AT&T Switched Ethernet (ASE) Ordering Process

Create Standalone Port

Scenario

You are Rick Miller (from ABC Telecom) and you need to order new ASE service (1 Gbps port with 100 Mbps Committed Information Rate) for your end-customer (Data Systems). You already confirmed the order meets the ASR First process requirements and now ready to use the CAFE site to request the creation of a standalone port.

Steps

#	Description	Example
1	Log in to CAFE.	
2	From the ASR menu, click **Create ASR**.	
3	On the **Create ASR** page, populate the following field:	
	As Request Type This identifies the type of service being requested. Select Switched Ethernet Services (REQTYP = E). The E stands for End-User Special Access. Click **Continue**.	Switched Ethernet Services (REQTYP = E)
4	On the **Administrative Section**, populate the following fields:	
	PON (Purchase Order Number) Any unique number you choose to use for your company's internal records. Up to 16 alpha/numeric characters.	N323
	ICSC (Interexchange Customer Service Center) Four-character code associated to the state where the port will be established. Note: OOR (Out-of-Region) ICSC code is SW99. Note: Some states have multiple codes (see list on the right). If you are still unsure, use the AT&T Facilities Check site to identify your LATA code, and then align it with its ICSC code using this document.	SB01

Code	State
SB03	Florida (North)
SB04	Florida (South)
SW02	California (South)
SW04	California (North)
SW30	Missouri (Kansas City)
SW40	Missouri (St Louis)
SW60	Texas (Dallas)
SW70	Texas (Houston)
SW80	Texas (San Antonio)

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Steps (continued)

#	Description	Example
	DDD (Desired Due Date) Choose the date you are expecting for billing commencement and service turn-up. AT&T will meet this date if possible, if not, a new date will be given.	May 15 2018
	PROJECT (Project Number) This is an optional field to identify the AT&T Managed project with which this request is to be associated. If applicable, your AT&T Account Team will notify you of the project number.	
	CNO (Case Number) A tracking number related to a special provisioning arrangement inquiry. Always enter **NOSOLDNOTICE**.	NOSOLDNOTICE
	REQTYP The second field of REQTYP further identifies the type of service being requested. Always select **D – Manual/Mechanized**.	D - Manual/Mechanized
	ACT (Activity) Identifies the type of activity being requested for the service request. Select **N – New Installation** as the activity type.	New - New Installation
	QSA (Quantity Service Address Location Information) Identifies the total number of service address location information forms you are requesting. Always enter **01**.	01
	RTR (Response Type Requested) Identifies the type of confirmation response you are requesting. Always enter **F – Firm Order Confirmation (FOC) Only**.	F - FOC Only
	CUST (Customer Name) Identifies the name of the company issuing this request.	ABC Telecom
	PIU (Percentage Interstate Usage) Identifies the expected percentage of interstate usage to be carried on the circuit. Always place value of **100**.	100

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Steps (continued)

#	Description	Example

QTY (Quantity)
Identifies the number of ports you are requesting.
Always enter **0000001**.

Example: 0000001

BAN (Billing Account Number)
Identifies the billing account to which the recurring and non-recurring charges will be billed. The BAN needs to be provided by your AT&T Account Manager.

Note: Please do not place the letters N or E in this field, the actual BAN number needs to be populated.

Example: 123 N25-1000

APOT (Additional Point of Termination)
Further defines the physical account location's point of termination. Leave this field blank. Once this request is confirmed, AT&T will populate this field with the NTE (Network Termination Equipment) CLLI Code. If you need to submit a change request, you will need to retrieve this NTE CLLI code from this screen.

SPEC (Service and Product Enhancement Code)
Identifies the Class of Service (CoS) and number of MAC addresses. Reference *ASE Ordering Guide* for the proper code.

Example: OEMAR1

REMARKS
A comment area which can be used to expand upon or clarify other information for this service request. It is good to always summarize the specific service and options you are ordering unless otherwise advised.

Click **Continue**.

Example: 1 Gbps Port with 100 Mbps Committed Information Rate (CIR)

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Steps (continued)

#	Description	Example
5	On the **Bill Section**, populate the following fields:	

BILLNM (Billing Name)
Identifies the name of company where the bill will be sent.

ABC Telecom

ACNA (Access Customer Name Abbreviation)
The abbreviated name of the company to which the bill is to be sent. Needs to be same as the ACNA on the contract.

XYZ

FUSF (Federal Universal Service Fee)
Identifies if the service being ordered should be either exempted or non-exempted from the Federal Universal Service Fee.
Enter **E** for Exempt and **N** for Non-Exempt.

N

VTA (Variable Term Agreement)
Identifies the contract duration or term in months.
For example: 12, 24, 36, 48, 60, etc.

36

PNUM (Promotion Number)
Identifies the contract tariff option for a pricing plan promotion.

PCWX1500241

The PNUM starts with a three-letter regional code:
- Southeast = PCB
- Southwest = PCS
- West = PCW
- Midwest = PCM

The fourth position of the PNUM will have an "X" for an Interstate order or an "S" for an Intrastate order. The next six-digits are the Broadband (BSA) Contract number. Finally, an optional one or two digit customer provided suffix is provided at the end.

