**EASE VFO**

**Resale/LWS New Install**

#### Order Processing Steps

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#### VFO Entry – Resale/LWS New Install

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| Introduction | This document provides the necessary information for the required fields and the steps to enter a resale/LWS new install request.  **Important Note**: Orders will vary depending on the service and features requested. This job aid is only a guideline. Refer to LSOG guidelines for a complete description of fields. |

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| Preorder | In this document, steps for address validation on the EU form are used. See the Preorder document for validating address using the Preorder tab. |

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| Resale Orders -Overview of Telephone number assignment | Telephone numbers for new resale install requests can be assigned in two different manners – by the system or by accessing **TN Assignment** from the **External App Data** menu.  Allowing the system to assign numbers:   * T is selected from the NOTYP drop-down. * N is entered in the TNS field. *See example below*. . * The system assigned telephone number is provided on the Confirmation form.   Graphical user interface, application  Description automatically generated  Selecting a telephone number.  Prior to selecting a telephone number from TN Assignment:   * The LSR, EU and RS page must be completed and valid. * The PON must be saved by use of the **Save** icon   Once the above actions are completed:   * The TN Assignment menu item is selected from the Order tab External App Data menu. * Specifications are filled on the TN Assignment screen. * Once the telephone number is selected, the number can be copied and then pasted into the TNS field in EASE.   **Note:** TN assignment can be accessed only once per LSR. If the user needs to add additional telephone numbers after exiting TNA or if issuing Sup, the system must assign the numbers. |

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Resale/LWS New Install - Process

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| Overview | The table below outlines the steps for creating a resale/LWS new install in EASE VFO. The data entered is for training purposes only and may vary according to order requirements. |

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| LSR Form Order Entry | Take the following steps to populate the **LSR** form on the order.  **Remember:** More or less fields may be required depending on what type of order you are entering. |

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| Step | Action |
| 1 | With the **Order List** in view, roll your cursor over the **Order** tab and select **New** from the drop-down menu,  **Result:** The **Order Initiation** window appears. |
| 2 | Select your **Managed ESP** company code used for submitting orders, from the **Managed ESP** drop-down menu. |
| 3 | Type a PON in the **Order Number** field or use the pre-populated number.  **Note:** The PON can be up to sixteen alpha, numeric, or alpha-numeric characters. |

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| 4 | Select the applicable **OCN** from the **OCN** drop-down menu.  **Note:** This may or may not be the same OCN as the Managed ESP. |
| 5 | Select the appropriate resale service type from the **Service** drop-down menu. (EB = Resale – MB= LWS) |
| 6 | Select **N** from the Activity drop-down menu. |
| 7 | Use the following table to determine the next step.   |  |  | | --- | --- | | **If** | **Then** | | Using a template for the order | Click the **Template** drop-down menu and select the applicable template name. | | No template is being used | Go to step 8. | |

#### Resale/LWS New Install – Process, continued

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| Steps (continued) |

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| Step | Action |
| 8 | In the **LSR ADMIN** section fill-in the following:   |  |  |  | | --- | --- | --- | | **Field** | **Description** | **Data** | | LOCQTY | # of service locations | 1-3 characters indicating amount of locations (normally 1 or 001) | | RTR | Confirmation type | E (only option supported by Brightspeed) | | CCNA | Customer Code | 3 dgt customer code (CUS code) | | CC | Company Code (OCN) | 4 digit OCN is pre-populated |   **Note:** The **ACT** field will auto-populate. The **DTSENT** field populates when order is accepted by Brightspeed. |
| 9 | In the **Authorization** section fill-in or select the following:   |  |  |  | | --- | --- | --- | | **Field** | **Description** | **Data** | | TOS | Type of Service | Refer to page 23 for assistance for populating the TOS field. | | SPEC | Specific product | Type **LOOPTAG** if loop tag and label is desired. | | DSPTCH | Dispatch | **Y** must be selected when adding **Looptag** or if known truck roll. | | DDD | Desired Due Date | Desired due date. | |

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Resale/LWS New Install – Process, continued

