Local Pre-Order & LSR Processing
User Guide

Serving Verizon - East States- CT, DC, DE, MA, MD, NJ, NY, PA, RI, VA,

Version 5.0

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Section 1 - Introduction

1.1 Purpose
In an effort to provide Global Wholesale Customer’s with a single URL to access both Local Service Interface (LSI) and Wholesale Internet Service Engine (WISE) applications, Verizon will consolidate these URLs into one in October, 2013.

On October 20, 2013, Global Wholesale Customer’s will be able to access their respective applications (LSI, WISE or both) based on their access privileges.

1.2 Application Changes
1. If you have separate User Ids for LSI and WISE, when you arrive at the login screen, enter the credentials associated with each application accordingly.
   For example: If your user ID for LSI is ABCD123 and your WISE ID is DEF345, you will either enter ABCD123 for access into LSI or DEF345 for access into WISE
2. If you are currently using the same user ID for access into LSI and WISE, you will be able to reach either application (LSI or WISE) after you have successfully logged in.

Section 1A – Process Flow

1A.1 Overview
• Global Wholesale Customers will proceed to enter their User Name and password when they arrive at the LSI/WISE login page https://wholesalegw.verizon.com/gsi/LSI/
• If the system accepts the User ID and Password, the home Page is displayed, depending on the user authorization.
• West only users will be redirected to the WISE application home page.
• East only users will redirected to the LSI application home page.
• User with both east and west access will be redirected to a page from where they can access either LSI or WISE application.

1A.2 Step By Step Navigation Guide

Step 1:
Connect to the Internet, Launch your web browser and enter the following LSI URL https://wholesalegw.verizon.com/gsi/LSI/
Step 2:

Enter Username and password and hit Login.

Step 3: SCENARIO 1:

If the user id and password entered only has WEST only access, the following screen will be displayed.
Step 3A: SCENARIO 2:

If the user id and password entered only has **EAST** only access, the following screen will be displayed.

Select the transaction set from the menu presented: Pre Order, LSR Processing, Repair, etc.

Step 3B: SCENARIO 3:

If the user id and password entered has **BOTH** east and west access, the following screen will be displayed.

**Note:**

User can navigate to Wise Application, by selecting the option "LSI W"
Note:

User with both east and west access will have the ability to navigate from LSI to WISE and vice versa by selecting the appropriate link.

The below link will help user to Navigate from LSI to WISE
Section 2 - Pre Order Functions

Introduction to Preorder Functions

Preorder provides a pre-Service Order request facility to validate end user information and obtain key information that is critical for submitting an error free Service Order request for resale, UNE, or platform services. The Preorder request function consists of selecting a request type and entering the data.

2.1 Pre Order Main Screen

By selecting “PREORDER” on the Verizon Communications Local Services Interface Home Page the drop down menu will appear and you can select the LSOG version, Preorder History, and Preorder Search. Once a selection is made the CLEC/Reseller is directed to the Preorder Select Page.

Once you roll over the transaction Title the words will turn RED and by double clicking you will get an inquiry transaction screen.

Variations may occur based on state selection, the availability of Preorder Request Types in the selected state, and the version of LSOG selected in the User’s profile.
2.1.1 Creating a New Preorder Request

After selecting the transaction option for a request type on the Preorder Select Page, the CLEC/Reseller is presented with the appropriate Preorder input screen, which enables the CLEC/Reseller to create a new request. The LSOG Number that applies to each request is listed on each new Customer Service Record (CSR). At this point, the method of entering information into data fields is the same for all request types.

To Submit the transaction to Verizon the CLEC/Reseller would click on the Submit button.
To Reset the Transaction screen (remove all data entered) the CLEC/Reseller would click on the Reset Button.
To Cancel the entire transaction click on the Cancel Button.
2.1.2 Viewing Responses

In order to view a Verizon Communications response to a Preorder request, the CLEC/Reseller should rollover the Preorder link to obtain the drop down menu. There are two ways to obtain response information. The first way is to Click on the History from the drop down menu.

You will be presented with a screen showing the recent transactions as shown.

