Figure: 16 TAC §26.131(d)

TEXAS
CLEC-TO-CLEC AND CLEC-TO-ILEC
MIGRATION GUIDELINES

THE PUBLIC UTILITY COMMISSION OF TEXAS

July 25, 2003

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I. Introduction

These guidelines have been developed as a result of several workshops between the Staff (Staff) of the Public Utility Commission of Texas (the Commission) and representatives of the telecommunications industry to address the issue of customers migrating their telecommunications service(s) from one Competitive Local Exchange Carrier (CLEC) to another, or to an Incumbent Local Exchange Carrier (ILEC).[1] These guidelines represent minimum requirements applicable to all Texas certificated CLECs and to all ILECS with 31,000 or more access lines in the Texas (collectively, the carriers).[2]

The objective of these guidelines is to ensure that customers can migrate from one CLEC to another or from a CLEC to an ILEC in a seamless manner without encountering abnormal delays, service interruptions, cumbersome procedures, or risk of being "slammed" or "crammed." To that end, these guidelines establish standardized procedures, general business rules, and privacy protocols governing end user or customer migrations between CLECs or a CLEC and an ILEC. For reasons of uniformity and consistency, these guidelines are similar to and intentionally formatted to be similar to guidelines developed by the New York Public Services Commission.[3]

At present, and unless otherwise stated herein, these guidelines do not reflect practices and procedures relating to Digital Subscriber Line (DSL) services, line sharing, or line splitting arrangements as defined by the Federal Communications Commission (FCC) or the Commission. Additionally, these guidelines do not address mass migrations, i.e., migrations that occur as a result of a CLEC exiting the Texas market or a major segment of the Texas market. The Commission intends to address the foregoing issues, as needed, in subsequent projects, guidelines, and/or revisions to these guidelines. Finally, to support these guidelines on an ongoing basis, the Commission may establish an industry workgroup to periodically meet to discuss revising these guidelines in order to make the migration of end users from one CLEC to another or to an ILEC more efficient and reliable. The workgroup would be responsible for proposing and recommending to the Commission policies, procedures, and/or revisions to these guidelines.

Carrier specific migration disputes will be referred to Staff for dispute resolution. To facilitate dispute resolution, a Mini Dispute Resolution form (attached hereto as Appendix F) has been developed to submit to Staff when problems arise.

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[1] *Establishment of CLEC-to-CLEC and CLEC-to-ILEC Conversion Guidelines*, PUC Project No. 24389 (opened July 16, 2001).

[2] As of March 1, 2003, the following ILECs (as identified by their Texas Certificate of Convenience and Necessity numbers) had 31,000 or more access lines in Texas: Southwestern Bell Telephone Company (#40079); Verizon Southwest (#40037); United Telephone Company of Texas, Inc d/b/a Sprint-United (#40039); Central Telephone Company of Texas, Inc., d/b/a Sprint-CENTEL (#40096); Valor Telecommunications of Texas, L.P. (#40105); TXU Communications Telephone Company (#40054); Fort Bend Telephone Company. (#40031); Guadalupe Valley Telephone Cooperative, Inc (#40038); CenturyTel of San Marcos, Inc. (#40074); Eastex Telephone Cooperative, Inc. (#40026); Sugar Land Telephone Company (#40062); Texas ALLTEL, Inc. (#40080).

[3] *Proceeding on Motion of the Commission to Examine the Migration of Customers Between Local Carriers*, State of New York Public Service Commission, Case No. 00-0188, Order Instituting Proceeding, (January 26, 2000). On June 14, 2002, in Case No. 00-0188, the New York Public Service Commission adopted Phase II Migration Guidelines.

II. General Principles

The following general principles form a foundation for establishing policies and procedures that ensure that end users can freely migrate between CLECs or from a CLEC to an ILEC without encountering abnormal delays, unwanted privacy intrusions, interruptions in service, other 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), whether it be another CLEC or an ILEC, will not block an end user's desire to migrate or refuse 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 OLSP as well as the new local service provider (NLSP) retain the right to enforce obligations and impose requirements on an end user that are permissible under Commission rules or any applicable state or other law (e.g., collection of past due accounts, deposit requirements).

2. The migration of an end user will, at a minimum, involve the following carriers: the NLSP, the OLSP, and the network service provider (NSP). In any migration, there may be more than one NSP. The NSP(s) may also be the NLSP, OLSP, old network service provider (ONSP) and/or the new network service provider (NNSP). The NSP(s) may be further distinguished on the basis of the facilities used to provide service to an end user, i.e., network service provider—Loop (NSP-L) or network service provider—Switch (NSP-S).

3. The end user's privacy is respected by all LSPs.

4. Carriers will abide by the FCC/Federal Trade Commission (FTC) "Statement on Deceptive Advertising" for local service migrations and the Texas Deceptive Trade Practices Act (TEX. BUS. & COMM. CODE §§ 17.01 – 17.854).

5. The end user is informed by the NLSP of all pertinent aspects of the migration.

6. Carriers shall work together in good faith to minimize and/or avoid any problems for the migrating end user (including service interruptions, billing problems, etc. . .).

7. Each carrier shall make available to all other carriers established processes and procedures for end user migration, consistent with these guidelines and all applicable federal and state regulations.

8. Carriers shall follow consistent methods for data exchange to facilitate end user migrations.

9. LSPs must maintain a company contact escalation list, and that list must be available to other LSPs for their use in resolving migration problems.

10. The response intervals and timelines set forth in these guidelines are minimum standards and exclude weekends and holidays. Carriers are not prohibited from negotiating and agreeing to different migration processes, provided that the terms thereof are made generally available to other carriers and do not lengthen the end

user's migration process by increasing the response intervals and timelines in these guidelines.

III. Common Migration Responsibilities of Carriers

When an end user either queries a LSP about migrating to that carrier (i.e., by giving to the LSP authorization to review its customer information) or actually migrates, the involved carriers shall act according to the following responsibilities:

1. The prospective NLSP or NLSP deals directly with the end user or the end user's authorized agent.

2. To request customer service information (CSI) and/or transition information (TI) from the end user's OLSP or the NSP, the NLSP must have customer authorization in accordance with these guidelines. The permission to view CSI/TI need not be sent to the OLSP or NSP.

3. A carrier can simultaneously be the LSP and the NSP for a particular end user.

4. There can be multiple NSPs involved in providing service to an end user (e.g., one NSP could provide the loop (NSP-L) and another, the switch (NSP-S)).

5. The NLSP, assuming it is not also the new network service provider (NNSP), will provide the local service request (LSR) information for ordering service to the NNSP(s). (In any given migration, multiple NSP(s) could be involved. The NLSP's obligation to send an LSR to each NSP involved is dependent upon the function served by that NSP and is detailed in the scenarios in Section VIII.)

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 OLSP to provide service to the migrating end user or any existing end users. Each LSP that leases facilities from an NSP is required to keep an accurate inventory of such facilities, which includes, at a minimum, circuit information and number assignment.

7. If requested, the OLSP and/or NSP(s) must provide the information noted in these 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 list. Each carrier bound by these guidelines will maintain a contact and escalation list for end user migrations. This list must be sent to the Commission and updated as necessary. 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 migration results in a change in the NSP, the complete migration may take a full day to complete. There are times when not 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 shall 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 or rate center) 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 old network service provider—Switch (ONSP-S) and the new network service provider—Switch (NNSP-S) shall, where technically feasible**,** build a port trigger in their telephone number translations at least one day prior to the cutover date. The port trigger will query the Number Portability Administration Center (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. If a port trigger is built, the ONSP-S should leave the telephone number translations in its switch until at least 11:59 p.m. 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 furnish, upon request, a loss notification to the OLSP within 5 business days of the cutover. Provisioning of a loss notification by the ONSP-L in UNE-L serving arrangements is under industry review. This paragraph does not alter the notification responsibilities of carriers under P.U.C. SUBST. R. 26.130(m).

