**Brightspeed EASE LSR Job Aid**

**February 2018 Release (v1.4)**

Version notice

History

All versions of this document are listed in reverse chronological order.

|  |  |  |
| --- | --- | --- |
| Version | Date | Description |
| 1.4 | February 2018 | Updated Document to provide additional clarification to NOTES associated to the  AAI field (pages 9, 54) |
| 1.3 | February 2018 | Updated Document to add Section: DLI Response Codes/Response Descriptions |
| 1.2 | January 2018 | Updated Document to add Section: LSR Confirmation – Change to ORD field behavior |
| 1.1 | November 2017 | Final Document |
| 1.0 | August 2017 | Initial Document Creation |

Important: This document has been through a formal review process. To the best of our knowledge, it is accurate. Brightspeed Communications, Inc. reserves the right   
to make further modifications when necessary.

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# Overview

The Brightspeed EASE LSR 1Q18 Release Job Aid indicates what is changing from current EASE LSR Pre-Order functionality Version LSOG10 and provides information associated to the introduction of new EASE LSR functionality during the first quarter of 2018.

The online EASE Local Service Request VFO Preorder Guide will be updated to incorporate the changes and additions identified in this Job Aid prior to the deployment of this functionality.

# LSR Pre-Order

### Log In

To access the Pre-Order functionality, log into EASE using your established credentials at <https://ease.brightspeed.com/>.

Upon successful log in, select the **PREORDER** Tab from the menu bar. The options available are **New** (to create new Pre-Order transactions) and **Search** (to review previously saved Pre-Order transactions).

Pre-Order transactions supported in EASE LSR are:

A= Address Validation (existing functionality)

B = Telephone Number Inquiry (new functionality)

E = Customer Service Information (existing functionality)

H = Loop Qualification (new functionality)

R = Raw Loop Data (new functionality)

T = Listings for Telepone Number (DLI/Directory Listing Inquiry) (existing functionality)

**PreOrder Initiation** screen

New pre-order functionalities have been added to the existing dropdown.

TX Type:

A = Address Validation

B = Telephone Number Inquiry

C = Feature/Service Availability

D = Appointment Scheduling

E = Customer Service Information

H = Loop Qualification  
K = Validate CFA

O = Facility Availability

R = Raw Loop Data

T = Listings for Telephone

W = Meet Point Query

X = View DLR

# EASE Address Validation Inquiry (TXTYP = A)

The following detail will indicate what is changing from current Address Validation Inquiry functionality.

Address Validation provides new functionality that supports:

* Saving addresses for auto-population into the LSR or into the Pre-Orders of a Telephone Number Inquiry, Loop Qualification, or Raw Loop Data.
* Output displaying WTNs (Working Telephone Numbers), TN Status, Listed Name, Switch Indicator, and Switch Types.

Modifications to the previous functionality are identified in the following detail.

* Select **New** from the **PREORDER** Tab.
* To execute an **Address Validation inquiry**, complete the following fields:
  + **TXNUM** – The system will pre-populate this field with a numeric value. **RECOMMENDATION:** The user can override this information with the PON to be used during ordering to better track their inquiries. In essence, the PON becomes the Pre-order **TXNUM**.
  + Select **TXTYP** of A – Address Validation.
  + Select the **Initiate** button.

Graphical user interface, application

Description automatically generated

* An **Address Validation** screen will display.

Note that the **TXNUM** field displays the PON entry rather than the system generated TXNUM once that entry is overtyped.

Graphical user interface, text, application

Description automatically generated

* Complete the following fields when creating an **Address Validation query by TN**.
  + **TXACT** - Select A = New inquiry.

**NOTE:** This is the only option for Address Validation. If not entered, EASE defaults to this value and processes the request.

* + **STATE** – Enter appropriate 2 digit state code in upper case.
  + If **querying by Working TN**, enter detail in the **WTN** field.
    - **WTN** identifies the working telephone number associated with the address validation inquiry and includes NPA, NXX, and 4 digit line number – Example: NPANXXXXXX.

Or

* + If **querying by Address**, enter detail in the **SVC ADDR GRP**.

Minimum Address field entries are:

* **SANO** identifies the number of the service address.
* **SASN** identifies the street name of the service address.
* **SATH** identifies the thoroughfare portion of the service address, such as LN (lane) or BLVD (boulevard).
* **CITY** identifies the city, village, or township.
* **STATE** identifies the abbreviation for the state or province.
* **ZIP** identifies the ZIP or postal code.
  + **Submit**

Graphical user interface, application

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**NOTE:** Additional Address Detail fields may be populated if they apply to the inquiry address:

* **SAPR** identifies the prefix for the address number of the service address
* **SASF** identifies the suffix for the address number of the service address
* **SASD** identifies the street directional prefix for the service address. Valid entries:
  + E = East
  + W= West
  + N = North
  + S = South
  + NE = Northest
  + NW = Northwest
  + SE = Southeast
  + SW = Southwest
* **SASS** identifies the street directional suffix for the service address. Valid entries are shown below.
  + E = East
  + W= West
  + N = North
  + S = South
  + NE = Northest
  + NW = Northwest
  + SE = Southeast
  + SW = Southwest
* **LD1, LD2, LD3** identifies additional specific information related to the address. Valid entries:
  + LD1
    - APT
    - LOT
    - RM/ROOM
    - SLIP
    - UNT/UNIT
    - STE/SUIT
  + LD2
    - FL/FLR
  + LD3
    - BLDG
    - WNG
    - PIER
* **LV1, LV2, LV3** identifies the value associated with the location designator.
* **AAI** identifies additional location information about the address.

**NOTE:** Previously, the **AAI** field was required to be populated if there is additional detail specific to the address such as room, apartment, suite, floor, etc.

With this implementation, supplemental address information may be entered in either the **LD/LV** or the **AAI** fields. EASE will accept input in either and send the data downstream.

Supplemental data can be entered in any **LD/LV** fields. Entries are not specific to **LD1** vs. **LD2** vs. **LD3** at this time.

**LD/LV** fields edit for USPS data content like **UNIT**. The **AAI** field edits for MARTENS data content like **UNT**.

Presently, supplemental data for complex addresses will be returned in the **AAI** fields.

Saved addresses with supplemental data will prepopulate in the **AAI** field but can be changed and typed in individual **LD/LV** fields.

**AAI Input:**

A picture containing graphical user interface

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Graphical user interface, application

Description automatically generated

**AAI Output:**

Graphical user interface, text, application

Description automatically generated

Based on the information entered on the **Address Validation Inquiry** tab, the system will execute the request and provide a response upon submission.

The Location response results will display in the **RESPD** field:

* + **Exact Address Match Found** – The WTN or address information entered was executed successfully and an exact match for the data entered was found.

Graphical user interface, text, application

Description automatically generated

* + **Address Near Match Found/Alternatives Provided** – There are multiple addresses that meet the criteria entered. The user shall review alternatives displayed for the correct address, change the criteria, and resubmit the inquiry.

Graphical user interface, text, application

Description automatically generated

* + **Address Not Found** - There were no addresses that met the criteria entered.

Graphical user interface, text, application, email

Description automatically generated

* + User is able to Save / Print / Close / Change the inquiry. In order to return to the address pre-order inquiry screen and modify the data, click on **Change**.

# EASE Telephone Number Inquiry (TXACT = B)

This Pre-Order function replaces the TN Assignment accessed through the External App Data for TN Assignment on the LSR Order Menu option on the Order List page.

TNs may be requested for the following:

* New Service
* A new line on existing service
* Change of a telephone number

EASE offers you several options for requesting TNs:

* Select one or more of the TNs offered for auto-population into the LSR
* Exchange the TNs offered
* Reject the TNs offered

A TN Reservation can be executed within EASE for LSR Pre-Order and also within EASE for LSR Ordering.

* Select **New** from the **PREORDER** Tab.
* To execute an **Telephone Number inquiry**, complete the following fields on the **PreOrder Initiation** screen:
  + **TXNUM** – The system will pre-populate this field with a numeric value.

**RECOMMENDATION:** The user can override this information with the PON to be used during ordering to better track their inquiries.

* + **TXTYP** – Select **B** = Telephone Number Inquiry
  + Select the **Initiate** button.
* A new **Telephone Number Inquiry** screen will display.

Note that the **TXNUM** field displays the PON entry rather than the system generated **TXNUM**.

Graphical user interface, text, application

Description automatically generated

* Complete the following fields for an **initial TN inquiry (TXACT = A)**.

**NOTE:** Directions for Selection, Reservation, and Cancellation (**TXACT** = K) will be provided later in this document.

* + **TXACT** - Select A = New inquiry
  + **STATE** – Enter appropriate 2 digit state code in upper case.
  + **TOS** – Enter appropriate 4 digit Type of Service Code.
  + **LCS** – Enter the Local Calling Scope. (Optional)

Default is A = Local Service

**NOTE:** This field will be addressed in more detail on a future implementation.

* + **QR** – Enter the quantity of numbers requested for this inquiry. (Optional)

**NOTE:** If no entry is provided, a default of ten telephone numbers or the number presently available, based on the input, are returned.

