.
- Sends Completion Notice to the NLSP. (optional until 18 months after publication of these guidelines)

4.E. Full Facilities Based to UNE-L with LNP

Description:

The Old CLEC (OLSP) serves the end user via its own switch and Loop facility (ONSP). The New CLEC (NLSP) serves the end user via its own switch (NNSP-S) and an unbundled Loop facility leased from a network service provider (NNSP-L). The end user retains the telephone number. This migration requires coordination.

Carrier Designations:

The Old Local Service Provider (OLSP) is the Old Network Service Provider (ONSP). The New Local Service Provider (NLSP) is the NEW Network Service Provider Switch (NNSP-S). The New Network Service Provider Loop (NNSP-L) is also the Directory Service Provider (DSP).

Process:

- 1) NLSP obtains authority from end user (AGAUTH) to access records containing service information and/or to migrate a customer.
- 2) NLSP acquires current end user service information (Customer Service Information)/Network configuration (Transition Information) using one of three methods:
 - a) Contact OLSP to obtain a CSR.*
 - b) Contact end user (“Blind” or without knowledge of CSI or TI)
 - c) Contact ONSP(s).⁺
- 3) OLSP responds to CSR request.⁺
- 4) NLSP and end user negotiate for services and features.
- 5) NLSP issues LSR to NNSP-L to:
 - a) Establish Loop facility.
 - b) Establish Directory Listing(s).
- 6) NNSP-L sends confirmation to NLSP of LSR Due Date.
- 7) NLSP issues LSR to ONSP/OLSP to:
 - a) Release telephone number in NPAC by Due Date minus one.

* OBP recommended flow.

⁺ In some cases, the ONSP may provide the required information. However, this information may not convey the total picture of the end user's configuration.

- 8) OLSP/ONSP sends confirmation to NLSP of LSR Due Date.
- 9) ONSP/OLSP issues order to release the telephone number in NPAC by Due Date minus one.
- 10) NNSP-L:
 - a) Installs Loop facility to NID/DEMARC.
 - b) Establishes Directory Listing(s).
- 11) NNSP-S/NLSP:
 - a) Arranges for inside wiring to be connected to NNSP-L DEMARC/Network Interface Device (NID).
 - b) Activates telephone number port in NPAC.
- 12) ONSP/OLSP unlocks E911 database when order completed.
- 13) NNSP-S/NLSP locks E911 database.
- 14) ONSP/OLSP removes old Loop facility after Frame Due Time.
- 15) OLSP issues LSR to DSP to remove old Directory Listing(s) on a stand-alone UNE listing account, after port.
- 16) NNSP-L sends completion notice.
- 17) ONSP/OLSP sends Completion Notice to the NLSP. (optional until 18 months after publication of these guidelines)

Responsibilities of Carriers

NLSP/NNSP-S

- Obtains authority from end user.
- Acquires current end user service information.
- Negotiates for services and features with end user.
- Issues LSR to NNSP-L to establish Loop facility and establish Directory Listing(s).
- Issues LSR to ONSP/OLSP to release telephone number in NPAC by Due Date minus one.
- Arranges for inside wiring to be connected to the DEMARC/Network Interface Device.
- Activates telephone number port in NPAC.
- Locks E911 database.

OLSP/ONSP

- Responds to CSR request.
- Sends confirmation to NLSP of LSR Due Date.

- Issues LSR to DSP to remove old Directory Listing(s) on a stand-alone listing UNE account, after port.
- Issues order to release telephone number in NPAC by Due Date minus one.
- Unlocks E911 database when order completed.
- Removes old Loop facility after Frame Due Time.
- Sends Completion Notice to the NLSP. (optional until 18 months after publication of these guidelines)

NNSP-L

- Sends confirmation to NLSP of LSR Due Date.
- Installs Loop facility to NID/DEMARC.
- Establishes Directory Listing(s).
- Sends completion notice.

Appendix A – Team Participants

ALLEGIANCE TELECOM OF NEW YORK, INC.
AT&T
BROADVIEW NETWORKS, INC.
CABLEVISION LIGHTPATH, INC.
CHOICE ONE COMMUNICATIONS
CITIZENS COMMUNICATIONS
CONSUMER PROTECTION BOARD
COVAD COMMUNICATIONS COMPANY
CTSI
FAIRPOINT COMMUNICATIONS CORP.
FOCAL COMMUNICATIONS CORPORATION
GILLETTE GLOBAL NETWORK
HYPERION TELECOMMUNICATIONS, INC.
INTELLEC
METTEL
NYS DEPT. OF LAW BUREAU OF TELECOMMUNICATIONS & ENERGY
NEW YORK STATE DEPARTMENT OF PUBLIC SERVICE
NEW YORK STATE TELECOMMUNICATIONS ASSOCIATION, INC.
NETWORK PLUS
NORTH AMERICAN TELECOMMUNICATIONS CORPORATION
RHYTHMS LINKS INC.
SPRINT COMMUNICATIONS COMPANY, L.P.
TELIGENT SERVICES, INC.
TIME WARNER TELECOM
VERIZON NEW YORK, INC. (formerly BELL ATLANTIC – NEW YORK)
WORLDCOM,INC.
XO COMMUNICATIONS, INC. NEW YORK (formerly NEXTLINK NEW YORK)
Z-TEL

Appendix B – Terms

The following definitions and terms are used in these guidelines:

1. AGAUTH – Agency authorization. The data/record indicating that the end user has authorized the NLSP to act as his/her agent. See LOA, below.
2. Bundled Network Components – The categorization of both resold services as made available through the Verizon New York, Inc. 915 tariff and UNE-P as defined in the Verizon New York, Inc. 916 tariff.
3. Completion Notification – Document issued by a NSP to inform a LSP of the completion of work associated with a specific LSR.
4. Competitive Local Exchange Carrier (CLEC) – A local exchange carrier, as defined in 47 U.S.C. sec. 153 (26), operating in competition with one or more incumbent local exchange carriers.
5. Cramming – The practice of billing an end user for telephone or non-telephone related services not requested.
6. Customer Service Record (CSR) – (Also known as Customer Service Information or CSI) Documentation indicating the end user's name, address, contact telephone number, quantity of lines, services, features, and other information associated with an end user's account. The elements of a CSR are defined further in these guidelines insofar as what information about an end user should be provided to a new local service provider when an end user contemplates changing, or migrates to a new local service provider.
7. Directory Service Provider (DSP) – The provider of white page and/or yellow page listings.
8. End State – Description of how the service and equipment should look on completion of an LSR as requested by the LSP.

9. End User – The customer of the local exchange service provider who receives local exchange telephone services from that provider.
10. Hot Cut – Physically moving a working line from an old to a new phone system. As it applies in these guidelines, this function will be performed on the NSP-L's main distribution frame.
11. Incumbent Local Exchange Carrier (ILEC) – A local exchange carrier meeting the criteria set forth in 47 U.S.C. sec. 251(h).
12. Letter of Authorization (LOA) – Sometimes used in a general sense as the data/record indicating that the end user has authorized the NLSP to act as his/her agent. Also used to indicate a specific document signed by the end user providing the NLSP the necessary authority to act as the end user's agent. Other acceptable forms of LOA are defined in these guidelines.
13. Line Level – A term generally used to describe features or activities associated with a specific line (as opposed to "account level" which indicates features or activities that apply to all lines of an account).
14. Line Sharing – As defined by relevant orders and rules of the FCC and this Commission. See, e.g, CC Docket Nos. 98-147 and 96-98, "Deployment of Wireline Services Offering Advanced Telecommunications Capability and Implementation of the Local Competition Provisions of the Telecommunications Act of 1996, Third Report and Order in CC Docket No. 98-147 and Fourth Report and Order in CC Docket No. 96-98" (rel. Dec. 9, 1999), FCC 99-355, para. 13; 47 C.F.R. Sec. 51.319(h)(3); Case 00-C-0127, Proceeding on Motion of the Commission to Examine Issues Concerning the Provision of Digital Subscriber Line Services.
15. Line Splitting -- As defined by relevant orders and rules of the FCC and this Commission. See, e.g, CC Docket No. 00-65, "Application by SBC Communications, Inc., Southwestern Bell Telephone Company, And Southwestern Bell Communications

Services, Inc. d/b/a Southwestern Bell Long Distance Pursuant to Section 271 of the Telecommunications Act of 1996 to Provide In-Region, InterLATA Services in Texas, Memorandum Opinion and Order" (rel. June 30, 2000), FCC 00-238, para. 323-329; Case 00-C-0127, Proceeding on Motion of the Commission to Examine Issues Concerning the Provision of Digital Subscriber Line Services.

16. Local Number Portability (LNP) – As defined in 47 U.S.C. sec. 3(30) , the process by which an end user can retain the same telephone number when migrating to a NLSP.
17. Local Preferred Intraexchange Carrier (LPIC) – The intraLATA carrier to which traffic from a given telephone number is automatically routed when dialing in equal access areas.
18. Local Service Confirmation (LSC) – Document issued by the NSP to inform the LSP of the confirmed scheduled completion date for work effecting specific telecommunications service activities such as unbundled loop connections.
19. Local Service Provider (LSP) – The local exchange carrier that interacts directly with the end user and provides local exchange telecommunications services to that end user. A local service provider can also be a network service provider. NLSP indicates “new” local service provider, and OLSP indicates “old” local service provider.
20. Local Service Provider Authorization Number (LSPAN) – Authorization control number provided by the OLSP to the NLSP. The NLSP includes the LSPAN on the LSR sent to the new/old NSP in reuse situations.
21. Local Service Request (LSR) – Document used among LSPs and NSPs to install, change, and/or disconnect services. The LSR is sent by an LSP to an NSP, for example, to request the activation of number portability, the installation of an Unbundled Loop facility, or the disconnect of loop facilities and migration of a number.
22. Loss Notification – The process by which the ONSP notifies the OLSP of the end user loss upon completion of a request.