15. E-911. E-911 is only impacted in those situations where the NSP-S changes. The ONSP-S must unlock the E-911 records that are being migrated. This will allow the NLSP/NNSP-S to lock the E-911 record, take responsibility for this record, and change the listing information as applicable. The NNSP-S is responsible for inputting the new listing information into E-911 and in all cases must input themselves as the customer's new carrier in order to lock the E-911 database for that customer. The E-911 database providers will send out a report on unlocked records. This report serves as notification that these records need to be migrated and locked by the NNSP-S.

    a) Timing can be a problem with E-911 inputs if the NNSP-S tries to migrate the record and the ONSP-S has not unlocked it. Migrates are being recycled for 72 hours to eliminate some of these timing issues, but it is important for the ONSP-S

to unlock each record in the E-911 database in a timely fashion following order completion. In the event the ONSP-S does not unlock the appropriate E-911 records, the E-911 database provider will contact the ONSP-S. If the ONSP-S does not respond to the E-911 database provider within 48 hours, the E-911 database provider is authorized to unlock the appropriate E-911 records in accordance with the procedures set forth in subsection b) below.

b) An NSP exiting or abandoning a market area shall unlock E-911 records associated with telephone numbers ported to an NNSP-S in a timely manner to facilitate migration of such E-911 records within the E-911 database to the NNSP-S. In the event that the ONSP-S fails to unlock all of its E-911 record(s) and the ONSP-S is unavailable to effect such unlocks, the E-911 database provider shall be authorized to unlock such E-911 records upon written request from the NNSP-S. For purposes of this paragraph, "unavailable" shall mean that, within 72 hours of notification of migration error, the NNSP-S has made three unsuccessful attempts to contact the ONSP-S to request that the affected E-911 record(s) be unlocked .

16. Directory Listings. Directory listing information should be submitted to the directory publishers. If the directory publisher is an ILEC it should be sent on an LSR or that ILEC's equivalent form. Additionally, after an end user migrates, the NLSP should inform the directory publishers that it is now the service provider for that end user. The ILEC will make available a listing verification report to that NLSP prior to directory publication of that customer's listing. Thus, even if an ILEC is not involved in the migration but is the directory publisher, the ILEC must be notified of the new NLSP for that listing.

IV. Exchanging Customer Service Information

To facilitate local service migrations, it is necessary to have a procedure and optional forms for exchanging CSI/TI 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 CSI/TI is an important element of end user migration, the sharing of CSI/TI shall not violate an end user's privacy, or create inequitable marketing practices. A prospective NLSP may not acquire CSI/TI without end user authorization or the authorization of that end user's agent. The existing LSP is prohibited from approaching an end user to retain or keep that end user solely as a result of a request for CSI/TI.

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

1. The baseline information that must be on a CSI/TI to support a migration.

2. The guidelines for requesting a CSI/TI.

3. The format of a CSI/TI.

4. The method of transmitting a CSI/TI.

5. The time frame between when a CSI/TI is requested and when the response is sent.

A. Defining the CSI/TI

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

1. Billing telephone number(s) (BTN) and/or Account Number (Acct #)
2. Working telephone number(s) (WTN)
3. Class of service
4. Complete customer billing name and address
5. Directory listing information including address, listing type, published/nonpublished number
6. Complete service address
7. Current PICs (inter/intraLATA toll) including freeze status
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 OLSP/NSPs
13. Identification of any line sharing/line splitting on the migrating end user's line.
14. Circuit Identifications (Circuit ID)

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

1. Working telephone number(s)
2. Class of service
3. Complete service address
4. Current PICs (inter/intraLATA toll) including freeze status
5. Service configuration information (e.g., resale, UNE-P, unbundled loop)

6. Identification of the OLSP

7. Identification of any line sharing/line splitting on the migrating end user's line.

8. Circuit Identifications (Circuit ID)

B. Guidelines for Requesting CSI/TI

There are two general situations when a company may need to request another company's end user information. The first is when negotiating with a concurring end user, a carrier may need to review that end user's CSI/TI. 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 CSI/TI or equivalent information from the current LSP and/or the NSP(s) if the reviewing company has one of the following types of end user consent:

1. A letter of agency (LOA) 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

4. Oral authorization given by the end user.

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 current 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 CSI/TI, or equivalent information, from the OLSP and/or NSPs if it has the customer's consent as provided for in P.U.C. SUBST. R. 26.130(c) and (d), to wit:

1. A LOA from the end user to switch telecommunications utilities; or

2. Electronic authorization, if technically possible, from the telephone number which is to be switched; or

3. Oral authorization by the customer given to an appropriately qualified third party verifier

The NLSP must indicate to the current LSP 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 current LSP and/or NSP(s) cannot require a copy of the end user's authorization from the NLSP.

C. Format of Request for CSI/TI

Unless otherwise agreed, the following information must be provided by the requesting carriers in order to obtain a CSI/TI:

1. WTN, BTN and/or Acct #.

2. End user service address.

3. An indication of end user consent to review the CSI/TI.

4. End user name.

5. A tracking number for the request (optional).

6. Who to and where to respond with the CSI/TI information.

7. A telephone number and person to contact for questions about the CSI/TI request.

8. The name of the company requesting the CSI/TI.

9. The date and time the request was sent.

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

11. Type of service (business, residence, coin)

LSPs transmitting CSI/TI requests via facsimile or electronic mail must use the form in Appendix B, 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 CSI/TI Information

In general, the transmission of CSI/TI 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 CSI/TI information by facsimile.

E. Form and Content of CSI/TI Response

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

F. Timing of CSI

The minimum standards for CSI response intervals are: (1) for accounts up to and including 10 lines, CSI shall be provided within 48 hours; and (2) for accounts with 11 lines or more, the OLSP/NSP shall contact the NLSP within 24 hours to negotiate a reasonable response interval. (The day the request is received shall be considered day-1 if the request is received by

3:00 p.m.) Within one year from the date of approval of the Guidelines, the OLSP/NSP must provide 80% of CSI responses within 24 hours. It is the responsibility of the OLSP/NSP to document, upon Commission request, its compliance with this section.

V. Exchanging End User Transition Information

In addition to customer service information (CSI), there may be a need to obtain transition information (TI) to migrate an end user. Carriers shall share all network specific information of a technical nature necessary for the successful migration of end users. The NLSP may request transition information as part of its CSI/TI request from the OLSP and/or NSP(s).[1] If the Circuit ID is requested on a CSI/TI request form (e.g., Appendix B), the responding carrier, as part of its response (e.g., Appendix C, Field 10), must provide:

1. the Circuit ID(s) (on a TN by TN basis with clear association, if possible);

2. a notation that the Circuit ID(s) is not being provided because the underlying circuit **is not** reusable;

3. a notation that the Circuit ID(s) is not available but the circuit(s) **is** reusable; or

4. a notation that the Circuit ID(s) is not available and the circuit(s) **is not** reusable.

Provision of the Circuit ID(s) by the NSP does not constitute a representation by the NSP that the Circuit ID(s) are accurate or that the associated facilities are reusable. Provision of the Circuit ID(s) by the OLSP is a representation that the Circuit ID(s) are accurate and the associated facilities are reusable.

When requested from the NSP(s), the Circuit ID(s) shall be provided within 72 hours after receipt of the request. When requested from the OLSP, the Circuit ID(s) shall be provided with the CSI response or within 24 hours of providing the CSI response.

VI. Local Service Requests

A Local Service Request (LSR) order is defined by multiple forms, which combined together, make up an order. The purpose of this section is to discuss LSRs needed to support typical CLEC-to-CLEC and CLEC-to-ILEC migrations. All CLECs and those ILECs to whom these guidelines apply shall accept any LSR that meets the specifications detailed in Appendices D and E. Furthermore, all LSPs shall accept LSRs sent via fax or e-mail. The LSRs included in Appendix E are designed to be used between all CLECs and those ILECs to whom these guidelines apply, except SWBT or Verizon. SWBT and Verizon's specifications are available on their respective websites and through the ILEC Change Control process. **Those ILECs to whom these guidelines apply will utilize the CLEC-to-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 consult the other CLEC's website and/or handbooks to understand the business arrangements, contacts, and procedures associated with that CLEC.

[1] *See supra* Section IV.A. Defining CSI/TI.

The CLEC-to-CLEC and CLEC-to-ILEC LSR forms are based on Local Service Ordering Guidelines (LSOG) 4 and Number Portability standards and procedures. The forms included in Appendix E include (1) a stand-alone LSR ; (2) End User Information; (3) Loop Service; (4) Number Portability; and (5) Loop Service with Number Portability. The CLEC-to-CLEC LSR was developed by starting with the Verizon LSR from the N.Y. Migration Guidelines and determining which fields should be used for the CLEC-to-CLEC and CLEC-to-ILEC migration scenarios. In this regard, the Business Rules for preparing each form (attached as Appendix D) denote whether the data element is required, conditional, or not required. The Business Rules also include the Ordering and Billing Forum (OBF) field descriptions for each data element.