* + **TNTYP** – Select the appropriate entry from the pulldown:
    - **D** = Specific Numbers
    - **N** = New Random Number
    - **R** = Range of Numbers
    - **S** = Sequential Numbers
  + **LSO** – Enter a preferred NPA/NXX for the telephone number(s) requested. (Optional)

**NOTE:** This entry is normally used when an address is served by multiple NXXs. The customer may have a preference of one over another or in the case of working service, may want to match to an existing number.

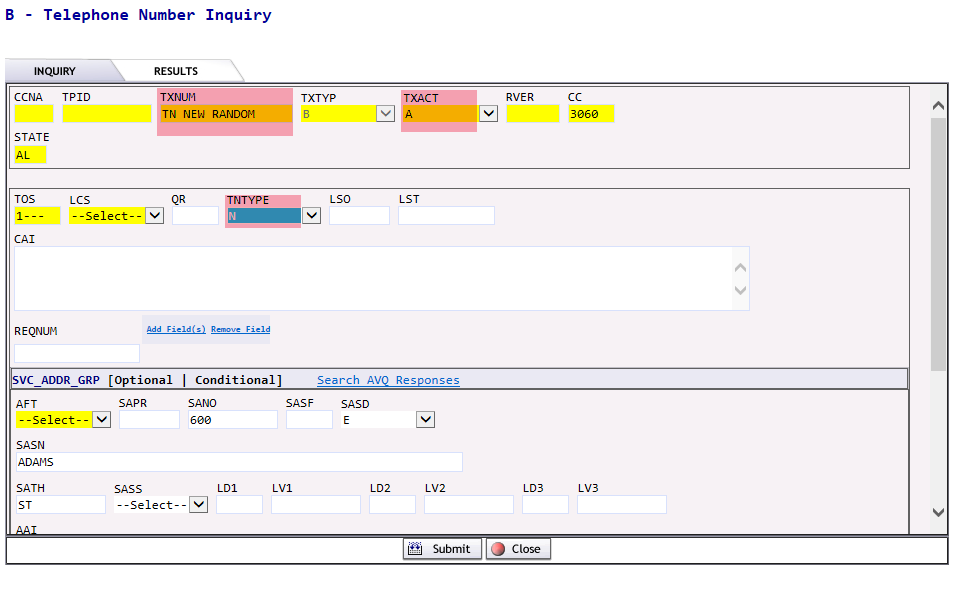
* + **REQNUM** – Enter the telephone number(s), or range of telephone numbers requested. (Optional)
  + **SVC ADDR GRP** – Address detail can be optionally pre-populated from previously saved Address Validations.

**NOTE:** An example of this functionality is provided later in the Job Aid.

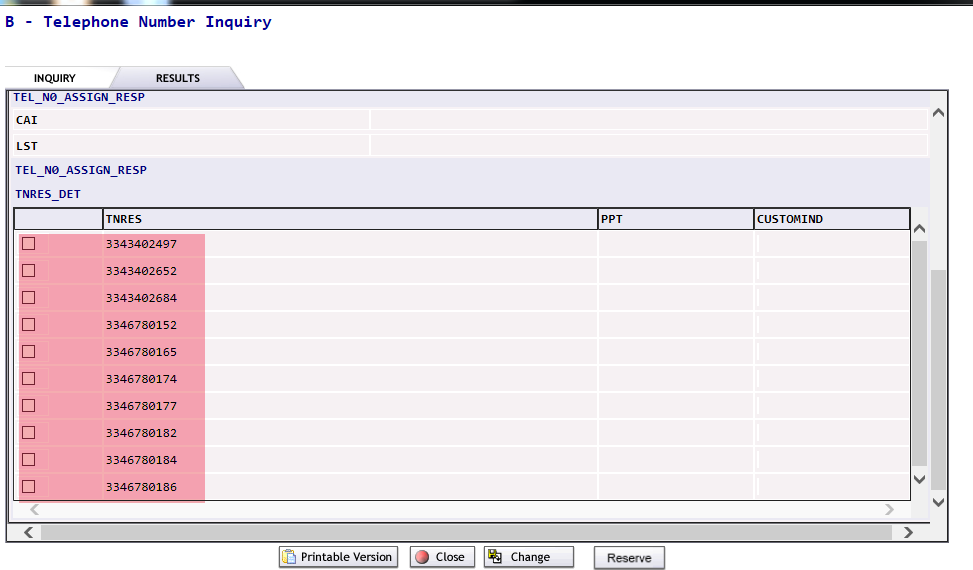
Minimum Address field entries are:

* **SANO** identifies the number of the service address.
* **SASN** identifies the street name of the service address.
* **SATH** identifies the thoroughfare portion of the service address, such as LN (lane) or BLVD (boulevard).
* **CITY** identifies the city, village, or township.
* **STATE** identifies the abbreviation for the state or province.
* **ZIP** identifies the ZIP or postal code.
* Additionally, there are optional fields like **CCNA**, **TPID**, **RVER**, etc. which may be populated.
* **Submit**.

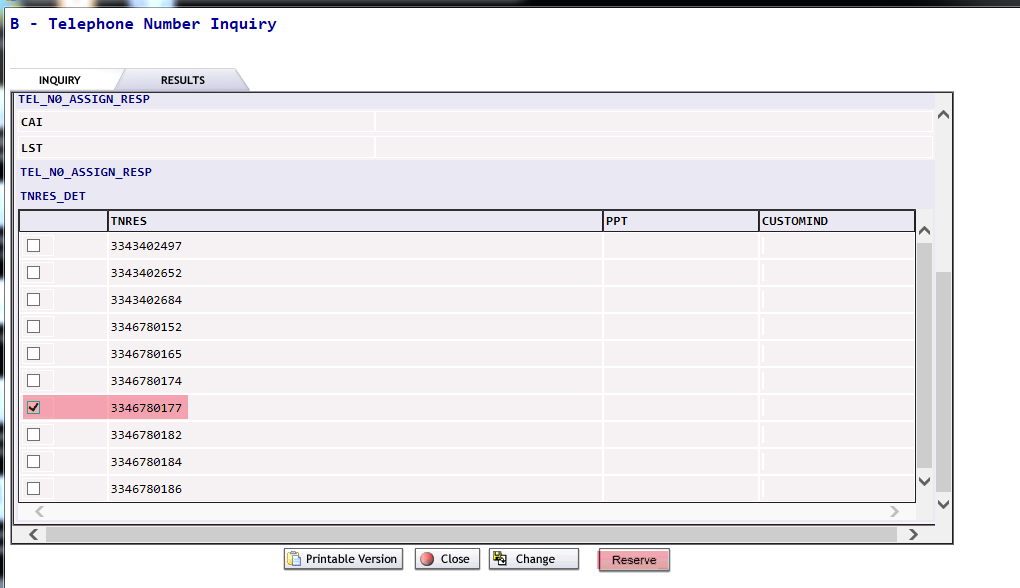
### Telephone Number Inquiry TXACT = A (New Inquiry) TNTYPE = N (New random number)



* Once a new inquiry has been processed, you may **select from the telephone numbers displayed**. A single number, a combination of numbers, or all numbers may be selected and ultimately reserved. If the numbers are not selected, they will be returned to the number pool. If the numbers are not reserved within 20 minutes, they will be returned to the number pool.

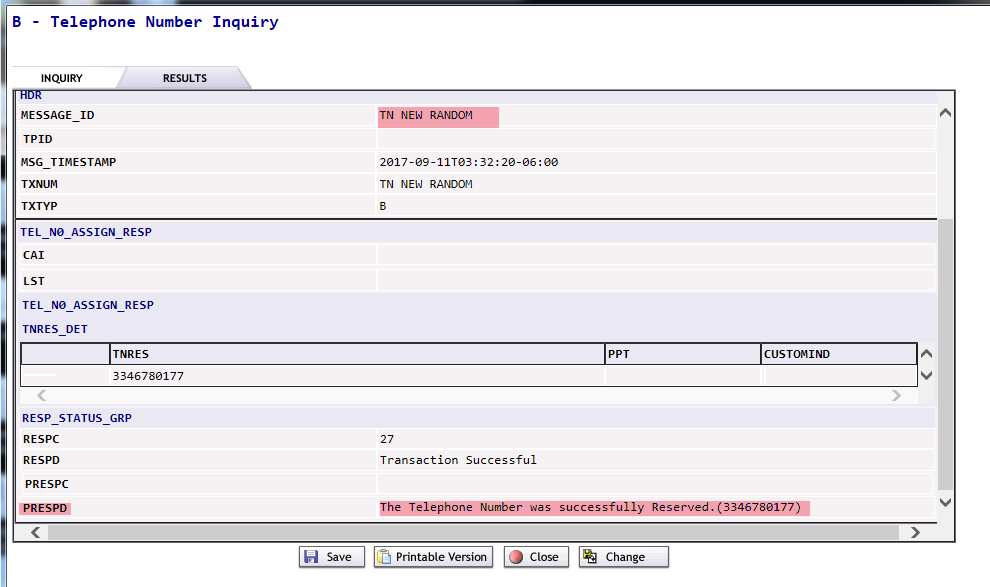


* Check the box associated with the number you wish to select.