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| Steps (continued) |

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| **Step** | **Action** |
| 10 | The **FEATURE\_DET** (in the LSR section) is for adding a measured access line plan type. This field is required when the third TOS field is M. See example below.  Type the plan type in the **AFEATURE** field.  Graphical user interface, text, application  Description automatically generated  **Note:** Valid plan types are: 1B, 1D, 2B, 2D, 3B, 3D, 4B, 4D, 5B, OR 5D – however not all plan types are valid in every area. An error will occur if a major account for the plan type entered is not found. |
| 11 | Scroll to the **CONTACT** section and fill-in the fields as noted in the table below,  **Note**: Information is not required in the sections above the **Contact** section – such as: **AUTH\_INFO\_GRP**, **LSR\_BILL**, **ADDR\_GRP**, **BILL\_NAME\_CONT\_GRP**.   |  |  |  | | --- | --- | --- | | **Field** | **Description** | **Data** | | INIT | Who initiated the order | Creator’s name | | INIT TEL NO | Contact telephone number | Creator’s telephone number. | |
| 12 | Scroll down to the **IMPCON** field found after the **INIT\_ADDR** section (no information is required in the **INIT\_ADDR** section). Fill-in the information as shown in the table below.   |  |  |  | | --- | --- | --- | | **Field** | **Description** | **Data** | | IMPCON | Installation contact | Creator or contact for the order. | | IMPCON  TEL NO | Installation contact telephone number | Creator or contact for the order. |   **Note:** Information is not required in the sections **DSGCON\_ADDR**, and **REMARKS INFO**. |

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Resale/LWS New Install – Process, continued

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| Steps (continued) |

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| **Step** | **Action** |
| 13 | Click the **EU** form ICON. |
| 14 | Use the following table to determine the next step.   |  |  | | --- | --- | | **If** | **Then** | | Not Adding Inside Wire Maintenance | Go to step 15. | | Adding Inside Wire Maintenance | **INSIDE\_WIRE\_GRP** section and fill in the fields as noted in the table below.  **Note:** An S&E code for IWM3 will also need to be selected on when adding feature codes. IWM1 contract holders will not have to add a Service and Equipment.   |  |  |  | | --- | --- | --- | | IWO | Inside Wire Options | U = Provide inside wiring and repair plan and bill the customer | | IWCON | Name of person to contact regarding inside wiring | Required field if IWO is selected. Type the contact name in this field**.** | | TEL\_NO | IWCON telephone number. | Type the IWO contact telephone number. | |     **Note**: For a resale/LWS new install, no fields are required in the **EU\_BILL, Bill\_NAME\_CONT\_GRP, EU\_DISCONNECT\_INFO, TRANSFER\_OF \_CALLS GRP, TRANSFER OF CALLS\_SEC\_GRP** |

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Resale/LWS New Install – Process, continued

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| Steps (continued) |

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| **Step** | **Action** |
| 15 | In the **LOC\_ACCESS section** fill-in the following;   |  |  |  | | --- | --- | --- | | **Field** | **Description** | **Data** | | LOCNUM | Location number (normally 1).  **Note:** If additional location numbers are needed for OPS (OPX MEU must be marked), click the **Add** link on the right of this section. | 3 Character field - can be typed as 1 or 001 for example. | | NAME | End-user name | Type in end-user’s first and last name or the business name. | | AAI | Additional address information such as the name of the Complex etc. | Legacy Embarq converted areas and Legacy CenturyTel areas – this field is used for Unit, Floors, Bldg etc data.  Legacy Embarq non-converted – this field is used for Complex address details. | |
| 16 | In the **LOC\_ACCESS\_INFO** fill-in the following fields as indicated in the able below - if access information is needed or working service exists.   |  |  |  | | --- | --- | --- | | **Field** | **Description** | **Data** | | ACC | Access information -conditional | Type access directions. **For example** – “Locked gate, knock on east side door for entry.” | | LCON | Local contact -required | Type contact name for access. | | Tel\_NO | Local contact’s number -required | Type access contact’s telephone number. | | WSOP | Working Service indicator – conditional | Select:  A= Additional line  or  V= Working Service  **Note:** An error occurs if this field is not marked and the system detects working service. | |

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Resale/LWS New Install – Process, continued