The LSR samples support the following scenarios:

1) Porting out a telephone number

2) Porting out a telephone number and reusing the UNE-Loop facility

3) Reusing the UNE-Loop facility and not porting the telephone number

4) Partial migrations

VII. Notification Responses

An LSR response (Confirmation/Firm Order Commitment (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 these guidelines are approved, the response must be furnished within 24 hours.

1. LSR acknowledgment – not required in a manual environment.

2. Bill completion, if applicable – not required in a manual environment

3. 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. No completion notice is required for stand-alone, local number portability (LNP) orders.

4. The ONSP-S (resale, UNE-P) will furnish, upon request, a loss notification within 5 business days of the cutover. Provisioning of a loss notification by the ONSP-L in UNE-L serving arrangements is under industry review. This paragraph does not alter the notification responsibilities of carriers under P.U.C. SUBST. R. 26.130(m).

VIII. Procedures for Specific Migration Scenarios:

In setting procedures for migration, 16 basic types of end user 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 Interface (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	NLSP via UNE-P	1		
CLEC #1 via UNE-P	NLSP via Resale	1		
CLEC #1 via UNE-P	NLSP via Loop	2-A		
CLEC #1 via UNE-P	NLSP via Facilities Based Svc.	2-B		
CLEC #1 via Resale	NLSP via UNE-P	1		
CLEC #1 via Resale	NLSP via Resale	1		
CLEC #1 via Resale	NLSP via Loop	2-A		
CLEC #1 via Resale	NLSP via Facilities Based Svc.	2-B		
CLEC #1 via Loop	NLSP via UNE-P	3-B		
CLEC #1 via Loop	NLSP via Resale	3-B		
CLEC #1 via Loop	NLSP via Loop	4-A or B		
CLEC #1 via Loop	NLSP via Facilities Based Svc.	4-C		
CLEC #1 via Facilities Based Svc.	NLSP via UNE-P	3-A		
CLEC #1 via Facilities Based Svc.	NLSP via Resale	3-A		
CLEC #1 via Facilities Based Svc.	NLSP via Loop	4-E		
CLEC #1 via Facilities Based Svc.	NLSP 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 local service provider (NLSP) and the old local service provider (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 to access records containing customer service information (CSI)/transition information (TI) and/or to migrate a customer.
2. NLSP may acquire CSI/TI using any of the following three methods:[1]
    a) Contact OLSP.
    b) Contact end user "blind" (i.e., without knowledge of CSI or TI).
    c) Contact ONSP(s).
3. OLSP and/or ONSP respond to CSI/TI 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. The NSP will, upon request, provide a loss notification to the OLSP.
9. If applicable, OLSP issues LSR to DSP to remove directory listing(s) if located on a stand-alone UNE listing account.

[1] *See supra* Section IV.A. Defining the CSI/TI.

Note: For a partial migration, if necessary, the NSP will designate a new Billing Telephone Number (BTN) on the OLSP 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 CSI/TI request**.**
- If applicable, issues LSR to DSP to remove directory listing(s) if located on a stand alone UNE listing account.

NSP

- Responds to CSI/TI request
- Validates the LSR and sends applicable confirmations to the NLSP.
- Migrates service.
- Sends provisioning completion notice to NLSP.
- If applicable, sends billing completion notice.
- If requested, sends Loss Notification to OLSP.

2. Bundled to Unbundled

This group of scenarios includes: UNE-P or Resale to UNE-Loop or 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 local service provider (OLSP) serves the end user via bundled services leased from a network service provider (NSP). The new local service provider (NLSP)

serves the end user via its own switch and an unbundled Loop facility. This migration requires a Loop transfer 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 NLSP is the new network service provider–Switch (NNSP-S).

Process:

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

2. NLSP may acquire CSI/TI using any of the following three methods:[1]

    a) Contact OLSP.

    b) Contact end user "blind" (i.e., without knowledge of CSI or TI).

    c) Contact ONSP(s).

3. OLSP and/or ONSP respond to CSI/TI request.

4. NLSP and end user negotiate for services and features.

5. NLSP/NNSP-S issues LSR to NNSP-L/ONSP/DSP (which are the same company) to:

    a) Convert UNE-P/Resale account to an unbundled Loop facility;

    b) Port telephone number(s); and

    c) Establish Directory Listing(s).

6. ONSP-S/NNSP-L:

    a) Sends confirmation to NLSP of LSR Due Date with circuit identification (Circuit ID); and

    b) Issues order to release the telephone number(s).

7. NNSP-S issues pending port request to NPAC (create message).

8. ONSP converts the UNE-P/Resale line to an unbundled Loop facility (performs a Loop transfer). (This makes the ONSP the NNSP-L.)

9. ONSP on due date, disconnects bundled account and removes the Directory Listing(s) on the account.

[1] *See supra* Section IV.A. Defining the CSI/TI.

10. NNSP-S activates telephone number port in NPAC.

11. NNSP-L/ONSP/DSP establishes Directory Listing(s).

12. ONSP unlocks E-911 database records and deletes appropriate caller name (CNAM) and line information database (LIDB) records after order completion.

13. NNSP-S locks E-911 database records and establishes CNAM/LIDB records.

14. ONSP/NNSP-L/DSP sends completion notification to NLSP/NNSP-S.

15. ONSP, if requested, sends loss notification to the OLSP after the cutover.

16. OLSP issues LSR to DSP to remove Directory Listing(s) if located on a stand-alone UNE listing account.

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.
- Activates telephone number port in NPAC.
- Establishes CNAM/LIDB records
- Locks E-911 database records.
- Issues LSR to NNSP-L/ONSP for reuse of Loop facility, telephone number porting and Directory Listing(s).

OLSP

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

ONSP/NNSP-L/DSP

- Responds to CSI/TI request
- Sends confirmation of LSR Due Date with Circuit ID.
- Issues order to release telephone number in NPAC by Due Date minus one.
- Establish Directory Listing(s) if also the DSP.

- Converts the UNE-P/Resale line to an unbundled Loop facility (NLSP-L).
- Performs Loop transfer.
- Moves the cable and pair from the ONSP switch and points it to the NNSP-S.
- Disconnects bundled account.
- Unlocks E-911 database records after order completion.
- Removes old Directory Listing(s) and CNAM/LIDB records.
- Establishes new Directory Listing(s).
- Sends completion notification to NLSP
- Sends Loss Notification, if requested, to the OLSP.

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

Description:

The old local service provider (OLSP) serves the end user via bundled services leased from a network service provider (NSP). The new local service provider (NLSP) serves the end user via its own Switch and Loop facilities.

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 to access records containing customer service information (CSI)/transition information (TI) and/or to migrate a customer.
2. NLSP may acquire CSI/TI using any of the following three methods:[1]
    a) Contact OLSP.
    b) Contact end user "blind" (i.e., without knowledge of CSI or TI).
    c) Contact ONSP(s).
3. OLSP and/or ONSP respond to CSI/TI request.
4. NLSP and end user negotiate for services and features.

[1] *See supra* Section IV.A. Defining the CSI/TI.

5. NLSP issues LSR to ONSP to release telephone number.

6. ONSP sends confirmation to NLSP of LSR Due Date.

7. NNSP issues pending port request to NPAC (create message).

8. NLSP issues LSR to Directory Service Provider (DSP) to establish new Directory Listing(s).

9. ONSP issues order to release the telephone.

10. ONSP on Due Date disconnects bundled account and removes old Directory Listing(s) associated with the bundled account.

11. NNSP activates telephone number port in NPAC.

12. ONSP unlocks E-911 database records when order is completed.

13. NNSP locks E-911 database records.

14. ONSP deletes appropriate CNAM/LIDB records.

15. NNSP establishes CNAM/LIDB records

16. DSP establishes new Directory Listing(s).

17. ONSP sends Loss Notification, if requested, to the OLSP when order completed.

18. ONSP sends completion notification to NLSP.

19. 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 CSI/TI request.

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

ONSP/DSP

- Responds to CSI/TI request
- Sends confirmation of LSR Due Date with Circuit ID.
- 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).
- Disconnects bundled account.
- Unlocks E-911 database records when order is completed.
- Deletes CNAM/LIDB records.
- Removes old Directory Listing(s).
- Sends Loss Notification, if requested, to the OLSP.
- Sends Completion Notification to the NLSP.

NNSP

- Issues pending port request to NPAC
- Activates telephone number port in NPAC.
- Locks E-911 database records.
- Establishes CNAM/LIDB records.

3. Unbundled to Bundled

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

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

Description:

The old local service provider (OLSP) serves the end user via its own Switch and Loop facilities (i.e., is the old network service provider—ONSP). The new local service provider (NLSP) serves the end user via bundled services leased from a new network service provider (NNSP).