* Once the telephone number(s) has been selected, you may **reserve the number(s)** by choosing the **Reserve** button located under the list of displayed numbers on the bottom far right of the screen.

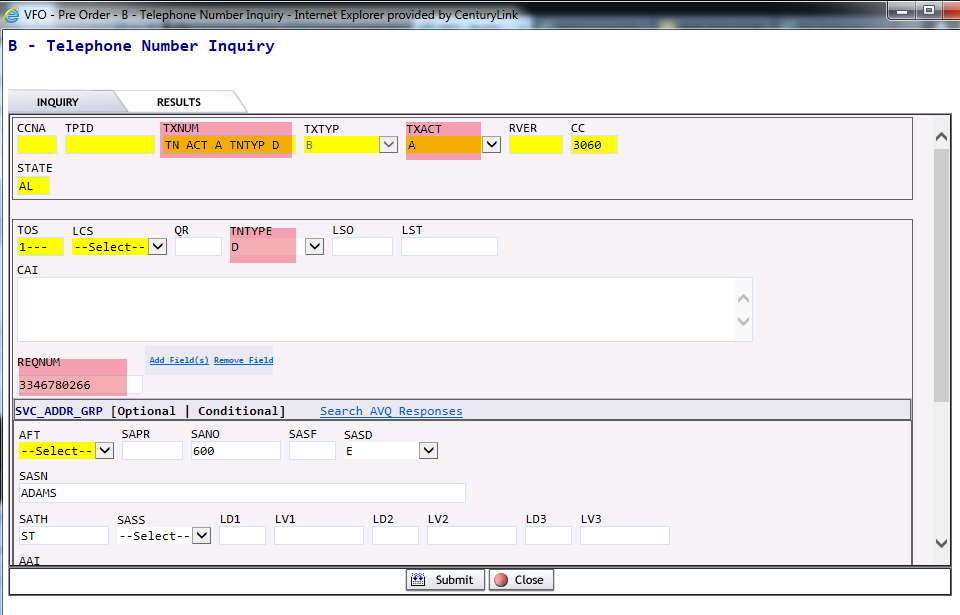
A message will display in the **PRSPD** field indicating the status of the reservation and number(s) reserved.



* The numbers are reserved against your PON entered in the **TXNUM** field.
* **Save** and **Close**.

### Telephone Number Inquiry TXACT = A (New Inquiry) TNTYPE = D (Specific number)

**NOTE:** For a specific number(s), the **TNTYPE** field entry must be **D** and the **REQNUM** field entry must be populated with the Requested Number. Additional **REQNUM** fields can be added using the **Add Field(s)** link.

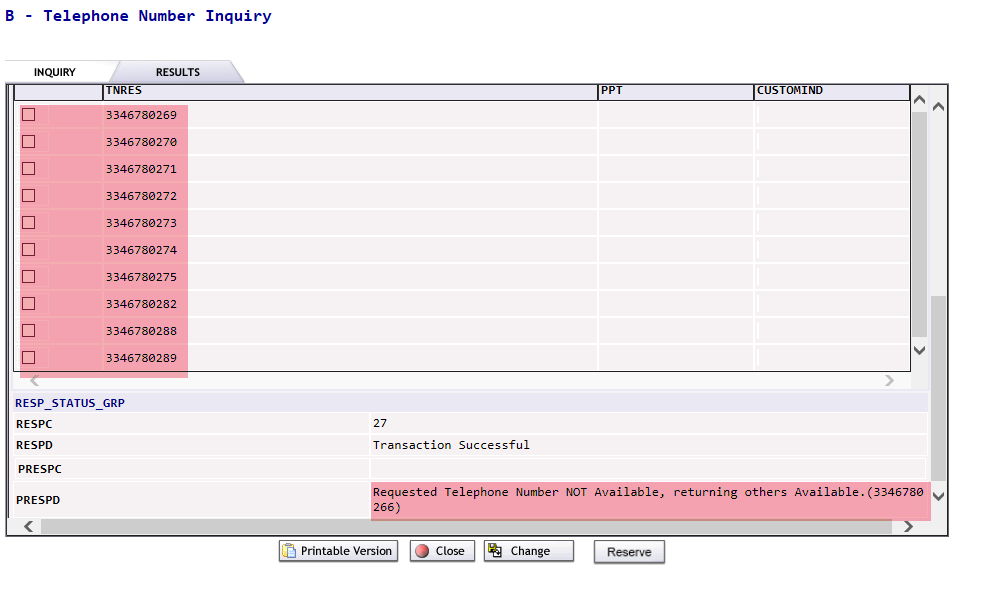
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* Once the inquiry has been processed, you will receive a **PRESPD** message indicating that the Available Telephone Numbers were successfully retrieved for the given criteria. The numbers may be selected and reserved. If the numbers are not selected, they will be returned to the number pool. If the numbers are not reserved within 20 minutes, they will be returned to the number pool.

Graphical user interface, text, application, email

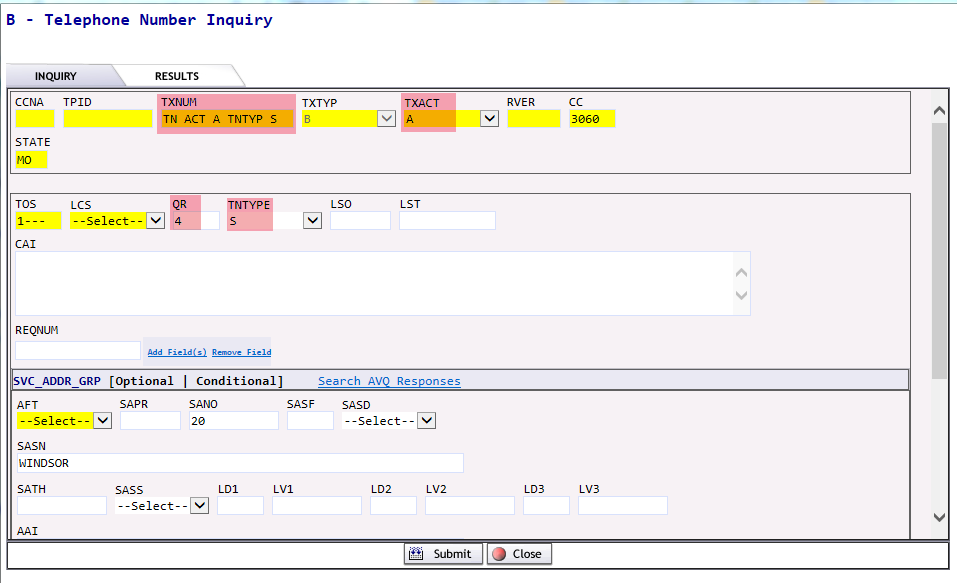
Description automatically generated

* If the specific number requested is not available, you will receive a **PRESPD** message indicating that Requested Telephone Number NOT Available, returning others Available (xxxxxxxxxx).
* Check the box associated to the number(s) you wish to select.
* Once the telephone number(s) has been selected, you may **reserve the number(s)** by choosing the **Reserve** button located under the list of displayed numbers on the bottom far right of the screen.
* The numbers are reserved against your PON entered in the **TXNUM** field.
* If the numbers are not selected, they will be returned to the number pool. If the numbers are not reserved within 20 minutes, they will be returned to the number pool.
* **Close.**