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| **Step** | **Action** |
| 17 | Scroll to the **SVC ADDR GRP** section and fill-in the fields as applicable for the address.   |  |  |  | | --- | --- | --- | | **Field** | **Description** | **Data** | | AFT | Drop-down to select format of address | Not required unless needed. | | SAPR | Address number prefix | Not required unless needed. | | **SANO** | Street address number | Indentifies the house number. | | SASF | Service address suffix | Indentifies the suffix for the street address. | | SASD | Street direction | **Examples:** N, S, E, W, NE, NW, SE, SW | | **SASN** | Street name | **Examples**: Street Name, Highway etc. | | SATH | Street type | Thoroughfare portion of street address. **Examples:** DR, LN, ST | | SASS | Street Directional Suffix | Identifies the directional suffix  **Examples:** N, S, E, W, NE, NW, SE, SW | | LD1 | Location Designator | **Examples:** Unit, FL (floor) etc.  **Note:** Brightspeed in Legacy CTL or converted EQ markets, do not populate units etc in the LD or LV fields. Use the AAI field instead. | | LV1 | Location Value  **Note** – Prohibited if LD1 is not populated | **Examples:** 01, 2, 14, etc | | LD2 | Location Designator 2.  (LD1 must be populated) | **Example:** Wing | | LV2 | Location Value  **Note** – Prohibited if LD2 is not populated | **Examples:** 01, 2, 14, etc | | LD3 | Location Designator 3.  (LD1/LD2 must be populated) | **Example:** Suite | | LV3 | Location Value  **Note** – Prohibited if LD3 is not populated | **Examples:** 01, 2, 14, etc | | **CITY** | City name | Type in complete city name. | | **STATE** | State abbreviation | 2 character abbreviation | | **Zip** | 5 character zip code | 5 character zip code. | |

Resale/LWS New Install – Process, continued

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| Steps (continued) |

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| **Step** | **Action** |
| 18 | Click the **Validate** address link to verify the address is correct.  **Note**: If the address is valid, no additional screens will display. For invalid addresses refer to the Job Aid on Preorder Address Validation. |
| 19 | Click the **RS (**resale service) formICON.  **Note:** Ifrotary hunt numbers are involved the **HGI** formmust be filled in |
| 20 | In the **RS\_ADMIN** section fill-in the following:   |  |  |  | | --- | --- | --- | | **Field** | **Description** | **Data** | | RSQTY | Quantity of lines being installed | 5 Character field - can be typed as 1 or 00001 for example. | |
| 21 | In the **RS\_SVC\_DET** section fill-in the following:   |  |  |  | | --- | --- | --- | | **Field** | **Description** | **Data for training** | | LTOS | Service type for line | Not required | | NOTYP | Number type | Select **T** for telephone | | TNS | Telephone number | Type **N** if system is to assign.  Leave blank if accessing TNA (as shown in later steps) | |

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Resale/LWS New Install – Process, continued

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| Steps (continued) |

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| **Step** | **Action** |
| 22 | In the **SVC\_DET\_GRP** section fill-in the following:   |  |  |  | | --- | --- | --- | | **Field** | **Description** | **Data for training** | | LOCNUM | Service location number | 3 Character field - can be typed as 1 or 001 for example. | | LNUM | Indentifies the line | 3 Character field - can be typed as 1 or 001 for example.  **Exampl**e for 1st line 1 or 001, for 2nd line, 2 or 002. | | LNA | Line Activity | Select **N** for new. |   **Note:** For multiple lines, each **SVC\_DET\_GRP** will need to be filled-in with the appropriate **LOCNUM** and **LNUM**. |
| 23 | In the **LINE\_RESTRICT\_2\_GRP** section add or fill-in the following:     |  |  |  | | --- | --- | --- | | **Field** | **Description** | **Data for training** | | LSCP | Local service freeze – Not applicable | N/A | | FPI | Freeze PIC | Select the desired Freeze option or leave blank. | | PIC | Interlata long distance | Type in the 4 digit code or None - if no PIC | | LPIC | Intralata long distance | Type in the 4 digit code or None- if no PIC | | IPIC | International PIC | N/A |   **Note:** For multiple lines, each **FPI** if applicable and the **PIC** and **LPIC** fields will need to be filled-in for each line. |
| 24 | Roll your cursor over the **ORDER** tab, **ACTION** menu, and select **SAVE ORDER.**  (This action will allow **TNA** and **Available Service** options to be loaded based on the address.) |