The second way to retrieve responses is to perform a search function in preorder. The CLEC/Reseller should rollover the Preorder link to obtain the drop down menu. The second way is to Click on the Search from the drop down menu.
Preorder search input screen.

Transaction Selection Drop down Menu
2.1.3 Error Messages and Correction

The CLEC/Reseller may also receive an error message for a previously submitted request. To correct the error click on the Correct Error Button.

This will open up the Input screen so that you can edit and resubmit the transaction by correcting the items in error.

This example shows a Telephone number selection request where the data was omitted for the transaction.
2.2 Pre Order Transactions

2.2.1 Address Validation/TN selection/Reservation & Return

Address Validation input screen

1. Complete the necessary fields as described in the Pre-Order Business Rules.

Address Validation information typed on input screen
This transaction retrieves the CLECs Customer Service Record within CABS (Carrier Access Billing System).
2.2.3 Customer Service Record

Customer Service Record Input Screen

1. Complete the required fields as described in the Pro-Order Business Rules

Customer Service Record Typed Information on Input Screen

Customer Service Record Response Screen
<table>
<thead>
<tr>
<th>Local Service Interface</th>
<th>Customer Service Record Response Screen</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Guide</td>
<td>3.0 LSR Processing</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Customer Service Record Response Screen</th>
</tr>
</thead>
<tbody>
<tr>
<td>B.W.</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

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2.2.4 Directory Listing Inquiry

Explanation of Fields

**LTN**
This field is used when the Style Code is SL or CI. When the Style Code is CH or CS, then the LISTID and/or PKGID must also be populated. It should not be used when the Finding name is used.

If the requested LTN is a non-pub, non-list, special non-pub or special non-list listing, the returned message indicates that and no listing is displayed.

If the requested LTN returns a Caption Package, and any of its indents are non-pub, non-list, special non-pub or special non-list, a message indicating that the listing is non-pub, non-list, special non-pub or special non-list appears in place of that indented listing.

**FINDINGNAME**
This field is used when the Style Code is SL, CH or CS. If Style Code is CI then the LISTID or PKGID must also be populated. It should not be used when the Telephone Number is used. When present, it must contain one of the following:

When the exact listing and the correct spelling is known -
If the listing contains more than 12 characters, enter the first 12 characters of the listing being requested excluding any spaces and special characters.

(ex. Jones, Jim & Marilyn enter: JONESJIMMARI)

When the listing contains 12 characters or less, enter the complete listing excluding any spaces and special characters. This method must be used for listings of less than 5 characters.

(ex. Jones, Jim & Jane enter: JONESJIMJANE)
(ex. Nan $ enter: NANS)

When the exact listing or correct spelling is not known enter from 4 to 11 characters followed by a %. This method cannot be used for listing of less than 5 characters.

(ex. Consolazio, C. enter: CONS%)
(ex. Seattle Filmworks enter: SEATTLEFILM%)

If the requested FINDINGNAME returns a non-pub, non-list, special non-pub or special non-list listing, the returned message indicates that fact and no listing is displayed.
If the requested FINDINGNAME returns a Caption package and any of its indents are non-pub, non-list, special non-pub or special non-list, a message indicating that the listing is non-pub, non-list, special non-pub or special non-list appears in place of that indented listing.

DIRIDL
This field, when present, is an abbreviation - up to 4 alpha characters - of the directory in which the requested listing is located. While this field is optional, its use is recommended, especially if searching by partial name to reduce the time needed to search the database.

FIRSTLVLSUBCAP
This field is used when the Style Code requested is CH, CI, CS and SL. When present, the field must contain one of the following:
To request a Caption Header, the Abbreviated name field is populated and this field contains a percent sign (%).
To access a Caption package beginning with a specific Subcaption - if the Subcaption listing contains more than 12 characters, enter the first 12 characters of the listing being requested excluding any spaces and special characters.
(ex. Customer Relation enter: CUSTOMERRELA)
When the Subcaption listing contains 12 characters or less, enter the complete listing excluding any spaces and special characters.
(ex. Parts & Service enter: PARTSSERVICE)

LISTID and PKGID
These fields are used to request a specific listing. This field will always be blank on the initial request.