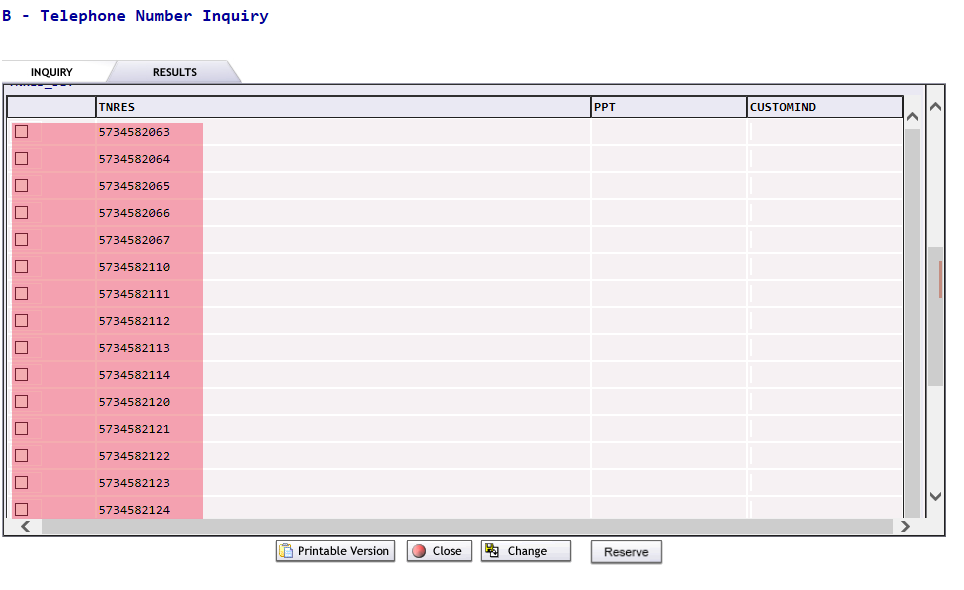


### Telephone Number Inquiry TXACT = A (New Inquiry) TNTYPE = S (Sequential numbers)

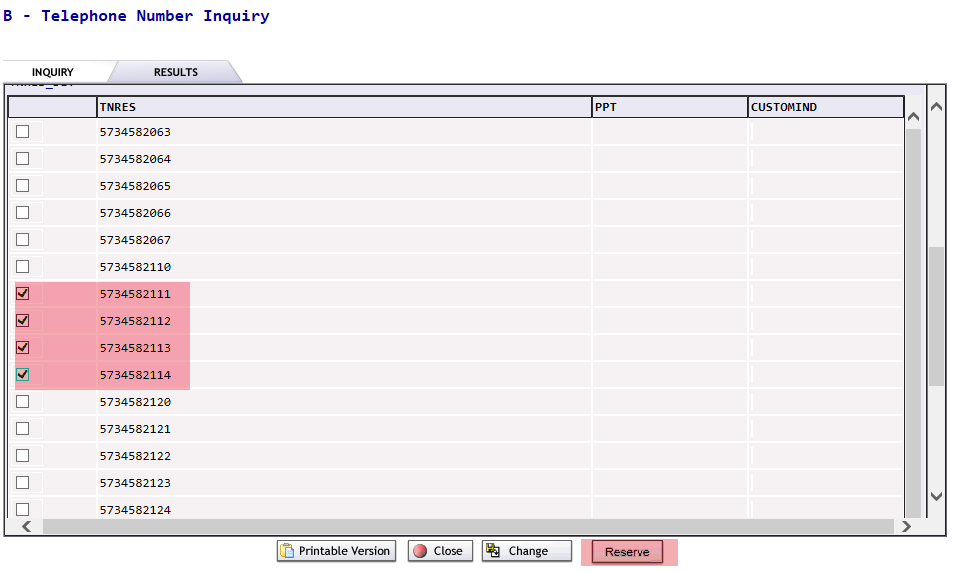
**NOTE:** For sequential number(s), the **TNTYPE** field entry must be **S** and the **QR** field entry must be populated with a maximum of 5 which is the default.

****

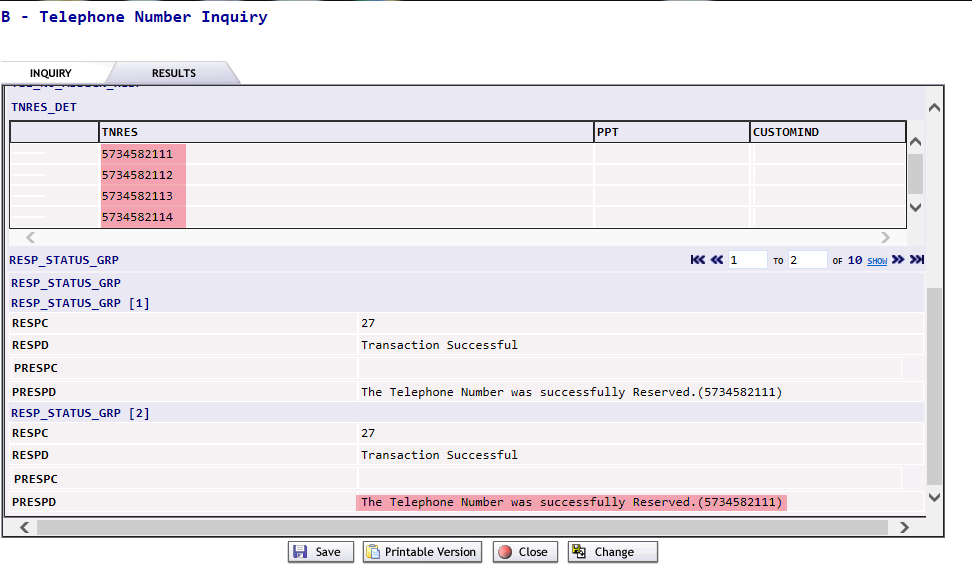
* Once a new inquiry has been processed, you may **select from the telephone numbers displayed**. Any sequential numbers based on the QR entered may be selected and ultimately reserved. If the numbers are not selected, they will be returned to the number pool. If the numbers are not reserved within 20 minutes, they will be returned to the number pool.

****

* Check the boxes associated with the numbers you wish to select.

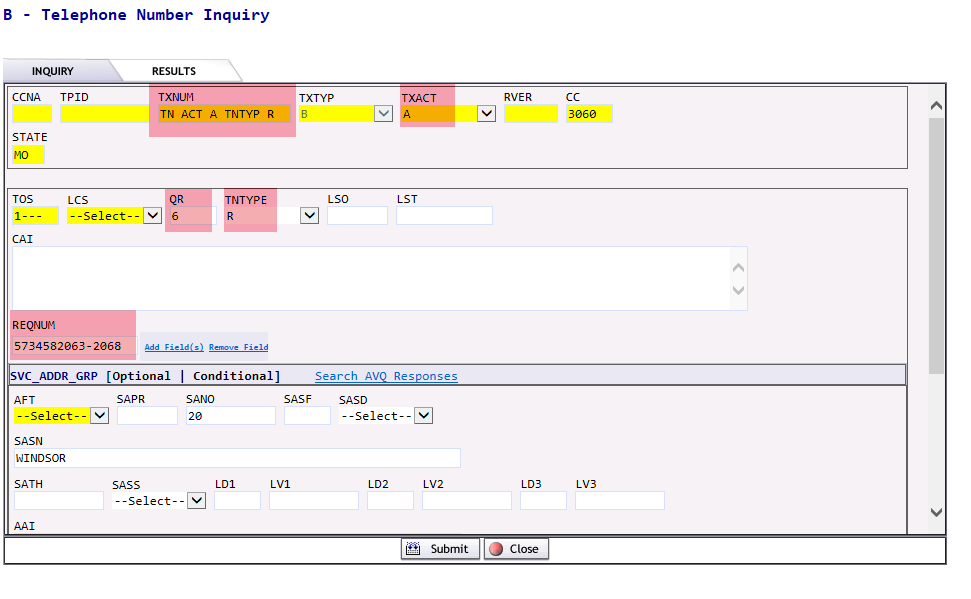
****

* Once the numbers are selected and reserved, you will receive a **PRESPD** message indicating the telephone numbers were successfully reserved. The reserved numbers will display in the TNRES column of the TNRES Detail section.

