## VERIZON GENERIC FLOW-THROUGH SCENARIOS COVERING THE FORMER BELL ATLANTIC TERRITORIES IN CT, MA, NY, RI

T:0.	CI, MA, NY, R		
Title		Updated: 01/15/04	
Resale Services	Request Types Mechanically Generated (Flow-through)	Exceptions* *Is not inclusive of LSR entry errors	
Basic Exchange – Residence (res & bus)	<ul> <li>Conversions As Is – Includes:         <ul> <li>Local &amp; Foreign Directory</li> <li>Lstg for Straight Main and Additional listings</li> </ul> </li> <li>Conversions As Is with Changes – Includes:             <ul></ul></li></ul>	<ul> <li>New activity over 5 lines (for facility check) - all other activity 20 or more lines</li> <li>Expedites (EXP)</li> <li>Directory Captions and Indents</li> <li>Multi Line Hunting</li> <li>New activity if Telephone field populated with "N"</li> <li>Post Migration Deny</li> <li>Post Migration Restore Deny</li> <li>Conversion of Retail to Resale where the Retail account is suspended</li> <li>Conversion of Resale to Resale where the Resale account is suspended</li> <li>Certain conditions occasionally exist on the end user account such as Different Premise Address (DPA), Special Pricing Plan (SPP)</li> <li>PAL</li> <li>COIN</li> <li>CENTREX</li> <li>ISDN (BRI)</li> <li>ISDN (PRI)</li> <li>PBX</li> <li>Advanced Services</li> <li>Foreign exchange service</li> <li>Semi-public</li> <li>Prison/Inmate</li> <li>WATS</li> <li>WSOP (Working Service on Premise)</li> <li>V (Validate Status of existing service)</li> <li>NPI (Number Portability Type)</li> <li>C (Port in Working Telephone Number)</li> <li>TC MULT</li> <li>ECCKT</li> <li>SNGL (Signaling)</li> <li>GS (Ground Start)</li> <li>WS (Wink Start)</li> <li>DD (Delayed Dial)</li> <li>IM (Immediate)</li> <li>E1 (E + M1)</li> <li>E2 (E + M2)</li> <li>E3 (E = M3)</li> <li>Resale Private Line</li> <li>Resale Frame Relay</li> </ul>	

Resale: Basic Exchange – Residence (res & bus) (cont.)

- Resale Account Activity Includes:
  - Remote Call Forwarding
  - USOC In scope list by state
  - Add lines
  - Delete Account
  - Delete lines
  - Seasonal Suspend
  - Restore of Seasonal Suspend
  - Outside Move (change end user location)
  - Change PIC/LPIC
  - Add, Change, Delete Freeze PIC/LPIC
  - Add, Change, Delete Blocking
  - Add, Change, Delete Features
  - Existing, New, Change, Remove Single Line Hunting
  - Add, Change, or Delete Local & Foreign Directory Lstg for Straight Main and Additional listings in conjunction with appropriate scenarios listed above
  - Change telephone number (BTN and non-BTN)
  - SNP
  - Restore
  - Call Intercept
- Resale to Resale "As Is" Includes:
  - Local & Foreign Directory Lstg for Straight Main and Additional listings
- Resale to Resale "As Is With Changes"
   Includes:
  - Local & Foreign Directory Lstg for Straight Main and Additional listings

- Supplement Type (SUP)
  - = 1 post confirmation if service order is still pending with a due date that is the same or less than the day the sup is received
  - = 2 post confirmation if the original request was not Flowthrough or if service order is still pending with a due date that is the same or less than the day the sup is received
  - = 3 if request previously confirmed

Resale: Basic Exchange – Residence (res & bus) (cont.)	Resale to Resale "As Specified" (Full Migration) Includes: Local & Foreign Directory Lstg for Straight Main and Additional listings New, Change, Delete Single Line Hunting USOC In scope list by state
	Resale to Resale "As Specified" (Partial Migration – Non BTN) Includes: Local & Foreign Directory Lstg for Straight Main and Additional listings New, Change, Delete Single Line Hunting USOC In scope list by state
	Platform to Resale "As Is" Includes: Local & Foreign Directory Lstg for Straight Main and Additional listings
	<ul> <li>WSOP (Working Service on Premise)</li> <li>= C (Cut Through exists)</li> </ul>
	Supplement Type (SUP) = 1, 2, 3 if confirmation not sent = 1 post confirmation if service order is still pending with a due date greater than the day the SUP is received =2 post confirmation if the original request was Flowthrough and if service order is still pending with a due date greater than the day the SUP is received