Carrier Designations:

The old network service provider (ONSP) and the old local service provider (OLSP) will be replaced by a new network service provider (NNSP) and the new local service provider (NLSP). The NNSP is the Directory Service Provider (DSP).

Process:

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

2. NLSP may acquire CSI/TI using any of the following three methods:[1]

    a) Contact OLSP.

    b) Contact end user "blind" (i.e., without knowledge of CSI or TI).

    c) Contact ONSP(s).

3. OLSP/ONSP respond to CSI/TI request.

4. NLSP and end user negotiate for services and features.

5. NLSP issues an ordering LSR to NNSP to:

    a) Establish Bundled Account;

    b) Port existing telephone number;[2] and

    c) Establish directory listing with this LSR or by creating a separate directory listing request.

6. ONSP:

    a) Sends confirmation of porting LSR Due Date to NNSP (assumes a complete and accurate LSR);

    b) Sends confirmation of ordering LSR Due Date to NLSP;

    c) Unlocks the E-911 database records;

    d) Deletes CNAM/LIDB records;

    e) Releases the telephone number;

    f) Sends completion notice to the NNSP; and

    g) Issues LSR to DSP to remove old directory listing.

[1] *See supra* Section IV.A. Defining the CSI/TI.

[2] NLSP may choose to request number port from the ONSP.

7. NNSP:

    a) Issues porting LSR to ONSP

    b) Receives confirmation for porting LSR from ONSP;

    c) Sends confirmation of LSR to NLSP;

    d) Installs and activates new bundled services;

    e) Establishes new directory listing;

    f) Issues pending port request to NPAC (create message);

    g) Activates number port in NPAC on Due Date/FDT;

    h) Migrates and locks the E-911 database record;

    i) Establishes CNAM/LIDB records; and

    j) Sends completion notification to NLSP.

8. NLSP arranges for connection of end user inside wire to DEMARC/Network Interface Device (NID)

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 NNSP to establish the bundled account, activate the port in NPAC, and establish the Directory Listing.
- Arranges for connection of inside wire to the DEMARC/Network Interface Device (NID).

OLSP/ONSP

- Responds to CSI/TI request.
- Sends confirmation of porting LSR Due Date to NNSP.
- Sends confirmation of ordering LSR Due Date to NLSP.
- Releases telephone number.
- Unlocks E-911 database records when order is completed.

- Deletes CNAM/LIDB records
- Sends completion notice to NNSP.
- Issue LSR to DSP to remove old directory listing.
- Sends Completion Notification to the NNSP.

NNSP

- Issues porting LSR to ONSP
- Sends confirmation to NLSP of LSR Due Date.
- Installs and activates bundled services.
- Issues pending port request to NPAC (create message).
- Activates telephone number port in NPAC during Loop transfer.
- Migrates and locks E-911 database records.
- Establishes CNAM/LIDB records.
- Establishes new directory listing.
- Sends Completion Notice to NLSP

3.B. UNE-Loop to Resale or UNE-P with LNP – Reuse of Loop Facilities

Description:

This migration involves reusing the existing Loop facilities and retaining the end user's telephone number. It will require a reverse Loop transfer. The old local service provider (OLSP) serves the end user via its own Switch (i.e., is the ONSP-S) and leases an unbundled Loop facility from a network service provider (NSP-L). The new local service provider (NLSP) serves the customer via bundled services leased from a network service provider (NSP) reusing the existing Loop facility.

Carrier Designations:

The old network service provider—Switch (ONSP-S) is also the old local service provider (OLSP). The old network service provider—Loop (ONSP-L) is the new network service provider Switch and Loop (i.e., is the NNSP). The NNSP is the Directory Service Provider (DSP).

Process:

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

2. NLSP may acquire CSI/TI using any of the following three methods:[1]

    a) Contact OLSP.

    b) Contact end user "blind" (i.e., without knowledge of CSI or TI).

    c) Contact ONSP(s).

3. OLSP and/or ONSP respond to CSI/TI request.

4. NLSP and end user negotiate for services and features.

5. NLSP issues an ordering LSR to NNSP/ONSP-L to:

    a) Establish Bundled Account with the specified circuit ID to reuse Loop facility;

    b) Port existing telephone number;[2] and

    c) Establish directory listing with this LSR or by creating a separate directory listing request.

6. OLSP/ONSP-S:

    a) Sends confirmation of porting LSR Due Date to NNSP (assumes a complete and accurate LSR);

    b) Sends confirmation of ordering LSR Due Date to NLSP;

    c) Unlocks the E-911 database record;

    d) Deletes CNAM/LIDB records;

    e) Releases the telephone number;

    f) Sends completion notice to the NNSP; and

    g) Issues LSR to DSP to remove old directory listing.

7. NNSP:

    a) Issues porting LSR to OLSP/ONSP-S;

    b) Receives confirmation for porting LSR from OLSP/ONSP-S;

    c) Sends confirmation of LSR to NLSP;

    d) Installs and activates new bundled services reusing existing loop facility at Frame Due Time;

[1] *See supra* Section IV.A. Defining the CSI/TI.

[2] NLSP may choose to request number port from the ONSP-S.

e) Establishes new directory listing;

f) Issues pending port request to NPAC (create message);

g) Activates number port in NPAC no Due Date/FDT;

h) Migrates and locks the E-911 database record;

i) Establishes CNAM/LIDB records; and

j) Sends completion notification to NLSP.

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 establish the bundled account and reuse Loop facilities; activate the port in NPAC, and establish the Directory Listing.

OLSP/ONSP-S

- Responds to CSI/TI request.
- Sends confirmation of porting LSR Due Date to NNSP.
- Sends confirmation of ordering LSR Due Date to NLSP.
- Releases telephone number.
- Unlocks E-911 database records when order is completed.
- Deletes CNAM/LIDB records.
- Sends completion notice to NNSP.
- Issue LSR to DSP to remove old directory listing.
- Sends Completion Notice to the NNSP.

NNSP/ONSP-L

- Responds to CSI/TI request.

- Issues porting LSR to OLSP/ONSP-S.
- Sends confirmation to NLSP of LSR Due Date.
- Installs and activates bundled services, reusing Loop facilities (reverse Loop transfer).
- NNSP-S issues pending port request to NPAC (create message).
- Activates telephone number port during reverse Loop transfer.
- Migrates and locks E-911 database records.
- Establishes CNAM/LIDB records.
- Establishes new directory listing(s).
- Sends Completion Notice to NLSP.

4. Unbundled to Unbundled

This type of migration includes: UNE-Loop to UNE-Loop with or without reuse of Loop facilities; UNE-Loop to Full Facilities Based; Full Facilities Based to Full Facilities Based; and Full Facilities Based to UNE-Loop. All scenarios involve LNP.

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

Description:

This migration involves reusing the existing Loop facility and the end user retains the telephone number. The old local service provider (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 local service provider (NLSP) serves the end user via its own Switch (NNSP-S) and an unbundled Loop facility leased from a NSP-L. In addition, this migration requires a Loop transfer 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 to access records containing customer service information (CSI)/transition information (TI) and/or to migrate a customer.

2. NLSP may acquire CSI/TI using any of the following three methods:[1]

    a) Contact OLSP.

    b) Contact end user "blind" (i.e., without knowledge of CSI or TI).

    c) Contact ONSP(s).

3. OLSP and/or ONSP respond to CSI/TI 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 Loop facility; and

    b) Establish Directory Listing.

6. NNSP-L/ONSP-L/DSP sends confirmation to NLSP of LSR Due Date.

7. NLSP/NNSP-S issues LSR to OLSP/ONSP-S to:

    a) Release telephone number; and

    b) Advise of reuse of Loop facilities.

8. NNSP-S issues pending port request to NPAC (create message).

9. OLSP/ONSP-S sends confirmation to NLSP of LSR Due Date.

10. ONSP-S issues order to release the telephone number.

11. NNSP-L/ONSP-L:

    a) Transfers Loop facility;

    b) Establishes Directory Listing(s);

    c) Sends completion notice to NLSP/NNSP-S; and

    d) Sends billing completion notice to NLSP/NNSP-S.

12. ONSP-S unlocks E-911 database records and deletes appropriate caller name (CNAM) and line information (LIDB) records after order completion.

13. NNSP-S/NLSP:

    a) Activates telephone number port in NPAC; and

[1] *See supra* Section IV.A. Defining the CSI/TI.

b) Locks E-911 database records and establishes CNAM/LIDB records.