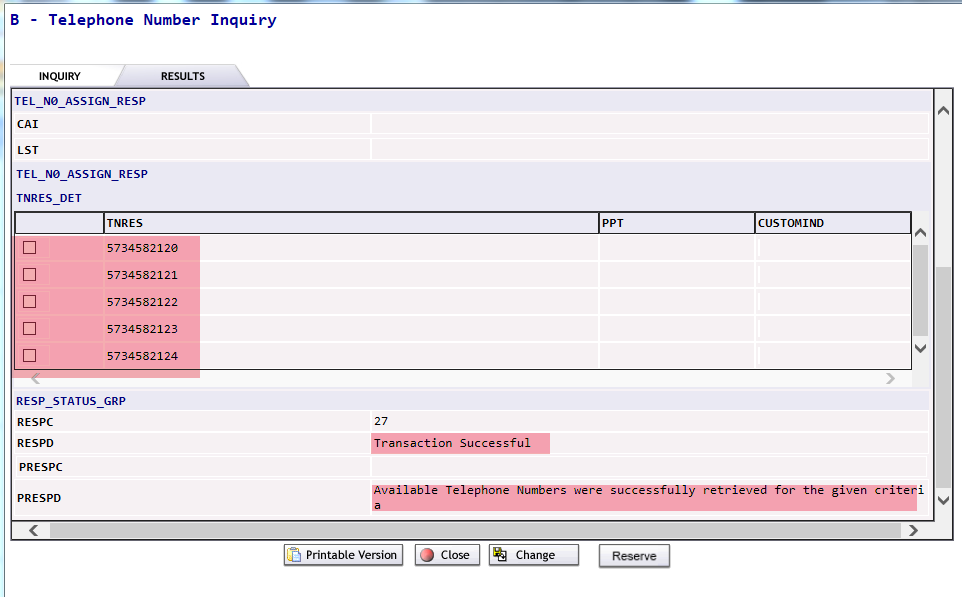
****

### Telephone Number Inquiry TXACT = A (New Inquiry) TNTYPE = R (Range of numbers)

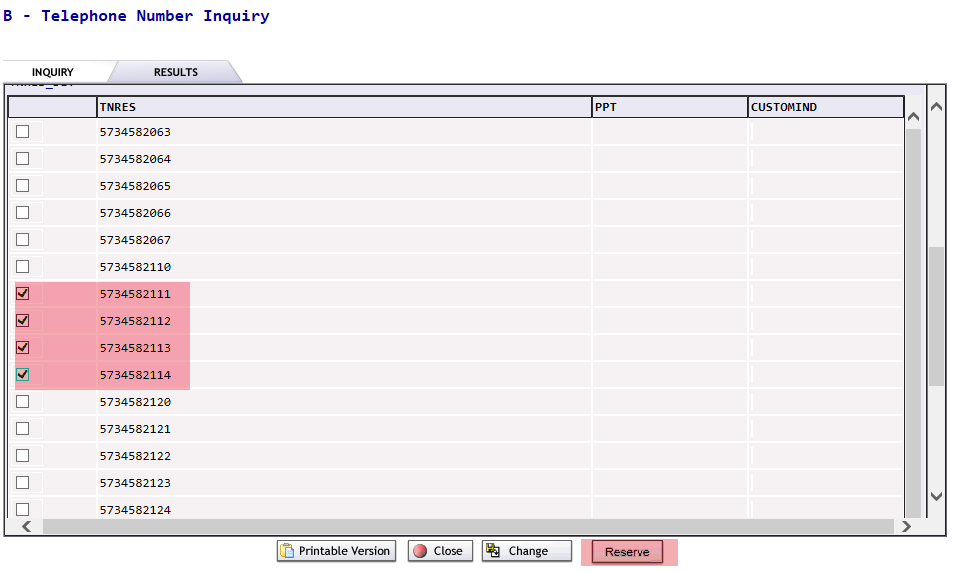
**NOTE:** For a range of number(s), the **TNTYPE** field entry must be **R,** the **QR** field entry must be populated with a maximum of 10 which is the default, the specific range must be populated in the REQNUM field.

****

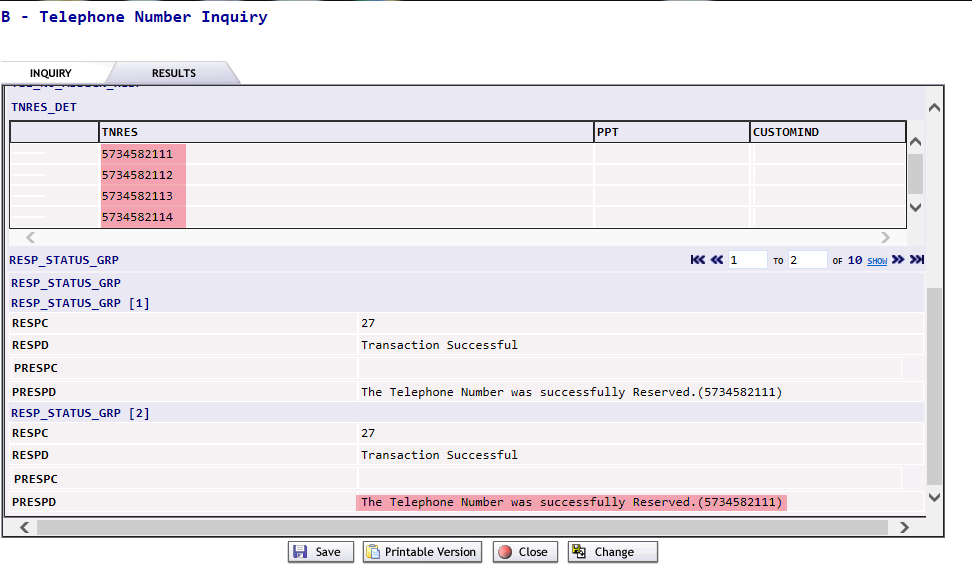
* Once a new inquiry has been processed, you may **select from the telephone numbers displayed**. Any sequential numbers based on the QR entered may be selected and ultimately reserved. If the numbers are not selected, they will be returned to the number pool. If the numbers are not reserved within 20 minutes, they will be returned to the number pool.

****

* Check the boxes associated with the numbers you wish to select.

****

* Once the numbers are selected and reserved, you will receive a **PRESPD** message indicating the telephone numbers were successfully reserved. The reserved numbers will display in the TNRES column of the TNRES Detail section.

****

If you have a need to **cancel previously reserved telephone numbers:**

* Select **New** from the **PREORDER** Tab.
* A **PreOrder Initiation** screen will display. To execute a **Telephone Number cancellation**, complete the following fields:
  + **TXNUM** – The system will pre-populate this field with a numeric value.

**NOTE:** For a cancellaton, the user **cannot** override this system generated TXNUM with the PON used during the original TN Reservation Pre-order. The system generated TXNUM or a new TXNUM meaningful to the user can be entered.

* + **TXTYP** – Select **B** = Telephone Number Inquiry.
* Select the **Initiate** button.
* A new **Telephone Number Inquiry** screen will display.
* Complete the following fields.
  + **TXACT** – Select **K** = Cancels selection or reservation.
  + **SELNUM** (Selected Number/Reserved Number)

**NOTE:** You need to verify this is the TN you want to cancel.

### Telephone Number Inquiry TXACT = K (Cancels selection or reservation)

Graphical user interface, text, application

Description automatically generated

* Select the **Submit** button.

Graphical user interface, text, application

Description automatically generated

* A response will display indicating the number was successfully released.

Graphical user interface, application

Description automatically generated

# EASE Customer Service Information Inquiry (CSI) (TXTYP = E)

New functionality provides the ability to:

* View Customer Service Records (CSRs) with pending order activity applied based on a requested date.

**NOTE:** You are able to enter a current or future date in the CSR Date field. If a future date is entered and there are pending orders against the WTN or ECCKT, the activity specific to those orders will be applied against the current CSR and the result of the merged data will be displayed. This functionality is referred to as a Virtual CSR (VCSR) which will be identified with new fields on the response. A screen shot is provided below.

* View additional TN information at same address, for same customer

A Customer Service Information(CSI) inquiry can be executed within EASE for Pre-Order.

* Select **New** from the **PREORDER** tab.
* A **PreOrder Initiation** screenwill display. To execute a Customer Service Information inquiry, complete the following fields:
  + **TXNUM** – The system will pre-populate this field with a numeric value.

**RECOMMENDATION:** The user can override this information with the PON to be used during ordering to better track their inquiries.

* + **TXTYP** – Select **E** = Customer Service Information
  + Select the **Initiate** button.
* A **Customer Service Information** Inquiry screen will display.

Graphical user interface, text, application

Description automatically generated

Graphical user interface, text, application, email

Description automatically generated

* Complete the following fields:
  + **TXACT** - Select **A** = New inquiry
  + **STATE** – Enter appropriate 2 digit state code in upper case.
  + **AGAUTH** = **Y**
  + **WTN** – Working telephone number at the enduser location.

Or

* + **ECCKT** – Provider’s Circuit Identification
  + **CSR\_DATE –** A calendar is provided to enter either today’s date or a future date to determine if pending orders exist. If orders exist, the CSR will reflect all activity through the date entered in the **CSR DATE** field.
  + **Submit**.

**CSR Response**

~~CSR1.tif~~

**CSR Response (continued)**

The yellow highlighted area below indicates the number of **FEAT\_PP GRPs** are returned for a given inquiry. To view all data update the number in ‘to’ to 89 for this example.

**NOTE:** You may find it easier to view if you select **Printable Version**.

Graphical user interface

Description automatically generated

* + User is able to Save / Print / Close / Change the inquiry. In order to return to the address pre-order inquiry screen and modify the data, click on **Change**. The User is also able to create an LSR once the CSI has been retrieved using the **Initiate LSR Order** button.

The **VCSR** field indicates whether the CSR includes information for pending service orders as of the date entered in the **CSR DATE** field.

On the response when the **VCSR** entry is YES, the **ORDER NUMBER**, **ORDER DUE** **DATE**, and **MERGE INDICATOR** fields will be populated.

* + **VCSR** – If this field returns a YES value, it inidicates that there is pending order activity for the time up to the **CSR DATE** entered and the following fields will be populated.
  + **PENDING ORDERS GRP** – This group of fields may repeat depending on the number of order pending against this CSR.
    - **ORDER NUMBER** – This entry represents the service order number of the pending order.
    - **ORDER DUE DATE** – This entry represents the due date of the pending order.
    - **MERGE INDICATOR** – If this entry is Y, it indicates the pending order(s) was merged with the current CSR and the detail provided is a result of the merged order(s).

Graphical user interface, text, application, email

Description automatically generated

# EASE Loop Qualification (Loop Qual) Inquiry (TXTYPE = H)

Loop qualifications serve to compile and filter loop network data for specific wholesale products. These qualification queries automatically analyze many attributes of technical network data and synthesize the data into a single simplified product-specific informational report.  For instance, with Pre-Order Loop Qualification, you will be able to select:

* A validated address or working Brightspeed TN to be submitted for loop qualification of Resold Broadband Service, initially.

**NOTE:** The data will be provided on the A/V PRESPD response.

* + A loop qualification response will be returned either successful with the highest speed available for all applicable technologies (ATM, ADSL2+, VDSL2, etc.) and address - or return a non-qualified response**.**
* A validated address or Brightspeed TN with or without NC/NCI codes to be submitted for Unbundled ADSL loop qualification in a future release.

A Loop Qualification inquiry can be executed within EASE for Pre-Order.