23. Network Service Provider (NSP) – The carrier that interacts with LSPs and provides the facilities and equipment components needed to make up an end user’s telecommunications service. A network service provider can also be a local service provider. NNSP indicates “new” network service provider, and ONSP indicates “old” network service provider.
24. Order and Billing Forum (OBF) – A forum of the Carrier Liaison Committee, a committee acting under the Alliance for Telecommunications Industry Solutions (ATIS). OBF provides a forum to identify, discuss and resolve national issues affecting ordering, billing, provisioning and exchange of information about access service, other connectivity and related matters.
25. Preferred Interexchange Carrier (PIC) – The interLATA carrier to which traffic from a given location is automatically routed when dialing 1+ in equal access areas.
26. Slamming –The practice of changing an end user’s carrier selection without the end user’s knowledge or explicit authorization, in violation of section 258 of the Telecommunications Act of 1996 or Section 92-e of the New York Public Service Law.
27. Service Configuration – Identification of the service platform currently used by the end user (e.g., resale, unbundled loop, retail, UNE-P).
28. Transition Information – Information about the current providers of various service components to the end user (e.g., loop, directory service).
29. Unbundled Network Elements – Elements of the network as defined by the Federal Communications Commission and the New York State Public Service Commission to which incumbent local telephone companies must make available unbundled access to competitors.
30. Unbundled Network Elements Platform (UNE-P) – The combination of specific unbundled network elements used by a competing carrier to provide local exchange and

associated switched exchange access service as defined in the Verizon New York, Inc.
916 tariff.

Appendix C – FCC/FTC Statement on Deceptive Advertising

The following is a summary of the Federal Communications Commission/Federal Trade Commission's joint statement on deceptive advertising as of June 2000. The full version of this statement (22 pages) is available at the following internet web site:

<http://www.fcc.gov/Bureaus/Enforcement/Orders/2000/fcc00072.txt>.

In recent years there has been an explosion in competition and innovation in the telecommunications industry. Long-distance customers have reaped substantial benefits in the form of greater choice in deciding which carrier to use and a greater diversity in the prices charged for those calls.

Numerous carriers, both large and small, promote their services through national television, print, and direct mail advertising campaigns. Because no one plan is right for everyone, advertising plays a critical role in informing consumers about the myriad choices in long-distance calling and, in the case of dial-around services, advertising is generally the only source of information consumers typically have before incurring charges. With accurate information, consumers benefit from being able to choose the particular carrier that meets their long-distance calling needs at the most economical price. However, if consumers are deceived by the advertising claims, they cannot make informed purchasing decisions and ultimately the growth of competition in the long-distance market will be stifled.

The proliferation of advertisements as well as an increase in the number of complaints regarding how these services are promoted, have raised questions about how the principles of truthful advertising apply in this dynamic marketplace.

Section 201(b) of the Communications Act requires that practices in connection with communications service shall be just and reasonable, and any practice that is unjust or unreasonable is unlawful. The FCC has found that unfair and deceptive marketing practices by common carriers constitute unjust and unreasonable practices.

This Policy Statement, based on the principles of truth in advertising developed by the FTC under the FTC Act, provides specific guidance for long distance advertising. Its essential elements are listed below.

1. Once an advertisement makes a claim, the advertiser is responsible for the truthfulness of the representation and for substantiating the representation, regardless of whether the advertiser intended to convey those messages to consumers.
2. In situations where an advertisement makes claims that are not directly false but might be misleading in the absence of qualifying or limiting information, advertisers are responsible both for making any necessary disclosures and for ensuring that they are clear and conspicuous.
3. Any significant conditions or limitations on the availability of the advertised rates should be clearly and conspicuously disclosed. Examples of such restrictions would include limitations on the time of day or day of the week that the rate applies or the fact that the rate is good only during a limited promotional or sale period.
4. The advertiser should clearly and conspicuously disclose whether the advertised service includes in-state calls, and the fact that such calls are charged at a higher rate, if such is the case. Many long-distance services and plans are limited to state-to-state calls. The disclosure of this information is particularly important because in-state long-distance rates are often substantially more expensive than state-to-state rates, a fact that may be surprising and significant to reasonable consumers.
5. Advertisers should also exercise care to adequately explain phrases such as "basic rates" in their ads. A telecommunications professional may understand the term "basic rate" to refer to a specific class of tariffed service, which may be billed at the most expensive rates. However, the typical consumer would likely interpret the phrase differently. When making claims using such terms as "basic rates" or "regular rates," advertisers should be mindful that those terms will be evaluated from the point of view of the reasonable consumer, and may be deceptive.
6. An advertiser must have a reasonable basis for any representations comparing the advertiser's price to the prices of its competitors. By representing a competitor's rates, an advertiser is making an implied claim that these rates are reasonably current.
7. The fact that information about significant limitations or restrictions on advertised prices may be available by calling a toll-free number or a clicking on a Web site is generally insufficient to cure an otherwise deceptive price claim in advertising. Advertisers are encouraged to use customer service numbers and Internet sites to offer consumers more information, but these sources cannot cure misleading information in the ad itself.

8. When the disclosure of qualifying information is necessary to prevent an ad from being deceptive, that information should be presented clearly and conspicuously so that it is actually noticed and understood by consumers.

Disclosures should be effectively communicated to consumers. A fine-print disclosure at the bottom of a print ad, a disclaimer buried in a body of text unrelated to the claim being qualified, a brief video superscript in a television ad, or a disclaimer that is easily missed on an Internet Web site is not likely to be effective. To ensure that disclosures are effective, advertisers should use clear and unambiguous language, avoid small type, place any qualifying information close to the claim being qualified, and avoid making inconsistent statements or using distracting elements that could undercut or contradict the disclosure. Factors used in determining whether a disclosure is clear and conspicuous are:

- Prominence Disclosures that are large in size, are emphasized through a sharply contrasting color, and, in the case of television advertisements, remain visible and/or audible for a sufficiently long duration are likely to be more effective than those lacking such prominence. The FTC's experience consistently demonstrates that fine-print footnotes and brief video superscripts are often overlooked. The disclosure should also be prominent enough so that typical consumers will actually *read* and *understand* it in the context of an actual ad.
- Proximity and Placement The effectiveness of disclosures is ordinarily enhanced by their proximity to the representation they qualify. Placement of qualifying information away from the triggering representation -- for example, in footnotes, in margins, or on a separate page of a multi-page promotion -- reduces the effectiveness of the disclosure. The use of an asterisk will generally be considered insufficient to draw a consumer's attention to a disclosure placed elsewhere in an ad.
- Absence of Distracting Elements Even if a disclosure is large in size and long in duration, other elements of an advertisement may distract consumers so that they may fail to notice the disclosure. Advertisers should take care not to undercut the effectiveness of disclosures by placing them in competition with other arresting elements of the ad.
- Factors Relating Specifically to Television Ads Other considerations specific to television ads include volume, cadence, and placement of any audio disclosures.

Disclosures generally are more effective when they are made in the same mode (visual or oral) in which the claim necessitating the disclosure is presented. Research suggests that disclosures that are made simultaneously in both visual and audio modes generally are more effectively communicated than disclosures made in either mode alone. In television ads, a disclosure that includes both a sufficiently large superscript and a voice-over statement is likely to be more effective than a superscript alone.

Appendix D – NYSTA Cramming Core Guidelines

Cramming is a practice where a company places unauthorized charges for telephone and non-telephone related services on your local telephone bill. Consumers become victims of cramming through:

- sweepstakes or contest entry forms;
- advertisements for information or entertainment services that are available through 900 numbers, and;
- free offers that trigger an automatic sign-up for a service, along with a monthly service fee.

Examples of cramming include charges for pagers or paging service, voice mail, psychic hotline subscriptions, or chatline memberships. Charges for these services are being included in local telephone bills pursuant to billing and collection service agreements between local exchange carriers and billing aggregators or the service provider.

In order to minimize the instances of cramming, the members of the New York State Telecommunications Association, Inc. (NYSTA), which represents most Local Exchange Companies providing service in New York, have established the following "Cramming Core Guidelines:"

Cramming Core Guidelines

1. Cramming is the submission or inclusion of unauthorized, misleading, or deceptive charges for products or services on customers' local telephone bills.
2. To provide local telephone bills to residential customers that include charges in a clear and understandable form and language.
3. To fully adjust charges on local telephone bills which meet the definition of cramming in these guidelines.
4. To address cramming issues through third-party billing and collection agreements.
5. To provide outreach and customer education as it applies to cramming.

Appendix E – Sample CSR/CSI Request Form

The form and associated field descriptions are on the following pages.

Customer Service Information Request

Page ___ of ___

Administrative Section

To: _____

Date & Time Request Sent: _____

Transaction Number: _____

Type of Service

Business

Residential

Requesting Company Contact

Requesting Company Name: _____

Initiator Name/Contact Tel # _____

Address: _____

Fax #: _____

E-Mail: _____

Means of Response to Requesting Company

Preferred Means of

Response w/Contact Info: _____

Alternate Means of

Response w/Contact Info: _____

* Default Response (FAX) _____

* ATTENTION: _____

* Default Response is Required To Be Acceptable

End User Authorization Obtained? Yes

Circuit ID is requested if Circuit is reusable

Customer Location (End User)

Name: _____

Service Address _____

City, State _____

Number Section

BTN _____

Response Reasons and Codes

Response ID _____

Response Descriptions

RESPC

Account Tel. No. and/or Customer Location Not Found

001

Customer Supplied Account Information For Requested Account Does Not Match Active Account

018

Account Exceeds Maximum Page or Fax Limit

052

Required Requesting Company Contact Information Incomplete

501

Remarks _____

Customer Service Information Request Field Descriptions

Administrative Section

To <i>(Required Field)</i>	Receiving Company Name
Date and Time Request Sent <i>(Required Field)</i>	Date and Time Requesting Company sends request to receiving company.
Transaction Number <i>(Required Field)</i>	Identifies the Requesting Company Tracking Number to link the inquiry with the response.
Type of Service: Business Residential <i>(Required Field)</i>	The Business or Residential indicator is required to determine how to appropriately route the request.