14. ONSP-S sends Completion Notice to the NLSP.

15. OLSP issues LSR to DSP to remove old Directory Listing(s) on a stand alone UNE listings account, after port.

Responsibilities by Carrier

NLSP/NNSP-S

- Obtains authority from end user.
- Issues pending port request to NPAC (create message).
- Acquires current end user service information.
- Negotiate for services and features with end user.
- Issues LSR to NNSP-L/ONSP/DSP to disconnect OLSP Loop account and reuse Loop facilities, establish Directory Listing(s).
- Issues LSR to ONSP-S/OLSP to release telephone number and advise reuse of Loop facilities.
- Activates telephone number port in NPAC.
- Locks E-911 database records.
- Establishes CNAM/LIDB records.

OLSP/ONSP-S

- Responds to CSI/TI 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.
- Unlocks E-911database records when order is completed.
- Deletes CNAM/LIDB records.
- Releases the telephone number in NPAC.
- Sends Completion Notice to the NLSP.

NNSP-L/ONSP-L/DSP

- Responds to CSI/TI request.

- Sends confirmation of LSR to NLSP with Due Date.
- Reuses Loop facility during Loop transfer.
- Establish Directory Listing.
- Send Completion Notice to NLSP/NNSP-S.
- Sends billing completion notice to NLSP/NNSP-S.

4.B. UNE-Loop to UNE-Loop with LNP – No Reuse of Loop Facilities

Description:

The old local service provider (OLSP) serves the end user via its own Switch (NSP-S) and an unbundled Loop facility leased from a network service provider (NSP). The new local service provider (NLSP) serves the end user via its own Switch (NNSP-S) and a new unbundled Loop facility leased from a NSP. 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 to access records containing customer service information (CSI)/transition information (TI) and/or to migrate a customer.
2. NLSP may acquire CSI/TI using any of the following three methods:[1]
    a) Contact OLSP.
    b) Contact end user "blind" (i.e., without knowledge of CSI or TI).
    c) Contact ONSP(s).
3. OLSP and/or ONSP respond to CSI/TI request.
4. NLSP and end user negotiate for services and features.
5. NLSP issues LSR to OLSP/ONSP-S to:
    a) Release telephone number; and
    b) Advise Loop facility will not be reused.

[1] *See supra* Section IV.A. Defining the CSI/TI.

6. OLSP/ONSP-S sends confirmation to NLSP/NNSP-S of LSR Due Date.

7. NNSP-S issues pending port request to NPAC (create message).

8. NLSP/NNSP-S issues LSR to NNSP-L/ONSP-L/DSP to:

    a) Establish new unbundled Loop facility.

    b) Establish Directory Listing.

9. NNSP-S issues pending port request to NPAC (create message).

10. NNSP-L/ONSP-L/DSP sends confirmation to NLSP/NNSP-S of LSR Due Date.

11. OLSP/ONSP-S issues order to release the telephone number.

12. NLSP/NNSP-S arranges for end user inside wire to be connected to the new Loop facility at the DEMARC/Network Interface Device (NID).

13. NNSP-L/ONSP-L installs new Loop facility to DEMARC/NID.

14. NLSP/NNSP-S activates telephone number port in NPAC.

15. NNSP-L/ONSP/DSP establishes Directory Listing(s).

16. ONSP-S unlocks E-911 database records and deletes appropriate caller name (CNAM) and line information (LIDB) records after order completion.

17. NLSP/NNSP-S locks E-911 database records and establishes CNAM/LIDB records.

18. OLSP/ONSP-S sends Completion Notice to the NLSP.

19. NNSP-L/ONSP-L sends billing completion notification to NLSP/NNSP-S.

20. OLSP issues LSR to DSP to remove old Directory Listing(s) on a stand alone UNE listings account, after port.

21. 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.
- Issues LSR to ONSP-S to release the telephone number and to advise that the unbundled loop facility will not be reused.
- Issues pending port request to NPAC (create message).
- 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.
- Locks E-911 database records.
- Establishes CNAM/LIDB records.

OLSP/ONSP-S

- Responds to CSI/TI request.
- Sends confirmation to NLSP of LSR Due Date.
- Releases the telephone number.
- Unlocks E-911 database records when order is completed.
- Deletes CNAM/LIDB records.
- Issues LSR to DSP to remove old Directory Listings on a stand alone UNE listing account, after port.
- Issues LSR to ONSP-L to remove unwanted Loop facility.

NNSP-L/ONSP-L/DSP

- Responds to CSI/TI request.
- Sends confirmation of LSR to NLSP with Due Date.
- Installs new Loop facility to DEMARC/NID.
- Establishes Directory Listing.
- Sends billing completion notice to NLSP/NNSP-S.

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

Description:

This migration does not involve the reuse of an existing Loop facility. The old local service provider (OLSP) serves the end user via its own Switch (NSP-S) and an unbundled Loop facility leased from a network service provider (NSP). The new local service provider (NLSP) serves the end user via its own Switch and Loop facilities (i.e., is the 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 -- Loop (ONSP-L) is the Directory Service Provider (DSP).

Process:

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

2. NLSP acquires current CSI/TI using any of the following three methods:[1]

    a) Contact OLSP.

    b) Contact end user "blind" (i.e., without knowledge of CSI or TI).

    c) Contact ONSP(s).

3. OLSP and/or ONSP respond to CSI/TI request.

4. NLSP and end user negotiate for services and features.

5. NLSP issues LSR to OLSP/ONSP-S to:

    a) Release telephone number; and

    b) Advise Loop facility will not be reused.

6. OLSP/ONSP-S sends confirmation to NLSP of LSR Due Date.

7. OLSP/ONSP-S issues order to release the telephone number.

8. NLSP issues LSR to DSP to establish Directory Listing.

9. DSP sends confirmation to NLSP of LSR Due Date.

[1] *See supra* Section IV.A. Defining the CSI/TI.

10. NLSP:

    a) Installs new Loop facilities to DEMARC/NID;

    b) Moves inside wiring to the NNSP DEMARC/NID;

    c) Issues pending port request to NPAC (create message); and

    d) Activates telephone number port in NPAC.

11. ONSP-S unlocks E-911 database records and deletes appropriate caller name (CNAM) and line information (LIDB) records after order completion.

12. NLSP locks E-911 database records and establishes CNAM/LIDB records.

13. OLSP sends LSR to ONSP-L to:

    a) Remove unwanted Loop facilities; and

    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.

18. ONSP-L sends billing completion notification to NLSP.

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 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.
- Issues pending port request to NPAC (create message).

- Activates telephone number port in NPAC.
- Locks E-911 database records.
- Establishes CNAM/LIDB records.

OLSP/ONSP-S

- Responds to CSI/TI request.
- Sends confirmation to NLSP of LSR Due Date.
- Sends LSR to ONSP-L to remove unwanted Loop facility
- Sends LSR to DSP to remove old Directory Listing(s) on stand alone UNE listing account, after port.
- Releases the telephone number.
- Unlocks E-911 database records when order is completed.
- Deletes CNAM/LIDB records.
- Send Completion Notice to the NLSP. (optional until 18 months after publication of these guidelines)

ONSP-L

- Responds to CSI/TI request.
- Sends confirmation to OLSP of LSR Due Date.
- Disconnects Loop facility.
- ONSP-L sends billing completion notification to NLSP.

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

Description:

The old local service provider (OLSP) serves the end user via its own Switch and Loop facilities (i.e., is the old network service provider—ONSP). The new local service provider (NLSP) serves the end user via its own Switch and Loop facilities (i.e., is the new network service provider--NNSP). The end user retains the telephone number.

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 (NNSP). The old

directory service provider (DSP) may or may not be the New Directory Service Provider (NDSP).

Process:

1. NLSP obtains authority from end user to access records containing service information (CSI)/transition information (TI) and/or to migrate a customer.
2. NLSP acquires current CSI/TI using any of the following three methods:[1]
    a) Contact OLSP.
    b) Contact end user "blind" (i.e., without knowledge of CSI or TI).
    c) Contact ONSP(s).
3. OLSP/ONSP responds to CSI/TI request.
4. NLSP and end user negotiate for services and features.
5. NLSP issues LSR to OLSP to release telephone number in NPAC
6. NLSP issues pending port request to NPAC (create message).
7. OLSP sends confirmation to NLSP of LSR Due Date.
8. NLSP issues LSR to DSP to establish Directory Listing.
9. DSP sends confirmation to NLSP of LSR Due Date.
10. OLSP issues LSR to DSP to remove Directory Listing on a stand-alone UNE listings account.
11. DSP sends confirmation to OLSP of Due Date.
12. OLSP issues order to release the telephone number.
13. NLSP on Due Date:
    a) Installs new Loop facility to DEMARC/NID;
    b) Moves inside wiring to new NNSP DEMARC/NID; and
    c) Activates telephone number port in NPAC.
14. DSP removes Old Directory Listing.
15. DSP establishes New Directory Listing.