* Select **New** from the **PREORDER** tab.
* A **PreOrder Initiation** screen will display. To execute a Loop Qualification inquiry, complete the following fields:
  + **TXNUM** – The system will pre-populate this field with a numeric value. **RECOMMENDATION:** The user can override this information with the PON to be used during ordering to better track their inquiries.
  + **TXTYP** – Select H = Loop Qualification
  + Select the **Initiate** button.
* A new Loop Qualification Inquiry screen will display.

Graphical user interface, text, application

Description automatically generated

* Complete the following fields.
  + **TXACT** - Select A = New inquiry.
  + **STATE** – Enter appropriate 2 digit state code in upper case.
  + **MS** – Select A.
    - A = Resale
    - B = Unbundled NOTE: The B option will be available in a future release.
* Enter data for search:
  + **WTN**
    - **MS = A by WTN** provides Loop Qual and Loop Data

or

* + Address detail in the **SVC\_ADDR\_GRP** fields
    - **MS = A by Address** provides Loop Qual only

Loop Qual provides the following elements in the LOOPQUALMESG field:

* Technology (ATM, ADSL, VDSL)
* Qualifying speeds

Loop Data provides the following elements:

* LOOPSTAT = Loop Status (Qualified, Not Qualified)
* LST = Local Service Termination (6 character CLLI)
* LLT = Loop Length Type (Actual, Estimated, Electrical)
* ELL = Equivalent Loop Length
* ECCKT = Exchange Company Circuit ID
* PGRES = Pair Gain Presence (Actual, Estimated)
* F1LPCP = F1 Loop Composition (Coaxial, Copper, Fiber)
* F2LPCP = F2 Loop Composition (Coaxial, Copper, Fiber)
* LCQ = Load Coil Quantity
* BTQ = Bridged Tap Quantity
* WTN = Working TN
* GA = Guage (diameter of cable)
* LU = Length Unit (FT, KFT, KM, MI)
* LLG = Loop Length by Guage
* LL = Loop Length
* **Submit**.

### Loop Qualification Inquiry with MS = A (Resale) by Address

Graphical user interface, text, application, email

Description automatically generated

**Loop Qualification Inquiry with MS = A (Resale) by Address (continued)**

Graphical user interface, text, application

Description automatically generated

Based on the information entered on the **Loop Qualification Inquiry** tab, the system will execute the request and provide a response upon submission.

The Loop Qualification response results will display in the **Results** tab fields.

### Loop Qualification Results with MS = A (Resale) by Address

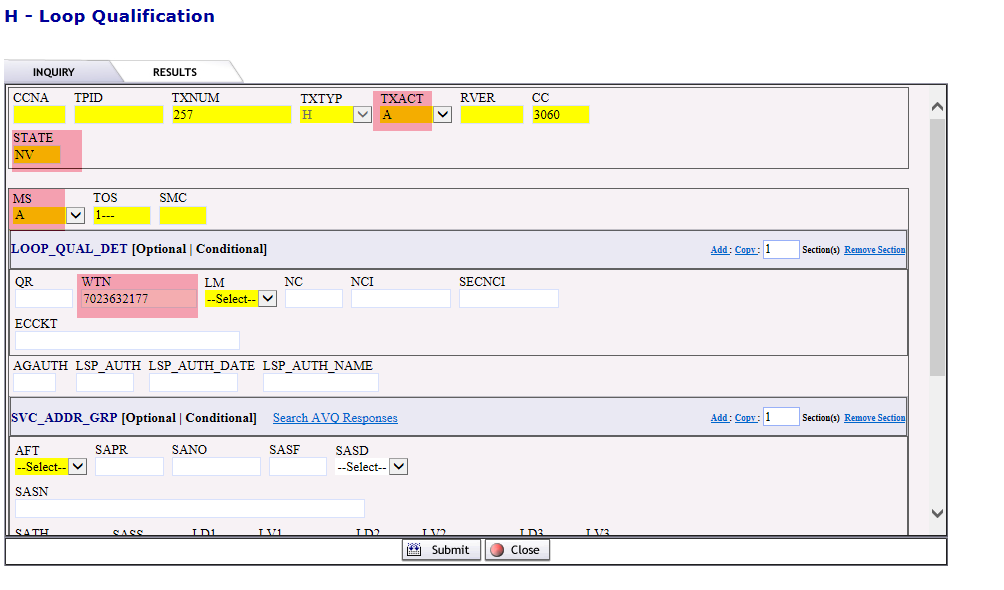
Graphical user interface, text, application

Description automatically generated

Graphical user interface, application

Description automatically generated

### Loop Qualification Inquiry with MS = A (Resale) by WTN



### Loop Qualification Results with MS = A (Resale) by WTN

Table

Description automatically generated with low confidence

Graphical user interface, application

Description automatically generated

* + User is able to Save / Print / Close / Change the inquiry. In order to return to the address pre-order inquiry screen and modify the data, click on **Change**.

**RECOMMENDATION:** Many Loop Qual Results are extremely lengthy. In order to easily see all detail, select **Printable Version**.

Graphical user interface, application

Description automatically generated

# EASE Raw Loop Data (RLD) Inquiry (TXTYPE=R)

This Pre-Order function retrieves Raw Loop Data by segments and sub-segments. Data may be queried by:

* WTN
* Circuit for designed services
* Valid address
* Assigned services
* Unassigned or spare services (Unassigned or spare facilities searches will not initially be availabable. They will be introduced in a future release.)

A Raw Loop Data inquiry can be executed within EASE by selecting **New** from the **PREORDER** tab.

* A **PreOrder Initiation** screenwill display. To execute a Raw Loop Data inquiry, complete the following fields:
  + **TXNUM** – The system will pre-populate this field with a numeric value.

**RECOMMENDATION:** The user can override this information with the PON to be used during ordering to better track their inquiries.

* + **TXTYP** – Select R = Raw Loop Data
  + Select the **Initiate** button.
* A new Raw Loop Data Inquiry screen will display.

**Raw Loop Data Inquiry**

Graphical user interface, application

Description automatically generated

* Complete the following fields.
  + **TXACT** - Select A = New inquiry.
  + **STATE** – Enter appropriate 2 digit state code in upper case.
  + **TNADDRCKTIND** (Telephone Number, Address, Circuit Indicator) – Enter appropriate 1 digit code of:
    - **T** = Telephone Number
    - **A** = Address
    - **C** = Circuit
* If you are **searching by WTN**, do not enter address or ECCKT (Circuit) detail.
  + **WTN** – Enter the working telephone number at the end user’s location when querying RLD by TN. Selecting the **Add Field** link, will add additional occurances of WTN fields based on the number requested in the **Add Field elements box** or selecting additional **Add Field** links.

**NOTE:** WTNs can be for different end users and different addressses.

**Add Field elements dialog box**

Graphical user interface, application

Description automatically generated

In this case, two fields were requested. A total of three WTN fields now display.

Graphical user interface

Description automatically generated

You may also remove **WTN** fields by selecting the **Remove Field(s)** link.

* If you are **searching by Address**, you must populate the **ASGNIND** field.
  + **ASGNIND** (Identifies if RLD is looking for makeup of assigned services or spare services.) Enter **A** for assigned or **U** for unassigned or spare.

**NOTE:** Unassigned or spare facilities searches will **not** initially be available. They will be introduced in a future release.

* + **SVC ADDR GRP** – Enter appropriate address fields when querying RLD for Assigned or Unassigned by Address.

The minimum Address field entries are:

* **SANO** identifies the number of the service address.
* **SASN** identifies the street name of the service address.
* **SATH** identifies the thoroughfare portion of the service address, such as LN (lane) or BLVD (boulevard).
* **CITY** identifies the city, village, or township.
* **STATE** identifies the abbreviation for the state or province.
* **ZIP** identifies the ZIP or postal code.

**NOTE:** Additional Address Detail fields may be populated if they apply to the inquiry address:

* **AFT** identifies the format of the address being supplied. Valid entries:
  + - A = Rural Route and/or box number
    - B = Unnumbered
    - C = Provider Assigned house number
    - D = Descriptive
    - E = Provisioning Adddress
  + **SAPR** identifies the prefix for the address number of the service address.
  + **SASF** identifies the suffix for the address number of the service address.
  + **SASD** identifies the street directional prefix for the service address. Valid entries:
* E = East
* W= West
* N = North
* S = South
* NE = Northest
* NW = Northwest
* SE = Southeast
* SW = Southwes
* **SASS** identifies the street directional suffix for the service address. Valid entries are shown below.
* E = East
* W= West
* N = North
* S = South
* NE = Northest
* NW = Northwest
* SE = Southeast
* SW = Southwest
* **LD1, LD2, LD3** identifies additional specific information related to the address. Valid entries:
  + LD1
    - APT
    - LOT
    - RM/ROOM
    - SLIP
    - UNT/UNIT
    - STE/SUIT
  + LD2
    - FL/FLR
  + LD3
    - BLDG
    - WNG
    - PIER
* **LV1, LV2, LV3** identifies the value associated with the location designator
* **AAI** identifies additional location information about the address.