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Resale/LWS New Install – Process, continued

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| Steps (continued) |

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| **Step** | **Action** |
| 25 | Roll your cursor over the **ORDER** tab **ACTION** menu, and from the **External App Data** select **Available Services**.  **Result:** A new page displays with a list of the services available per the WRC and CLEC contract as shown in the example below. |
| 26 | Scroll to find the access line choices and copy the S&E code for the line of choice.  **Note:** Select a line type that corresponds with the **TOS** entered. |

Resale New/LWS Install – Process, continued

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| Steps (continued) |

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| **Step** | | **Action** |
| 27 | Click back on EASE VFO and paste the S&E code in the **FEATURE** field.  **Note:** Feature details – if the feature requires detail information such as call forward no answer or busy, the telephone number to be program on the feature must be added in the Feature Detail field.  **Call Forward No Answer feature detail information:**  If the field starts with 1 (for long distance numbers), the first 11 characters are programmed as the call forward number and the 12th and additional characters as the number of rings.  If the field does not start with 1, the first 10 characters are programmed as the call forward number and the 11th and additional characters as the number of rings.  **Example of a local call forward no answer with 3 rings.**  Graphical user interface, text, application  Description automatically generated | |
| 28 | On the right of the **Feature Grp** field, type in the number of additional features to be added. See example below.    Click on **Add** and the corresponding number of new feature sections is added to the RS form in which to paste additional features.  **Note:** You can still add or remove feature fields if need be by using the **Add or Remove Section(s).** | |
| 29 | For additional features and/or blocks - click on **Available Services Look-up** screen and repeat steps 20-22 to add all requested features. | |

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Resale/LWS New Install – Process, continued

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| Steps (continued) |

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| **Step** | **Action** |
| 30 | Use the following table to determine the next step.   |  |  | | --- | --- | | **If the order is for** | **Then** | | Multiple lines | Go to step 31. | | Single line | Go to step 33. | |
| 31 | On the right-hand of the **RS\_SVC\_DET** header type in the additional number of extra lines needed (1 is the default). |
| 32 | Determine the next step by using the table below.   |  |  | | --- | --- | | **If** | **Then** | | The added sections are to be blank | Click the **ADD** link.  **Note:** This process will add the same number of feature fields but they will be blank. | | Same features, PICS from the first line apply to additional lines | Click the **COPY** link.  **Note:** When copying the data, the LNUM in the new SVC\_DET\_GRP section must be changed to represent the new line number. |   **Result:** New sections are added beginning with the **RS\_SVC\_DET** section. You will need to scroll down to view each newly added new section.  Notice on the screen print below, that the new **RS\_SVC\_DET** section is numbered as (2) and that there is only an option on the right to remove the section.  Graphical user interface, application  Description automatically generated  Notice on the screen print below, that the last RS\_SVR\_DET section added is numbered as (3) and the ADD and Copy options are present.    ***After the sections are added add or change the data as needed. Remember that the appropriate telephone number will need to be added to the TNS field if using TNA***. |

Resale/LWS New Install – Process, continued

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| Steps (continued) |

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| **Step** | **Action** |
| 33 | Use the following table to determine the next step.   |  |  | | --- | --- | | **If** | **Then** | | Allowing system to select the telephone number | * T is selected from the NOTYP drop-down. * N is entered in the TNS field. Type **T** in the TNS field * Go to step 41   **Remember** – Numbers auto-assigned will be provided on the confirmation form. When listings are wanted, directory listing requests must be submitted after order completion | | Assigning telephone numbers | Go to step 34. | |

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Resale/LWS New Install – Process, continued

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| LSR Form Order Entry **(continued)** |

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| **Step** | **Action** |
| 34 | Roll your cursor over the **ORDER** tab, **EXTERNAL APP DATA** menu, and select **TN Assignment**.  **Result:** The **TNA** screen for Brightspeed in Legacy CTL and Legacy EQ converted market displays as shown below:  Graphical user interface, application  Description automatically generated    Or  **Result**: The **TNA** screen for Legacy EQ displays as shown below:  Graphical user interface  Description automatically generated |