Requesting Company Contact Section

Requesting Company Name <i>(Required Field)</i>	Name of company requesting Customer Service Information
Initiator Name: <i>(Required Field)</i>	Who, within the Requesting Company, is placing this request and will serve as the company contact. This may be an individual, group or office name as appropriate.
Contact Telephone #: <i>(Required Field)</i>	Initiator's Business Contact number
Address: <i>(Required Field)</i>	Initiator's Business Address Include Street #, Street Name, City, State and Zip Code. Provide Office # and/or Bldg # as appropriate
Fax #: <i>(Optional Field)</i>	Initiator's Business Fax number. Either Fax # or E-Mail or both should be completed as appropriate. If Fax # is not an appropriate means of contacting the initiator, place N/A in this field
E-Mail: <i>(Optional Field)</i>	Initiator's Business E-Mail ID. Either Fax # or E-Mail or both should be completed as appropriate. If E-Mail is not an appropriate means of contacting the initiator, place N/A in this field

Means of Response to Requesting Company Section

Preferred Means of Response w/ Contact See intent in Section IV D of CLEC to CLEC End User Migration Guidelines

Info:

(Required Field)

Alternate Means of Response w/ Contact See intent in Section IV D of CLEC to CLEC End User Migration Guidelines

Info:

(Optional Field)

Default Response: Default means of response is always FAX.

FAX ATTENTION Both FAX number and to whose attention the fax should be brought are to be included. These fields are required in order for the form to be accepted by the responding company.

(Required Fields)

End User

Authorization See Section IV B of CLEC to CLEC End User Migration Guidelines

Obtained:

Yes

(Required Field)

Circuit ID Request Indicates that requesting LEC has the requisite End User Authorization, will be migrating the account and desires to reuse the circuit(s).

Yes

(Conditional Field) Receiving LEC must either provide the Circuit ID information for each line (on a line by line basis which provides the TXNU-TN relationship) which certifies the circuit is reusable, or note the circuit(s) is/are not reusable

Customer Location (End User) Section

Name Account Name

(Required Field)

Service Address Account Street Number and Address

(Required Field)

City, State Account City

(Required Field) Account State

Number Section

BTN Billed Telephone Number – Primary telephone number on account.
(Required Field)

(Optional Fields) **Response Reasons and Codes**

The following Response Code (RESPC) and Response Description (RESPD) fields are based on the resolution of OBF issue 2034, which will be incorporated in LSOG 5, published August 9 2000:

Response Identifier *Identifies the response number assigned by the provider to relate subsequent activity.*
(Optional Field)

RESPC	Response Description (RESPD)	Comments
-------	---------------------------------	----------

When appropriate, the relevant Response Code should be circled and the form returned to the Requesting Company by the Responding Company

001	Account Tel No. and/or Customer Location Not Found	<i>Responding Company cannot locate this account based on the Telephone Number and/or Customer Location information that has been provided by Requesting Company</i>
018	Customer Supplied Account Information For Requested Account Does Not Match Active Account	To be used if Account Telephone Number and End User Name and Address don't match the active account information
052	Account Exceeds Maximum Page or Fax Limit	Used in cases where the Customer Account Information is too large to be faxed (over 20 pages) and the Responding Company wants to arrange for mailing. For example, This could happen with large Business accounts.
501	Required Requesting Company Contact Information Incomplete	Blank required fields exist in the Requesting Company Contact Section of the form.

Appendix F – Sample CSR/CSI Response Form

The form and associated field descriptions are on the following pages.

Customer Service Record Response

Administrative Section:

A1.	To: Company Name	
A2.	Attention:	
A3.	Response Identifier (Optional Field)	
A4.	Requesting LSPs Transaction Number	
A5.	Service Provider ID	

CSR Data Elements Section:

1.	BTN (Billing Telephone Number) (Identify as Res or Bus)	
2.	Billing Name	
3.	Billing Address	
4.	Business or Residence Name (If different than Billing Name)	
5.	Service Address (If different than Billing Address))	

6.	Features (USOC / English) Description	
7.	BTN and WTNs w/ vertical features (i.e.: Hunting, Custom Calling, Voice mail, Remote Call Forwarding, etc.)	
8.	Current PICs (Inter/IntraLATA) including PIC Freeze / Restrictions	
9.	Options – (i.e.: 900, 700 Blocking, Toll Blocking, etc.)	
10.	Service Configuration (i.e., Resale, UNE-P, Loop and Number Portability, Number Portability only, etc. and TXNU on a TN by TN basis)	
11.	Directory Listing Information	
12.	Line Sharing / Line Splitting (if applicable)	(Yes or No)
13.	Data Information	

Customer Service Record Response Field Descriptions

Administrative Section:

A.1	To: Company Name <i>(Required Field)</i>	Name of company requesting Customer Service Information
A.2	Attention: <i>(Required Field)</i>	Name and Number provided on CSIR – see Appendix E – from “Preferred Response” field (e-mail, fax, US Mail).
A3.	Response Identifier <i>(Optional Field)</i>	Identifies the response number assigned by the provider to relate subsequent activity.
A4.	Requesting LSPs Transaction Number <i>(Required Field)</i>	Identifies the Requesting Company Tracking Number to link the inquiry with the response.
A5.	Service Provider ID (Required Field)	Where the LSR should be sent

CSR Data Elements Section:

1.	BTN (Billing Telephone Number) (identify as Res or Bus) <i>(Required Field)</i>	Billed Telephone Number – Primary telephone number on account. (BTN could be different than BTN supplied on CSIR by requesting LSP)
2.	Billing Name <i>(Required Field)</i>	Billing Name
3.	Billing Address <i>(Required Field)</i>	Billing Address (Address where account bills are sent)
4.	Business or Residence Name (If different than Billing Name) <i>(Required Field)</i>	Account Name
5.	Service Address (If different than Billing Name) <i>(Required Field)</i>	Service Address (Address where service is installed / working)

6.	Feature (USOC / English) Description <i>(Required Field when features exist on account)</i>	Features (USOC / with English Description) ordered on a customer's account (e.g., call waiting, call return, voice mail, inside wire, hunting etc.)
7.	BTN and WTNs (Working Telephone Numbers) with vertical features (i.e.: Hunting, Custom Calling, Voice Mail, Remote Call Forwarding, etc.) <i>(Required Field)</i>	BTN and WTNs will be listed along with the features for each number on account record. Note: Hunting and Remote Call Forwarding Numbers (when applicable) may take longer to provide. Remote Call Forwarding number will be provided as part of Transition Information
8.	Current PICs (Inter/IntraLATA) including PIC Freeze / Restrictions <i>(Required Field)</i>	
9.	Options – (i.e.: 900, 700 Blocking, Toll Blocking, etc.) <i>(Required Field)</i>	
10.	Service Configuration (i.e., Resale, UNE-P, Loop and Number Portability, Number Portability only, etc.) <i>(Required Field)</i>	See Table below: Service Configuration Values Some CLECs may provide Service Configuration as a component of the CSR. If the Circuit ID box is checked on the Customer Service Information Request form, either the Circuit ID(s)/TXNU must be provided on a TN by TN basis (with clear association) or a notation that the circuit is not reusable must be included in this section.
11.	Directory Listing Information <i>(Required Field)</i>	Directory listing information will be provided with the CSR and may be as a separate document
12.	Line Sharing / Line Splitting (if applicable) <i>(Required Field)</i>	(Yes or No)
13.	Data Information	To be defined later

Service Configuration Values

Valid Values	OBF definition	Implied Meaning
A	Loop	UNE-Loop only, LSP is NSP for switch
B	Loop with NP using INP	UNE-Loop and Interim Number Portability
C	Number portability using INP	Interim Number Portability (e.g. Remote Call Forward) is being used.
D	Facilities Based	LSP provides end to end service (LSP is the NSP for switch and loop*) *Loop includes loop arrangements where the loop is not migrate-able (e.g., T1, line share exists)
E	Resale	Total Service Resale – LSP uses another NSP for both switch and loop.
F	Unbundled local switching (port)	Switch only
M	Combined loop and unbundled local switching (port)	UNE-Platform – LSP use another NSP for both switch and loop.

Appendix G - Local Service Request Orders

A Local Service Request (LSR) order is defined by multiple forms, which make up an order. The Local Service Ordering Guidelines, version 4 (LSOG 4) is the baseline document for the forms and definitions contained in this document, deviations are noted. The LSOG is defined by the Ordering and Billing Forum (OBF), which is a national forum, managed by Alliance for Telecommunication Industry Solutions (ATIS).¹ The business rules, as documented here, have been determined to meet the minimal requirements for orders to be processed by CLECs in New York State and are not superseded by the OBF references below. The legend for this document identifies how this information is presented.

Each LSR order must contain the following forms:

1. Local Service Request Form² - supplies information required for administrative, billing and contact details.
2. End User Information Form³ - supplies end user information, e.g. service address, etc.
3. The above forms must be accompanied by one of the following service specific forms:
4. Loop Service Form⁴ – used to order Unbundled Network Element – Loop (UNE-L) or advise of UNE-L reuse
 - A. Number Portability Form⁵ – used to port a telephone number from another Network Service Provider (NSP)
 - B. Loop Service with Number Portability Form⁶ - used to order UNE-L or advise of UNE-L reuse, and port a telephone number from another NSP loop provider

¹ For more information on the OBF processes and documentation, please contact the ATIS - OBF Manager at 202-628-6380 or information may be obtained from the ATIS website: <http://www.atis.org/>.

² OBF reference LSR-071 - Local Service Request Form Preparation Guide

³ OBF reference LSR-072 - End User Information Form Preparation Guide

⁴ OBF reference LSR-073 - Loop Service Form Preparation Guide

⁵ OBF reference LSR-074 - Number Portability Form Preparation Guide

⁶ OBF reference LSR-075 - Loop Service with Number Portability Form Preparation Guide

Local Service Request Order Matrix Legend

The following describes how the columns in the LSR spreadsheets are used:

No.	Identifies the field number of the data element on the associated form
Field Name	Represents the field abbreviation used for the data element
OBF Field Description	Contains the LSOG 4 OBF field name and data element definition – deviations from LSOG 4 will be noted.
OBF Format	Contains the maximum field length and format defined for this data element
Usage	Identifies the usage requirements as defined for CLEC to CLEC migrations
Notes	Contains clarifying notes or requirements as applicable for CLEC to CLEC migrations
Comments	While document is being developed, this column to capture comments from participants and to document open items. When document is complete, this column may not be needed.