Loop (cont.)	Conversion of Platform to	
	Loop (Full Migration)	
	(. ag. a)	
	Line Splitting	
	- New	
	- Disc Data	
	Sub Loop	
	Includes:	
	- Analog: 2 Wire New and	
	Delete	
	- Digital: 2 Wire New and	
	Delete	
	Includes:	
	ISDN	
	ADSL HDSL	
	XDSL	
	Digital Design	
	Line Share	
	Line Share	
	• PART	
	- Line Share With DS3 Port	
	Term	
	- Data only With DS3 Port	
	Term	
	- CLEC Voice and CLEC	
	Data With DS3 Port Term	
	- Disconnects	

Unbundled Network Elements (UNE)	Request Types Mechanically Generated (Flow-through)	Exceptions* *Is not inclusive of LSR entry errors
Loop with LNP	<ul> <li>Conversions from Retail and Resale Includes:         Basic loop w/ Local &amp; Foreign Directory Lstg for Straight Main and Additional listings</li> <li>Partial Migrations (BTN and non-BTN)</li> <li>All Disconnects</li> <li>Supplement Type (SUP) = 1, 2, 3 if confirmation not sent</li> <li>Conversion of Platform to Loop with LNP (Full Migration)</li> <li>Supplement Type (SUP) = 1, 2, 3 if confirmation not sent on any prior version = 1 post confirmation if service order is still pending with a due date minus 1 day greater than the day the SUP is received = 2 post confirmation if the original request was Flowthrough and if service order is still pending with a due date minus 1 day greater than the day the SUP is received</li> </ul>	<ul> <li>Directory Captions and Indents</li> <li>Certain conditions occasionally exist on the end user account such as Different Premise Address (DPA), Gift Billing (GSZ), and Customer provided equipment (CPE)</li> <li>Supplement Type (SUP)         <ul> <li>1 post confirmation if service order is still pending with a due date minus 1 day that is the same or less than the day the SUP is received</li> <li>2 post confirmation if the original request was not Flowthrough or if service order is still pending with a due date minus 1 day that is the same or less than the day the SUP is received</li> <li>3 if request previously confirmed</li> </ul> </li> </ul>

Unbundled Network	Request Types	Exceptions*	
Elements (UNE)	Mechanically Generated	*Is not inclusive of LSR entry errors	
	(Flow-through)		
LNP	<ul> <li>Conversions from Retail and Resale Includes:         Local &amp; Foreign Directory Lstg for Straight Main</li> <li>Partial Migrations (BTN and non-BTN)</li> <li>Supplement Type (SUP)         = 1, 2, 3 if confirmation not sent         = 1 post confirmation if service order is still pending with a due date that is equal to or greater than the day the SUP is received         = 2 post confirmation if the original request was Flowthrough and if service order is still pending with a due date greater than the day the SUP is received</li> </ul>	<ul> <li>Migrations with additional listings</li> <li>Directory Captions and Indents</li> <li>Certain conditions occasionally exist on the end user account such as Different Premise Address (DPA), Gift Billing (GSZ), and Customer provided equipment (CPE)</li> <li>Supplement Type (SUP)         <ul> <li>1 post confirmation if service order is still pending with a due date that is less than the day the SUP is received</li> <li>2 post confirmation if the original request was not Flowthrough or if service order is still pending with a due date that is the same or less than the day the SUP is received</li> <li>3 if request previously confirmed</li> </ul> </li> </ul>	
	Conversion of Platform to LNP (Full Migration)		

LIDB (Line Information Data Base)	Request Types Mechanically Generated (Flow-through)	Exceptions* *Is not inclusive of LSR entry errors
LIDB	All (only an ACT of C and an LNA of C is allowed)	

