

Common Error and Clarification Guide for Access Customers

Wholesale Business Markets

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Introduction / Revision History

Purpose

The *Common Error and Clarification Reference Guide* provides Access customers with the following:

- The most frequent ASR fatal errors
- The most frequent ASR soft errors
- The most frequent ASR clarifications
- Descriptive text for each error and clarification
- A user-friendly explanation of each error and clarification
- Step-by-step instructions to resolve each error and clarification

This guide allows Access customers to quickly understand the most frequent errors and clarifications as well as the associated cause and appropriate resolution. This guide also includes an ASR ordering process overview. The ordering process overview describes how different types of errors and clarifications are generated.

Version Information

Updated sections 5.4.1 and 5.4.2 with information related to ACTLs

TABLE A. Revision History

Chapter	Action Request #	Date / Issue	Description	Change Requested By / Made By / Posted By
ACTL Invalid	AR#19152	August 11, 2006 / 2	Updated sections 5.4.1 and 5.4.2 to clarify procedure for obtaining an ACTLs and when to obtain ACTL	Julianne Rask / Jason Parson / M. Laney
Manual Clarifications (F - O), LTP and SECLOC Mismatch	N / A	November 8, 2004 / 1b	Removed B, C from third (3rd) bullet in section 7.6.1 and changed R to F in seventh (7th) table, third (3rd) column in section 7.6.2	Vanessa Barnes Miller / Angela Walton
Manual Clarifications (F - O), LTP and SECLOC Mismatch	AR# 13999	November 3, 2004 / 1a	Removed references to common transport from tables and added three (3) new tables in the section	Vanessa Barnes Miller / Angela Walton
All	N / A	March 17, 2004 / 1	Initial conversion to CDIA format	Jennifer Thomas / Lynn Thomason /

1. Description

1.1 Audience

The *Common Error and Clarification Reference Guide* was developed for Access customers who submit Access Service Requests (ASRs) manually and/or electronically. This guide can be read in its entirety or accessed on an as-needed basis. Using this guide in conjunction with the industry-wide *Access Service Order Guidelines* (ASOG) document is the most effective approach to resolving errors and clarifications.

1.1.1 Assumptions:

Users of this guide have a working knowledge of, and access to, the following:

- Access Service Ordering Guidelines (ASOG)

Users of this guide have Internet connectivity and can launch, navigate, and print:

- Adobe Acrobat Portable Document Files (PDFs)
- HTML files

1.2 Introduction

The introduction defines three distinct types of errors and clarifications and provides illustrations of the Access Service Request (ASR) submission processes. The illustrations follow the ASR through the original submission process and indicate when and why errors and clarifications occur.

1.2.1 Types of Errors

Fatal Errors

- Prevent an ASR from being processed further. A back-end system (EXACT) performs validations to ensure the data received is correctly formatted.
- Are systematically generated and returned through the same method used to submit the ASR (e.g., CAFE, NDM / Direct Connect, or FAX).
- The ASR is not loaded into BellSouth's systems. **An ASR number is NOT assigned to the ASR.**

Soft Errors

- Result from invalid or incomplete data within an ASR. A back-end system, EXACT, performs validations to ensure data within the ASR is correct.
- Are systematically generated and returned through the same method used to submit the service request (e.g., CAFE, NDM / Direct Connect, or FAX).
- The ASR is loaded into BellSouth's systems. **An ASR number is assigned to the ASR.**

Clarifications

- Result from invalid or incomplete data within an ASR. A service representative within BellSouth's service center manually generates clarifications.
- Are generated when ASRs are submitted using either an electronic interface (i.e., CAFE or NDM / Direct Connect) or manually (i.e., via FAX) and require manual review by BellSouth's service center. A service center representative returns a manual clarification using the same method used to submit the ASR (e.g., CAFE, NDM / Direct Connect, or FAX).
- The ASR has already been loaded into BellSouth's system and reviewed by a BellSouth representative. **An ASR number has been assigned to the ASR.**

1.2.2 Process Overviews

This guide addresses the most frequent fatal errors, soft errors, and clarifications.

Electronic ASR Submission

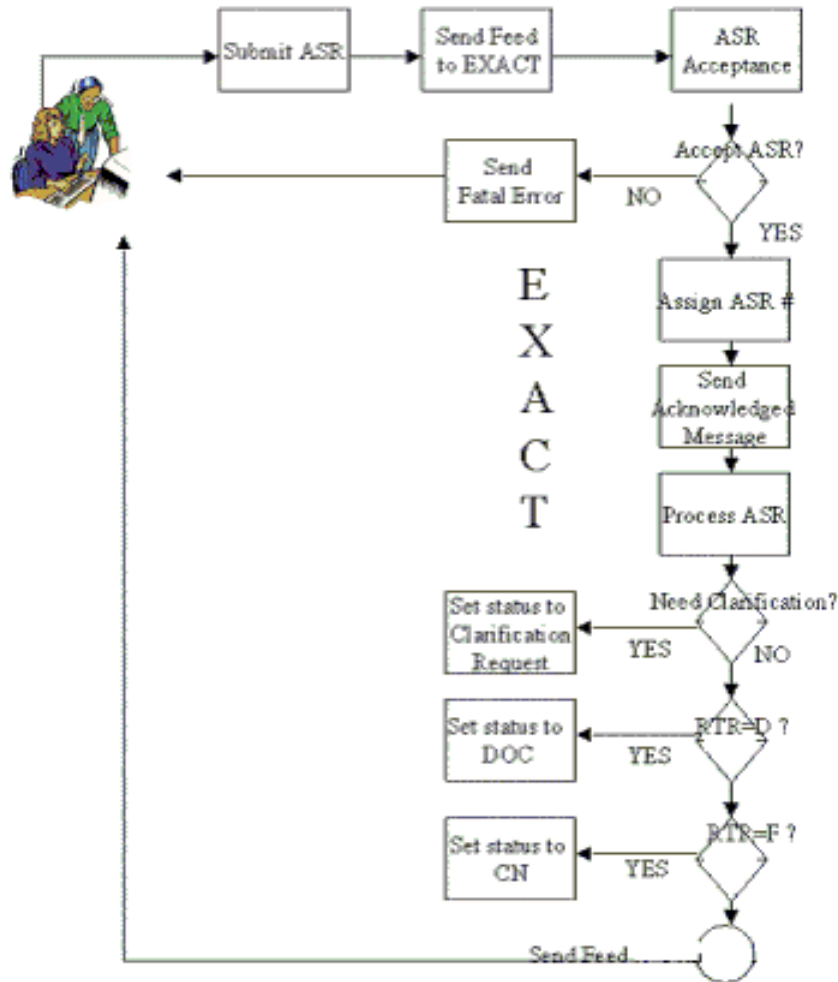


Diagram 1: ASR Processing: Fatal Errors, Soft Errors, and Clarifications

The diagram above follows an ASR through the **submission process**. The process begins when a customer submits an ASR to BellSouth. The ASR may be submitted via BellSouth's Common Access Front End (CAFE) system, Network Data Mover (NDM), or FAX. If the ASR is submitted via CAFE, the appropriate required forms will be generated, and first-level validations will be performed in CAFE. These validations assist the user in submitting an accurate ASR and minimizing the number of errors and clarifications generated in the back-end ASR validation system (EXACT). After the ASR is submitted, it is received by EXACT and validated for accuracy.

A. EXACT first performs a set of validations to check for fatal errors. If the ASR does not pass all of EXACT's fatal validations, the ASR is rejected (i.e., not loaded into EXACT) and is **returned to the user without an**

assigned ASR number. This is how a **fatal ASR error** is generated. An explanation of the fatal error and its associated is sent back to the user through the same interface used to submit the ASR (i.e., CAFE, NDM / Direct Connect, FAX). Upon receiving the fatal error, evaluate the message and resubmit the ASR (with corrections) using the same PON. **Since an ASR with a fatal error is not loaded into BellSouth's system, the ASR must be resubmitted rather than supplemented.**

B. Once the ASR passes all of EXACT's fatal validations, the ASR is then loaded into EXACT in its entirety and **is assigned an ASR number.** The entire ASR is then validated in EXACT. The ASR errors detected by EXACT are sent back to the user. This is how **soft ASR errors** are generated. An explanation of the soft errors and their associated FIDS are sent back to the user through the same interface used to submit the ASR (i.e., CAFE, NDM / Direct Connect, FAX). Upon receiving the soft error, evaluate the error message(s) and submit a supplement to correct the errors using the same PON. **Since the ASR has been loaded into EXACT, a supplement is required to correct errors.**

C. BellSouth's representatives also manually review ASRs that do not flow through the system. The representatives will send **clarification messages** back to the customer requesting additional information or a supplement to correct invalid data on the ASR. The clarification message is sent back to the user through the same interface used to submit the ASR (i.e., CAFE, NDM / Direct Connect, FAX). Upon receiving the clarification, review the clarification message and submit a supplement to provide, or correct, the requested information on the ASR.

1.2.3 Error and Clarification Analysis Overview

This guide organizes the most frequent errors and clarifications into three separate categories - fatal errors, soft errors, and clarifications. When fatal and soft errors are generated, a Field Identifier (FID) and a text description are always included. Fatal and soft errors are typically related to a specific field on the ASR. When the error is related to a specific field on the ASR, the FID contains the ASR field name. Each FID can have multiple types of errors associated with it. In this guide, the FID is listed first, followed by the descriptive text of the error.

Unlike the systematically-generated fatal and soft errors, clarification messages are manually generated and typed by BellSouth's service center representatives. For this reason, the descriptive text for clarifications often varies. Also, unlike the systematically-generated errors, a representative is able to send one clarification to address invalid data within multiple fields of the ASR. The ASR field names -- FID(s) -- are listed within the descriptive text of the clarification message sent by the ICSC. For the purpose of this guide, the clarifications have been organized by the ASR field name, or FID.

The errors and clarifications contained within each grouping are alphabetized by FID, for easy reference. The recommended approach is to locate the FID first, then review the error or clarification description.

NOTE: In the resolutions provided within this guide, it is sometimes recommended that the Access Service Ordering Guidelines (ASOG) be consulted for a comprehensive explanation of the relevant business rules.