The following describes the **Usage** values:

Required	Identifies fields that MUST be populated.
Conditional	Identifies fields that are conditionally required. The business rule for population will be document in the Notes column of the matrix.
Not required	Identifies fields that may be applicable but not required. Recommended usage may be populated in the Notes column of the matrix.

The following abbreviations are used to describe the recommended **OBF Format**:

“a”	Alpha characters only
“n”	Numeric characters only
“a/n”	May contain alpha or numeric characters

Local Service Request Form Business Rules

No.	Field Name	OBF Field Description	OBF Format	USAGE	Notes
1	CCNA	Customer Carrier Name Abbreviation Identifies the COMMON LANGUAGE Interconnection Access Code (IAC) for the customer submitting the LSR and receiving the response.	3 a	Required	This field will contain the ACNA code of the new LSP.
2	PON	Purchase Order Number Identifies the customer's unique purchase-order or requisition number that authorizes the issuance of this request or supplement.	16 a/n	Required	
3	VER	Version Identification Identifies the customer's version number.	2 a/n	Conditional	Optional on the first send of an LSR. Unique value required on all subsequent LSRs using the same PON. Valid entries may be AA-ZZ or 00-99.
4	LSR NO	Local Service Request Number Identifies the number that may be generated by the provider's mechanized systems, pre-assigned to the customer by the provider or manually assigned by the provider to identify a customer's request for service.	18 a/n	Not required	
5	LOCQTY	Location Quantity Identifies the number of service locations for the service requested.	3/n	Not required	Not applicable. Only one service address is allowed for CLEC LSR request.
6	HTQTY	Hunt Group Quantity Identifies the quantity of hunt groups associated with this service request.	2/n	Not required	
7	AN	Account Number Identifies the main account number assigned by the NSP.	20 a/n	Not required	
8	ATN	Account Telephone Number Identifies the account telephone number assigned by the NSP.	12 n	Required	Source of this would be the BTN on the old LSP's CSR.
9	SC	Service Center Identifies the Provider's Service Center.	4 a/n	Not required	
10	PG _ of _	Page of # Identifies the page number and total number of pages contained in this request.	4 n	Conditional	Field applicable for manual processes including paper and fax.
11	D/T SENT	Date and Time Sent Identifies the date and time that the Local Service Request is sent by the customer.	17 a/n	Required	Format: Century, Year, 2 Digit Month, Day, Hour, Minute (CCYY-MM-DD HHMM). This time would reflect when the time zone of the end user. This may not reflect actual order transmission.
12	DSPTCH	Dispatch Required Indicates a dispatch is required.	1 a	Not required	
13	DDD	Desired Due Date Identifies the customer's desired due date.	10 a/n	Required	Format: Century, Year, 2 Digit Month, Day, Hour (CCYY-MM-DD)

No.	Field Name	OBF Field Description	OBF Format	USAGE	Notes
14	APPTIME	Appointment Time Identifies the time period during which the end user's service will be established and/or a technician is scheduled to visit the end user's premises.	11 a/n	Not required	
15	DDDO	Desired Due Date – Out Identifies the customer's desired due date for suspension or disconnection of service.	10 a/n	Not required	
16	APPTIME	Appointment Time Identifies the time period during which the end user's service will be established and/or a technician is scheduled to visit the end user's premises.	11 a/n	Not required	
17	DFDT	Desired Frame Due Time Identifies desired frame cutover time.	6 a/n	Required	Format: 2 Digit Hour, Minute & AM/PM
18	PROJECT	Project Identification Identifies the project to which the request is to be associated.	16 a/n	Conditional	The definition of project varies by provider. Project field may be used to indicate prenegotiated special handling is requested, as opposed to normal operations. Use of this field needs to be mutually understood. The use of this field, may or may not affect due date intervals.
19	CHC	Coordinated Hot Cut Identifies that the customer is requesting near seamless cutover activity.	1 a	Conditional	Applicable when reusing facilities. Valid entry: Y
20	REQTYP	Requisition Type Identifies the type of service being requested and the status of the request.	2 a	Required	Valid entries 1st Character (identifies which service specific form is to be sent): A=Loop (identifies loop reuse) B=Loop with NP (Port TN and identifies loop reuse) C=Number Portability (Port TN only) 2nd Character: B=Firm Order
21	ACT	Activity Identifies the activity involved in this service request.	1 a	Required	Values supported would be based on the services being requested Valid entries: V = Conversion to new LSP C = Change/Partial Disconnect, D = Disconnect
22	SUP	Supplement Type A supplement is any new iteration of an LSR. The entry in the SUP field identifies the reason for which the supplement is being issued.	1 n	Conditional	Valid entries: 1=Cancel, 2=New Desired Due Date only, 3= Other When valid entry of "3" is used, the REMARKS field must be populated.

No.	Field Name	OBF Field Description	OBF Format	USAGE	Notes
23	EXP	Expedite Indicates that expedited treatment is requested and any charges generated in provisioning this request (e.g., additional engineering charges or labor charges if applicable) will be accepted.	1 a	Not required	Not all providers may not be able to meet an expedite request. Valid entry: Y=Yes
24	AFO	Additional Forms Indicates which additional forms are being submitted with this request.	5 a	Not required	
25	RTR	Response Type Requested Identifies the type of response requested by the customer.	1 a	Not required	
26	CC	Company Code Identifies the Exchange Carrier requesting service.	4 a/n	Required	Contains the SPID of the new LSP.
27	NNSP	New Network Service Provider Identification Identifies the Number Portability Administration Center (NPAC) Service Provider Identifier (SPI) of the new Network Service Provider.	4 a/n	Conditional	On porting orders, must contain the SPID of the new NSP when it is different from that provided in the CC field.
28	ONSP	Old Network Service Provider Identifies the NPAC SPI of the current Network Service Provider.	4 a/n	Not required	
29	AENG	Additional Engineering Authorization Indicates that if additional engineering is required, an estimate of the charges is to be forwarded to the initiator of the request.	1 a	Not required	
30	ALBR	Additional Labor Authorization Indicates that additional labor is requested and charges will be accepted in conjunction with this Service Request, (e.g., Sunday or out of normal business hour installation is being requested).	1 a	Not required	
31	SCA	Special Construction Authorization Indicates pre-authorization for special construction.	1 a	Not required	
32	AGAUTH	Agency Authorization Status Indicates that the customer is acting as an end user's agent and has authorization on file.	1 a	Required	Valid entry: Y = Yes - indicates authorization is on file
33	DATED	Date of Agency Authorization Identifies the date appearing on the agency authorization that was previously submitted to the provider.	10 a/n	Not required	This field is recommended. Orders will not be rejected if this field is not populated. If populated, this field must not be edited by the receiving company. It is supplied for end user customer care purposes, to validate who supplied authorization for the migration. Only used if migration is question by the end user.

No.	Field Name	OBF Field Description	OBF Format	USAGE	Notes
34	AUTHNM	Authorization Name Identifies the end user who signed the authorization.	15 a/n	Not required	This field is recommended. Orders will not be rejected if this field is not populated. If populated, this field must not be edited by the receiving company. It is supplied for end user customer care purposes, to validate who supplied authorization for the migration. Only used if migration is question by the end user.
35	PORTTYP	Port Type Identifies the type of unbundled port ordered from the provider.	1/a	Not required	
36	ACTL	Access Customer Terminal Location Identifies the CLLI code of the customer facility terminal location or designated collocation area. The CLLI code will have been previously assigned.	11 a/n	Not required	
37	AI	Additional Point of Termination Indicator Identifies whether the APOT field contains a CLLI code or a narrative.	1 a	Not required	
38	APOT	Additional Point of Termination Further identifies the physical ACTL Point of Termination.	11 a/n	Not required	
39	LST	Local Service Termination CLLI Identifies the CLLI code of the end office switch from which service is being requested.	11 a/n	Not required	
40	LSO	Local Service Office Identifies the NPA/NXX of the local or alternate serving central office of the customer location or primary location of the end user.	6 n	Not required	
41	TOS	Type of Service Identifies the type of service for the line ordered.	4 a/n	Required	This field would be used to identify the Old LSP classification as Business or Residence used for internal routing of orders. Valid entries in the first position are: 1 = Business, 2 = Residence.
42	SPEC	Service Product Enhance Code Identifies a specific product or service offering.	5 a/n	Not required	
43	NC	Network Channel Code Identifies the network channel code for the circuit(s) involved. The network channel code describes the channel being requested.	4 a/n	Not required	
44	PBT	Pot Bay Type Identifies the type of collocation arrangement for this service request.	1 a	Not required	
45	NCI	Network Channel Interface Code Identifies the electrical conditions on the circuit at the ACTL/Primary Location.	12 a/n	Not required	

No.	Field Name	OBF Field Description	OBF Format	USAGE	Notes
46	CHANNEL	Channel Code Identifies the type of channel associated with this request.	6 a/n	Not required	
47	SECNCI	Secondary Network Channel Interface Code Identifies the electrical conditions on the circuit at the secondary ACTL or end user location.	12 a/n	Not required	
48	RPON	Related Purchase Order Number Identifies the PON of a related service request.	16 a/n	Conditional	Used if there is a related PON
49	RORD	Related Order Number Identifies a related provider order number	20 a/n	Conditional	For porting orders involving the reuse of a UNE-Loop (REQTYP = AB or BB) from an ILEC, this field should contain the NSP-Loop service order number from the UNE-Loop order submitted to the NSP-loop.
50	LSP AUTH	Local Service Provider Authorization Indicates the carrier code of the Local Service Provider that is providing existing service and has authorized the change to a new service provider.	4 a/n	Not required	
51	LSP AUTH DATE	Local Service Provider Authorization Date Identifies the date that appears on the LSP authorization previously provided to the new service provider.	10 a/n	Not required	
52	LSP AUTH NAME	Local Service Provider Authorization Name Identifies the name of the person who signed the authorization letter.	15 a/n	Not required	
53	LSPAN	LSP's Authorization Number Identifies the LSP's authorization number.	16 a/n	Not required	
54	CIC	Carrier identification Code Identifies the numeric code of the initiating local service provider.	4 n	Not required	
55	CUST	Customer Name Identifies the name of the customer who originated this request when that customer has not been assigned a CCNA.	25 a/n	Not required	
56	BI1	Billing Account Number Identifier 1 Identifies the service type of the Billing Account Number (BAN).	1 a	Not required	
57	BAN1	Billing Account Number 1 Identifies the billing account to which the recurring and non-recurring charges for this request will be billed.	13 a/n	Not required	
58	BI2	Billing Account Number Identifier 2 Identifies the service type of the Billing Account Number (BAN).	1 a	Not required	