**NOTE:** Previously, the **AAI** field was required to be populated if there is additional detail specific to the address such as room, apartment, suite, floor, etc.

With this implementation, supplemental address information may be entered in either the **LD/LV** or the **AAI** fields. EASE will accept input in either and send the data downstream.

Supplemental data can be entered in any **LD/LV** fields. Entries are not specific to **LD1** vs. **LD2** vs. **LD3** at this time.

**LD/LV** fields edit for USPS data content like **UNIT**. The **AAI** field edits for MARTENS data content like **UNT**.

Presently, supplemental data for complex addresses will be returned in the **AAI** fields.

Saved addresses with supplemental data will prepopulate in the **AAI** field but can be changed and typed in individual **LD/LV** fields.

* + **Submit**
* If you are **searching by Circuit**, you must populate the following fields.
  + **LSO** – Enter the primary NPANXX associated to the ECCKT.
  + **ECCKT** – Enter the provider’s circuit identification.
  + **Submit.**

Based on the information entered on the **Raw Loop Data Inquiry** tab, the system will execute the request and provide a response upon submission.

The Raw Loop Data response results will display in the **Results** tab fields.

* + User is able to Save / Print / Close / Change the inquiry. In order to return to the address pre-order inquiry screen and modify the data, click on **Change**.

### Raw Loop Data Inquiry by TN

Graphical user interface, application

Description automatically generated

Graphical user interface

Description automatically generated

Graphical user interface, application

Description automatically generated

### Raw Loop Data Inquiry by Assigned Address

Graphical user interface, application

Description automatically generated

Graphical user interface, application

Description automatically generated

**Raw Loop Data Inquiry by Assigned Address (continued)**

Graphical user interface, application

Description automatically generated

Table

Description automatically generated

**Raw Loop Data Inquiry by Assigned Address (continued)**

Graphical user interface

Description automatically generated

Table

Description automatically generated

**Raw Loop Data Inquiry by Assigned Address (continued)**

Table

Description automatically generated

Graphical user interface, application

Description automatically generated

### Raw Loop Data Inquiry by Circuit

Table

Description automatically generated with medium confidence

Graphical user interface, text, application, email

Description automatically generated

**Raw Loop Data Inquiry by Circuit (continued)**

Graphical user interface, text, application, email, Teams

Description automatically generated

# EASE Listings for Telphone Number Inquiry or DLI Directory Listing Inquiry (TXTYP = T)

The Listings for Telephone Number or DLI (Directory Listing Inquiry) provides new functionality that supports:

* Viewing Caption Name using a wild card option
* Retrieving listing information using the YPPA code

A Directory Listing inquiry (DLI) can be executed within EASE for Pre-Order.

* Select **New** from the **PREORDER** tab.
* A **PreOrder Initiation** screen will display. To execute a DLI, complete the following fields:
  + **TXNUM** – The system will pre-populate this field with a numeric value. **RECOMMENDATION:** The user can override this information with the PON to be used during ordering to better track their inquiries.
  + **TXTYP** – Select T = Listings for Telephone Number.
  + Select the **Initiate** button.
* A new **Directory Listings Inquiry** screen will display.

Graphical user interface, text, application, email

Description automatically generated

* Complete the following fields.
  + **TXACT** - Select **A** = New inquiry.
  + **STATE** – Enter appropriate 2 digit state code in upper case.
* In the **DLI\_REQ\_INFO** section, populate at least the following fields and **Submit**.

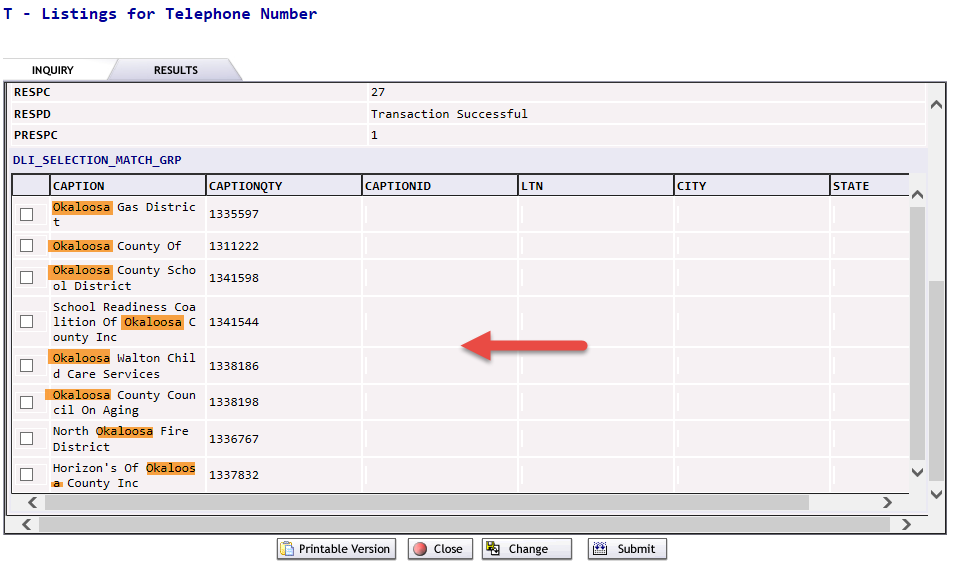
Graphical user interface, application

Description automatically generated

* + **DIRNAME** - Identifies the name of a directory in which to place the listing. Either the directory name or the YPPA code corresponding to that directory can be entered here.

**NOTE:** If the directory name is entered, it has to be exact. Both YPPA Code or Directory Name can be retrieved from the **External App Data** for **View Directory Name** on the **LSR Order** Menu option on the Order List page.

* + **STATE** - Enter appropriate 2 digit state code in upper case.
  + **CAPTION** – Populate this field with one of the following: Entire caption name, one/two or more words, or a partial caption name.
  + **Submit.**
  + If partial caption name, one or more words or a wild card character (%) can be entered, based on a selection list that will be displayed. In the example below, the word ‘okaloosa’ was typed in the Caption field.



* + Select the required caption name and click **Submit** to see the listing detail.

# Changes and/or Additions

### Upgrade from LSOG 10 to LSOG 2Q14

With the implementation of EASE LSR enhancements, Brightspeed has upgraded from LSOG 10 to LSOG 2Q14, providing access to a more current OBF LSOG version. A document indicating the Brightspeed specific differences between LSOG 10 and LSOG 2Q14 is provided in the Technical Specifications. XML schemas that support the UOM-LSR also reflect the changes.

All associated documentation can be found at <https://ease.brightspeed.com>. Then select Guide > LSR > Brightspeed 2Q14 Files.

### Auto-populate pre-order validated addresses into the LSR

A list of previously validated addresses will be available for selection and population into the LSR or to a Telephone Number Inquiry, Loop Qualification, or Raw Loop Data pre-order.

* Select the **Search AVQ Responses** link on the Order screen.

Graphical user interface, application

Description automatically generated

* The **PreOrder Search** screen will display.
* Select a saved Preorder with the appropriate address. This is done by hovering over the TXNUM you want to select until a link displays.

**NOTE:** This is where using a PON for the **TXNUM** can assist in the ordering process.

Graphical user interface, application

Description automatically generated

* The **Address Validation** screen will display.
* Hover over the appropriate TXNUM value link and click it.
* The associated saved **Address Validation** screen will display.
* Select the **Prepopulate** link on the **Address Validat**ion screen.