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Resale/LWS New Install – Process, continued

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| Steps (continued) |

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| **Step** | **Action** |
| 35 | On the **TN Assignment** screen fill-in or select the following:   |  |  |  | | --- | --- | --- | | **Field** | **Description** | **Data** | | TN type (Legacy EQ only) | Drop down menu with lists of the types of numbers | Default is REG – change if necessary. | | Qty | Amount of numbers to return – default is 5 | If more than five change the quantity  **Note:** Quantity cannot be greater than a block of 10 when searching for consecutive numbers. | | Consecutive | Allows user to select multiple numbers in sequential order | Do not mark (unless installing more than 1 line and want numbers in consecutive order) | | NPA-NXX (Legacy EQ only) | Area code – Available prefixes | Select choice | | Line (Legacy EQ only) | Allows a search on a particular telephone number | Telephone number  **Note:** If no data is returned on the search, the telephone number is not available. | | Npa – Nxx –Line (Brightspeed) markets only | Allows a search on a particular telephone number | Telephone number  **Note:** If no data is returned on the search, the telephone number is not available. |   ***Remember*** - TNA can only be accessed once on any LSR – including any SUPS. If a SUP requires an additional telephone number, the system must assign it. |

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Resale/LWS New Install – Process, continued

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| LSR Form Order Entry (continued) |

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| **Step** | **Action** |
| 36 | Click the **Search** button.  **Result**: TNA returns the TN’s matching criteria (if criteria can be met) as shown in the example below.  Graphical user interface, table  Description automatically generated |
| 37 | Check the number(s) desired for the PON and click the **Finish** button.  **Result:** The numbers selected are displayed in a new window and ready to be copied as shown in the example below.  Graphical user interface, text, application  Description automatically generated |

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Resale/LWS New Install – Process, continued

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| LSR Form Order Entry (continued) |

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| **Step** | | **Action** |
| 38 | Copy the number.  **IMPORTANT:** When multiple numbers are needed – each number must be copied and then pasted. Do not close out of this window until all numbers are copied or at least written down as once the window is closed it cannot be accessed again. **Suggestion:** For multiple lines - copy and paste numbers into a Word document to avoid the time elapsing.  *In Legacy EQ - TNA begins timing as soon as accessed and numbers must be selected within 20 minute*s. | |
| 39 | Paste the new TN(s) in the **TNS** field on the **RS\_SVC\_DET** section(s) of the **RS** form | |
| 40 | Click the **X** on the telephone number window.  **Result:** TNA is exited. | |

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#### Resale/LWS New Install – Process, continued

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| Steps (continued) |

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| **Step** | **Action** |
| 41 | Use the following table to determine the next step.   |  |  | | --- | --- | | **If** | **Then** | | A straight-line directory listing is needed  **Note:** Directions for captions listings will be provided in a future job-aid that will be posted to the Wholesale site. | Click the **DL** form ICON, and go to step 42. | | A directory listing is not needed | Go to step 45. | |
| 42 | In the **LISTING\_CNTRL** section of the **DL** form fill-in or select the following data for each field:   |  |  | | --- | --- | | **Field** | **Data** | | LACT (Listing Activitiy) | N (New) | | RTY (Record Type) | LML (Local Main Listing)  1st Character:  F=Foreign  L=Local  S=Secondary Listing  2nd Character:  AL=Additional Listing  AM=Additional Main  AU=Alternate user listing  CM=Client main  CR=Cross-reference listing  ML=Main listing | | LTY (Listing Type) | Valid Values:  1=Listed, 2=Non-listed, 3=Non-published,  4=Non-published emergency, 5=Non-published special, 6=Omit DA, 7=No appearance, 8=Temporary listing. | | STYC | SL (Straight Line) | | TOA (Type of Account) | R (Residential) or B (Business) | | DOI (Degree of Indent) | 0 (Zero) for straight-line listings. | | LOCNUM (Location Number) | 3 Character field - can be typed as 1 or 001 for example. | | DL Number (DLNUM) | 3 Character field - can be typed as 1 or 001 for example.  **Note**: If adding multiple straight-line listings the DL will increase by one for each listing. | |