MDNIND
This field is “Y” with the LISTID and PKGID fields to request additional data when all the data could not be returned in the initial request. The default is “N”.

(ex. Jones, Jim & Marilyn enter: JONESJIMMARI)
2.2.5 Scheduling & Availability

Date Due Availability input Screen

1. Input data as specified in the Pre-Order Business Rules

Date Due Availability information typed on input Screen
2.2.6 Location Porting Inquiry

This transaction allows the CLEC to determine if their End Users telephone number may be location ported to another service address within the same rate center prior to sending the purchase order.

Location Porting Inquiry

Location Porting Response

Location Porting response
2.2.7 Loop Make-up Inquiry

This transaction allows the user to determine loop make-up criteria prior to placing an order. The minimum requirement for a loop make-up inquiry is the designation of location. Either a valid service address or working telephone number may designate location. It is recommended to use service address for loop make-up inquiries.

When the query is by WTN and these fields are available, the response time may take up to 1 minute. When the query is by service address and these fields are available, the response time may take up to 2 1/2 minutes.
This transaction allows the external user to process an inquiry to qualify facilities prior to placing an order. This transaction provides qualification of facilities for ISDN or Premium Link Service only. There are two options. The first option is to submit a Loop Qualification Basic (TXTYP=Q). This option is fully automated. The second option is to submit a Loop Qualification Extended (TXTYP=P). This option routes the request for manual processing and should be used only after the first option is attempted. Please see STATUS field on the response for determination on when second option should be utilized.

A request which attempts to qualify both a new facility and an existing facility must be performed as separate transactions. This transaction may be processed by either service address or working telephone number. If by service address you should input the address as returned on the Address Validation Response to ensure qualification of correct facilities. When the telephone number is CLEC-owned, CLECs should validate using service address fields. In the case where it is a CLEC-owned switch, Verizon does not have inventory of the CLEC telephone number therefore the address should be used.
2.2.9 Product and Service Availability
## 2.2.10 Reservation Maintenance

<table>
<thead>
<tr>
<th>Reservation Maintenance</th>
<th>This transaction allows the external user to modify an existing reservation. This transaction provides reservation information only.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
This transaction allows a Reseller to query the Service Analyzer database to determine a monthly rate for the Personal Unlimited Plan (PUP).
2.2.12 xDSL Loop Qualification

This transaction allows the external user to qualify facilities for xDSL loops prior to placing an order. There are two options. The first option is to submit a xDSL loop qualification (TXTYP=H). This option is fully automated. If no loop data is available via this option the external user can submit a xDSL Loop Qualification Extended (TXTYP=K). This option may route the request for manual processing which can take up to 48 hours and should be used only after the first option is attempted. The CORBA interface requires a subsequent query if manual processing is required. For either option there is a requirement to designate location. Either a valid service address or working telephone number may designate location. It is recommended to use service address. Due to the impact of number portability and number pooling, the WTN field should be the last resort for these query types. When the telephone number is CLEC-owned or has been ported, the CLEC should validate using service address fields. In the case where it is a CLEC-owned switch, Verizon does not have inventory of the CLEC telephone number, therefore the address should be used.
This transaction enables the external user to validate collocation assignment information prior to placing an order. The CLEC must provide collocation arrangement type (Cage or Splitter) and meet point information.
3.0 LSR Processing

3.1 Navigation

The LSR Processing section of the Verizon Communications Local Services Interface provides an interface to submit Resale, UNE, and Platform LSR Purchase Orders to Verizon Communications. The Verizon Communications Local Services Interface also allows the CLEC/Reseller to create and use a template for the various forms used for ordering, in addition to viewing held and previously submitted LSR Processing's. Each function of the LSR Processing Page provides the CLEC/Reseller with an environment capable of handling the submission of LSR Processing requests.

The LSR Processing Navigation Bar

Request selections are initiated by rolling over the LSR Processing a drop down menu will appear. Moving the Curser on the selection will allow you to make a selection.