Standalone Directory	Request Types Mechanically Generated (Flow-through)	Exceptions* *Is not inclusive of LSR entry errors
Standalone Directory Listings	<ul> <li>Local &amp; Foreign New,         Change, Delete Directory         Lstg for Straight Main and         Additional listings</li> <li>Supplement Type (SUP)         = 1, 2, 3 if confirmation not         sent         = 1 post confirmation if         service order is still pending         with a due date greater than         the day the SUP is received         = 2 post confirmation if the         original request was         Flowthrough and if service         order is still pending with a         due date greater than the         day the SUP is received</li> </ul>	<ul> <li>Directory Captions and Indents</li> <li>Supplement Type (SUP)         <ul> <li>1 post confirmation if service order is still pending with a due date that is the same or less than the day the SUP is received</li> <li>2 post confirmation if the original request was not Flowthrough or if service order is still pending with a due date that is the same or less than the day the SUP is received</li> <li>3 if request previously confirmed</li> </ul> </li> </ul>

## Note:

1. Unless otherwise noted in Request Types Mechanically Generated (Flow-through), product to product i.e. Loop to Loop, does not flow through at Level 5.

## Synopsis of Changes:

Date Changed	Title	Column: F/T = Flowthrough E = Exceptions T = Title	A = Add, C = Change, D = Delete
11/20/00	Resale	E	C: from Auxiliary Lines C: to Auxiliary Lines (Residence)
12/21/00	Platform	E	D: Partial Conversion As Specified (BTN)
12/21/00	Platform	F/T	C: from Partial Conversion As Specified (Non-BTN) C: to Partial Conversion As Specified (BTN/Non-BTN)
12/22/00	Loop	Е	C: from Line Sharing C: to Line Sharing (except New)
12/22/00	Loop	F/T	A: Line Sharing (New only)
12/22/00	Loop	F/T	C: from All Disconnect Activity C: to All Disconnect Activity (except Line Sharing)
12/27/00	Platform	E	A: Migration of Residence Auxiliary Lines
01/19/01	All Scenarios	F/T	C: from Supplement Type (SUP) = 1, 2, 3 if no service order in the system C: to Supplement Type (SUP) = 1, 2, 3 if confirmation not sent

01/19/01	All	E	C: from Supplement Type (SUP)
0 1, 10, 0 1	Scenarios	-	= 1, 2, 3 if service order is in the system
			C: to Supplement Type (SUP)
			= 1, 2, 3 if request previously confirmed
02/05/01	Resale	E	C: from Auxiliary Lines (Residence)
			C: to Auxiliary Lines (Residence) (NE only)
02/20/01	Loop	R	C: Line Sharing (New only)
			C: Line Sharing (New and Delete only)
02/20/01	Loop	E	C: Line Sharing (except New)
			C: Line Sharing (except New and Delete)
03/09/01	All	Header	D: Notation "Legacy System"
06/19/01	Resale	F/T	C: from Resale Account Activity
			- New, Change, Remove Single Line Hunting
			C: to Resale Account Activity
06/19/01	Resale	E	- Existing, New, Change, Remove Single Line Hunting D: Hunting activity of "E"
06/19/01	Loop	F/T	A: Conversion of Platform to Loop (Full Migration)
06/19/01	Loop	F/T	A: Conversion of Platform to Loop (Partial Migration)
			Non-BTN)
06/19/01	Loop with	F/T	A: Conversion of Platform to Loop with LNP (Full Migration)
06/19/01	Loop with	F/T	A: Conversion of Platform to Loop with LNP (Partial
00/10/01	LNP	' ' '	Migration Non-BTN)
06/19/01	LNP	F/T	A: Conversion of Platform to LNP (Full Migration)
06/19/01	LNP	F/T	A: Conversion of Platform to LNP (Partial Migration
00/40/04			Non-BTN)
06/19/01	Line Splitting	F/T	A: Line Splitting Account Activity (New York only)
			Includes:
			- Platform USOC In scope list by State - Change PIC/LPIC
			- Add, Change, Remove Freeze PIC/LPIC
			- Add, Change, Delete Blocking
			- Add, Change, Delete Features
06/19/01	LIDB	F/T	A: Offered by Contract
			All (only an ACT of C and an LNA of C is allowed)
08/03/01	Loop	Е	A: Loop Qualification Status of R (Required)
08/21/01	Platform	E	D: Outside Move (Change end user location)
08/21/01	Platform	F/T	A: Outside Move (Change end user location)
08/21/01	Platform	E	D: Change telephone number (BTN)
08/21/01	Platform	F/T	A: Change telephone number (BTN)
08/21/01	Platform	E	A: COIN – Change telephone number (BTN)
08/21/01	Platform	E	A: COIN – Outside Move (Change end user location)
09/17/01	Platform	E	A: COIN – Partial Migration (BTN and non-BTN)
09/17/01	Loop	F/T	D: Conversion of Platform to Loop (Partial Migration
09/17/01	Loop with	F/T	Non-BTN)  D: Conversion of Platform to Loop with LNP (Partial
09/17/01	Loop with LNP	[/	D: Conversion of Platform to Loop with LNP (Partial Migration Non-BTN)
09/17/01	LNP	F/T	D: Conversion of Platform to LNP (Partial Migration
03/11/01	LINI	' ' '	Non-BTN)
10/23/01	Heading	Т	C: from heading of Service
		1	C: to heading of Title
10/23/01	Column	Column	C: from Column Identifier R (Request Type)
			C: to F/T = Flowthrough
10/23/01	Loop	Т	D: All reference to M Loop (Use ASR to order)
10/23/01	Loop	E	D: All reference to M Loop (Use ASR to order)
10/23/01	Loop	Т	A: 2W CSS Loop
10/23/01	Loop	Т	A: 4W CSS Loop
10/23/01	Loop	Т	A: 2W Digital Design
10/23/01	Loop	Т	D: 4W Digital ISDN