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#### Resale/LWS New Install – Process, continued

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| Steps (continued) |

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| **Step** | **Action** |
| 43 | In the **LISTING\_IND** section of the **DL** form fill-in or select the following data for each field:   |  |  | | --- | --- | | **Field** | **Data** | | DirName | Populate with the directory name. |   **Also –**   |  |  | | --- | --- | | **If** | **Then** | | The listing is a dual listing (two first and/or last names will be listed together). | Select Y in the **DLNM** (Dual Listing) field, and go to step 44. | | The listing is not a dual listing | Go to step 44. | |
| 44 | In the **LISTING INSTRUCTION** section fill-in the following data if needed.   |  |  | | --- | --- | | **Field** | **Data** | | LTN (Listed TN) | End-users TN to be listed.  **Note:** If allowing the system to select a telephone number, (TNA was not used), enter an N is this field.  **Note:** If the telephone number is a non-standard number such as an 800 number, the TN is entered in the **NSTN** field. | | PLA (Place Listing As) | Indicates how a listing with a numerical value will be alphabetized. Type complete listing in word form  **Example** – The listing of - **1040 Tax -** could be alphabetized in the directory as **One Zero Forty Tax**, **Ten Forty Tax**, depending on the wording used in the PLA field. . | |

#### Resale/LWS New Install – Process, continued

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| Steps (continued) |

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| Step | Action |
| 45 | In the **LIST\_NAME\_GRP** section fill-in the following data if needed.   |  |  | | --- | --- | | **Field** | **Data** | | LNLN (Listed Last Name) | End-user’s **last** name or if a business the **first word** of the business name.  **Note**: If the business name begins with ‘The’, they may wish for ‘The’ to fall at the end rather than the beginning of the listing. | | LNFN (Listed First Name) | The end-user’s first name(s) or the remaining words of the business name. | |
| 46 | In the **LIST\_ADDR\_GRP** section fill-in the following data if needed.   |  |  | | --- | --- | | **Field** | **Data** | | LANO | HSN | | LASF | FRACTION | | LASD | DIRECTION | | LASN | STREET NAME | | LATH | TYPE | | LASS | SUFFIX | | LALO | N/A | | LALOC | CITY | | LAST | STATE | | LAZC | ZIP CODE | | ADI | O = Omit address in DA and directory | |
| 47 | In the **ADVERTISING** section fill-in the following data if needed (Business Only).   |  |  | | --- | --- | | **Field** | **Data** | | YPHV | Classified heading identifier number.  **Note**: The classified heading numbers can be found at [**www.rhd.com/telco**](http://www.rhd.com/telco) | |
| 48 | Click the green checkmark ICON on the top right of the order.  **Result:** The order goes through an error check. |

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Resale/LWS New Install – Process, continued

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| Steps (continued) |

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| Step | Action |
| 49 | Determine the next step by utilizing the table below.   |  |  | | --- | --- | | **If** | **Then** | | An Error box displays. | Correct the errors indentified.  **Note:** The **STATUS** field on the order states Errored as shown below.  Graphical user interface, application  Description automatically generated with medium confidence | | No Error box displays | The status will state Validated and you are ready to submit the order. | |
| 50 | Click the running man  ICON to submit the order.  **Result**: The Status field on the order will change to Sent, then to Submitted |
| 51 | Congratulations! You have now completed the steps to complete a basic New Install order. Remember more forms may be required depending on the order type. |

#### TOS and LTOS Fields

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| --- | --- | --- | --- |
| **First Character (type)** | **Second Character (product)** | **Third Character (class)** | **Fourth Character (characterization)** |
| 1 = Business  2 = Residence  3 = Government (Not supported by Brightspeed)  4 = Coin | A = Multiline/Keyline  B = Single line  C = Coin  D = Advanced services  E = CENTREX resale  H = ISDN (BRI)  J = PBX (trunk)  K = ISDN (PRI)  Q = DID/DOD  R = Data voice shared line (Line Sharing) | M = Measured rate  F = Flat rate | F = Foreign Exchange Service (FXS)  R = RCF  W = WATS  - = Not applicable |