[1] *See supra* Section IV.A. Defining the CSI/TI.

16. OLSP unlocks E-911 database records and deletes appropriate caller name (CNAM) and line information (LIDB) records after order completion.

17. NLSP locks E-911 database records and establishes CNAM/LIDB records.

18. OLSP removes old Loop facility and services after Frame Due Time.

19. OLSP sends Completion Notice to the NLSP.

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 NPAC 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.
- Issues pending port request to NPAC (create message).
- Activates telephone number port in NPAC.
- Locks E-911 database records.
- Establishes CNAM/LIDB records.

OLSP/ONSP

- Responds to CSI/TI request.
- Sends confirmation to NLSP of LSR Due Date.
- Issues LSR to DSP to remove Directory Listing on a stand-alone listing UNE account, after port.
- Releases telephone number in NPAC.
- Unlocks E-911 database records.
- Deletes CNAM/LIDB records.

- Removes Loop facility and services after Frame Due Time.
- Sends Completion Notice to the NLSP.

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

Description:

The old local service provider (OLSP) serves the end user via its own Switch and Loop facilities (i.e., is the old network service provider—ONSP). The new local service provider (NLSP) serves the end user via its own Switch (NNSP-S) and an unbundled Loop facility leased from a new 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 to access records containing service information (CSI)/transition information (TI) and/or to migrate a customer.
2. NLSP acquires current CSI/TI using any of the following three methods:[1]
    a) Contact OLSP.
    b) Contact end user "blind" (i.e., without knowledge of CSI or TI).
    c) Contact ONSP(s).
3. OLSP/ONSP responds to CSI/TI request.
4. NLSP and end user negotiate for services and features.
5. NLSP issues LSR to NNSP-L/DSP to:
    a) Establish Loop facility.
    b) Establish Directory Listing.
6. NNSP-L sends confirmation to NLSP of LSR Due Date.
7. NLSP issues LSR to ONSP/OLSP to release telephone number.
8. NNSP issues pending port request to NPAC (create message).

[1] *See supra* Section IV.A. Defining the CSI/TI.

9. OLSP/ONSP sends confirmation to NLSP of LSR Due Date.

10. OLSP/ONSP issues order to release the telephone number in NPAC.

11. NNSP-L/DSP:

    a) Installs Loop facility to NID/DEMARC; and

    b) Establishes Directory Listing.

12. NNSP-S/NLSP:

    a) Arranges for inside wiring to be connected to NNSP-L DEMARC/Network Interface Device (NID); and

    b) Activates telephone number port in NPAC.

13. OLSP/ONSP unlocks E-911 database records and deletes appropriate caller name (CNAM) and line information (LIDB) records after order completion.

14. NLSP/NNSP-S locks E-911 database records and establishes CNAM/LIDB records.

15. OLSP/ONSP removes old Loop facility after Frame Due Time.

16. OLSP issues LSR to NNSP-L/DSP to remove old Directory Listing on a stand-alone UNE listing account, after port.

17. NNSP-L sends completion notice.

18. NNSP-L sends billing Completion Notice to NLSP/NNSP-S.

19. OLSP/ONSP sends Completion Notice to the NLSP.

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/DSP to establish Loop facility and establish Directory Listing.
- Issues LSR to OLSP/ONSP to release telephone number.
- Arranges for inside wiring to be connected to the DEMARC/Network Interface Devise.
- NNSP issues pending port request to NPAC (create message).
- Activates telephone number port in NPAC.

- Locks E-911 database records.
- Establishes CNAM/LIDB records

OLSP/ONSP

- Responds to CSI/TI 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.
- Unlocks E-911 database records after order completion.
- Deletes CNAM/LIDB records.
- 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/DSP

- Sends confirmation to NLSP/NNSP-S of LSR Due Date.
- Installs Loop facility to NID/DEMARC.
- Establishes Directory Listing.
- Sends completion notice to the NLSP/NNSP-S.
- Sends billing completion notice to NLSP/NNSP-S

Appendix A – Definitions

The following definitions and terms are used in these guidelines:

1. Completion Notification – Document issued by a NSP to inform a LSP of the completion of work associated with a specific LSR.

2. Competitive Local Exchange Carrier (CLEC) – A local exchange carrier, as defined in 47 U.S.C. § 153(26), operating in competition with one or more incumbent local exchange carriers.

3. Cramming – The practice of billing an end user for telephone or non-telephone related services not requested as defined in P.U.C. SUBST. R. 26.32..

4. 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 CSI/TI 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.

5. Due Date – The date an event is to occur.

6. Directory Service Provider (DSP) – The provider of white page and/or yellow page listings.

7. End State – Description of how the service and equipment should look on completion of an LSR as requested by the LSP.

8. End User – The customer of the local exchange service provider who receives local exchange telephone services from that provider.

9. Incumbent Local Exchange Carrier (ILEC) – A local exchange carrier meeting the criteria set forth in 47 U.S.C. sec. 251(h). The list of ILECs to which these guidelines are applicable to is set forth in Section I. Introduction.

10. Letter of Agency (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.

11. 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).

12. 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,¶ 13; 47 C.F.R. § 51.319(h)(3); *Petition of Rhythms Links, Inc. Against Southwestern Bell Telephone Company for Post-interconnection Dispute Resolution and*

Arbitration Under the Telecommunication Act of 1996 Regarding Rates, Terms, Conditions and Related Arrangements for Line Sharing, PUC Docket No. 22469.

13. 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, ¶¶ 323-329; *Petition of Southwestern Bell Telephone Company for Arbitration with AT&T Communications of Texas, L.P., TCG Dallas, and Teleport Communications, Inc. Pursuant to Section 252(B)(1) of the Federal Telecommunications Act of 1996,* PUC Docket No. 22315.

14. Local Number Portability (LNP) – As defined in 47 U.S.C. § 3(30), the process by which an end user can retain the same telephone number when migrating to a NLSP.

15. Local Preferred Intra-exchange Carrier (LPIC) – The intraLATA carrier to which traffic from a given telephone number is automatically routed when dialing in equal access areas.

16. 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.

17. 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.

18. 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.

19. 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.

20. Loop Transfer – Physically moving a working line from and 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.

21. Loss Notification – The process by which the ONSP notifies the OLSP of the end user loss upon completion of a request.

22. 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. NNSP-S indicates "new" network service provider of the Switch, and ONSP-S indicates "old" network service provider of the Switch. NNSP-L

indicates “new” network service provider of the Loop facility, and ONSP-L indicates “old” network service provider of the Loop facility.

23. 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.

24. Preferred Interexchange Carrier (PIC) – The interLATA carrier to which traffic from a given location is automatically routed when dialing 1+ in equal access areas.

25. 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 P.U.C. SUBST. R. 26.130.

26. Service Configuration – Identification of the service platform currently used by the end user (e.g., resale, unbundled loop, retail, UNE-P).

27. Transition Information – Information about the current providers of various service components to the end user (e.g., loop, directory service).

28. Unbundled Network Elements (UNEs) – Elements of the network as defined by the Federal Communications Commission and the Public Utility Commission of Texas, which ILECs must make available to competitors on an unbundled basis.

29. 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.

Appendix B – Sample CSI/TI Request Form

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

Customer Service Information Request

Administrative Section

To: _____

Date & Time Request Sent: _____

Transaction Number: _____

Type of Service ☐ Business ☐ Residential ☐ Coin

Requesting Company Contact

Requesting Carrier 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**

Authorization/Circuit ID

End User Authorization Obtained to Review CSI? Yes ☐

End User Authorization Obtained to Switch Local Carrier? Yes ☐

Circuit ID Requested? Yes ☐

Customer Location (End User)

Name: _____

Service Address _____

City, State _____

Current Local Service Provider _____

Number Section

WTN/BTN/Acct # _____

Response Reasons and Codes

Response

Identifier _____

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

Requesting Company Contact Section

Requesting Company Name ***(Required Field)***	Name of company requesting Customer Service Information
Initiator Name: ***(Required Field)***	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 #: ***(Required Field)***	Initiator's Business Contact number
Address: ***(Required Field)***	Initiator's Business Address Include Street #, Street Name, City, State and Zip Code. Provide Office # and/or Bldg # as appropriate
Fax #:	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:	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 Info: (Required Field)	See intent in Section IV D of CLEC-to-CLEC and CLEC-to-ILEC Migration Guidelines
Alternate Means of Response w/ Contact Info:	See intent in Section IV D of CLEC-to-CLEC and CLEC-to-ILEC Migration Guidelines
Default Response: **FAX** **ATTENTION** ***(Required Fields)***	Default means of response is always FAX. 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.