10/23/01	Loop	Т	D: 4W Digital ADSL
10/23/01	Loop	Ť	D: 4W Digital XDSL
10/23/01	Loop	Ť	A: 4W Digital 56KBs
10/23/01	Loop	T T	A: 4W Digital 64KBs
10/23/01	Loop	Ť	A: Sub Loop
10/23/01	Соор		Includes:
			- 2W Analog
			- 4W Analog
			- 2W Digital
			Includes:
			- ISDN
			- ADSL
			- XDSL
			- Digital Design
			- 4W Digital
			Includes:
			- HDSL
			- 56KBs
			- 64KBs
10/23/01	Loop	F/T	D: All reference to 2W CSS
10/23/01	Loop	E	A: 2W CSS Loop
			A: 4W CSS Loop
10/23/01	Loop	F/T	C: from Basic loop w/Local & Foreign Directory Lstg for
	,		Straight Main and Additional Listing
			C: to 2 Wire Analog Basic Loop w/Local & Foreign
			Directory Lstg for Straight Main and Additional Listing
10/23/01	Loop	F/T	A: Line Splitting
. 0, 20, 0 .		','	- New
			- Disc Data
10/23/01	Loop	E	(UNDER ANALOG)
. 0, 20, 0 .		-	D: 2W P phone
10/23/01	Loop	E	(UNDER DIGITAL)
10/20/01	Боор	_	A: All Digital 2W Zero Bridge Taps
10/23/01	Loop	E	(UNDER DIGITAL)
10/20/01	Соор	-	D: 2W ADSL zero bridge tap
10/23/01	Loop	E	(UNDER DIGITAL)
10/23/01	Соор	-	A: 2W Digital Design
10/23/01	Loop	E	(UNDER DIGITAL)
10/23/01	Loop	-	
40/00/04	Lann	-	A: 4W Digital (UNDER DIGITAL)
10/23/01	Loop	E	,
40/00/04	1	-	A: 4W HDSL
10/23/01	Loop	E	(UNDER DIGITAL)
10/22/2	+.		A: 56KBs
10/23/01	Loop	E	(UNDER DIGITAL)
	1.		A: 64KBs
10/23/01	Loop	E	A: Sub Loop
			- Analog
			All 4-Wire
			- Digital
			All Digital 2W Zero Bridge Taps
			4W HDSL
			4W 56KBs
			4W 64KBs
10/23/01	Resale	F/T	Under Supplement Type (SUP)
			A:
			= 1 post confirmation if service order is still pending
			with a due date greater than the day the SUP is
			received