2. Fatal Errors

2.1 Navigation Tip

This guide provides explanations and resolutions for frequently occurring errors and clarifications. From the top navigation bar, select the topic that interests you.

PON: Add Failed - Record Already Exists
REC TYPE: SUPP Field Value Must Be A 1, 2, 3, or 4, When Record Mode Is 'C'
STATUS: Cannot Change A Cancelled ASR
STATUS: Cannot Change A Completed ASR
VMICASRB: ASR Rejected - Flex Fatal Error Detected
VMICF44B: Fatal Edit: ICOL Field Required If ASC-EC Is Not Blank - MP Orders

2.2 PON: Add Failed-Record Already Exists

2.2.1 Explanation

The ASR cannot be accepted because another ASR with the same Purchase Order Number (PON) was previously submitted to the processor, or processing center.

2.2.2 Resolution

If the ASR was intended to be a supplement to a previously submitted ASR, complete the following steps:

1. Populate the SUP field on the ASR form.
2. Resubmit the ASR. (Note: It is not necessary to cancel the ASR when a fatal error is generated. When a fatal error is generated, the ASR is not accepted into the system and therefore does not need to be cancelled).

If the ASR was NOT intended to be a supplement to a previously submitted ASR, complete the following steps:

1. Verify that the correct ICSC is listed in the ICSC field on the ASR form.
2. If the ICSC field is correct, submit the ASR using a new and unique PON.
3. If the ICSC field is not correct, submit a new ASR using the correct ICSC. (Note: It is not necessary to cancel the ASR when a fatal error is generated. When a fatal error is generated, the ASR is not accepted into the system and therefore does not need to be cancelled).

2.3 REC_TYPE: SUPP Field Value Must Be A 1, 2, 3, or 4, When Record Mode Is 'C'

2.3.1 Explanation

The SUP (Supplement Type) field on the ASR form must be populated on subsequent ASR versions (i.e., supplements). The valid entries for the SUP field include "1", "2", "3", or "4". This error is typically generated when a subsequent ASR version (supplement) has been submitted and the SUP field on the ASR form is blank.

Below is a table explaining the meaning and use of the valid SUP field values.

SUP Value	Purpose
Blank	Submitting the initial version of an ASR.
1	Canceling an ASR.
2	Only changing the due date.
3	Making changes to an ASR in 'Confirmed' status (i.e., after the Firm Order Confirmation (FOC) has been sent).
4	Making changes to an ASR not in 'Confirmed' status (i.e., before the Firm Order Confirmation (FOC) has been sent).

2.3.2 Resolution

If the ASR was submitted via BellSouth's web-based CAFE system, please call EC Support (1-888-462-8030) for assistance in resolving this error. If the ASR was submitted via NDM / Direct Connect batch interface, please contact your NDM / Direct Connect system or administrative support.

2.4 STATUS: Cannot Change A Cancelled ASR

2.4.1 Explanation

This fatal error is generated when attempting to submit a supplement for an ASR that has already been cancelled. There are two reasons an ASR may have been cancelled.

SCENARIO A: The customer has previously cancelled the ASR.

SCENARIO B: BellSouth has cancelled the ASR per BellSouth's Clarification or Missed Appointment cancellation policies for ASRs. BellSouth reserves the right to cancel an ASR based on either of the following criteria:

1. The ASR remains in clarification status for 10 business days without a response or supplement from the customer. The ASR will be cancelled on the 11th business day.

2. The appointment (due date) for the ASR is missed and a new due date is not established within 30 days of the original due date, and the customer does not accept 31-day billing. The ASR will be cancelled on the 31st business day.

Note for CAFE users: The ASR status is not updated in CAFE in cases where BellSouth cancels the ASR.

2.4.2 Resolution

Submit a new ASR. The new ASR must have a unique PON.

For additional information regarding BellSouth's Missed Appointment or Clarification Policy, contact BellSouth.

2.5 STATUS: Cannot Change a Completed ASR

2.5.1 Explanation

A supplement was submitted for an ASR that has already been completed. In other words, the service requested on the ASR has already been performed or fulfilled.

2.5.2 Resolution

Submit a new ASR to request a change or move the service. The new ASR must have a unique PON.

2.6 VMICASRB: ASR Rejected- Flex Fatal Error Detected

2.6.1 Explanation

This fatal error is generated when the ASC-EC field on the ASR form is populated and the ICOL field on the SALI form is blank. Populating the ASC-EC (Access Service Coordination - Exchange Company) field on the ASR form indicates that multiple providers are involved in providing the access service. This is also referred to as a "Meet Point" or "ICO" service request. Meet Point / ICO service requests are needed when access service passes through more than one provider territory, and therefore involves an Independent Company (ICO). The ICOL (Independent Company Location) field on the SALI form must be populated for Meet Point / ICO service requests to identify the serving wire center of the Independent Company (ICO) for the end user location.

2.6.2 Resolution

To submit an ASR for Meet Point / ICO scenarios, populate the ASR as follows and resubmit the ASR:

1. Enter the Access Service Coordination - Exchange Company in the ASC-EC field on the ASR form.
2. Enter the Other Exchange Company providing the PRILOC and/or SECLOC termination in the OTC field on the required service specific form (i.e., Transport / SPE, End User Special Access, WAT, or Ring form) as well on any of the conditionally required forms that may be included with the ASR (i.e., MSL or ARI).

3. Enter the CLLI code for ICO's serving wire center in the ICOL field on the SALI form.
4. Enter a valid address in the address fields on the SALI form. (Note: BellSouth cannot validate an address in ICO territory).
5. The Multi-Exchange Carrier (MEC) form of the ASR is also required.

To submit an ASR without Meet Point / ICO scenarios, populate the ASR as follows and resubmit the ASR:

1. The ASC-EC field on the ASR form must be blank.
2. The Multi-Exchange Carrier (MEC) form of the ASR is not required.

Please refer to “ICO / Meet Point” within the Manual Clarifications section of this document for additional details regarding this type of service request.

2.7 VMICF44B: Fatal Edit: ICOL Field Required If ASC-EC Is Not Blank- MP Orders

2.7.1 Explanation

This fatal error is generated when the ASC-EC field on the ASR form is populated and the ICOL field on the SALI form is blank. Populating the ASC-EC (Access Service Coordination - Exchange Company) field on the ASR form indicates that multiple providers are involved in providing the access service. This is also referred to as a 'Meet Point' or 'ICO' service request. Meet Point / ICO service requests are needed when access service passes through more than one provider territory, and therefore involves an Independent Company (ICO). The ICOL (Independent Company Location) field on the SALI form must be populated for Meet Point / ICO service requests to identify the serving wire center of the Independent Company (ICO) for the end user location.

2.7.2 Resolution

To submit an ASR for Meet Point / ICO scenarios, populate the ASR as follows and resubmit the ASR:

1. Enter the Access Service Coordination - Exchange Company in the ASC-EC field on the ASR form.
2. Enter the Other Exchange Company providing the PRILOC and/or SECLOC termination in the OTC field on the required service specific form (i.e., Transport / SPE, End User Special Access, WAT, or Ring form) as well on any of the conditionally required forms that may be included with the ASR (i.e., MSL or ARI).
3. Enter the CLLI code for ICO's serving wire center in the ICOL field on the SALI form.
4. Enter a valid address in the address fields on the SALI form. (Note: BellSouth cannot validate an address in ICO territory).
5. The Multi-Exchange Carrier (MEC) form of the ASR is also required.

To submit an ASR without Meet Point / ICO scenarios, populate the ASR as follows and resubmit the ASR:

1. The ASC-EC field on the ASR form must be blank.
2. The Multi-Exchange Carrier (MEC) form of the ASR is not required.

Please refer to "ICO / Meet Point" within the Manual Clarifications section of this document for additional details regarding this type of service request.

3. Soft Errors (A - D)

3.1 Navigation Tip

This guide provides explanations and resolutions for frequently occurring errors and clarifications. From the top navigation bar, select the topic that interests you.

ACTL: CCNA For This ACTL (In Location DB) Does Not Match Value In CCNA Field
ACTL: Invalid - Not Found In Location Database
ASC HBAN: Required Field Missing
CFA: TIE CFA or SCFA Requires 'QB' In The NCI/SECNCI Field
DDD: Desired Due Date Cannot Be More Than 30 Days Past The Original DD
DRC: The Only Allowed Entries In This Field Are Z++ or ATT

3.2 ACTL: CCNA for this ACTL (in Location DB) Does Not Match Value in CCNA Field

3.2.1 Explanation

The ACTL field is an 11-character CLLI code identifying the Access Customer Terminal Location (ACTL). A customer must have permission to use a particular ACTL. The CCNA specified on the ASR is used to verify whether or not the customer has permission to use the ACTL specified on the ASR. This error is generated when the CCNA and ACTL combination listed on the ASR is not found in the location database (ICLOC or RDLOC) or BellSouth's billing systems. This error typically results from one of the following scenarios:

SCENARIO A: The incorrect CCNA was listed on the ASR.

SCENARIO B: The incorrect or invalid ACTL was listed on the ASR. Please refer to the "ACTL - Invalid" section of this document for detailed explanation and instructions for using a valid ACTL.

SCENARIO C: The correct CCNA and ACTL are listed on the ASR. The ACTL listed on the ASR does not belong to the customer (CCNA) listed on the ASR. The customer placing the order is requesting a service or activity on a circuit or facility (ACTL / CFA) that is owned by another customer. When utilizing an ACTL that belongs to another customer, the first eight characters of the ACTL must match the CFA. This error is typically followed up with a manual clarification requesting that either a supplement be submitted to correct the CCNA / ACTL fields, or that an LOA (Letter of Authorization) be submitted to BellSouth.

SCENARIO D: The correct CCNA and ACTL are listed on the ASR. The ACTL listed on the ASR does indeed belong to the customer (CCNA) listed on the ASR; however, the CCNA / ACTL records are not correct. This scenario can occur when one customer has merged with another customer and the CCNA / ACTL records are not updated.

3.2.2 Resolution

SCENARIO A: If the CCNA field on the ASR is incorrect, a supplement must be submitted to cancel the ASR. Cannot submit a supplement to change the CCNA field on the ASR form.

1. Populate the SUP field on the ASR form with "1" and submit the supplement to cancel the ASR.
2. Resubmit a new ASR using the correct CCNA.