No.	Field Name	OBF Field Description	OBF Format	USAGE	Notes
59	BAN2	Billing Account Number 2 Identifies the billing account to which the recurring and non-recurring charges for this request will be billed.	13 a/n	Not required	
60	ACNA	Access Customer Name Abbreviation Identifies the COMMON LANGUAGE code of the customer to which the bill is to be rendered.	3 a/n	Not required	
61	EBD	Effective Bill Date Identifies the effective date to begin or cease billing when the billing date is different from the desired due date.	10 a/n	Not required	
62	CNO	Case Number Identifies the Case Number assigned by the Provider in response to a Diversity Inquiry Request.	12 a/n	Not required	
63	NRI	Negotiated Rate Indicator Indicates that the Customer has negotiated special billing arrangements for this service.	1 a	Not required	
64	BILLNM	Billing Name Identifies the name of the person, office or company to whom the customer has designated that the bill be sent.	25 a/n	Not required	
65	SBILLNM	Secondary Bill Name Identifies the name of a department or group within the designated BILLNM entry. May also be used to specify the end user customer as identified in field entry "SAN", Subscriber Authorization Number used by the customer in conjunction with billing its customer.	25 a/n	Not required	
66	TE	Tax Exemption Indicates that the customer has submitted a tax exemption form to the provider.	1 a	Not required	
67	EBP	Extended Billing Plan Identifies the request for establishing or removing installment billing of non-recurring charges that may be offered by a provider.	6 a/n	Not required	
68	STREET	Street Address Identifies the street of the billing address associated with the billing name.	25 a/n	Not required	
69	FLOOR	Floor Identifies the floor for the billing address associated with the billing name	4a/n	Not required	
70	ROOM	Room Identifies the room for the billing address associated with the billing name	6 a/n	Not required	

No.	Field Name	OBF Field Description	OBF Format	USAGE	Notes
71	CITY	City Identifies the city, village, township, etc. of the billing address associated with the billing name	25 a	Not required	
72	STATE	State/Province Identifies the two character postal code for the state/province of the billing address associated with the billing name.	2 a	Not required	
73	ZIP CODE	Zip Code Identifies the zip code or postal code of the billing address associated with the billing name	10a/n	Not required	
74	BILLCON	Billing Contact Identifies the name of the person or office to be contacted on billing matters.	15 a/n	Not required	
75	TEL NO	Telephone Number Identifies the telephone number of the billing contact.	17 n	Not required	
76	VTA	Variable Term Agreement Identifies the duration, identifying USOC, contract date or contract identification number of any variable term agreement that may be offered by a provider.	17 a/n	Not required	
77	INIT	Initiator Identification Identifies the customer's representative who originated this request.	15 a/n	Required	Person Responsible for LSR
78	TEL NO	Telephone Number Identifies the telephone number of the initiator.	17 n	Required	Telephone number of Person Responsible for LSR
79	EMAIL	EMAIL Address Identifies the electronic mail address of the initiator.	60 a/n	Conditional	If available, E-Mail of Person Responsible for LSR
80	FAX NO	Facsimile Number Identifies the fax number of the initiator.	12 a/n	Required	Fax Telephone number of Person Responsible for LSR
81	STREET	Initiator Street Address Identifies the initiator's street address.	25 a/n	Not required	
82	FLOOR	Floor Identifies the floor of the initiator's address	4 a/n	Not required	
83	ROOM/MAIL STOP	Room/Mail Stop Identifies the room of the initiator's	10 a/n	Not required	
84	CITY	City Identifies the city, village, township, etc. of the initiator's address	25 a	Not required	

No.	Field Name	OBF Field Description	OBF Format	USAGE	Notes
85	STATE	State/Province Identifies the two character postal code of the state/province of the billing address associated with the billing name.	2 a	Not required	
86	ZIP CODE	Zip Code Identifies the zip code or postal code of the billing address associated with the billing name.	10 a/n	Not required	
87	IMPCON	Implementation Contact Identifies the customer's representative or office responsible for control of installation and completion.	15 a/n	Not required	
88	TEL NO	Telephone Number Identifies the telephone number of the implementation contact.	17n	Not required	
89	PAGER	Pager Number Identifies the pager number of the implementation contact.	25 a/n	Not required	
90	ALT IMPCON	Alternate Implementation Contact Identifies the customer's alternative representative or office responsible for control of installation and completion.	15 a/n	Not required	
91	TEL NO	Telephone Number Identifies the telephone number of the alternate implementation contact.	17 n	Not required	
92	PAGER	Pager Number Identifies the pager number of the alternative implementation contact.	25 a/n	Not required	
93	DSGCON	Design/Engineering Contact Identifies the representative of the customer or agent that should be contacted on design/engineering matters.	15 a/n	Not required	
94	DRC	Design Routing Code Identifies the customer location routing code for the transmission of the Design Layout Report for this request.	3 a/n	Not required	
95	TEL NO	DSG Telephone Number Identifies the telephone number of the design/engineering contact.	17n	Not required	
96	FAX NO	DSG Facsimile Number Identifies the fax number of the design/engineering contact.	12 n	Not required	
97	EMAIL	Electronic Mail Address Identifies the electronic mail address of the design/engineering contact.	60 a/n	Not required	
98	STREET	Street Address Identifies the street address for the design/engineering contact.	25 a/n	Not required	

No.	Field Name	OBF Field Description	OBF Format	USAGE	Notes
99	FLOOR	Floor Identifies the floor of the design/engineering contact's address	4 a/n	Not required	
100	ROOM/MAIL STOP	Room/Mail Stop Identifies the room or mail stop of the design/engineering contact's address	10 a/n	Not required	
101	CITY	City Identifies the city, village, township, etc., of the design/engineering contact's address	25 a	Not required	
102	STATE	State / Province Identifies the two character postal code for the state/province of the design/engineering contact's address.	2 a	Not required	
103	ZIP CODE	Zip Code Identifies the zip code or postal code of the design/engineering contact's address	10 a/n	Not required	
104	REMARKS	Remarks Identifies a free flowing field which can be used to expand upon and clarify other data on this form	160 a/n	Conditional	Explanatory remarks to elaborate as required. If remarks are to be supplied, they should begin on the LSR form or noted here which form remarks are being supplied.
	HUNT Info	Hunting fields are included on the LSR form with LSOG 4. Hunting is not applicable for porting or loop orders.		Not required	This page of the LSR form will not be included with the LSR request.

End User Form Business Rules

No.	Field Name	OBF Field Description	OBF Format	Usage	Notes
1	PON	PON - LSP Purchase Number Identifies the customer's unique purchase-order or requisition number that authorizes the issuance of this request or supplement.	16 a/n	Required	Need to be the same as that provided on the LSR form
2	VER	Version Identification of PON Identifies the customer's version number.	2 a/n	Conditional	Need to be the same as that provided on the LSR form
3	AN	Account Number Identifies the main account number assigned by the NSP.	20 a/n	Not Required	
4	ATN	Account Telephone Number Identifies the account telephone number assigned by the NSP.	12 n	Required	Need to be the same as that provided on the LSR form
5	DQTY	Disconnect Quantity Identifies the quantity of telephone numbers affected by this service request.	5 n	Conditional	This would apply to TNs that are to be disconnected, which are specified in the DISC NBR field(s). Disconnected TNs would only be supplied on the End User form.
6	PG _ of _	Page Number Of Identifies the page number and total number of pages contained in this request.	4 n	Required	Field applicable for manual processes including paper and fax.
7	LOCNUM	Location Number Identifies this service location number for the service requested.	3 n	Not required	
8	NAME	End User Name Identifies the name of the end user.	25 a/n	Required	From CSR
9	SAPR	Service Address House Prefix Identifies the prefix for the house number of the service address when grid type numbering is used.	5 a/n	Conditional	Populate if applicable, and not supplied in the SASN field as a part of a full street address.
10	SANO	Service Address House Number Identifies the house number of the service address.	8 a/n	Conditional	Populate if applicable, and not supplied in the SASN field as a part of a full street address.
11	SASF	Service Address House Number Suffix Identifies the suffix for the house number of the service address.	5 a/n	Conditional	Populate if applicable, and not supplied in the SASN field as a part of a full street address.
12	SASD	Service Address Street Directional Identifies the street directional for the service address.	2 a/n	Conditional	Populate if applicable, and not supplied in the SASN field as a part of a full street address.
13	SASN	Service Address Street Name Identifies the street name of the service address.	50 a/n	Required	May contain the street name component of a parsed street address if supplied or the full street address.
14	SATH	Service Address Thoroughfare Identifies the thoroughfare portion of the street name of the service address.	10 a/n	Conditional	Populate if applicable, and not supplied in the SASN field as a part of a full street address.