If necessary, your AT&T Account Team will provide you with the optional customer provided suffix.

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Steps (continued)

#	Description	Example
6	On the **Contact Section**, populate the following fields:	
	INIT (Request Initiator) Identifies the name of the person who initiated this request.	Rick Miller
	TEL NO Enter the requester initiator's phone number.	770-454-4444
	DSGCON (DESIGN/ENGINEERING CONTACT) Identifies the names of the design and engineering contact. Could be the same person as the requester initiator.	Rick Miller
	TEL NO Enter the design/engineering contact's phone number.	770-454-4444
	IMPCON (Implementation Contact) Identifies the name of the employee that is responsible for implementation control at the end-customer's location.	Rick Miller
	TEL NO Enter the implementation contact's phone number.	770-454-4444
	Click **Continue**.	

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Steps (continued)

#	Description	Example
7	On the **Firm Order** page, populate the following fields:	
	NC (Network-Channel Code) Identifies the channel provided by AT&T from the customer's location to the AT&T's central office switch. Reference the *ASE Ordering Guide* for the proper NC code. Note: 10G port-based service and ports that require EVCs greater than 1G are not supported; and requires Pre-Sale approval.	KRA1
	ICSC (Interexchange Customer Service Center) Four-character code associated to the state where the port will be established. Click **Validate NC**. If you get a successful transaction status, click **Continue**.	SB01 - GA
8	Click **Continue** to skip the **CFA Val** page.	
9	On the **Circuit Detail Section**, populate the following fields:	
	NC (Network-Channel Code) Identifies the channel provided by AT&T from the customer's location to the AT&T's central office switch.	KRA1
	NCI (Network Channel Interface) Identifies the interface characteristics on the circuit at the end-user's primary terminating location. Reference the *ASE Ordering Guide* for the proper NCI code.	02LNF.A02
	SECNCI (Secondary Network Channel Interface) Identifies the interface characteristics on the circuit at the secondary location (i.e. AT&T CO). Reference the *ASE Ordering Guide* for the proper SECNCI code.	02CXF.1GE

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Steps (continued)

#	Description	Example
	GETO (General Exchange Tariff Options Code) Identifies the requirement for non-tariff or secondary tariff options in conjunction with the access service and special arrangements. Optional for ordering Switched Ethernet.	F
	ESP (Ethernet Service Point) Identifies UNI (User-Network Interface) information including Ethernet switching point, terminating equipment, and termination location. Leave this field blank. Once this request is confirmed, AT&T will populate this field with the IPAG Switch CLLI code. Click **Continue**.	
10	On the **Address** section, populate the following fields:	
	Street Number, Street Name, T/F, City, State, Zip These fields identify the physical address where the service is terminating. The physical address information must exactly match the termination location E911 address. Click **Validate**. If you get a valid address, click **Continue**.	2200 Northlake Pkwy Tucker, GA 30084
11	On the **Address Detail Section**, populate the following fields:	
	PI (Primary Location Indicator) Identifies that the service address location information being provided is a primary location.	Y
	EUNAME (End User Name) Identifies the end user name associated with the termination location.	Data Systems
	JS (Jack Status) Identifies whether the access service is to terminate at a new or existing registered jack or demark. Always enter **D** for Demark.	D

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Steps (continued)

#	Description	Example
	LCON (Local Contact's Name) Identifies the local contact's name who will help provide access at time of installation. Also, enter the local contact's telephone number and e-mail address in the appropriate fields.	Laura Lee
	Phone Enter the local contact's phone number.	770-222-3333
	Email Enter the local contact's email address.	laura.lee@ datasystems.com
	Click **Continue**.	
12	Click **Continue** to submit your ASR to EXACT.	
13	On the **ASR Confirmation** page, you will get the *ASR successfully submitted message*. This screen confirms your request to create a standalone port has been submitted to the Service Center.	

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Order Status

We recommend you check your order status every 24 hours by logging into the CAFE Site
(if you are already logged in, click **mainmenu** in the upper right corner of the site to refresh)

Status Type	Description
PARTIAL	You started the request but have not yet submitted it to the Service Center.
RECEIVED	Request has been received by Center, order is pending.
CLARIFICATION	Request has been received by Center, but you need to clarify something. Click on the status link to open a window displaying the details.
JEOPARDY	Request has been received by Center, but there are major issues with your request. Click on the status link to open a window displaying the details.
CONFIRMED	The Firm Order Confirmation (FOC) information is now available. Highlight the confirmed ASR from the main menu, and then click "View Feedback".
COMPLETED	All work has been completed.
SUPP IN PROGRESS	A change request has been started, but not yet completed.
SUPP RECEIVED	A change request has been received, order is pending.

Note: You need to manually check status, an e-mail alert will not be sent.
Note: For support, contact AT&T Access Ordering Helpdesk (Phone: 214-268-1399)

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Confirmation Feedback

Once your request is completed by the Service Center (**CONFIRMED** status), you will receive the Firm Order Confirmation (FOC) feedback for your standalone port.

To access the feedback screen, highlight the confirmed ASR from the main menu, and then click "View Feedback".

Below is an example of the standalone port feedback screen and information about the values you need when creating your Ethernet Virtual Circuit (EVC) request.