SCENARIO B: Please refer to the "**ACTL - Invalid**" section of this document for detailed explanation and instructions for resolving this error.

SCENARIO C:

1. Verify that the first 8 characters of the CLLI code entered in the ACTL field are exactly the same as the first eight characters of the ACTL CLLI code entered within the CFA field.
2. Enter the other customer's ACTL in the APOT (Additional Point of Termination) field on the ASR form.
3. Enter "C" in the AI (Additional Point of Termination Indicator) field on the ASR form.
4. Add comments in the remarks (RMKS) field indicating whether a Letter of Authorization (LOA) is on file with BellSouth or is being sent to BellSouth. This will initiate the verification process and accelerate ASR processing time.
5. A Letter of Authorization (LOA) is required when using an ACTL that belongs to another customer. Please refer to the "LOA" section of this document for additional details regarding submitting an LOA to BellSouth.

SCENARIO D: BellSouth's service center representatives will manually verify that the CCNA and ACTL combination listed on the ASR is valid. If the representative is not able to validate the CCNA and ACTL combination, a manual clarification will be issued.

3.3 ACTL: Invalid - Not Found in Location Database

3.3.1 Explanation

The ACTL field is an 11-character CLLI code identifying the Access Customer Terminal Location (ACTL). The CLLI code entered in the ACTL field is validated against BellSouth's location databases (RDLOC and ICLOC). This error is generated when the CLLI code entered in the ACTL field of the ASR form is not found in the database. This is typically caused by one of the following scenarios:

SCENARIO A: The ACTL field on the ASR form was not entered correctly. Common errors include mistyping the ACTL, entering "New ACTL" in the ACTL field, not entering all 11 characters of the ACTL CLLI code, or entering the APOT (Additional Point of Termination) in the ACTL field.

SCENARIO B: The ACTL has not been established and/or the CFA header record has not been built.

SCENARIO C: The ASR was submitted to the wrong processor, or processing center, because the entry in the ICSC field was incorrect.

3.3.2 Resolution

SCENARIO A:

1. Verify that the CLLI code entered in the ACTL field was not mistyped.

2. Verify that the CLLI code entered in the ACTL field is 11 characters.
3. Verify that the CLLI code entered in the ACTL field is for the ACTL, not the APOT (Additional Point of Termination). The APOT should be entered in the APOT field on the ASR form.
4. Verify that the CLLI code entered in the ACTL field is formatted correctly.
 - a. Positions 1 through 4: The 4 alpha character city abbreviation.
 - b. Positions 5 and 6: The 2 alpha character state abbreviations.
 - c. Positions 7 and 8: The Network Site Code used to identify the site of an existing or proposed structure within a location where there is a need to identify one or more telecom equipment, entities, facility terminations, nodal locations, or administrative operations. A 2 character code used to identify the office (e.g., Central is CE). Must be 2 alpha or 2 numeric characters.
 - d. Positions 9 through 11: Network Entity Code to identify the functional category of the equipment or work center contained in a structure (e.g., central office's switching, ancillary equipment, or non-switching or access terminations). This code will further identify the office location or a customer. Must be 3 alphanumeric characters.
 - e. When the CLLI code for a new ACTL is not yet established, the ACTL field should be populated with "N" to indicate that a new ACTL is needed. An ACTL entry of "N" is only allowed for service request types (REQTYPEs) of "S", "V", or "W". If your system limitations do not allow an entry of "N" in the ACTL field for REQTYPEs "S", "V", or "W", follow your company's work-around procedures for requesting and utilizing new ACTLs. "New ACTL" is not a valid entry for the ACTL field. Comments such as "New ACTL" should be entered in the Remarks (RMKS) field of the ASR. When BellSouth receives an ASR with an "N" in the ACTL field, the service center representative will work with the CLLI Code Coordinator within the appropriate state to obtain a new ACTL CLLI code and will then request that the new CLLI be added into BellSouth's databases (RDLOC and ICLOC).
 - f. Also, when the ACTL field entry does not identify the specific physical termination point of the access service, the APOT (Additional Point of Termination) field on the ASR form is required to identify a termination location within the ACTL.
5. If the entry in the ACTL field is incorrect, submit a supplement to correct the entry in the ACTL field.
 - a. If the ACTL belongs to the customer submitting the ASR, verify that all 11 characters of the CLLI code entered in the ACTL field are exactly the same as the ACTL CLLI entered within the CFA (Connecting Facility Assignment) field.
 - b. If the ACTL belongs to another customer, verify that the first 8 characters of the CLLI code entered in the ACTL field are exactly the same as the first eight characters of the ACTL CLLI code entered within the CFA field. Also, a Letter of Authorization (LOA) is required when using a CFA that belongs to another customer. Please refer to the "LOA" section of this document for additional details regarding submitting an LOA to BellSouth. Please refer to the "ACTL - CCNA for this ACTL" section of this document for addition details regarding using another customer's CFA / ACTL.
6. If the entry in the ACTL field is correct, most likely the ACTL has not yet been established and the CFA header record has not been built; therefore, the ACTL cannot be successfully validated. Please refer to the resolution for "SCENARIO B" in this section.

SCENARIO B: Contact your company's designer to request that the ACTL be established and/or loaded into the database so that the CFA header record can be built.

SCENARIO C: Please refer to the "ICSC: submitted to the wrong processor" section of this document for detailed instructions on correcting this error.

3.4 ASC_HBAN: Required Field Missing

3.4.1 Explanation

The ASC_HBAN field is listed on the Multiple Exchange Company (MEC) form of the ASR. The High Capacity Billing Account Number (HBAN) representing the Access Service Coordination - Exchange Company (ASC-EC) should be entered in the ASC_HBAN field on the MEC form. This field is used to indicate the billing account number to which the original High Capacity Channel charges (recurring and non-recurring) are billed. The ASC_HBAN field on the MEC form is required when both of the following conditions are met:

1. Multiple providers are involved in providing the access service (i.e., the ASC-EC field on the ASR form is populated), and
2. The HBAN field on the Trunking, Transport (SPE), or FGA form is populated. (Note: Please refer to the "HBAN" section of this document for additional details regarding when the HBAN field is required on the Trunking, Transport / SPE, or FGA form).

3.4.2 Resolution

If multiple providers (ASC-EC / ICO) are not involved in providing the access service, then the ASC-EC field on the ASR form must be blank.

1. Submit a supplement to cancel the ASR by entering a "1" in the SUP field of the ASR. Cannot submit a supplement to remove the entry in the ASC-EC field on the ASR form.

If multiple providers are involved in providing the access service:

1. Determine if the HBAN field is required on the Trunking, Transport / SPE, or FGA form. For additional details, please refer to the "HBAN" section of this document.
2. If the HBAN field on the service specific (i.e., Trunking, Transport / SPE, or FGA) form is required, then populate the HBAN field on the MEC form.
3. If the HBAN field on the service specific (i.e., Trunking, Transport / SPE, or FGA) form is NOT required, then remove the entry from the HBAN field on the service specific form. Leave the HBAN field on the MEC form blank.
4. Refer to "ICO / Meet Point" within the Manual Clarifications section of this document for additional details regarding submitting an ASR involving multiple service providers.
5. Submit the supplement with the necessary changes.

3.5 CFA: TIE CFA or SCFA Requires 'QB' in the NCI / SECNCI Field

3.5.1 Explanation

The CFA (Connecting Facility Assignment) field identifies the provider customer system and channel to be used from a Wideband Analog, High Capacity or Optical Network facility when the customer has assignment control. When multiple levels of CFA are being provided, the highest level of CFA is entered in the CFA field and the lower level CFA is entered in the SCFA (Secondary CFA) field. The CFA field appears on the required service

specific form (i.e., Trunking, Transport / SPE, End User / EUS, FGA, WAT, RING) as well as several of the conditionally required forms (i.e., MSL, ACI, ARI). The SCFA field appears on several of the required service specific forms (i.e., Trunking, Transport / SPE, FGA) as well as on some of the conditionally required forms (i.e., MSL and ACI). An ASR involving collocation involves a TIE (T1 or T3) CFA or SCFA. This error is generated when there is a TIE (T1 or T3) CFA or SCFA entered on the ASR and the NCI / SECNCI fields do not contain "QB" in the third and fourth positions (e.g., "04QB...").

3.5.2 Resolution

To submit an ASR involving collocation:

Submit a supplement ASR to correct the entry in the NCI / SECNCI field. The third and fourth characters in the NCI / SECNCI field must be "QB" (e.g., "04QB...") when requesting collocation.

For additional information regarding validating NC / NCI / SECNCI combinations, please refer to the suggested resolution within the "SECNCI" section of this document.

To submit an ASR without collocation:

Submit a supplement ASR to correct the entries in the CFA / SCFA fields. The entries in the CFA / SCFA fields should not be for a TIE (T1 or T3).

3.6 DDD: Desired Due Date Cannot Be More Than 30 Days Past The Original DD

3.6.1 Explanation

The DDD field on the ASR form is used to indicate the customer's desired due date (DDD) for completing the service requested on the ASR. The actual confirmed due date may be different than the customer's requested due date.

This error is generated because the Desired Due Date (DDD) currently listed on the ASR form is 30 days past the original Due Date (DD). This error is generated to alert you that the billing cycle is approaching and billing will begin on the 31st day from the original Due Date (DD). The original Due Date is the Desired Due Date requested on the original version of the ASR.

3.6.2 Resolution

If you do not want to incur 31-day billing, you must cancel the ASR. Otherwise, no action is necessary.

3.7 DRC: The Only Allowed Entries In This Field Are Z++ or ATT

3.7.1 Explanation

Each customer is assigned a unique Design Routing Code (DRC). The DRC identifies the location where the electronic Design Layout Record (DLR) will be routed. The DRC identifies the contact and address information for the design contact. The entry in the DRC field must begin with "Z", or must be one of the following codes: NVE, WCA, UTC, WTL, TWC, QNT, MIV, TEL, WEB.

3.7.2 Resolution

If you know the correct DRC, submit a supplement and correct the entry in the DRC field of the ASR.

If you do not know the correct DRC, populate the Design Contact information within the Admin section of the ASR form.

If the DRC is left blank EXACT will populate with WEB.