No.	Field Name	OBF Field Description	OBF Format	Usage	Notes
15	SASS	Service Address Street Suffix Identifies the suffix to the street name of the service address.	4 a/n	Conditional	Populate if applicable, and not supplied in the SASN field as a part of a full street address.
16	SADLO	Service Address Descriptive Location Identifies additional location information about the service address.	100 a/n	Not required	
17	FLOOR	Floor Identifies the floor of the end user location	4a/n	Conditional	Populate if applicable.
18	ROOM	Room Identifies the room for the service address location	9 a/n	Conditional	Populate if applicable.
19	BUILDING	Building Identifies the specific building of the end user location.	9 a/n	Conditional	Populate if applicable.
20	SALOC	Service Address Locality Identifies the city, village, township, etc. of the end user location	35 a	Required	
21	SAST	State / Province Identifies the two character postal code for the state/province of the end user location.	2 a	Required	
22	SAZC	Zip Code Identifies the zip code or postal code of the end-user location	10 a/n	Required	
23	LCON	Local Contact Identifies the local contact name for access to the service location.	15 a/n	Not required	
24	TEL NO	Telephone Number Identifies the telephone number of the local contact	17 a/n	Not required	
25	EUMI	End User Moving Indicator Indicates when the end user location is changing.	1 a	Not required	
26	ACC	Access Information Indicates the access instructions at the end user location.	115 a/n	Not required	
27	WSOP	Working Service On Premises Indicates if there is a working service at the end user location.	1a	Not required	
28	CPE MFR	Customer Premises Equipment Manufacturer Identifies the manufacturer of the CPE.	20 a/n	Not required	
29	CPE MOD	Customer Premises Equipment Model Identifies the model number of the CPE.	20 a/n	Not required	

No.	Field Name	OBF Field Description	OBF Format	Usage
30	ERL	End User Retaining Listing Identifies the desire of the end user to have no changes made to their listings when changing local service providers.	Not required	
31	IBT	ISDN BRI Type Indicates the type of National ISDN BRI.	1 n Not required	
32	IWO	Inside Wiring Options Identifies the requirement for inside wire services.	1 a Not required	
33	IWBAN	Inside Wire Billing Account Number Identifies the billing account number for charges associated with inside wire.	13 a/n Not required	
34	IWCON	Inside Wire Contact Identifies the name of the person to be contacted for inside wire.	25 a/n Not required	
35	TEL NO	Inside Wire Contact Telephone Number Identifies the telephone number of the inside wire contact.	17 n Not required	
36	EAN	Existing Account Number Identifies the end user's existing account number assigned by the current NSP.	20 a/n Not required	
37	EATN	Existing Account Telephone Number Identifies the end user's account telephone number.	12 n Not required	
38	FBI	Final Bill Indicator Indicates whether a final bill should be sent to either the existing billing address or a different address.	1 a Not Required	May be provided if supplied by the end user to the new LSP. Valid entries: E = Existing, D = Different
39	BILLNM	Billing Name Identifies the end user bill name.	25 a/ n Conditional	Required when the FBI is "D".
40	SBILLNM	Secondary Bill Name Identifies the name of a department or group within the designated BILLNM entry.	25 a/n Conditional	Required when the FBI is "D" and applicable.
41	STREET	Final Bill Street Address Identifies the street of the billing address associated with the billing name.	25 a/n Conditional	Required when the FBI is "D".
42	FLOOR	Floor Identifies the floor for the billing address associated with the billing name	4 a/n Conditional	Required when the FBI is "D" and applicable.
43	ROOM	Room Identifies the room for the billing address associated with the billing name	9 a/n Conditional	Required when the FBI is "D" and applicable.
44	CITY	City Identifies city, village, township, etc. of the billing address associated with the billing name	35 a Conditional	Required when the FBI is "D".

No.	Field Name	OBF Field Description	OBF Format	Usage	Notes
45	STATE	State/Province Identifies the two character postal code for the state/province of the billing address associated with the billing name.	2 a/n	Conditional	Required when the FBI is "D".
46	ZIP CODE	Zip Code Identifies the zip code or postal code of the billing address associated with the billing name	10 a/n	Conditional	Required when the FBI is "D".
47	BILLCON	Billing Contact Identifies the name of the person or office to be contacted on billing matters	15 a/n	Conditional	Required when the FBI is "D" and applicable.
48	TEL NO	Telephone Number Identifies the telephone number of the billing contact.	17 n	Conditional	Required when the FBI is "D".
49	SSN	Final Bill Social Security Number Identifies the social security number of the end user in the BILLNM field.	11 a/n	Not required	
50	DNUM	Disconnect Line Number Identifies the line as a unique number and each additional occurrence as a unique number.	5 n	Conditional	Populate if TNs are to be disconnected. If used, this field will be populated with a unique reference number.
51	DISC NBR	Disconnect Telephone Number Identifies the end user telephone number to be disconnected.	12 n	Conditional	Populate if TNs are to be disconnected. Disconnected TNs would only be supplied on the End User form.
52	TER	Terminal Number Identifies a non-lead line in a multi-line hunt group.	8 a/n	Not required	
53	TC OPT	Transfer of Call Options Identifies the type of transfer of call option the end user has requested.	3 a/n	Conditional	Complete if TNs are to be disconnected & the end user has a referral. Not all companies may offer this service.
54	TC TO PRI	Transfer of Calls To Primary Number Identifies the telephone number to which calls are to be referred.	12 n	Conditional	Complete if TNs are to be disconnected & the end user has a referral. Not all companies may offer this service.
55	TC TO SEC	Transfer of Calls To Secondary Number Identifies the telephone number to which calls are to be referred.	12 a/n	Not required	
56	TCID	Transfer of Calls To Identifier Identifies the sequence of telephone numbers and names associated with split transfer of calls.	2 n	Not required	
57	TC NAME	Transfer of Calls To Name Identifies the name or special instructions associated with TC TO which calls are referred when split of calls is requested.	35 a/n	Conditional	Complete if TNs are to be disconnected & the end user has a referral. Not all companies may offer this service.
58	TC PER	Transfer of Calls Period Indicates the requested date that the transfer of calls, specified in the TC TO field, is to be removed and the standard recorded announcement is to be provided.	10 a/n	Conditional	Complete if TNs are to be disconnected & the end user has a referral. Not all companies may offer this service.

No.	Field Name	OBF Field Description	OBF Format	Usage	Notes
59	REMARKS	Remarks Identifies a free flowing field which can be used to expand upon and clarify other data on this form.	160 a/n	Conditional	This field should only be used as overflow for remarks supplied on the first page of LSR form, or if it was noted in the remarks field on the LSR form that additional comments are being supplied on the End User form.

Loop Service with Number Portability Form Business Rules

No.	Field Name	OBF Field Description	OBF Format	USAGE	Notes
1	PON	Purchase Order Number Identifies the customer's unique purchase-order or requisition number that authorizes the issuance of this request.	16 a/n	Required	Need to be the same as that provided on the LSR form
2	VER	Version Identification Identifies the customer's version number.	2 a/n	Conditional	Need to be the same as that provided on the LSR form
3	AN	Account Number Identifies the main account number assigned by the NSP.	20 a/n	Not required	
4	ATN	Account Telephone Number Identifies the account telephone number assigned by the NSP.	12 n	Not required	Need to be the same as that provided on the LSR form
5	LQTY	Loop Quantity Identifies the quantity of loops involved in this service request.	5 n	Required	Indicates the number of loops being reused or disconnected
6	NPQTY	Number Portability Quantity Identifies the quantity of ported numbers involved in this service.	5 n	Required	Indicates the number of lines being ported
7	PG _ of _	Page__ of __ Identifies the page number and total number of pages contained in this request.	4 n	Required	
8	LOCNUM	Location Number Identifies the service location number for the service requested	3 n	Not required	
9	LNUM	Line Number Identifies the line or trunk as a unique number and each additional occurrence as a unique number.	5 n	Required	This field will be populated with a unique reference number.
10	NPI	Number Portability Indicator Identifies the status of the number being ported.	1 a	Not required	Valid entries: A Port out reserved TN, B = Port out working TN
11	LNA	Line Activity Identifies the activity involved at the line level.	1 a	Required	Valid entries: V =Convert to new LSP (Reuse circuit)
12	CKR	Customer Circuit Reference Identifies the circuit number assigned by the customer.	41 a/n	Conditional	Required if the ECCKT field is not populated, otherwise prohibited. Populate with the Circuit ID/TXNU.
13	TSP	Telecommunications Service Priority Indicates the provisioning and restoration priority as defined under the TSP Service Vendor Handbook.	12 a/n	Not required	

No.	Field Name	OBF Field Description	OBF Format	USAGE	Notes
14	LRN	Location Routing Number Identifies a number used to uniquely identify a switch that has ported numbers and is used to route a call to the switch that owns the NPA-NXX portion of the LRN.	12 n	Not required	
15	TDT	Ten Digit Trigger Indicates the request for the activation of a ten digit trigger for local routing number portability.	1a	Conditional	Required when the NPT field is populated with "D".
16	SAN	Subscriber Authorization Number Identifies a number equivalent to the end user Purchase Order Number.	30 a/n	Not required	
17	ECCKT	Exchange Company Circuit ID Identifies a provider's circuit identification.	41 a/n	Conditional	Required if the CKT field is not populated, otherwise prohibited. Populate with the Circuit ID/TXNU.
18	CFA	Connecting Facility Assignment Identifies the provider carrier system and channel to be used.	42 a/n	Not required	
19	SYSTEM ID	System Identification Identifies the customer's system to be used in a collocation arrangement.	5 a/n	Not required	
20	CABLE ID	Cable Identification Identifies the provider's central office cable to be connected to the customer's collocated equipment	5 a/n	Not required	
21	SHELF	Shelf Identifies the number assigned to the customer's shelf to be used in a collocation arrangement.	6 a/n	Not required	
22	SLOT	Slot Identifies the customer's specific connection slot to be used in a collocation arrangement.	6 a/n	Not required	
23	RELAY RACK	Relay Rack A code that identifies the customer's bay/cabinet in a collocation arrangement and may also include the floor and aisle where the specific piece of equipment is located.	10 a/n	Not required	
24	CHAN/PAIR	Channel/Pair Identifies the specific channel or pair within the provider's cable to be used for connection.	5 a/n	Not required	
25	JK CODE	Jack Code Indicates the standard code for the particular registered or non-registered jack used to terminate the service.	5 a/n	Not required	