Graphical user interface, application

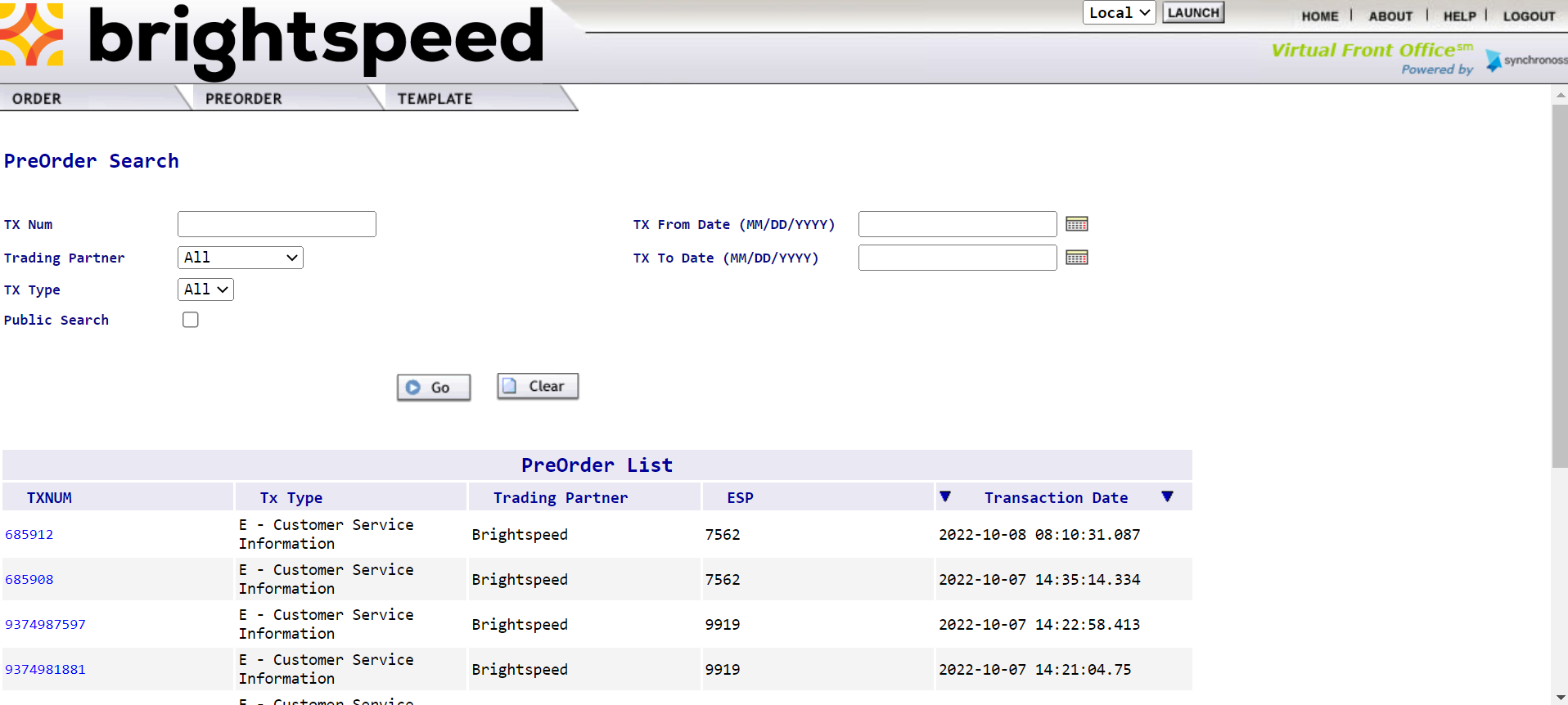
Description automatically generated

### Auto-populate reserved Telephone Number(s) (TN) into the LSR

A list of previously reserved TNs will be available for selection and population into the LSR from the PreOrder Search screen.

* Select the **Search Pre-Order** link on the **Order** screen.
* The **PreOrder Search** screen will display.
* Select a saved Preorder with the appropriate TN Reservation by hovering over the appropriate **TXNUM** value link and clicking it.

**NOTE:** This is where using a PON for the **TXNUM** can assist in the ordering process. On the list below, notice the difference in a system assigned TXNUM vs. one that you name. The naming convention you choose makes it easier to match up to a specific PON associated to the pre-order activity so you can select and autopopulate the detail to the LSR request.



* The associated saved **TN Reservation** screen will display.
* Select **Prepopulate** link on the **TN Reservation** screen.

Graphical user interface, text

Description automatically generated

* The Reserved TN selected will automatically populate in the **TNS** field on the **RS** (Resale Service) form for **REQTYP = EB and MB** and on the **CRS** (Centrex Resale Services) form for **REQTYP = MB and and PB**.

Graphical user interface, application, Word

Description automatically generated

### New Shipping Address section added to the End User (EU) form

A new section on the End User (EU) form has been added to accommodate the shipping of broadband equipment. When the USE\_SERVICE\_ADDR field is populated with NO, the associated shipping address fields must be populated. If the USE\_SERVICE\_ADDR field is blank, then the EU address is the default when the request is ordering a modem.

**NOTE:** The address needs to match USPS.COM addressing. However, modems are shipped by UPS so PO Boxes are not allowed.

SHN1 – Shipping Name

SHCO – Shipping Name Care of

SHAPR – Shipping Address Number Prefix

SHANO – Shipping Address Number

SHASF – Shipping Address Number Suffix

SHASD – Shipping Address Street Directional Prefix

SHASN – Shipping Address Street Name

SHATH – Shipping Address Street Type

SHASS – Shipping Address Street Directional Suffix

LD1, LD2, LD3 – Shipping Address Location Designator

LV1, LV2, LV3 – Shipping Address Location Value

CITY – Shipping Address City

STATE – Shipping Address State

ZIP – Shipping Address Zip Code

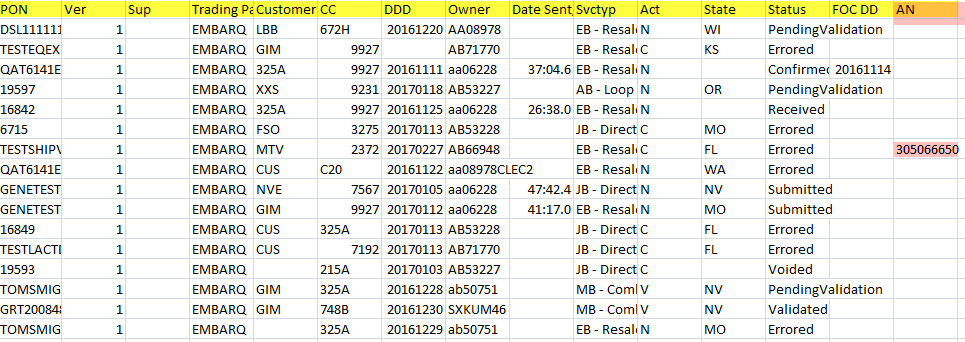
When the SHIP\_ADDR\_GRP section is populated and the request has a modem, Brightspeed will send the modem to ship to address which is different from the service address.

Graphical user interface, text, application, Word

Description automatically generated

### Addition of Account Number to the Virtual Front Office (VFO) Order List Excel output

Account Number (AN) has been added to thedownloadable CSV formatted file.



### Prevent duplicate LSRs for same Working Telephone Number (WTN)

New functionality will identify duplicate LSRs for the same Working Telephone Number (WTN) and display an error message when this condition is identified for duplicate requests that have been received in the last 3 calendar days. Error messages will vary based on if the duplicate was created by the same or different CC.

**Error Message for Duplicate LSR for Same CC and WTN**

A screenshot of a computer

Description automatically generated

**Error Message for Duplicate LSR for Different CC but same WTN**

A screenshot of a computer

Description automatically generated

### Versioning of Notices

The Exchange Carrier Version (EC VER) field entry is provided on all notices sent to the CLEC.

Each notice will increment separately as a new notice is created and sent for subsequent versions of that notice type. The EC VER will increment by one from the previous version.

**LSR Response / Confirmation**

**EC VER #1**

Graphical user interface, application, Teams

Description automatically generatedWaterfall chart

Description automatically generated

**EC VE**Graphical user interface, application

Description automatically generatedGraphical user interface, application

Description automatically generated

**EC VER #3**

Graphical user interface, application

Description automatically generatedGraphical user interface, application

Description automatically generated

### LSR Confirmation – Change to ORD field behavior

There is a change in existing functionality specific to LSR Confirmations. When an LSR results in multiple orders, the initial order will be placed in the **ORD** field, followed by a **comma**, and an entry of **REMARKS2**.

Graphical user interface, application

Description automatically generated

The entry of **REMARKS2** directs you to see the balance of confirmed orders in the **REMARKS2** field of the LSR Response. Multiple order numbers will be separated by commas.

Background pattern

Description automatically generated

### DLI Response Codes/Response Descriptions

You may receive multiple Response Codes and Response Descriptions for DLI (Directory Listing Inquiry) Transactions, which can be confusing. We are working to provide a better resolution in a future release.

For the February 2018 EASE LSR Release, the following behavior will be seen.

If the **Listing Detail and Listing History are found**:

- <RESP\_STATUS\_GRP>

<RESPC>**27**</RESPC>

<RESPD>**Transaction Successful**</RESPD>

<PRESPC>**27**</PRESPC>

<PRESPD> **Owner: CLEC-XXXX**</PRESPD>

</RESP\_STATUS\_GRP>

If the **Listing Detail is not found**:

- <RESP\_STATUS\_GRP>

<RESPC>**18**</RESPC>

<RESPD>**Invalid Input or No Data Found**</RESPD>

<PRESPC>**18**</PRESPC>

<PRESPD>**No Historical Data is Found**</PRESPD>

</RESP\_STATUS\_GRP>

If the **Listing Detail is found and Listing History is not found**:

- <RESP\_STATUS\_GRP>

<RESPC>**27**</RESPC>

<RESPD>**Transaction Successful**</RESPD>

<PRESPC>**27**</PRESPC>

<PRESPD> **Owner: CLEC-XXXX**</PRESPD>

</RESP\_STATUS\_GRP>

- <RESP\_STATUS\_GRP>

<RESPC>**18**</RESPC>

<RESPD>**Invalid Input or No Data Found**</RESPD>

<PRESPC>**18**</PRESPC>

<PRESPD>**No Historical Data is Found**</PRESPD>

</RESP\_STATUS\_GRP>

RESPC 18 – RESPC Invalid Input or No Data  
PRESPC 27 – PRESPD Owner: CLEC-XXXX  
PREPPC 18 – PRESPC No historical Data is found

This currently occurs due to three separate calls that are made to our backend systems for directory data:

* the first call is made to get the directory IDs
* then a second call is made to get the listing summary data
* and another call is made to get the listing history data