Authorization/Circuit ID	
End User Authorization Obtained: **Yes** **(*Required Field*)**	See Section IV B. of CLEC-to-CLEC and CLEC-to-ILEC Migration Guidelines
End User Authorization to Switch Local Carrier: **Yes** **(*Required Field*)**	See Section IV B. of CLEC-to-CLEC and CLEC-to-ILEC Migration Guidelines
Circuit ID Requested: **Yes** ***(Conditional Field)***	Indicates that requesting LEC has the requisite End User Authorization, will be migrating the account and desires to reuse the circuit(s).

Customer Location (End User) Section	
Name ***(Required Field)***	Account Name
City, State ***(Required Field)***	Account City Account State
Current LSP ***(Required Field)***	Current Local Service Provider on Account

Number Section

BTN/ACCT # ***(Required Field)***	Billed Telephone Number/Account # -- Primary telephone number/account number.

Response Reasons and Codes

Response Identifier — Identifies the response number assigned by the provider to relate subsequent activity.

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

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	Responding Company cannot locate this account based on the Telephone Number and/or Customer Location information that has been provided by Requesting Company
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. This could happen with large Business accounts, for example.
501	Required Requesting Company Contact Information Incomplete	Blank required fields exist in the Requesting Company Contact Section of the form.

Remarks — Remarks from the Responding Company should be included in the event the RESPC code(s) does not sufficiently identify the error in the CSI/TI.

Appendix C – Sample CSI/TI Response Form

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

CSI/TI Response

Administrative Section:

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

CSI/TI Data Elements Section:

1.	**BTN/ACCT # (Billing Telephone Number/Account number) (Identify as Res, Bus, or Coin)**	
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 Circuit ID(s)/TXNU on a TN by TN basis)**	
11.	**Directory Listing Information**	
12.	**Line Sharing / Line Splitting (if applicable)**	**(Yes or No)**
13.	**Data Information**	

CSI/TI Response Field Descriptions

Administrative Section:

A.1	**To: Company Name** ***(Required Field)***	Name of company requesting Customer Service Information
A.2	***Attention:*** ***(Required Field)***	Name and Number provided on CSI/TI request – from "Preferred Means of Response" field (e-mail, fax, US Mail).
A3.	**Response Identifier**	Identifies the response number assigned by the provider to relate subsequent activity.
A4.	**Requesting LSPs Transaction Number** ***(Required Field)***	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

CSI/TI Data Elements Section:

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

6.	**Feature (USOC / English) Description** ***(Required Field when features exist on account)***	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.)** ***(Required Field)***	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** ***(Required Field)***	
9.	**Options – (i.e.: 900, 700 Blocking, Toll Blocking, etc.)** ***(Required Field)***	
10.	**Service Configuration (i.e., Resale, UNE-P, Loop and Number Portability, Number Portability only, etc. and Circuit ID(s)/TXNU on a TN by TN basis)** ***(Required Field)***	See Table below: Service Configuration Values If the Circuit ID box is checked, the Response shall provide: 1. the Circuit ID(s) (on a TN by TN basis with clear association, if possible); 2. a notation that the Circuit ID(s) is not being provided because the underlying circuit is not reusable; 3. a notation that the Circuit ID(s) is not available but the circuit(s) is reusable; or 4. a notation that the Circuit ID(s) is not available and the circuit(s) is not reusable. Provision of the Circuit ID(s) by the NSP does not constitute a representation by the NSP that the Circuit ID(s) are accurate or that the associated facilities are reusable. Provision of the Circuit ID(s) by the OLSP is a representation that the Circuit ID(s) are accurate and the associated facilities are reusable.
11.	**Directory Listing Information** ***(Required Field)***	Directory listing information will be provided with the CSI/TI and may be as a separate document

12.	**Line Sharing / Line Splitting (if applicable)** ***(Required Field)***	(Yes or No)
13.	**Data Information**	(Not defined at this point)

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 D - Local Service Request Order Introduction

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 in CLEC-to-CLEC and CLEC-to-ILEC migrations in Texas 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 Form[2] - supplies information required for administrative, billing and contact details.
2. End User Information Form[3] - supplies end user information, e.g. service address, etc.
3. The above forms must be accompanied by one of the following service specific forms:
   A. Loop Service Form [4] – used to order Unbundled Network Element – Loop (UNE-L) or advise of UNE-L reuse;
   B. Number Portability Form[5] – used to port a telephone number from another Network Service Provider (NSP);
   C. Loop Service with Number Portability Form[6] - 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 and CLEC-to-ILEC migrations
Notes	Contains clarifying notes or requirements as applicable for CLEC-to-CLEC and CLEC-to-ILEC migrations

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 documented 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/s"	May contain alpha, numeric or special characters, e.g., "." or "/".

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	

No.	Field Name	OBF Field Description	OBF Format	USAGE	Notes
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)
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 pre-negotiated 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

No.	Field Name	OBF Field Description	OBF Format	USAGE	Notes
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 entry of "3" is used, the REMARKS field must be populated.
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

No.	Field Name	OBF Field Description	OBF Format	USAGE	Notes
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.
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	

No.	Field Name	OBF Field Description	OBF Format	USAGE	Notes
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	
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	

No.	Field Name	OBF Field Description	OBF Format	USAGE	Notes
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	
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	

No.	Field Name	OBF Field Description	OBF Format	USAGE	Notes
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	
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	

No.	Field Name	OBF Field Description	OBF Format	USAGE	Notes
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 address	10 a/n	Not required	
84	**CITY**	**City** Identifies the city, village, township, etc. of the initiator's address	25 a	Not required	
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	

No.	Field Name	OBF Field Description	OBF Format	USAGE	Notes
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	
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	

No.	Field Name	OBF Field Description	OBF Format	USAGE	Notes
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 CSI/TI
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.

No.	Field Name	OBF Field Description	OBF Format	USAGE	Notes
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.
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	

No.	Field Name	OBF Field Description	OBF Format	Usage	Notes
29	**CPE MOD**	**Customer Premises Equipment Model** Identifies the model number of the CPE.	20 a/n	Not required	
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	1 a	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.

No.	Field Name	OBF Field Description	OBF Format	USAGE	Notes
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, etc., of the billing address associated with the billing name	35 a	Conditional	Required when the FBI is "D".
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	

No.	Field Name	OBF Field Description	OBF Format	USAGE	Notes
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.
59	**REMARKS**	**Remarks** Identifies a free flowing field that 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 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.

No.	Field Name	OBF Field Description	OBF Format	USAGE	Notes
14	**CFA**	**Connecting Facility Assignment** Identifies the provider carrier system and channel to be used.	42 a/n	Not required	
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	

No.	Field Name	OBF Field Description	OBF Format	USAGE	Notes
27	**IWJQ**	**Inside Wire Jack Quantity** Indicates the number of jacks requested for inside wiring.	2 n	Not required	
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 clarity 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.

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	

No.	Field Name	OBF Field Description	OBF Format	Usage	Notes
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	
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 clarity 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 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	

No.	Field Name	OBF Field Description	OBF Format	USAGE	Notes
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	
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	

No.	Field Name	OBF Field Description	OBF Format	USAGE	Notes
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	
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	

No.	Field Name	OBF Field Description	OBF Format	USAGE	Notes
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.