4. Soft Errors (E - Z)

4.1 Navigation Tip

This guide provides explanations and resolutions for frequently occurring errors and clarifications. From the top navigation bar, select the topic that interests you.

FACTL: CLLI Invalid - Not Found In Location Database
HBAN: Required Field Missing
JS: Prohibited Field Present
JS: Required Field Missing
MUXLOC - Invalid MUXLOC - Not Found In IC Location Database
REL TSC - Required Field Missing
SECLOC - CLLI Invalid - Not Found In Location Database
SECNCI: NCI/SECNCI Combination Invalid - Not Found In NC/NCI Database
SI: Required Field Missing

4.2 FACTL: CLLI Invalid - Not Found In Location Database

4.2.1 Explanation

The Facility Access Customer Terminal Location (FACTL) field is listed on the Trunking form of the ASR. The entry in the FACTL field identifies the CLLI code of the customer facility terminal location for the DS1 facility being ordered.

This error is generated when the CLLI code entered in the FACTL field is not found in BellSouth's location databases (RDLOC and ICLOC) used to validate the FACTL field (CLLI codes). Common mistakes include mistyping the entry in the FACTL field, not entering an eleven-character CLLI code, or not adhering to the format for the FACTL (CLLI code). Also, anytime a T3 is involved, the CLLI code entered in the FACTL field should be the same as the CLLI code entered in the ACTL field (i.e., the ACTL and FACTL fields should be the same).

4.2.2 Resolution

1. Verify that the CLLI code entered in the FACTL field was not mistyped.
2. Verify that the CLLI code entered in the FACTL field is 11 characters.
3. Verify that the CLLI code entered in the FACTL field is formatted correctly.
 - a. Positions 1 through 4: The 4 alpha character city abbreviation.
 - b. Positions 5 and 6: The 2 alpha character state abbreviation.
 - c. Positions 7 and 8: The Network Site Code used to identify the site of an existing or proposed structure within a location where there is a need to identify one or more telecom equipment,

entities, facility terminations, nodal locations, or administrative operations. A 2 character code used to identify the office (e.g., Central is CE). Must be 2 alpha or 2 numeric characters.

- d. Positions 9 through 11: Network Entity Code to identify the functional category of the equipment or work center contained in a structure (e.g., central office switching, ancillary equipment, or non-switching or access terminations). This code will further identify the office location or a customer. Must be 3 alphanumeric characters.
4. If a T3 is involved, also verify that the CLLI code entered in the FACTL field is the same as the CLLI code entered in the ACTL field.
5. Submit a supplement to correct the entry in the FACTL field.

4.3 HBAN: Required Field Missing

4.3.1 Explanation

The HBAN (High Capacity Billing Account Number) field is used to indicate the billing account number to which the original High Capacity Channel charges (recurring and non-recurring) are billed. There is an HBAN field on the required service specific form (i.e., Trunking, Transport / SPE, or FGA form). Only one of these forms is submitted, based on the type of service being requested. The HBAN field on these forms identifies the high capacity billing account to which the CFA listed on the service specific form is billed. There is also an HBAN field on the ACI form. The ACI form is used to provide additional circuit information when multiple circuits are involved. The HBAN field on the ACI form identifies the high capacity billing account number to which the CFA list on the ACI form is billed. There is also an HBAN field on the Multiple Exchange Carrier (MEC) form. The HBAN field on the MEC form identifies the billing account number for the Access Service Coordination Exchange Company (ASC-EC) / Independent Company (ICO) involved in providing the service.

4.3.2 Resolution

Trunking Service Requests:

- HBAN field on the Trunking form is required when all of the following conditions are met:
 - the ACT field on the ASR form is "N", and
 - the first position of the LTP field on the ASR form is "D", "E", or "F".
- The ACI form is required when additional circuits information is necessary. The HBAN field on the ACI form is required when all of the following conditions are met:
 - the HBAN field on the Trunking form is populated, and
 - the UNE field on the ASR form is blank.
- Please refer to the "ASC-HBAN" section of this document for an explanation of when the HBAN field on the MEC form is required.

Transport / SPE Service Requests:

- HBAN field on the Transport (SPE) form is required when all of the following conditions are met:
 - the ACT field on the ASR form is "N" or "C", and
 - the UNE field on the ASR form is blank, and

- the CFA field on the Transport (SPE) form is populated and ratcheting of the Hi-Cap account is required.
- The ACI form is required when additional circuits information is necessary. The HBAN field on the ACI form is required when all of the following conditions are met:
 - the HBAN field on the Transport (SPE) form is populated, and
 - the UNE field on the ASR form is blank.
- Please refer to the "ASC-HBAN" section of this document for an explanation of when the HBAN field on the MEC form is required.

Feature Group A (FGA) Service Requests:

- HBAN field on the FGA form is required when all of the following conditions are met:
 - the ACT field on the ASR form is "N", and
 - the first position of the LTP field on the ASR form is "D", "E", or "F".
- The ACI form is required when additional circuit information is necessary. The HBAN field on the ACI form is required when all of the following conditions are met:
 - the HBAN field on the Transport (SPE) form is populated, and
 - the UNE field on the ASR form is blank.
- Please refer to the "ASC-HBAN" section of this document for an explanation of when the HBAN field on the MEC form is required.
- For additional details regarding business rules related to HBAN, please refer to the industry-wide Access Service Ordering Guidelines (ASOG).

4.4 JS: Prohibited Field Present

4.4.1 Explanation

The Jack Status (JS) field is used to indicate whether the access service is terminating at a new or existing registered jack or demarc. There are two JS fields on the ACI (Additional Circuit Information) form of the ASR and one JS field on the SALI (Service Address Location Information) form of the ASR.

Please note that the SALI form is not used for Trunking (REQTYP = "L" or "M") service requests. For all other service requests types, the SALI form is required when an end user address is needed.

The JS field on the SALI form is prohibited when any of the following conditions are met:

- The service request is for Trunking service (i.e., REQTYPE on the ASR form is "L" or "M").
- The service request is for Ring service (i.e., REQTYPE on the ASR form is "R").
- The service activity (ACT field on the ASR form) is "R".
- The Secondary Location is not an end user address (i.e., the EUNAME field on the SALI form is blank).
- The Secondary Point of Termination (SPOT) field is a CLLI code (i.e., the SI field on the SALI form is "C").

- A Protective Connecting Arrangement is involved (i.e., the PCA field is not blank).
- Multiple Service Legs (MSLs) are involved and the Leg Activity (LEGACT field on the MSL form) is "R".

The ACI form is required when the service request involves multiple circuits and additional circuit information is needed. Multiple ACI forms may be included in the service request to provide additional details for multiple circuits. The JS (PRILOC) field is prohibited on each of the ACI forms when any of the following conditions are met:

- The service request type (REQTYPE) is not E (End User).
- The JS field on the SALI form is blank.
- The PI (Primary Location Indicator) on the SALI form is blank (i.e., not "Y").

The JS (SECLOC) field is prohibited on each of the ACI forms when any of the following conditions are met:

- The service request type (REQTYPE) is not W, S, or E.
- The JS field on the SALI form is blank.
- The PI field on the SALI form is not blank (i.e., is "Y").

4.4.2 Resolution

If a SALI form is required, complete the following steps:

1. Verify that the information in the following fields is correct: REQTYPE, ACT, EUNAME, SI, PCA.
2. If the REQTYPE is incorrect, the service request must be cancelled by submitting a supplement with a "1" in the SUP field on the ASR form.
3. If there are multiple service legs (MSLs) involved, also verify that the information in the LEGACT field on the MSL form is correct.
4. If the information in the ACT, EUNAME, SI, PCA, or LEGACT field is incorrect, a supplement is required to change the information entered in these fields.
 - a. After correcting the information on the ASR, and before submitting the supplement, review the rules.
 - b. Also refer to the "JS: Required" section of this document to determine if the JS field is now required.
 - c. Resubmit the ASR with the necessary changes.
5. If all of the information verified is correct, then the JS field on the SALI form is prohibited. Submit a supplement to remove the entry in the JS field on the SALI form.

If an ACI form is required, complete the following steps:

1. Verify that REQTYPE field on the ASR form is correct.
2. If the REQTYPE is incorrect, the service request must be cancelled by submitting a supplement with a "1" in the SUP field on the ASR form. Otherwise, continue to the next step.
3. If the SALI form is included, verify that the entries in the JS and PI fields on the SALI form are correct.

4. If the entry in the JS or PI field on the SALI form is incorrect, submit a supplement to correct the information.
5. If all of the information verified is correct, then the JS fields are prohibited on each of the ACI forms. Submit a supplement to remove the entry in the JS field(s).

4.5 JS: Required Field Missing

4.5.1 Explanation

The Jack Status (JS) field is used to indicate whether the access service is terminating at a new or existing registered jack or demarc. There are two JS fields on the ACI (Additional Circuit Information) form of the ASR and one JS field on the SALI (Service Address Location Information) form of the ASR.

The valid entries for the JS include the following:

- D = New demarc (no registered jack or PCA)
- E = Existing registered jack
- F = Existing demarc
- N = New (constitutes an order for the registered jack)

Please note that the SALI form is not used for Trunking (REQTYPE = "L" or "M") service requests. For all other service request types (REQTYPEs), the SALI form is required when an end user address is needed.

The JS field on the SALI form is required when all of the following conditions are true:

- The service request is not for Ring service (i.e., REQTYPE on the ASR form is not "R").
- Service request is for new installation or increased capacity (i.e., ACT = "N") or outside move of end user location (i.e., ACT = "T").
- There is not a Protective Connecting Arrangement (i.e., the PCA field is blank).
- The End User (EUNAME) field is populated.
- The Secondary Point of Termination (SPOT) field is not a CLLI code (i.e., the SI field is not "C").

The Jack Status (JS) on the SALI form is also required when multiple service legs (MSLs) are involved and all of the following conditions are true:

- The service request is not for Ring service (i.e., REQTYPE on the ASR form is not "R").
- The Leg Activity is new (i.e., the LEGACT field on the MSL form is "N").
- There is not a Protective Connecting Arrangement (i.e., the PCA field on the SALI form is blank).
- The end user name (EUNAME field on the SALI form) is populated.
- The Secondary Point of Termination (SPOT) field is not a CLLI code (i.e., the SI field on the SALI form is not "C").