Once the Curser is moved to the selection that you desire the background will change. You may now click to launch the page that you desire.
From the LSR Processing Navigation transactions may selected by rolling over the transaction title, which will change to Red.
3.2 Worklist

Worklist
Request selections are initiated by rolling over the LSR Processing a drop down menu will appear. Moving the Curser on the selection will allow you to make a selection.

Once the Curser is moved to the selection that you desire the background will change. You may now click to launch the page that you desire.

The Worklist Screen provides the CLEC/RESELLER the opportunity to review recent transactions.

All new items are identified as NEW highlighted in green
All Jeopardy notices are identified as JEP highlighted in yellow.

All Errors are identified in the response column of the transaction history.
3.3 Search

The Search function enables the CLEC/Reseller to create a search in order to locate previously created, LSOG specific, LSR Processing Transaction requests, as shown.

The LSOG version can be selected.

The Transaction Type can be selected.

Match type may be selected for an exact match or similar match.
3.4 Held Orders

Held Orders
To view previously entered LSR requests that were placed on hold for an activated request type, the CLEC/Reseller selects the search option from the LSR Processing menu on the navigation bar as shown.

Once selected the Search page is presented for the CLEC/Reseller to input data to retrieve held order(s). The Status Field is in the default position showing Active.

Select the down arrow and choose Held. All the held orders will be displayed.
3.5 Creating Templates

Templates can be created once a good response is returned from Verizon LSI.

To create a template the user will click on the PON number from the work list and the screen to the left will be presented.

The User has the ability to name the template. This should be something that will remind the user what the LSR was doing. (ie. Mary's looporder)

Each user can have 10 templates at any given time. Templates that are not used within 90 days will be removed automatically from LSI. The number of days remaining will appear on the template list screen. If the user reviews the Template the counter will be reset to 90 days. So if template is marked as day 1, simply by opening up the template the system will refresh and the user will have 90 days remaining.

The Template screen can be viewed by selecting Templates form the navigational bar drop down menu from the LSR Processing.

You can view a template by clicking on the name of the template.
Once a template is selected you can view the fields that are already populated for this request.
## 3.6 Transactions