No.	Field Name	OBF Field Description	OBF Format	USAGE	Notes
26	JK NUM	Jack Number Identifies the number of the jack used on end user connections.	2 a/n	Not required	
27	JK POS	Jack Position Identifies the position in the jack that a particular service will occupy.	2 n	Not required	
28	JR	Jack Request Indicates a request for a new jack.	1a	Not required	
29	NIDR	NID Request Indicates a request for a new network interface device (NID).	1a	Not required	
30	IWJK	Inside Wire Jack Code Indicates the standard code for the type of jack requested for inside wiring.	5a/n	Not required	
31	IWJQ	Inside Wire Jack Quantity Indicates the number of jacks requested for inside wiring.	2n	Not required	
32	PORTED NBR	Ported Telephone Number Identifies the telephone number to be retained.	17 n	Required	This field accommodates either single 10 digit TN or range of TNs to be ported.
33	TNP	Total Number of Paths Identifies the total number of talk paths, including the initial path, associated with the ported number.	3n	Not required	
34	CFTN	Call Forward To Number Identifies the telephone number to which calls will be directed.	13a/n	Not required	Not applicable. This field is only applicable when using interim number portability.
35	NPT	Number Portability Type Indicates the type of number portability for this request.	1a	Required	Only applicable valid entry is: D=Local Routing Number
36	RTI	Route Index Identifies the routing index to be used by the provider's switching equipment to forward/port the provider's telephone number to the customer's non-RCF trunk group.	6a/n	Not required	
37	NPTG	Number Portability Trunk Group Identifies the two six code (TSC) of a dedicated trunk group, from the porting switch to the customer's point of interface (POI), used to complete NP calls.	8a/n	Not required	
38	BA	Blocking Activity Indicates the activity for the blocking of calls.	1a	Not required	
39	BLOCK	Block Identifies the type of blocking on the telephone number.	16 a	Not required	
40	FPI	Freeze PIC Indicator Indicates the customer's requested freeze option for the LPIC.	1a	Not required	

No.	Field Name	OBF Field Description	OBF Format	USAGE	Notes
41	LPIC	IntraLATA Presubscription Indicator Code Identifies the presubscription indicator code (PIC) of the carrier the customer has selected for intraLATA traffic for the ported telephone number.	4a/n	Not required	
42	TC OPT	Transfer of Call Options Identifies the type of transfer of call option the end user has requested.	3a/n	Not required	End user form will be used if necessary to support this functionality.
43	TC TO PRI	Transfer of Calls To Primary Number Identifies the telephone number to which calls are to be referred.	12 a/n	Not required	End user form will be used if necessary to support this functionality.
44	TC TO SEC	Transfer of Calls To Secondary Number Identifies the telephone number to which calls are to be referred.	12 a/n	Not required	End user form will be used if necessary to support this functionality.
45	TCID	Transfer of Calls To Identifier Identifies the sequence of telephone numbers and names associated with split transfer of calls.	2n	Not required	End user form will be used if necessary to support this functionality.
46	TC NAME	Transfer of Calls To Name Identifies the name or special instructions associated with TC TO which calls are referred when split of calls is requested.	35 a/n	Not required	End user form will be used if necessary to support this functionality.
47	TC PER	Line Existing Account Number Identifies the end user's existing account number assigned by the current NSP and/or LSP.	10 a/n	Not required	
48	LEAN	Line Existing Account Number Identifies a free flowing field which can be used to expand upon and clarify other data on this form.	12 n	Not required	
49	LEATN	Line Existing Account Number Identifies the end user's existing account number assigned by the current NSP and/or LSP.	20 a/n	Not required	
50	REMARKS	Remarks Identifies a free flowing field which can be used to expand upon and clarify other data on this form.	160 a/n	Conditional	This field should only be used as overflow for remarks supplied on the first page of LSR form, or if it was noted in the remarks field on the LSR form that additional comments are being supplied on the Loop Service with NP form.

Number Portability Form Business Rules

No.	Field Name	OBF Field Description	OBF Format	Usage	Notes
1	PON	Purchase Order Number Identifies the customer's unique purchase-order or requisition number that authorizes the issuance of this request or supplement	16 a/n	Required	Need to be the same as that provided on the LSR form
2	VER	Version Identification Identifies the customer's version number.	2 a/n	Conditional	Need to be the same as that provided on the LSR form
3	AN	Account Number Identifies the main account number assigned by the NSP.	20 a/n	Not required	
4	ATN	Account Telephone Number Identifies the account telephone number assigned by the NSP.	12 n	Not required	Need to be the same as that provided on the LSR form
5	NPQTY	Number Portability Quantity Identifies the quantity of ported numbers involved in this service.	5 n	Required	Indicates the number of lines being ported
6	PG _ of _	Page of # Identifies the page number and total number of pages contained in this request.	4 n	Required	
7	LOCNUM	Location Number Identifies the service location number for the service requested.	3 n	Not required	
8	LNUM	Line Number Identifies the line or trunk as a unique number and each additional occurrence as a unique number.	5 n	Required	This field will be populated with a unique reference number.
9	NPI	Number portability indicator Identifies the status of the number being ported.	1 a	Not required	Valid entries: A Port out reserved TN, B = Port out working TN
10	LNA	Line Activity Identifies the activity involved at the line level.	1 a	Required	Valid entries: V =Convert to new LSP
11	CKR	Customer Circuit Reference Identifies the circuit number assigned by the customer	41 a/n	Not required	
12	LRN	Location Routing Number Identifies a number used to uniquely identify a switch that has ported numbers and is used to route a call to the switch that owns the NPA-NXX portion of the LRN.	12 n	Not required	
13	TDT	Ten Digit Trigger Indicates the request for the activation of a ten digit trigger for local routing number portability.	1 a	Conditional	Required when the NPT field is populated with "D".

No.	Field Name	OBF Field Description	OBF Format	Usage	Notes
14	ECCKT	Exchange Company Circuit ID Identifies a provider's circuit identification.	41 a/n	Not required	
15	PORTED NBR	Ported Telephone Number Identifies the telephone number to be retained	17 n	Required	This field accommodates either single 10 digit TN or range of TNs to be ported.
16	TNP	Total Number of Paths Identifies the total number of talk paths, including the initial path, associated with the ported number.	3n	Not required	
17	CFTN	Call Forward to Number Identifies the telephone number to which calls will be directed	13 n	Not required	Not applicable. This field is only applicable when using interim number portability.
18	NPT	Number Portability Type Indicates the type of number portability for this request.	1a	Required	Only applicable valid entry is: D=Local Routing Number
19	RTI	Route Index Identifies the routing index to be used by the provider's switching equipment to forward/port the provider's telephone number to the customer's non-RCF trunk group.	6 a/ n	Not required	
20	NPTG	Number Portability Trunk Group Identifies the two six code (TSC) of a dedicated trunk group, from the porting switch to the customer's point of interface (POI), used to complete NP calls.	8 a/n	Not required	
21	BA	Blocking Activity Indicates the activity for the blocking of calls.	1 a	Not required	
22	BLOCK	Block Identifies the type of blocking on the telephone number.	16 a/n	Not required	
23	FPI	Freeze PIC Indicator Indicates the customer's requested freeze option for the LPIC.	1 a	Not required	
24	LPIC	IntraLATA Presubscription Indicator Code Identifies the presubscription indicator code (PIC) of the carrier the customer has selected for intraLATA traffic for the ported telephone number.	4 a/n	Not required	
25	TC OPT	Transfer of Call Options Identifies the type of transfer of call option the end user has requested.	3 a/n	Not required	
26	TC TO PRI	Transfer of Calls to Primary Number Identifies the telephone number to which calls are to be referred.	12 n	Not required	
27	TC TO SEC	Transfer of Calls To Secondary Number Identifies the telephone number to which calls are to be referred.	12 a/n	Not required	

No.	Field Name	OBF Field Description	OBF Format	Usage	Notes
28	TCID	Transfer of Calls To Identifier Identifies the sequence of telephone numbers and names associated with split transfer of calls.	2 n	Not required	
29	TC NAME	Transfer of Calls To Name Identifies the name or special instructions associated with TC TO which calls are referred when split of calls is requested.	35 a/n	Not required	
30	TC PER	Transfer of Calls Period Indicates the requested date that the transfer of calls, specified in the TC TO field, is to be removed and the standard recorded announcement is to be provided.	10 a/n	Not required	
31	LEAN	Line Existing Account Number Identifies the end user's existing account number assigned by the current NSP and/or LSP.	20 a/n	Not required	
32	LEATN	Line Existing Account Telephone Number Identifies the end user's existing account telephone number assigned by the old LSP.	12 n	Not required	
33	REMARKS	Remarks Identifies a free flowing field which can be used to expand upon and clarify other data on this form.	160 a/n	Conditional	This field should only be used as overflow for remarks supplied on the first page of LSR form, or if it was noted in the remarks field on the LSR form that additional comments are being supplied on the Number Portability form.

Loop Service Form Business Rules

No.	Field Name	OBF Field Description	OBF Format	USAGE	Notes
1	PON	Purchase Order Number Identifies the customer's unique purchase-order or requisition number that authorizes the issuance of this request or supplement.	16 a/n	Required	Need to be the same as that provided on the LSR form
2	VER	Version Identification Identifies the customer's version number.	2 a/n	Conditional	Need to be the same as that provided on the LSR form
3	AN	Account Number Identifies the main account number assigned by the NSP.	20 a/n	Not required	
4	ATN	Account Telephone Number Identifies the account telephone number assigned by the NSP.	12 n	Not required	Need to be the same as that provided on the LSR form
5	LQTY	Loop Quantity Identifies the quantity of loops involved in this service request.	5 n	Required	Indicates the number of loops being reused or disconnected
6	PG _ of _	Page of # Identifies the page number and total number of pages contained in this request.	4 n	Required	
7	LOCNUM	Location Number Identifies the service location number for the service requested	3 n	Not required	
8	LNUM	Line Number Identifies the line as a unique number and each additional occurrence as a unique number.	5 n	Required	This field will be populated with a unique reference number.
9	LNA	Line Activity Identifies the activity involved at the line level.	1 a	Required	Valid entries: D = Disconnect (Disconnect circuit), V =Convert to new LSP (Reuse circuit)
10	CKR	Customer Circuit Reference Identifies the circuit number assigned by the customer.	41 a/n	Conditional	Required if the ECCKT field is not populated, otherwise prohibited. Populated with the Circuit ID/TXNU.
11	TSP	Telecommunications Service Priority Indicates the provisioning and restoration priority as defined under the TSP Service Vendor Handbook.	12 a/n	Not required	
12	SAN	Subscriber Authorization Number Identifies a number equivalent to the end user Purchase Order Number.	30 a/n	Not required	
13	ECCKT	Exchange Company Circuit ID Identifies a provider's circuit identification.	36 a/n	Conditional	Required if the CKR field is not populated, otherwise prohibited. Populated with the Circuit ID/TXNU.
14	CFA	Connecting Facility Assignment Identifies the provider carrier system and channel to be used.	42 a/n	Not required	