The ACI form is required when the service request involves multiple circuits and additional circuit information is needed. Multiple ACI forms may be required in the service request to provide additional details for multiple circuits. The JS (PRILOC) field is required on each of the ACI forms when all of the following conditions are met.

- The first position of the REQTYPE is "E", the JS field on the SALI form is not blank, and the PI field on the SALI form is "Y".

The JS (SECLOC) field is required on each of the ACI forms when all of the following conditions are met.

- The first position of the REQTYPE is "S", "E", or "W", the JS field on the SALI form is not blank, and the PI field on the SALI form is blank.

4.5.2 Resolution

If a SALI form is required, complete the following steps:

1. Verify that the information in the following fields is correct: REQTYPE, ACT, EUNAME, SI, PCA.
2. If the REQTYPE is incorrect, the service request must be cancelled by submitting a supplement with a "1" in the SUP field on the ASR form.
3. If there are multiple service legs (MSLs) involved, also verify that the information in the LEGACT field on the MSL form is correct.
4. If the information in the ACT, EUNAME, SI, PCA, or LEGACT field is incorrect, a supplement is required to change the information entered in these fields.
 - a. After correcting the information on the ASR, and before submitting the supplement, review the rules above to determine if the JS field is prohibited.
 - b. Also refer to the "JS: Required" section of this document to determine if the JS field is now required.
 - c. Resubmit the ASR with the necessary changes.
5. If all of the information verified is correct, then the JS field on the SALI form is prohibited. Submit a supplement to remove the entry in the JS field on the SALI form.

If an ACI form is required, complete the following steps:

1. Verify that REQTYPE field on the ASR form is correct.
2. If the REQTYPE is incorrect, the service request must be cancelled by submitting a supplement with a "1" in the SUP field on the ASR form. Otherwise, continue to the next step.
3. If the SALI form is included, verify that the entries in the JS and PI fields on the SALI form are correct.
4. If the entry in the JS or PI field on the SALI form is incorrect, submit a supplement to correct the information.
5. If all of the information verified is correct, then the JS fields on the ACI form(s) are required as described above. Submit a supplement to provide the Jack Status in the JS field(s) on all of the ACI forms included in the service request.

4.6 MUXLOC- Invalid MUXLOC- Not Found In IC Location Database

4.6.1 Explanation

The MUXLOC (Multiplexing Location) field is used to identify the CLLI code of the provider central office that provides multiplexing for a service riding a High Capacity Service. The CLLI entered in the MUXLOC field is associated with the CFA that is one level above the service being ordered.

The CLLI code entered in the MUXLOC field is validated against BellSouth's location databases (RDLOC and ICLOC) of valid CLLI codes. This error is generated when the CLLI code entered in the MUXLOC field was not found in the database. This error is typically caused by entering the incorrect CLLI code in the MUXLOC field. Common errors include mistyping the entry, entering more than 8 characters in the MUXLOC field, and entering the ACTL in the MUXLOC field.

4.6.2 Resolution

1. Verify that the CLLI code was not mistyped.
2. Verify that the MUXLOC field contains exactly 8 characters.
3. Verify that the MUXLOC field contains the CLLI code for the Z location, rather than the CLLI code for the A location (i.e., not the ACTL).
4. If the entry in the MUXLOC field is incorrect, submit a supplement with the correct MUXLOC.

4.7 REL_TSC- Required Field Missing

4.7.1 Explanation

The REL_TSC (Related Two-Six Code) field is listed on the Trunking form of the ASR. The REL_TSC identifies either 1) the FGC trunk group to which overflow end office traffic will be routed or 2) the CCS Link Set associated with a CCS trunk group.

The REL_TSC field is required when overflow is requested or needed. Overflow is requested or needed depending on the type of trunks being requested.

4.7.2 Resolution

Submit a supplement and populate the REL_TSC field on the Trunking form with a valid TSC code.

4.8 SECLOC- CLLI Invalid- Not Found In Location Database

4.8.1 Explanation

The SECLOC (Secondary Location) field is used to identify the terminating end of a circuit, a provider end / central office, or the first point of switching for the circuit being provided. The CLLI code entered in the SECLOC field is validated against BellSouth's location databases (RDLOC and ICLOC) of valid CLLI codes. This error is generated when the CLLI code for the Secondary Location (i.e., the CLLI code entered in the SECLOC field) could not be found in the database. Common mistakes include mistyping the entry in the SECLOC field or not entering an 8 or 11 character CLLI code.

4.8.2 Resolution

1. Verify that the CLLI code entered in the SECLOC field was not mistyped.

2. Verify that the CLLI code entered in the SECLOC field is either 8 or 11 characters.
3. Verify that the entry in the SECLOC field is formatted correctly:
 - a. For Transport (SPE), End User Special Access (EUS), and Ring service requests, if the SECLOC is an end office switch, the SECLOC field entry should be "C" followed by an 8 or 11 character CLLI code. This rule applies to the SECLOC field on the following ASR forms: Transport (SPE), EUS, MSL, RING, and ARI.
 - b. For Trunking, if the SECLOC is an end office switch, the SECLOC field entry should only contain an 8 or 11 character CLLI Code. This rule applies to the SECLOC field on the following ASR forms: Trunking and FGA.
4. Verify that the 8 or 11 character CLLI code entered in the SECLOC field is formatted correctly:
 - a. Positions 1 through 4: The 4 alpha character city abbreviation.
 - b. Positions 5 and 6: The 2 alpha character state abbreviation.
 - c. Positions 7 and 8: The Network Site Code used to identify the site of an existing or proposed structure within a location where there is a need to identify one or more telecom equipment, entities, facility terminations, nodal locations, or administrative operations. A 2 character code used to identify the office (e.g., Central is CE). Must be 2 alpha or 2 numeric characters.
 - d. Positions 9 through 11: Network Entity Code to identify the functional category of the equipment or work center contained in a structure (e.g., central office switching, ancillary equipment, or non-switching or access terminations). This code will further identify the office location or a customer. Must be 3 alphanumeric characters.
5. If the entry in the SECLOC field is incorrect, correct the entry and submit a supplement.

4.9 SECNCI: NCI/SECNCI Combination Invalid - Not Found In NC/NCI Database

4.9.1 Explanation

The NCI field is used to identify the Network Channel Interface Code. The Network Channel Interface Code (NCI) describes the electrical conditions on the circuit at the ACTL / Primary Location. The SECNCI field is used to identify the Network Channel Interface Code for the Secondary Location. The Secondary Network Channel Interface Code (SECNCI) describes the electrical conditions on the circuit at the Secondary ACTL or end user location.

This error is generated when the SECNCI on the ASR does not match the NCI on the ASR. In other words, the electrical conditions on the circuit at the ACTL / Primary Location do not match the electrical conditions on the circuit at the Secondary ACTL / Secondary Location. Not only do the individual field entries (NCI and SECNCI) have to be valid codes, but the combination of the NCI and SECNCI codes has to be valid as well.

4.9.2 Resolution

Validate NC / NCI / SECNCI combinations before submitting the ASR to BellSouth. You can quickly and conveniently validate the NC / NCI / SECNCI combination using BellSouth's Common Access Front End (CAFE) system. CAFE will not only validate the NC / NCI / SECNCI combination, but will also provide a description of what is being ordered using the NC / NCI / SECNCI combination. CAFE also returns a list of valid 4 character NC codes based on the first 3 characters entered by the customer. Once the valid NC is selected, CAFE returns a list of the valid NCI and SECNCI codes associated with the particular NC code.

Anyone can use BellSouth's CAFE system to perform pre-order validations free of charge. The NC / NCI / SECNCI combination can be validated in CAFE regardless of whether or not the ASR is submitted via the CAFE system. CAFE is accessible via the Internet at <https://cafe.bellsouth.com>. Contact your BellSouth Account Team representative to request a CAFE user ID and password.

Please note a BellSouth representative cannot provide advice about the appropriate NC / NCI / SECNCI combination for your ASR. If necessary, please refer to your internal system engineers and designers with questions regarding which NC / NCI / SECNCI combination is appropriate for your particular ASR.

For additional information regarding NC / NCI / SECNCI pre-order validations:

1. Refer to the Access Online Ordering Tutorial for step-by-step instructions on performing pre-order NC / NCI / SECNCI validations in CAFE.
2. Refer to the NC / NCI / SECNCI tables and information provided by your BellSouth Account Team representative.
3. Refer to your internal system engineers and designers with questions regarding which NC / NCI / SECNCI combination is appropriate for your particular ASR.

4.10 SI: Required Field Missing

4.10.1 Explanation

The Secondary Point of Termination Indicator (SI) field is listed on the Service Address Location Information (SALI) form of the ASR. The SI field is also called the Secondary Point of Termination Indicator, or SPOT Indicator. The SI field is used in conjunction with the Secondary Point of Termination (SPOT) field on the SALI form. The SPOT field is used to identify the physical point of termination for the secondary location. The SPOT field may contain either a CLLI code or a narrative to identify the physical Secondary Point of Termination. The SI field is used to indicate whether the SPOT field on the SALI form contains either a CLLI code or a narrative. Valid entries for the SI field are "N" (for narrative) or "C" (for CLLI).

4.10.2 Resolution

SCENARIO A:

SPOT field is required and a CLLI code is being used to identify the SPOT.

1. Enter the CLLI code in the SPOT field.
2. Populate the SI field with a "C".
3. Submit the supplement.

SCENARIO B:

SPOT field is required and a narrative is being used to identify the SPOT.

1. Enter the narrative in the SPOT field.
2. Populate the SI field with an "N".
3. Submit the supplement.

SCENARIO C:

The SPOT field is not required.

1. Remove the entry from the SPOT field.
2. Leave the SI field blank.
3. Submit the supplement.

5. Manual Clarifications (A - C)

5.1 Navigation Tip

This guide provides explanations and resolutions for frequently occurring errors and clarifications. From the top navigation bar, select the topic that interests you..