Appendix E – Local Service Request Forms

Following this cover sheet are the following LSR forms:

1. Loop Service Request (stand alone)
2. End User Information
3. Loop Service
4. Number Portability
5. Loop Service with Number Portability

(Insert Your Company Logo)

Local Service Request

V4
4/99

Administrative Section

CCNA [1] PON [2] VER [3] LSR N0 [4] LOCQTY [5] HTQTY [6]

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

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

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

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

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

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

Bill Section

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

BILLNM [64] SBILLNM [65] TE [66] EBP [67]

STREET [68] FLOOR [69] ROOM [70] CITY [71] STATE [72]

ZIP CODE [73] BILLCON [74] TEL NO [75] - - - VTA [76]

Contact Section

INIT [77] TEL NO [78] - - -

EMAIL [79] FAX NO [80] - -

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

ZIP CODE [86] IMPCON [87] TEL NO [88] - - - PAGER [89]

ALT IMPCON [90] TEL NO [91] - - - PAGER [92]

DSGCON [93] DRC [94] TEL NO [95] - - - FAX NO [96] - -

EMAIL [97]

STREET [98] FLOOR [99] ROOM/MAIL STOP [100] CITY [101]

STATE [102] ZIP CODE [103]

REMARKS

[104]

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End User Information

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Administrative Section

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

Location and Access

LOCNUM (7) | NAME (8) | SAPR (9) | SANO (10) | SASF (11) | SASD (12)

SASN (13) | SATH (14) | SASS (15)

SADLO (16)

SADLO (Continued) | FLOOR (17) | ROOM (18) | BLDG (19)

CITY (20) | STATE (21) | ZIP CODE (22) | LCON (23)

TEL NO (24) - - - | EUMI (25)

ACC (26)

ACC (Continued)

WSOP (27) | CPE MFR (28) | CPE MOD (29) | ERL (30) | IBT (31)

Inside Wire

IWO (32) | IWBAN (33) | IWCON (34) | TEL NO (35) - - -

Bill Section

EAN (36) | EATN (37) - - | FBI (38) | BILLNM (39)

SBILLNM (40) | STREET (41) | FLOOR (42) | ROOM (43)

CITY (44) | STATE (45) | ZIP CODE (46) | BILLCON (47)

TEL NO (48) - - - | SSN (49) - -

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End User Information (Continued)

(Insert Your Company Logo)

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Administrative Section

PON 1 | VER 2 | AN 3 | ATN 4 - - | DQTY 5

Disconnect Information

DNUM 50 | DISC NBR 51 - - | TER 52 | TC OPT 53 | TC TO PRI 54 - - | TC TO SEC 55 - -

TCID 56 | TC NAME 57

TCID 56 | TC NAME 57 | TC PER 58

DNUM 50 | DISC NBR 51 - - | TER 52 | TC OPT 53 | TC TO PRI 54 - - | TC TO SEC 55 - -

TCID 56 | TC NAME 57

TCID 56 | TC NAME 57 | TC PER 58

DNUM 50 | DISC NBR 51 - - | TER 52 | TC OPT 53 | TC TO PRI 54 - - | TC TO SEC 55 - -

TCID 56 | TC NAME 57

TCID 56 | TC NAME 57 | TC PER 58

DNUM 50 | DISC NBR 51 - - | TER 52 | TC OPT 53 | TC TO PRI 54 - - | TC TO SEC 55 - -

TCID 56 | TC NAME 57

TCID 56 | TC NAME 57 | TC PER 58

DNUM 50 | DISC NBR 51 - - | TER 52 | TC OPT 53 | TC TO PRI 54 - - | TC TO SEC 55 - -

TCID 56 | TC NAME 57

TCID 56 | TC NAME 57 | TC PER 58

REMARKS

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Loop Service

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Administrative Section

PON (1) VER (2) AN (3) ATN (4) - - LQTY (5) PG (6) OF

Service Details

LOCNUM (7) LNUM (8) LNA (9) CKR (10) TSP (11) -

SAN (12) ECCKT (13)

CFA (14) SYSTEM ID (15) CABLE ID (16)

SHELF (17) SLOT (18) RELAY RACK (19) CHAN/PAIR (20) JK CODE (21) JK NUM (22) JK POS (23) JR (24) NIDR (25) IWJK (26) IWJQ (27)

IWJK (26) IWJQ (27) IWJK (26) IWJQ (27) DISC NBR (28) - - TER (29) TC OPT (30) TC TO PRI (31) - - TC TO SEC (32) - -

TCID (33) TC NAME (34) TCID (33) TC NAME (34)

TC PER (35) LEAN (36) LEATN (37) - -

LOCNUM (7) LNUM (8) LNA (9) CKR (10) TSP (11) -

SAN (12) ECCKT (13)

CFA (14) SYSTEM ID (15) CABLE ID (16)

SHELF (17) SLOT (18) RELAY RACK (19) CHAN/PAIR (20) JK CODE (21) JK NUM (22) JK POS (23) JR (24) NIDR (25) IWJK (26) IWJQ (27)

IWJK (26) IWJQ (27) IWJK (26) IWJQ (27) DISC NBR (28) - - TER (29) TC OPT (30) TC TO PRI (31) - - TC TO SEC (32) - -

TCID (33) TC NAME (34) TCID (33) TC NAME (34)

TC PER (35) LEAN (36) LEATN (37) - -

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Number Portability

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4/99

Administrative Section

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

Service Details

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

ECCKT (14)

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

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

TCID (28) TC NAME (29) TCID (28) TC NAME (29)

TC PER (30) LEAN (31) LEATN (32)

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

ECCKT (14)

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

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

TCID (28) TC NAME (29) TCID (28) TC NAME (29)

TC PER (30) LEAN (31) LEATN (32)

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(Insert Your Company Logo)

Number Portability (Continued)

V4
4/99

Administrative Section

PON (1) | VER (2) | AN (3) | ATN (4) - - | NPQTY (5) | PG (6) | OF

Service Details

LOCNUM (7) | LNUM (8) | NPI (9) | LNA (10) | CKR (11) | LRN (12) - - | TDT (13)

ECCKT (14)

PORTED NBR (15) - - | TNP (16) | CFTN (17) | NPT (18) | RTI (19) | NPTG (20)

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

TCID (28) | TC NAME (29) | TCID (28) | TC NAME (29)

TC PER (30) | LEAN (31) | LEATN (32) - -

LOCNUM (7) | LNUM (8) | NPI (9) | LNA (10) | CKR (11) | LRN (12) - - | TDT (13)

ECCKT (14)

PORTED NBR (15) - - | TNP (16) | CFTN (17) | NPT (18) | RTI (19) | NPTG (20)

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

TCID (28) | TC NAME (29) | TCID (28) | TC NAME (29)

TC PER (30) | LEAN (31) | LEATN (32) - -

REMARKS

(33)

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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)

Loop Service with Number Portability

V4
4/99

Administrative Section

PON (1) | VER (2) | AN (3) | ATN (4) | LQTY (5) | NPQTY (6) | PG (7) | OF

Service Details

LOCNUM (8) | LNUM (9) | NPI (10) | LNA (11) | CKR (12) | TSP (13)

LRN (14) | TDT (15)

SAN (16) | ECCKT (17)

CFA (18) | SYSTEM ID (19) | CABLE ID (20) | SHELF (21) | SLOT (22)

RELAY RACK (23) | CHAN/PAIR (24) | JK CODE (25) | JK NUM (26) | JK POS (27) | JR (28) | NIDR (29) | IWJK (30) | IWJQ (31) | IWJK (30) | IWJQ (31) | IWJK (30) | IWJQ (31) | IWJK (30) | IWJQ (31)

PORTED NBR (32) | TNP (33) | CFTN (34) | NPT (35) | RTI (36) | NPTG (37) | BA (38) | BLOCK (39)

BA (38) | BLOCK (39) | FP1 (40) | LPIC (41) | TC OPT (42) | TC TO PRI (43) | TC TO SEC (44)

TCID (45) | TC NAME (46) | TCID (45) | TC NAME (46)

TC PER (47) | LEAN (48) | LEATN (49)

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Appendix F – Mini Dispute Resolution Form

Following this cover sheet is the Mini Dispute Resolution Form to be filed with the Commission.

TEXAS CLEC-TO-CLEC AND CLEC-TO-ILEC MIGRATION GUIDELINES

Mini Dispute Resolution Form

ADMINISTRATIVE SECTION

Reporting Carrier

Company Name

Contact

Tel Number

Email address

Send Form To:

Public Utility Commission of Texas
c/o Central Records
P.O. Box 13326
Austin, Texas 78711-3326

Date:

Other Carrier
(Fill in all available information)

Company Name
Contact
Telephone Number
Email address

NATURE OF DISPUTE

Individual Customer

☐ *Check if Complaint applies to a single Customer Migration*

Customer Name:
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**	
☐	**CSI/TI Not Received**	Date(s) CSI/TI Requested:
☐	**Inadequate Information Sent**	Describe Missing Information:
☐	**Firm Order Confirmation Not Received**	Date FOC was Due:
☐	**Other**	

Escalation Efforts

Describe escalation effort attempted. Include basic details.