No.	Field Name	OBF Field Description	OBF Format	USAGE	Notes
15	SYSTEM ID	System Identification Identifies the customer's system to be used in a collocation arrangement.	5 a/n	Not required	
16	CABLE ID	Cable Identification Identifies the provider's central office cable to be connected to the customer's collocated equipment	5 a/n	Not required	
17	SHELF	Shelf Identifies the number assigned to the customer's shelf to be used in a collocation arrangement.	6 a/n	Not required	
18	SLOT	Slot Identifies the customer's specific connection slot to be used in a collocation arrangement.	6 a/n	Not required	
19	RELAY RACK	Relay Rack A code that identifies the customer's bay/cabinet in a collocation arrangement and may also include the floor and aisle where the specific piece of equipment is located.	10 a/n	Not required	
20	CHAN/PAIR	Channel/Pair Identifies the specific channel or pair within the provider's cable to be used for connection.	5 a/n	Not required	
21	JK CODE	Jack Code Indicates the standard code for the particular registered or non-registered jack used to terminate the service.	5 a/n	Not required	
22	JK NUM	Jack Number Identifies the number of the jack used on end user connections.	2 a/n	Not required	
23	JK POS	Jack Position Identifies the position in the jack that a particular service will occupy.	2 n	Not required	
24	JR	Jack Request Indicates a request for a new jack.	1 a	Not required	
25	NIDR	NID Request Indicates a request for a new network interface device (NID).	1 a	Not required	
26	IWJK	Inside Wire Jack Code Indicates the standard code for the type of jack requested for inside wiring.	5 a/n	Not required	
27	IWJQ	Inside Wire Jack Quantity Indicates the number of jacks requested for inside wiring.	2 n	Not required	

No.	Field Name	OBF Field Description	OBF Format	USAGE	Notes
28	DISC NBR	Disconnect Telephone Number Identifies the end user telephone number to be disconnected.	12 n	Conditional	Required when the TN associated to the Loop specified in the CKR or ECCKT field is not being ported. Used to associate the TN to that loop.
29	TER	Terminal Number Identifies a non-lead line in a multi-line hunt group.	8 a/n	Not required	
30	TC OPT	Transfer of Call Options Identifies the type of transfer of call option the end user has requested.	3 a/n	Not required	End user form will be used to support this functionality.
31	TC TO PRI	Transfer of Calls To Primary Number Identifies the telephone number to which calls are to be referred.	12 n	Not required	End user form will be used to support this functionality.
32	TC TO SEC	Transfer of Calls To Secondary Number Identifies the telephone number to which calls are to be referred.	12 a/n	Not required	End user form will be used to support this functionality.
33	TCID	Transfer of Calla To Identifier Identifies the sequence of telephone numbers and names associated with split transfer of calls.	2 n	Not required	End user form will be used to support this functionality.
34	TC NAME	Transfer of Calls To Name Identifies the name or special instructions associated with TC TO which calls are referred when split of calls is requested.	35 a/n	Not required	End user form will be used to support this functionality.
35	TC PER	Transfer of Calls Period Indicates the requested date that the transfer of calls, specified in the TC TO field, is to be removed and the standard recorded announcement is to be provided.	10 a/n	Not required	End user form will be used to support this functionality.
36	LEAN	Line Existing Account Number Identifies the end user's existing account number assigned by the current NSP and/or LSP.	20 a/n	Not required	
37	LEATN	Line Existing Account Telephone Number Identifies the end user's existing account telephone number assigned by the old LSP.	12 n	Not required	
38	REMARKS	Remarks Identifies a free flowing field which can be used to expand upon and clarify other data on this form.	160 a/n	Conditional	This field should only be used as overflow for remarks supplied on the first page of LSR form, or if it was noted in the remarks field on the LSR form that additional comments are being supplied on the Loop Service form.

Administrative Section

CCNA PON VER LSR NO LOCQTY HTQTY
 1 2 3 4 5 6

AN ATN SC PG OF D/TSENT DSPTCH
 7 8 9 10 11 12

DDD APPTIME DDDO APPTIME DFDT PROJECT
 13 14 15 16 17 18

CHC REQTY ACT SUP EXP AFO RTR CC NNSP ONSP AENG ALBR SCA AGAUTH DATED
 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33

AUTHNUM PORTTYP ACTL AI APOT LST LSO TOS SPEC
 34 35 36 37 38 39 40 41 42

NC PBT NCI CHANNEL SECNCI RPON RORD
 43 44 45 46 47 48 49

LSP AUTH LSP AUTH DATE LSP AUTH NAME LSPAN CIC CUST
 50 51 52 53 54 55

Bill Section

BI1 BAN1 BI2 BAN2 ACNA EBD CNO NRI
 56 57 58 59 60 61 62 63

BILLNM SBILLNM TE EBP
 64 65 66 67

STREET FLOOR ROOM CITY STATE
 68 69 70 71 72

ZIP CODE BILLCON TEL NO VTA
 73 74 75 76

Contact Section

INIT TEL NO
 77 78

EMAIL FAX NO
 79 80

STREET FLOOR ROOM/MAIL STOP CITY STATE
 81 82 83 84 85

ZIP CODE IMPCON TEL NO PAGER
 86 87 88 89

ALT IMPCON TEL NO PAGER
 90 91 92

DSGCON DRC TEL NO FAX NO
 93 94 95 96

EMAIL
 97

STREET FLOOR ROOM/MAIL STOP CITY
 98 99 100 101

STATE ZIP CODE
 102 103

REMARKS

104

(Insert Your Company Logo)

End User Information

V4
4/99

Administrative Section

PON _____ VER AN _____ ATN _____ DQTY _____ PG OF _____
 1 | _____ | 2 | _____ | 3 | _____ | 4 | _____ | - | _____ | - | _____ | 5 | _____ | 6 | _____ |

Location and Access

LOCNUM NAME _____ SAPR _____ SANO _____ SASF _____ SASD _____
 7 | _____ | 8 | _____ | 9 | _____ | 10 | _____ | 11 | _____ | 12 | _____ |
 SASN _____ SATH _____ SASS _____
 13 | _____ | 14 | _____ | 15 | _____ |
 SADLO _____
 16 | _____ |
 SADLO (Continued) _____ FLOOR _____ ROOM _____ BLDG _____
 _____ | 17 | _____ | 18 | _____ | 19 | _____ |
 CITY _____ STATE _____ ZIP CODE _____ LCON _____
 20 | _____ | 21 | _____ | 22 | _____ | 23 | _____ |
 TEL NO _____ EUMI _____
 24 | _____ | - | _____ | - | _____ | - | _____ | 25 | _____ |
 ACC _____
 26 | _____ |
 ACC (Continued) _____
 _____ |
 WSOP _____ CPE MFR _____ CPE MOD _____ ERL _____ IBT _____
 27 | _____ | 28 | _____ | 29 | _____ | 30 | _____ | 31 | _____ |

Inside Wire IWO _____ IWBAN _____ IWCON _____ TEL NO _____
 32 | _____ | 33 | _____ | 34 | _____ | 35 | _____ | - | _____ | - | _____ | - | _____ |

Bill Section

EAN _____ EATN _____ FBI _____ BILLNM _____
 36 | _____ | 37 | _____ | - | _____ | - | _____ | 38 | _____ | 39 | _____ |
 SBILLNM _____ STREET _____ FLOOR _____ ROOM _____
 40 | _____ | 41 | _____ | 42 | _____ | 43 | _____ |
 CITY _____ STATE _____ ZIP CODE _____ BILLCON _____
 44 | _____ | 45 | _____ | 46 | _____ | 47 | _____ |
 TEL NO _____ SSN _____
 48 | _____ | - | _____ | - | _____ | - | _____ | 49 | _____ | - | _____ |

This form was developed by the Alliance for Telecommunications Industry Forum (ATIS) Ordering and Billing Forum (OBF) through an industry consensus process
 and published in the Local Service Ordering Guidelines (LSOG) Issue 4, dated 4/9/99.
 For further information regarding the OBF, or the complete LSOG document, please contact the ATIS-OBF Manager at 202-628-6380 or go to www.atis.org/clc/obf/obfhtm.htm.

(Insert Your Company Logo)

Number Portability (Continued)

V4
4/99

Administrative Section

PON	VER	AN	ATN	NPQTY	PG	OF
1	2	3	4	5	6	

Service Details

LOCNUM	LNUM	NPI	LNA	CKR	LRN	TDT
7	8	9	10	11	12	13

ECCKT
14

PORTED NBR	TNP	CFTN	NPT	RTI	NPTG
15	16	17	18	19	20

BA BLOCK	BA BLOCK	FP1	LPIC	TC OPT	TC TO PRI	TC TO SEC
21	22	23	24	25	26	27

TCID	TC NAME	TCID	TC NAME
28	29	28	29

TC PER	LEAN	LEATN
30	31	32

LOCNUM	LNUM	NPI	LNA	CKR	LRN	TDT
7	8	9	10	11	12	13

ECCKT
14

PORTED NBR	TNP	CFTN	NPT	RTI	NPTG
15	16	17	18	19	20

BA BLOCK	BA BLOCK	FP1	LPIC	TC OPT	TC TO PRI	TC TO SEC
21	22	23	24	25	26	27

TCID	TC NAME	TCID	TC NAME
28	29	28	29

TC PER	LEAN	LEATN
30	31	32

REMARKS

33

Appendix H – Mini Dispute Resolution Form

ADMINISTRATIVE SECTION

Reporting Carrier

Company Name

Contact

Tel Number

Email address

Send Form To:

Clec_disputes@dps.state.ny.us

Date:

Other Carrier

*(Fill in all available
information)*

Company Name

Contact

Telephone Number

Email address

NATURE OF DISPUTE

Individual Customer

Customer Name:

*Check if Complaint applies to a
single Customer Migration*

Customer TN/CKT ID:

Recurring Violations

*Check if Complaint is recurring, provide number of occurrences in comment
sections below*

DISPUTE

Complaint

Comments/Number of Occurrences

Contact Info Not Available

CSR/NI Not Received

Inadequate Information Sent

Date(s) CSR/NI Requested:

Describe Missing Information:

**Firm Order Confirmation Not
Received**

Date FOC was Due:

Other

Escalation Efforts

*Describe escalation effort attempted.
Include basic details.*