ACTL and CFA Mismatch
ACTL and ICSC Mismatch
ACTL Invalid
ACTL and SECLOC Address Mismatch
Address Invalid or Missing .
CFA/SCFA and ACTL Mismatch
CFA/SCFA Busy or Pending Activity
CFA/SCFA Invalid
CFA/SCFA and SECLOC Mismatch
CKR and ECCKT (CKT) Mismatch
CKT

5.2 ACTL and CFA Mismatch

5.2.1 Explanation

The ACTL field is an 11-character CLLI code identifying the Access Customer Terminal Location (ACTL). The CFA (Connecting Facility Assignment) field identifies the provider carrier system and channel to be used from a Wideband Analog, High Capacity or Optical Network facility when the customer has assignment control. All 11 characters of the CLLI code entered in the ACTL field must be exactly the same as the ACTL CLLI code entered within the CFA field, unless the CFA belongs to another customer. If the CFA belongs to another customer, then the first 8 characters of the CLLI code entered in the ACTL field must be exactly the same as the ACTL CLLI code entered within the CFA field. Also, a Letter of Authorization (LOA) is required.

This clarification is typically generated for one of the following reasons:

- The ACTL field entered on the ASR form is invalid.
- The CFA field was invalid.
- The ACTL and CFA fields contain valid CLLI codes, but the CLLI codes do not match.

5.2.2 Resolution

1. Verify that the entry in the ACTL field on the ASR form is correct. Please refer to the "ACTL Invalid" section of this document for detailed instructions for using a valid ACTL.

2. Verify that the entry in the CFA field is correct. Please refer to the "CFA Invalid" section of this document for detailed instructions for obtaining a valid CFA.
3. If the CFA belongs to the customer submitting the ASR, verify that all 11 characters of the CLLI code entered in the ACTL field are exactly the same as the ACTL CLLI code entered within the CFA field.
4. If the CFA belongs to another customer, verify that the first 8 characters of the CLLI code entered in the ACTL field are exactly the same as the ACTL CLLI code entered within the CFA field. Please refer to "ACTL: CCNA for this ACTL" within the Soft Errors section of this document for additional instructions and business rules regarding using another customer's facilities (i.e., CFA / ACTL).
5. Submit a supplement to correct the error(s) on the ASR.

5.3 ACTL and ICSC Mismatch

5.3.1 Explanation

The ACTL field is an 11-character CLLI code identifying the Access Customer Terminal Location (ACTL).

This clarification is typically generated for one of the following reasons:

- The ACTL field entered on the ASR form is invalid.
- The entry in the ICSC field was incorrect and therefore the ASR was submitted to wrong processor or processing center.

5.3.2 Resolution

1. Verify that the entry in the ICSC field is correct. Please refer to the "ICSC: wrong processor" section of this document for detailed instructions for using the correct ICSC and step-by-step instructions for correcting this error.
2. Verify that the entry in the ACTL field on the ASR form is correct. Please refer to the "ACTL Invalid" section for detailed instructions for using a valid ACTL.
3. If the entry in the ICSC field is correct and the entry in the ACTL field is incorrect, submit a supplement to correct the entry in the ACTL field.

5.4 ACTL Invalid

5.4.1 Explanation

The ACTL field is an 11-character CLLI code identifying the Access Customer Terminal Location (ACTL). Each customer must have their own unique ACTL and cannot use an ACTL belonging to another customer. The ACTL CLLI is a combination of the ACNA and CCNA with the 1st 8 characters representing the central office location and the last 3 characters representing the ACNA/CCNA combination of the ASR.

The CLLI code entered in the ACTL field is validated against BellSouth's location databases (RDLOC and ICLOC). This clarification is generated when the CLLI code entered in the ACTL field of the ASR form is not found in the databases. This clarification is typically generated for one of the following reasons:

- The ACTL field on the ASR form was not entered correctly. Common errors include mistyping the ACTL, entering "New ACTL" in the ACTL field, not entering all 11 characters of the ACTL CLLI code, or entering the APOT (Additional Point of Termination) in the ACTL field.
- The ACTL has not been established (CFA header record has not been built).

5.4.2 Resolution

1. Verify that the CLLI code entered in the ACTL field was not mistyped.
2. Verify that the CLLI code entered in the ACTL field is 11 characters.
3. Verify that the CLLI code entered in the ACTL field is for the ACTL, not the APOT (Additional Point of Termination). The APOT should be entered in the APOT field on the ASR form
4. Verify that the CLLI code entered in the ACTL field is formatted correctly.
 - a. Positions 1 through 4: The 4 alpha character city abbreviation.
 - b. Positions 5 and 6: The 2 alpha character state abbreviation.
 - c. Positions 7 and 8: The Network Site Code used to identify the site of an existing or proposed structure within a location where there is a need to identify one or more telecom equipment, entities, facility terminations, nodal locations, or administrative operations. A 2 character code used to identify the office (e.g., Central is CE). Must be 2 alpha or 2 numeric characters.
 - d. Positions 9 through 11: Network Entity Code to identify the functional category of the equipment or work center contained in a structure (e.g., central office switching, ancillary equipment, or non-switching or access terminations). This code will further identify the office location or a customer. Must be 3 alphanumeric characters.
 - e. When the CLLI code for a new ACTL is not yet established, the ACTL field should be populated with "N" to indicate that a new ACTL is needed. An ACTL entry of "N" is only allowed for service request types (REQTYPEs) of "S", "V", or "W". If your system limitations do not allow an entry of "N" in the ACTL field for REQTYPEs "S", "V", or "W", follow your company's work-around procedures for requesting and utilizing new ACTLs.. "New ACTL" is not a valid entry for the ACTL field. Comments such as "New ACTL" should be entered in the Remarks (RMKS) field of the ASR. When BellSouth receives an ASR with an "N" in the ACTL field, they will work with the CLLI Code Coordinator within the appropriate state to obtain a new ACTL CLLI code and will then request that the new CLLI be added into BellSouth's databases (RDLOC and ICLOC).
 - f. Also, when the ACTL field entry does not identify the specific physical termination point of the access service, the APOT (Additional Point of Termination) field on the ASR form is required to identify a termination location within the ACTL.
5. If the entry in the ACTL field is incorrect, submit a supplement to correct the entry in the ACTL field.
 - a. If the ACTL and the CFA (Connecting Facility Assignment) belongs to the customer submitting the ASR, verify that all 11 characters of the CLLI code entered in the ACTL field are exactly the same as the ACTL CLLI entered within the CFA field.
 - b. If the ACTL and the CFA (Connecting Facility Assignment) belongs to another customer, verify that the first 8 characters of the CLLI code entered in the ACTL field are exactly the same as the first eight characters of the ACTL CLLI code entered within the CFA field. A new ACTL CLLI will need to be obtained. Also, a Letter of Authorization (LOA) is required. Please refer to the "LOA" section of this document for additional details regarding submitting an LOA to BellSouth. Please refer to the "ACTL - CCNA for this ACTL" section of this document for addition details regarding using another customer's facilities (i.e., CFA / ACTL).

6. If the entry in the ACTL field is correct, most likely the ACTL has not been established and the CFA header record has not been built; therefore, the ACTL cannot be successfully validated. Please contact your company's designer to request that the ACTL be established and/or loaded into the database so that the CFA header record can be built. Obtain the first 8 characters of the point of presence (POP / ACTL) from your company's designers or engineers.

5.5 ACTL and SECLOC Address Mismatch

5.5.1 Explanation

The ACTL field is an 11-character CLLI code identifying the Access Customer Terminal Location (ACTL). The SECLOC (Secondary Location) field is used to identify the terminating end of a circuit, a provider end / central office, or the first point of switching for the circuit being provided. A clarification is generated when the ACTL and SECLOC (address) mismatch, or are in different LATAs.

This clarification is typically generated for one of the following reasons:

- The incorrect CLLI code was entered in the ACTL field on the ASR form.
- The incorrect CLLI code was entered in the SECLOC field.
- The incorrect SECLOC End User Address was entered in the address fields on the SALI form.
- The ACTL and SECLOC entries are valid, but do not match or are in different LATAs.

5.5.2 Resolution

1. Verify that the entry in the ACTL field on the ASR form is correct. Please refer to the "ACTL invalid" section of this document for detailed instructions on using a valid ACTL.
2. Verify that the entry in the SECLOC field is correct. Please refer to the "SECLOC invalid" section of this document for additional details on using a valid SECLOC.
3. If the SECLOC is an end user, verify that the correct address is entered in the end user address fields on the SALI form.
4. Verify that the addresses for the ACTL and the SECLOC are in the same LATA by using the LSO (NPA/NXX).
5. Submit a supplement to correct the ACTL field on the ASR form, the SECLOC field, and the address fields listed on the SALI form.

5.6 Address Invalid or Missing

5.6.1 Explanation

The address on the SALI form of the ASR is validated against BellSouth's Regional Street Address Guide (RSAG) database. The address listed on the SALI form is also commonly referred to as the "End User Address" or the "SECLOC Address". The address validation is very precise and a clarification is returned for even simple formatting discrepancies.

For ICO / Meet Point (ASC-EC) service requests:

SCENARIO A:

BellSouth can only validate addresses within BellSouth's territory. If the end user address is not within BellSouth's territory, the ASR will receive a clarification for invalid address. Usually, the clarification will also mention that ICO / Meet Point / ASC-EC may be involved and/or that the Meet Point information is missing / required.

Please refer to the "ICO / Meet Point" section for additional details regarding this type of service request.

For all other service requests:

SCENARIO B:

An invalid address clarification is generated when the correct address abbreviations are not used. For example, an invalid address clarification is generated when the incorrect thoroughfare is used (e.g., AVE, ST, RD, CT, etc.). An invalid address clarification is also generated when the full address is not included. The most common fields that are omitted include the directional (N, S, E, W, etc.), the room, building, and/or the suite. Another common mistake is not entering the correct city (e.g., entering a near-by city).

OR

SCENARIO C:

An invalid address clarification is generated when the incorrect address is used for customer PREM CLLI. This is also referred to as "matching the address with the customer PREM CLLI".

5.6.2 Resolution

SCENARIO A: Invalid or missing Address...may be ICO / Meet Point.