<table>
<thead>
<tr>
<th>LSR Processing Request Type Descriptions</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Advanced Intelligent Network</strong></td>
<td><em>Advanced Intelligent Network</em> – (LSOG 4 only) allows the CLEC/Reseller to send Verizon Communications orders specific to the AIN service being requested.</td>
</tr>
<tr>
<td><strong>Centrex Resale Service</strong></td>
<td><em>Centrex Resale Service</em> – (LSOG 4 only) allows the CLEC/Reseller to send Verizon Communications orders specific to resale complex services being requested.</td>
</tr>
<tr>
<td><strong>DID Resale Service</strong></td>
<td><em>DID Resale Service</em> – (LSOG 4 only) allows the CLEC/Reseller to send Verizon Communications transaction requests specific to the DID resale service being requested.</td>
</tr>
<tr>
<td><strong>Directory Listing</strong></td>
<td><em>Directory Listing</em> – (LSOG 4 only) allows the CLEC/Reseller to send Verizon Communications orders specific to a directory listing request.</td>
</tr>
<tr>
<td><strong>Loop Service</strong></td>
<td><em>Loop Service</em> - may be used to convert, modify and maintain an end user’s loop service and provides CLEC with the ability to modify features and services associated with loop service.</td>
</tr>
<tr>
<td><strong>User Guide</strong></td>
<td><strong>3.0  LSR Processing</strong></td>
</tr>
<tr>
<td>----------------</td>
<td>-------------------------</td>
</tr>
<tr>
<td><strong>Loop with Number Portability</strong></td>
<td><em>Loop with Number Portability</em> - may be used to convert, modify and maintain an end user’s loop service with number portability capability and also allows CLECs to modify features and services associated with loop service with number portability capability.</td>
</tr>
<tr>
<td>Permits customers to send information to Verizon specific to the loop service with number portability service being requested.</td>
<td></td>
</tr>
<tr>
<td><strong>Number Portability</strong></td>
<td><em>Number Portability</em> - allows CLECs to convert, modify and maintain an end user’s number portability capability and provides the CLEC with the ability to modify features and services associated with number portability capability.</td>
</tr>
<tr>
<td>Permits customers to send information to Verizon specific to the number portability service being requested.</td>
<td></td>
</tr>
<tr>
<td><strong>Platform</strong></td>
<td><em>Platform</em> - allows the CLEC to submit an order to establish an account with a CLEC for new service.</td>
</tr>
<tr>
<td>Permits customers to send information to Verizon specific to the platform service being requested.</td>
<td></td>
</tr>
<tr>
<td><strong>Port Service</strong></td>
<td><em>Port Service</em> - may be used to convert, modify and maintain an end user’s port service and provides the CLEC with the ability to modify features and services associated with loop service.</td>
</tr>
<tr>
<td>Permits customers to send information to Verizon specific to the port service being requested.</td>
<td></td>
</tr>
<tr>
<td><strong>Port with Loop Service</strong></td>
<td><em>Port with Loop Service</em> - may be used to convert, modify and maintain an end user’s combined loop and port service and provides the CLEC with the ability to modify features and services associated with combined loop and port service.</td>
</tr>
<tr>
<td>Permits customers to send information to Verizon specific to a combined loop service and Port Service being requested.</td>
<td></td>
</tr>
<tr>
<td><strong>Resale Frame Relay</strong></td>
<td>Resale Frame Relay Service - allows Resellers to convert, modify and maintain an end user’s frame relay service and provides the Reseller with the ability to modify features and services associated with resold frame relay service.</td>
</tr>
<tr>
<td>-----------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Resale Private Line</strong></td>
<td>Resale Private Line - allows Resellers to convert, modify and maintain an end user’s private line service and provides the Reseller with the ability to modify features and services associated with resold private line service.</td>
</tr>
<tr>
<td><strong>Resale Service</strong></td>
<td>Resale Service - used as an all-in-one LSR Form for use with all Resale LSR Processing types except: Resale Frame Relay, Resale Private Line, and Directory Services.</td>
</tr>
</tbody>
</table>
3.7 Processing any Transaction

When you trigger a transaction the screen to the left will appear and will provide the user with the options to create an LSR.

Users have 3 ways to process a transaction

Order Creator Wizard
The Order Creator Wizard provides the CLEC User to opportunity to populate fields that are essential to the transaction.

Full Fields Creator
The Full Field Creator provides the CLEC User to opportunity to populate fields that are essential to the transaction by viewing the forms.

Templates
Users have the ability to utilize a previously created LSR and changing the fields necessary for the requested LSR.

All transactions are present in a tabular format. The User can process through the tabs in any way they want. The Suggested process would be to complete the LSR TAB, EU Tab, LOOP or Service Specific Tab, and then the optional Tabs for Directory Listings or Hunting.
Populate the Appropriate fields as explained in the Order Business Rules.

The "Red" circle indicates that this field is a required field and must be populated.

The "Yellow" circle indicates that this field is conditional and may be required if the conditions are applicable.

The "Green" circle indicates that this field is optional and may be required if the Business Rules indicate or the CLEC wished to use.

To process an LSR using the Order Creator Wizard. The User triggers the transaction from the main LSI LSR Processing Screen.

The Transaction screen will be presented.
3.0 LSR Processing

The Order Creator Wizard provides the CLEC User to opportunity to populate fields that are essential to the transaction. The Order Creator Wizard is selected from the drop down from the Order Creation Field.

When the Order Creator Wizard is selected the User is guided through the LSR, EU and Service Specific form. All the fields presented on the LSR are essential fields and need to be completed before going on to the next form.

The EU form is presented with the essential fields necessary for the transaction. The Red, Yellow, & green indicators are presented since the address may contain conditional and optional fields to be populated.
The Essential fields that are presented on the service specific form need to be completed.

Once this is completed you are dropped out to the tabular format to complete and additional forms. The Directory Listing and the Hunting information Formats are presented.

On the Summary Tab the user should review to make sure that the red dots have been replaced with check marks. This indicates that the request is ready for submission. Items with question marks are optional and only need to be completed if necessary.
3.7.1 Full Field Creator

The Full Field Creator provides the CLEC User to opportunity to populate fields that are essential to the transaction.