	T		=2 post confirmation if the original request was
			Flowthrough and if service order is still pending with a due date greater than the day the SUP is received
10/23/01	Resale	E	Supplement Type (SUP)
10/23/01	Resale	<u> </u>	C: from = 1, 2, 3 if request previously confirmed
			C: to 3 if request previously confirmed
			A:
			= 1 post confirmation if service order is still pending
			with a due date that is the same or less than the day
			the SUP is received
			= 2 post confirmation if the original request was not
			Flowthrough or if service order is still pending with a
			due date that is the same or less than the day the SUP
10/22/01	Posslo	E	is received  D: Change telephone number (RTN or Non RTN)
10/23/01 10/23/01	Resale Resale	F/T	D: Change telephone number (BTN or Non-BTN)  A: Change telephone number (BTN and Non-BTN)
10/23/01	Platform	F/T	Under Supplement Type (SUP)
10/23/01	riadollii	171	A:
			= 1 post confirmation if service order is still pending
			with a due date greater than the day the SUP is
			received
			= 2 post confirmation if the original request was
			Flowthrough and if service order is still pending with a
12/22/21	51.4	_	due date greater than the day the SUP is received
10/23/01	Platform	E	Supplement Type (SUP)
			C: from = 1, 2, 3 if request previously confirmed C: to 3 if request previously confirmed
			A:
			= 1 post confirmation if service order is still pending
			with a due date that is the same or less than the day
			the SUP is received
			= 2 post confirmation if the original request was not
			Flowthrough or if service order is still pending with a
			due date that is the same or less than the day the SUP
40/00/04	11. 0.1111	_	is received
10/23/01	Line Splitting	Т	C: from Line Splitting
10/23/01	Line Splitting	F/T	C: to Line Splitting Platform C: from Line Splitting Account Activity (New York only)
10/23/01	Platform	171	C: to Line Splitting Account A
10/23/01	Line Splitting	F/T	A: Disconnects with Line Splitting
	Platform	.,.	A: Line Sharing to Line Splitting (Same CLEC)
10/23/01	Standalone	Е	C: from Supplement Type (SUP)
	Listing		= 1, 2, 3 if request previously confirmed
			C: to Supplement Type (SUP)
			= 1 post confirmation if service order is still pending
			with a due date that is the same or less than the day
			the SUP is received = 2 post confirmation if the original request was not
			Flowthrough or if service order is still pending with a
			due date that is the same or less than the day the SUP
			is received
			= 3 if request previously confirmed
10/23/01	Standalone	F/T	C: from Supplement Type (SUP)
	Listing		= 1, 2, 3 if confirmation not sent
			C: to Supplement Type (SUP)
			= 1, 2, 3 if confirmation not sent
			= 1 post confirmation if service order is still pending
			with a due date greater than the day the SUP is received
			= 2 post confirmation if the original request was
			Flowthrough and if service order is still pending with a
			due date greater than the day the SUP is received
	1	l .	and date greater than the day the our is received

12/20/01	Resale	Е	D: = C (Cut Through exists)
12/20/01	Resale	F/T	A: WSOP (Working Service on Premise) = C (Cut Through exists)
12/20/01	Resale	F/T	A: Platform to Resale "As Is" <i>Includes</i> : - Local & Foreign Directory Lstg for Straight Main and Additional listings
12/20/01	Loop	Е	D: Partial conversion with BTN
12/20/01	Loop	F/T	C: from Partial Conversion (Non-BTN) C: to Partial Conversion (BTN and Non-BTN)
12/20/01	Loop wi LNP	E	D: Partial conversion with BTN
12/20/01	Loop wi LNP	F/T	C: from Partial Migration (Non-BTN) C: to Partial Migration (BTN and Non-BTN)
12/20/01	LNP	E	D: Partial conversion with BTN
12/20/01	LNP	F/T	C: from Partial Migration (Non-BTN) C: to Partial Migration (BTN and Non-BTN)
12/20/01	LNP	E	C: from Supplement Type (SUP) = 1, 2, 3 if request previously confirmed C: to Supplement Type (SUP) = 1 post confirmation if service order is still pending with a due date that is less than the day the SUP is received = 2 post confirmation if the original request was not Flowthrough or if service order is still pending with a due date that is the same or less than the day the SUP is received = 3 if request previously confirmed
12/20/01	LNP	F/T	C: from Supplement Type (SUP) = 1, 2, 3 if no confirmation sent C: to Supplement Type (SUP) = 1, 2, 3 if confirmation not sent = 1 post confirmation if service order is still pending with a due date that is equal to or greater than the day the SUP is received = 2 post confirmation if the original request was Flowthrough and if service order is still pending with a due date greater than the day the SUP is received
03/14/02	Loop	F/T	A: Under Sub Loop: Line Share
05/29/02	Resale	Е	D: Auxiliary Lines (Residence) (NE only)
05/29/02	Resale	Е	D: Partial Migration As Specified (BTN)
05/29/02	Resale	F/T	C: Conversion As Specified (Partial Migration – Non-BTN and BTN)
05/29/02	Resale	Е	D: Remote Call Forwarding
05/29/02	Resale	F/T	A: Remote Call Forwarding
05/29/02	Platform	E	D: WSOP (Working Service on Premise) = C (Cut Through Exists)
05/29/02	Loop	Е	A: PART  - Line Share With DS3 Port Term  - Data only With DS3 Port Term  - CLEC Voice and CLEC Data with DS3 Port Term
10/23/02	Resale	F/T	A: Under Resale Account Activity - SNP - Restore
10/23/02	Platform	F/T	A: Under platform Account Activity - Delete of hunting
10/23/02	Platform	F/T	C: Under Platform Account Activity From: Delete Account To: Delete Account includes Hunting