When an invalid or missing address clarification is generated and the ASR is for an ICO / Meet Point / ASC-EC service request, typically some, or all, of the Meet Point information is missing on the ASR. If service request involves ICO / Meet Point / ASC-EC, ensure that the following information is included on the ASR:

1. The Access Service Coordination - Exchange Company must be entered in the ASC-EC field on the ASR form. If the ASC-EC field is blank, the ASR must be cancelled and re-issued. Submit a supplement with a "1" in the SUP field of the ASR to cancel the service request, then re-issue the ASR and include the ASC-EC.
2. The Other Exchange Company providing the PRILOC and/or SECLOC termination must be entered in the OTC field on the required service specific form (i.e., Transport / SPE, End User Special Access / EUS, WAT, or Ring form) as well on any of the conditionally required forms that may be included with the ASR (i.e., MSL or ARI).
3. The CLLI code for the ICO's serving wire center must be entered in the ICOL field on the SALI form.
4. A valid address must be entered in the address fields on the SALI form. (NOTE: Bellsouth cannot validate an address in ICO territory.
5. The Multi-Exchange Carrier (MEC) form of the ASR is also required.

6. Submit a supplement with the necessary changes.

SCENARIO B : Invalid Address.

To avoid delay in ASR processing, validate the End User address listed on the SALI form before submitting the ASR to BellSouth. You can quickly and conveniently validate the address using BellSouth's Common Access Front End (CAFE) system. Anyone can use BellSouth's CAFE system to perform pre-order validations free of charge. The address can be validated in CAFE regardless of whether or not the ASR is submitted via the CAFE system. CAFE displays a list of the common address abbreviations in a drop-down menu format. CAFE can perform an exact address match, as well as a near address match to assist you in submitting the correct address. CAFE also offers an address validation / look-up based on a valid BellSouth telephone number, in the event that the end user address is not known or cannot be validated. CAFE is accessible via the Internet at <https://cafe.bellsouth.com>. Contact your BellSouth Account Team representative to request a CAFE user ID and password.

For additional information regarding pre-order address validations, please refer to the Access Online Ordering Tutorial for step-by-step instructions on validating an address in CAFE.

SCENARIO C: Address does not match customer PREM CLLI.

To ensure that the correct address is used for customer PREM CLLI, adhere to the following rule:

- When there is a secondary CFA on the ASR (i.e., the SCFA field is populated), the end user address entered on the SALI form must match the address of the SCFA.

5.7 CFA/SCFA and ACTL Mismatch

5.7.1 Explanation

The CFA (Connecting Facility Assignment) field identifies the provider carrier system and channel to be used from a Wideband Analog, High Capacity or Optical Network facility when the customer has assignment control. When multiple levels of CFA are being provided, the highest level of CFA is entered in the CFA field and the lower level CFA is entered in the SCFA (Secondary CFA) field. Typically, the clarifications that are returned for the CFA and SCFA fields are very similar. For this reason, the clarifications for these two fields (CFA and SCFA) have been grouped into one section of this document.

The ACTL field is an 11-character CLLI code identifying the Access Customer Terminal Location (ACTL). All 11 characters of the CLLI code entered in the ACTL field must be exactly the same as the ACTL CLLI code entered within the CFA field, unless the CFA belongs to another customer. If the CFA belongs to another customer, then the first 8 characters of the CLLI code entered in the ACTL field must be exactly the same as the ACTL CLLI code entered within the CFA field. Also, a Letter of Authorization (LOA) is required.

This clarification is typically generated for one of the following reasons:

- The ACTL field entered on the ASR form is invalid.
- The CFA / SCFA field was invalid.
- The ACTL and the CFA / SCFA are valid, but do not match. All 11 characters of the ACTL and CFA / SCFA must match, unless the CFA / SCFA belongs to another customer. If the CFA / SCFA belongs to

another customer, then the first 8 characters of the ACTL have to match the first eight characters of the CFA / SCFA and a Letter of Authorization (LOA) is required.

5.7.2 Resolution

1. Verify that the entry in the CFA / SCFA field is correct. Please refer to the "CFA / SCFA invalid" section of this document for detailed instructions for obtaining a valid CFA.
2. Verify that the entry in the ACTL field on the ASR form is correct. Please refer to the "ACTL - invalid" section of this document for detailed instructions on using a valid ACTL.
3. If the CFA / SCFA belongs to the customer submitting the ASR, verify that all 11 characters of the CLLI code entered in the ACTL field are exactly the same as the ACTL CLLI code entered within the CFA / SCFA field.
4. If the CFA / SCFA belongs to another customer, verify that the first 8 characters of the CLLI code entered in the ACTL field are exactly the same as the first eight characters of the ACTL CLLI code entered within the CFA field. Please refer to "ACTL: CCNA for this ACTL" within the Soft Errors section of this document for additional instructions and business rules regarding using another customer's facilities (i.e., CFA / ACTL).
5. Submit a supplement to correct the error(s) on the ASR.

5.8 CFA/SCFA Busy or Pending Activity

5.8.1 Explanation

The CFA (Connecting Facility Assignment) field identifies the provider carrier system and channel to be used from a Wideband Analog, High Capacity or Optical Network facility when the customer has assignment control. When multiple levels of CFA are being provided, the highest level of CFA is entered in the CFA field and the lower level CFA is entered in the SCFA (Secondary CFA) field. Typically, the clarifications returned for the CFA and SCFA fields are very similar. For this reason, the clarifications for these two fields (CFA and SCFA) have been grouped into one section of this document.

This clarification is generated when the CFA channel / pair / time slot is not available. The CFA may already have activity on it, or there may be another pending order requesting activity on this CFA. It is possible that the pending order for activity on the CFA is a new connect (ACT = "N") or a disconnect (ACT = "D").

5.8.2 Resolution

If the CFA / SCFA is busy and there is a disconnect activity pending:

1. The due date for the ASR must be after the due date for the ASR with the pending disconnect request.
2. If the due date is not after the pending disconnect date, submit a supplement to change to the due date. If the due date is the only change being made to the ASR, a SUP value of "2" may be used to supplement the ASR.

If the CFA / SCFA is busy, and there is not a disconnect activity pending:

1. Submit a supplement and provide a valid, spare CFA / SCFA.

To avoid delay in the processing of your ASR, obtain a valid, spare CFA / SCFA before submitting or supplementing the ASR. You can quickly and conveniently obtain a valid, spare CFA using BellSouth's Common Access Front End (CAFE) system. Anyone can use CAFE to perform pre-order validations free of charge. The CFA can be validated in CAFE regardless of whether or not the ASR is submitted via CAFE. CAFE allows verification of a CFA prior to creating an ASR. CAFE links to BellSouth's Trunk Integrated Record Keeping System (TIRKS). TIRKS either sends an error message (if the CFA is not valid) or displays the valid CFA information in 3-line format that includes the correctly formatted CFA, the Circuit ID (if applicable) and the status of the CFA. CAFE can provide assistance with obtaining a valid CFA, whether or not the Facility Designation, Facility Type, or Channel is known. If you do not know this information, CAFE will allow you to enter the CLLI A and/or CLLI Z codes and will display a list of valid CFAs between those CLLI codes. If you know (or once you determine) the Facility Designation, Facility Type, and Channel(s), CAFE will notify you whether or not the CFA is spare or busy.

CAFE is accessible via the Internet at <https://cafe.bellsouth.com/> Contact your BellSouth Account Team to request a user ID and password to access BellSouth's CAFE system.

For additional information regarding pre-order address validations:

Refer to the Access Online Ordering Tutorial for additional details regarding CAFE's CFA validation functionality and for step-by-step instructions on using CAFE to obtain a valid CFA.

5.9 CFA/SCFA Invalid

5.9.1 Explanation

The CFA (Connecting Facility Assignment) field identifies the provider carrier system and channel to be used from a Wideband Analog, High Capacity or Optical Network facility when the customer has assignment control. When multiple levels of CFA are being provided, the highest level of CFA is entered in the CFA field and the lower level CFA is entered in the SCFA (Secondary CFA) field. Typically, the clarifications that are returned for the CFA and SCFA fields are very similar. For this reason, the clarifications for these two fields (CFA and SCFA) have been grouped into one section of this document.

This clarification is generated when the entry in the CFA / SCFA field is invalid. Common mistakes include mistyping the CFA, not formatting the CFA correctly, not including the SCID code, or entering remarks (such as "Bell to Assign") in the CFA / SCFA field. Also, a common mistake when using high-level circuits, is providing an invalid CLLI for the SNID.

5.9.2 Resolution

1. Verify that the entries in the CFA / SCFA fields were not mistyped.
2. Verify that the entries in the CFA / SCFA fields are formatted correctly:
 - a. The CFA must be formatted as Facility Designation/Facility Type/Channel(s)/CLLI A/CLLI Z.
 - b. The Facility Designation is a code that, for a specific type of facility, uniquely identifies a path between two network nodes. The Facility Designation code must be 1-5 characters.

- c. The Facility Type is a code that describes a type of facility other than a single baseband channel on cable. The Facility Type must be 1-6 characters.
 - d. Channel/Pair/Time Slot is a code that identifies a specific assignable portion of a facility. This code must be 1-5 characters in length.
 - e. CLLI A is the CLLI code that uniquely identifies the location of facility terminal A, which has the lower in alpha/numeric sequence of the two-facility location codes. This code must be a valid 8 or 11 character CLLI code.
 - f. CLLI Z is the CLLI code that uniquely identifies the location of facility terminal Z, which has the higher in alpha/numeric sequence of the two-facility location codes. This code must be a valid 8 or 11 character CLLI code.
 - g. Either the CLLI A or the CLLI Z must be 11 characters.
 - h. Remarks, such as "Bell to Assign" should not be entered in the CFA / SCFA field. Please enter all remarks in the Remarks (RMKS) field of the ASR.
3. If the CFA / SCFA was mistyped or formatted incorrectly, and the correct CFA / SCFA is known, submit a supplement to correct the entry in the CFA / SCFA field.
 4. If the correct CFA / SCFA is not known, utilize the CAFE system to obtain a valid CFA / SCFA.