The Full Field Creator is selected from the drop down from the Order Creation Field provides the CLEC User to opportunity to populate fields that are essential to the transaction.

Complete the fields as required by the Verizon Business Rules.
On the Summary Tab the user should review to make sure that the red dots have been replaced with check marks. This indicates that the request is ready for submission. Items with question marks are optional and only need to be completed if necessary.
Using Templates

The use Template is selected from the transaction trigger screen provided that the user has created a template for the transaction.

If there is more than one template for the transaction, the user can select the template to use from the list presented.

Once a template is selected, the user will be able to review the request. Once the user decides to use the template, the use template button is selected.
The user is then presented with the tabular format and the user can make any changes that are required.

On the Summary Tab the user should review to make sure that the red dots have been replaced with check marks. This indicates that the request is ready for submission. Items with question marks are optional and only need to be completed if necessary.
Section 4. - Status

4.1 Main Screen
4.1.2 Installation Status Inquiry

Using the Installation Status Inquiry Form as an example, navigation proceeds as follows:

Enter required/conditional/optional information into all fields, as appropriate. If the CLEC/Reseller is unsure how to populate a particular field within a form, additional information is available by clicking on the Field Name hot spot, as shown.

Select the type of line prefix and place that data in the Exchange Company Circuit ID field.
### 4.1.3 Service Order from SOP Inquiry

Using the Service Order Inquiry Form as an example, navigation proceeds as follows:

Enter required/conditional/optional information into all fields, as appropriate. If the CLEC/Reseller is unsure how to populate a particular field within a form, additional information is available by clicking on the Field Name hot spot, as shown.

Select the inquiry criteria and place that data in the Inquiry value field.
Section 5. - Administration

5.1 General

The Administration Function provides a CLEC/Reseller with the ability to better manage its company and user account information. The function is designed around two main user groups within a company: Normal Users and Administrative Personnel also referred to as Super Users. Each user classification has its own set of functions that it can perform.

By selecting “ADMINISTRATION” on the Verizon Communications Local Service Interface (LSI) Home Page, the CLEC/Reseller is directed to the Administration Select Page, as shown.

Normal User: classification allows a user to modify his or her own user profile information.

Administrative Personnel (Super User): classification authorizes a user to modify his or her company information including location addresses. In addition, a Super User is authorized to create, modify, or delete any user accounts within its specified company. All additional functions are available only to Verizon Communications Administrative personnel.

The information provided in this section describes the process of modifying an existing user’s account information. This function may be performed by both Normal and Super Users of the Local Service Interface (LSI) application.

Request selections are initiated by clicking on one of the request type hot spots in the Administration column of the Administration Select Page. Unlike the other Functions available in the Local Service Interface (LSI), in Administration, the two Request Types do not present the CLEC/Reseller with the same options when selected. Clicking on the Company Administration hot spot presents the CLEC/Reseller with the Create New, Modify Company/Location and Delete Company/Location. However if the User Administration hot spot is activated, the CLEC/Reseller is presented with the Create New, Modify User, and Delete User options, as shown.
5.1.2 User Search

After selecting the Modify User option under the User Administration Request Type, the Super User is directed to the User Search Form, as shown. This enables the Super User to populate the appropriate fields and submit a User Search request. A Normal User within a CLEC/Reseller goes directly to his or her own profile in the Modify User Screen, as shown.

The purpose of this User Search function is to allow a Super User within a CLEC/Reseller to locate and display, a specified User Account information to update. Referring to the above User Search Form, navigation through this request type proceeds as follows:

At this point in time, the CLEC/Reseller can return to the Administration Select Page by clicking "CANCEL" or continue in the update process by selecting the User Account which it wishes to update on the User Search Results Table and clicking "CONTINUE". In choosing the later option, the CLEC/Reseller is provided with the Modify User Form, as shown below in Figure 6.11. This form contains all of the information currently in the system for the particular user. The CLEC/Reseller has the ability to change existing information, (e.g., Company Code) or populate fields that are currently blank.