01/28/03	UNE	F/T	A: PART  - Line Share With DS3 Port Term - Data only With DS3 Port Term - CLEC Voice and CLEC Data With DS3 Port Term - Disconnects
01/28/03	UNE	E	D: PART  - Line Share With DS3 Port Term - Data only With DS3 Port Term - CLEC Voice and CLEC Data With DS3 Port Term - Disconnects
03/21/03	Resale	F/T	A: Call Intercept
08/12/03	UNE	E	C: Supplement Type (SUP) = 1, 2, 3 if request previously confirmed T: Supplement Type (SUP) = 1 post confirmation if service order is still pending with a due date that is less than the day the SUP is received = 2 post confirmation if the original request was not Flowthrough or if service order is still pending with a due date that is the same or less than the day the SUP is received = 3 if request previously confirmed
08/12/03	Loop wi LNP	E	C: Supplement Type (SUP) = 1, 2, 3 if request previously confirmed T: Supplement Type (SUP) = 1 post confirmation if service order is still pending with a due date that is less than the day the SUP is received = 2 post confirmation if the original request was not Flowthrough or if service order is still pending with a due date that is the same or less than the day the SUP is received = 3 if request previously confirmed
10/05/03	Loop	F/T	A: Under Line Sharing (New and Delete only) Line Sharing with DBA
10/05/03	Loop	F/T	A: Under Line Sharing (New and Delete only) Line Sharing Speed Changes
01/15/04	Line Splitting	F/T	A: Supplement Type (SUP)  = 1, 2, 3 if confirmation not sent  = 1 post confirmation if service order is still pending with a due date greater than the day the SUP is received  = 2 post confirmation if the original request was Flowthrough and if service order is still pending with a due date greater than the day the SUP is received
01/15/04	Loop	F/T	A: = 1 post confirmation if service order is still pending with a due date greater than the day the SUP is received = 2 post confirmation if the original request was Flowthrough and if service order is still pending with a due date greater than the day the SUP is received
01/15/04	Line Splitting	E	A: Supplement Type (SUP) = 1 post confirmation if service order is still pending with a due date that is the same or less than the day the SUP is received

	1	ı	,
			= 2 post confirmation if the original request was not Flowthrough or if service order is still pending with a due date that is the same or less than the day the SUP is received = 3 if request previously confirmed
01/15/04	Loop wi LNP	F/T	C: From: Supplement Type (SUP) = 1, 2, 3 if confirmation not sent T: Supplement Type (SUP) = 1, 2, 3 if confirmation not sent on any prior version = 1 post confirmation if service order is still pending with a due date minus 1 day greater than the day the SUP is received = 2 post confirmation if the original request was Flowthrough and if service order is still pending with a due date minus 1 day greater than the day the SUP is received
01/15/04	Loop wi LNP	E	C: From: Supplement Type (SUP)  = 1 post confirmation if service order is still pending with a due date that is less than the day the SUP is received  = 2 post confirmation if the original request was not Flowthrough or if service order is still pending with a due date that is the same or less than the day the SUP is received  = 3 if request previously confirmed  C: To: Supplement Type (SUP)  = 1 post confirmation if service order is still pending with a due date minus 1 day that is the same or less than the day the SUP is received  = 2 post confirmation if the original request was not Flowthrough or if service order is still pending with a due date minus 1 day that is the same or less than the day the SUP is received  = 3, if request previously confirmed