Users have the ability to modify their profile to select the LSOG version for Preorder and for Service Order transactions that the user wishes to use when submitting orders. The user can select to use LSOG 3, LSOG 4 or both for Pre-Order. For Service Orders, LSOG 2, LSOG 4, or both can be selected.

NOTE: The state selected on the Default State/Province Field, is the state that will appear on the Local Service Interface (LSI) Home Page, when the CLEC/Reseller first logs on to the application. Passwords must be alpha/numeric – containing both numbers and letters.
5.0 Administration/Management

5.1.3 Creating, Modify, Delete User

Creating A New User Account (Available to CLEC/Reseller Administration Personnel)

By selecting the Create New option under the User Administration Request Type, a Super User has the ability to add a user to its company account.

NOTE: This function may not be performed by a Normal User of the Local Service Interface (LSI) application.

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Creating a new user account:

- Select the Create New option under the User Administration Request Type.
- A Super User can add a user to its company account.

NOTE: This function is not available to Normal Users of the LSI application.
5.0 Administration/Management

NOTE: When creating a new user, the Super User has the ability to select the LSOG version for Preorder transactions and for Service Order Transactions that the new user should use when submitting orders as shown. The Super User can select to use Preorder LSOG 3, LSOG 4 or both. For Service Ordering, LSOG 2, LSOG 4 or both can be selected.

After entering the required/conditional/optional information into all fields, as appropriate, the CLEC/Reseller has the ability to select one of three buttons at the bottom of the Create New User Form, as shown.

RESET: In selecting “RESET”, the CLEC/Reseller will remain on the Create New User Form Page. However, any changes that the CLEC/Reseller made during this session are not reflected and the CLEC/Reseller is provided with a blank Create New User Form.

CANCEL: If the CLEC/Reseller selects the “CANCEL” pushbutton, the CLEC/Reseller is returned to the Administration Select Page without the creation of a new user.

ADD: Selecting “ADD” will send the new user account information to Verizon Communications for record keeping. The CLEC/Reseller will receive a message, confirming the addition of the new user account.

The CLEC/Reseller will receive a message, confirming the addition of the new user account, as shown.

Deleting an Existing User Account (Available to CLEC/Reseller Administrative Personnel)

By selecting the Delete User option under the User Administration Request Type, a Super User has the ability to delete a user within its company account.

NOTE: This function may not be performed by a Normal User of the Local Service Interface (LSI) application.

The same process is followed as modifying or creating a new user.
### 5.1.4 User ID Administration

<table>
<thead>
<tr>
<th>Super Users are to administer all user IDs and ensure security of the Verizon Local Service Interface.</th>
<th>The following steps should be taken when a CLEC Employee leaves the company.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change the password for the user ID</td>
<td>Assign work to other CLEC employees</td>
</tr>
<tr>
<td>Assign work to other CLEC employees</td>
<td>Once all former Employee work has been handled, delete the USER.</td>
</tr>
</tbody>
</table>
## 5.2 Management of LSI Transactions

<table>
<thead>
<tr>
<th>Functional Area</th>
<th>Age off process</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre Order</td>
<td>30 Days</td>
</tr>
<tr>
<td>Service Order</td>
<td>120 Days provided PCN/BCN Received</td>
</tr>
</tbody>
</table>

Users of the Local Service Interface (LSI) are required to manage their transactions in the Application. This will require the deletion of completed transactions. Once corrected, all errors should be deleted. Verizon will be removing completed transactions based on the following table.

CLECs should review their transaction history to see what can be deleted. The following should be deleted:

1. All errors that have been fixed
2. All Completion notifications
3. All Provisioning Completion Notifications (provided Billing Completion Notification has been received)
4. All Pre Order Transactions that are completed

CLECs have the ability to save any transaction from their browser by using the command CTRL-S. CTRL-S will work for both Internet Explorer and Netscape. CLECs using Internet Explorer may right click on their mouse and save file. These files can be saved to your hard drive, floppy disk, or CD-Rom disks. Verizon will not continue to store this information on the LOCAL SERVICE INTERFACE (LSI).