To avoid delay in the processing of your ASR, obtain a valid, spare CFA / SCFA before submitting or supplementing the ASR. You can quickly and conveniently obtain a valid, spare CFA using BellSouth's Common Access Front End (CAFE) system. Anyone can use CAFE to perform pre-order validations free of charge. The CFA can be validated in CAFE regardless of whether or not the ASR is submitted via CAFE. CAFE allows verification of a CFA prior to creating an ASR. CAFE links to BellSouth's Trunk Integrated Record Keeping System (TIRKS). TIRKS either sends an error message (if the CFA is not valid) or displays the valid CFA information in 3-line format that includes the correctly formatted CFA, the Circuit ID (if applicable) and the status of the CFA. CAFE can provide assistance with obtaining a valid CFA, whether or not the Facility Designation, Facility Type, or Channel is known. If you do not know this information, CAFE will allow you to enter the CLLI A and CLLI Z codes and will display a list of valid CFAs between those CLLI codes. If you know (or once you determine) the Facility Designation, Facility Type, and Channel(s), CAFE will notify you whether or not the CFA is spare or busy.

CAFE is accessible via the Internet at <https://cafe.bellsouth.com/>

Contact your BellSouth Account Team to request a user ID and password to access BellSouth's CAFE system.

For additional information regarding pre-order address validations:

Refer to the Access Online Ordering Tutorial for additional details regarding CAFE's CFA validation functionality and for step-by-step instructions on using CAFE to obtain a valid CFA.

5.10 CFA/SCFA and SECLOC Mismatch

5.10.1 Explanation

The CFA (Connecting Facility Assignment) field identifies the provider carrier system and channel to be used from a Wideband Analog, High Capacity or Optical Network facility when the customer has assignment control. When multiple levels of CFA are being provided, the highest level of CFA is entered in the CFA field and the lower level CFA is entered in the SCFA (Secondary CFA) field. Typically, the clarifications that are returned for the CFA and SCFA fields are very similar. For this reason, the clarifications for these two fields (CFA and SCFA) have been grouped into one section of this document.

The SECLOC (Secondary Location) field is used to identify the terminating end of a circuit, a provider end / central office, or the first point of switching for the circuit being provided. If the Secondary Location is a CLLI code, then the SECLOC field should contain the CLLI code. If the Secondary Location is an end user address, then an "E" must be entered in the SECLOC field and the address fields on the SALI form are required.

This error is generated when the CFA / SCFA and the SECLOC do not match. The first eight characters of the CLLI code entered in the SECLOC field must match the first eight characters of either the CLLI A or CLLI Z location entered in the CFA / SCFA field.

5.10.2 Resolution

1. If the SECLOC field contains a CLLI code, verify that the first eight characters of the CLLI code entered in the SECLOC field are exactly the same as the first eight characters of either the CLLI A or CLLI Z location entered in the CFA / SCFA field.
2. If the SECLOC field contains an "E" indicating end user, then verify that the address for the end user matches the address for either the CLLI A or CLLI Z location of the CFA / SCFA
3. If the entry in the SECLOC field is incorrect, submit a supplement to correct the entry in the SECLOC field.
4. If the entry in the CFA / SCFA field is incorrect, submit a supplement to correct the entry in the CFA / SCFA field. When submitting a supplement to change the CFA / SCFA, be sure to adhere to the following rules:
 - a. All 11 characters of the CLLI code entered in the ACTL field must be exactly the same as all 11 characters of the ACTL CLLI code entered within the CFA / SCFA field, unless the CFA / SCFA belongs to another customer.
 - b. If the CFA / SCFA belongs to another customer, then the first 8 characters of the CLLI code entered in the ACTL field must be exactly the same as the first eight characters of the ACTL CLLI code entered in the CFA / SCFA field. Please refer to the "ACTL - CCNA for this ACTL" section of this document for additional details and business rules regarding using another customer's facilities (i.e., CFA / SCFA).

5.11 CKR and ECCKT (CKT) Mismatch

5.11.1 Explanation

The ECCKT field on the ASR form is used to identify the provider's (exchange company's) circuit ID, or multiple circuit IDs. In other words, when submitting an ASR to BellSouth (the provider), the ECCKT is BellSouth's circuit ID. In a manual clarification, the provider's circuit ID (ECCKT) may be referred to in general terms, such as "circuit ID" or "circuit". It also may be referred to in an abbreviated format, such as "CKT". Or, it may be referred to specifically as the "ECCKT". All of these terms are referring to the ECCKT field on the ASR form.

The circuit listed in the ECCKT field is validated against the entry in the CKR field. The CKR (Customer Circuit Reference) field is used to identify the circuit number, or range of circuit numbers, used by the customer. The CKR is used as a cross reference to the provider's circuit ID(s) and in many cases, to identify the customer's end-to-end service.

5.11.2 Resolution

1. Verify that the entries in the ECCKT and CKR fields on the ASR form are correct. BellSouth's circuit should be in the ECCKT field, and the customer's circuit should be in the CKR field.
2. If the entry in the ECCKT or CKR field is not correct, submit a supplement with the correct circuit information listed in the ECCKT and CKR fields.

5.12 CKT

5.12.1 Explanation

CKT is an abbreviation for the provider's (exchange company's) circuit ID, or ECCKT.

5.12.2 Resolution

Please refer to the "ECCKT" section(s) within this document for resolutions related to the circuit.

6. Manual Clarifications (D - E)

6.1 Navigation Tip

This guide provides explanations and resolutions for frequently occurring errors and clarifications. From the top navigation bar, select the topic that interests you.

DDD (Desired Due Date) Must Move Out
DDD (Desired Due Date) On RPOs Must Be The Same
DDD (Desired Due Date) On Weekend or Holiday
ECCKT (CKT) and Address Mismatch
ECCKT (CKT) and CCNA / ACNA Mismatch .
ECCKT (CKT) and CKR Mismatch
ECCKT (CKT) and ICSC Mismatch
ECCKT (CKT) Invalid or Not Found
ECCKT (CKT) Pending Activity

6.2 DDD (Desired Due Date) Must Move Out

6.2.1 Explanation

The DDD field on the ASR form is used to indicate the customer's desired due date (DDD) for performing the service requested on the ASR. The actual due date may be different than the customer's desired due date. The actual due date will be listed on the Firm Order Confirmation (FOC) notification as the confirmed due date (DD).

If an ASR is dependent upon the completion and due date of another ASR, the due date needs to reflect this dependency; otherwise, the due date needs to be extended, or moved out.

6.2.2 Resolution

Submit a supplement to change the due date on the ASR form. If the due date is the only change being made to the ASR, a SUP value of "2" may be used to supplement the ASR. The due date must allow enough time for the service on the dependent ASR to be completed.

6.3 DDD (Desired Due Date) On RPOs Must Be The Same

6.3.1 Explanation

The DDD field on the ASR form is used to indicate the customer's desired due date (DDD) for performing the service requested on the ASR. The actual due date may be different than the customer's desired due date. The actual due date will be listed on the Firm Order Confirmation (FOC) notification as the confirmed due date (DD).

When submitting related ASRs (RPOs), the desired due dates must be the same.

6.3.2 Resolution

SCENARIO: A

The desired due date listed on one of the RPON ASRs is NOT correct. Submit a supplement to correct the desired due date (DDD field) on the appropriate ASR so that the desired due dates for the RPON ASRs are the same. If the desired due date is the only change being made to the ASR, a SUP value of "2" should be used to supplement the ASR.

SCENARIO: B

The desired due dates listed on both of the RPON ASRs are NOT correct. In cases where the desired due date must be changed on both RPON ASRs, a supplement must be submitted for each individual ASR. A supplement to change the desired due date on one ASR does not affect or automatically change the desired due date on the RPON ASR. Two separate supplements are required. Both of the RPON ASRs will remain in Clarification status and will not be processed until the desired due dates on the RPON ASRs match. If the desired due date is the only change being made to the ASRs, a SUP value of "2" should be used to supplement the ASRs.

6.4 DDD (Desired Due Date) On Weekend or Holiday

6.4.1 Explanation

The DDD field on the ASR form is used to indicate the customer's desired due date (DDD) for performing the service requested on the ASR. The actual due date may be different than the customer's desired due date. The actual due date will be listed on the Firm Order Confirmation (FOC) notification as the confirmed due date (DD).

The DDD should fall on business day, not a weekend or holiday.

6.4.2 Resolution

Submit a supplement to change the due date on the ASR form. If only changing the Due Date on the ASR, a SUP value of "2" should be used to supplement the ASR.

6.5 ECCKT (CKT) and Address Mismatch

6.5.1 Explanation

The ECCKT field on the ASR form is used to identify the provider's (exchange company's) circuit ID, or multiple circuit IDs. In other words, when submitting an ASR to BellSouth (the provider), the ECCKT is BellSouth's circuit ID. In a manual clarification, the provider's circuit ID (ECCKT) may be referred to in general terms, such as "circuit ID" or "circuit". It also may be referred to in an abbreviated format, such as "CKT". Or, it may be referred to specifically as the "ECCKT". All of these terms are referring to the ECCKT field on the ASR form.

When disconnecting a circuit, the ECCKT and the address should match. This clarification is generated when the BellSouth service center representative finds a mismatch between the ECCKT (CKT) and the Address.

6.5.2 Resolution

1. Verify that the correct circuit is entered in the ECCKT field on the ASR form. BellSouth's circuit should be in the ECCKT field; whereas, the customer's circuit should be in the CKR field.
2. Verify that the correct address is entered in the address fields on the SALI form.
3. If the ECCKT, CKR or address entries are not correct, submit a supplement to correct the information on the ASR.

6.6 ECCKT (CKT) and CCNA / ACNA Mismatch

6.6.1 Explanation

The ECCKT field on the ASR form is used to identify the provider's (exchange company's) circuit ID, or multiple circuit IDs. In other words, when submitting an ASR to BellSouth (the provider), the ECCKT is BellSouth's circuit ID. In a manual clarification, the provider's circuit ID (ECCKT) may be referred to in general terms, such as "circuit ID" or "circuit". It also may be referred to in an abbreviated format, such as "CKT". Or, it may be referred to specifically as the "ECCKT". All of these terms are referring to the ECCKT field on the ASR form.

The entry in the ECCKT field on the ASR form is validated against the entries in the CCNA and ACNA fields on the ASR form. This validation helps to determine if the circuit listed in the ECCKT field belongs to the provider submitting the ASR, or if the circuit belongs to another provider.

6.6.2 Resolution

1. If you need assistance in determining which customer the circuit belongs to, contact BellSouth's service center. Please note that a BellSouth representative can notify you of the customer that owns the circuit; however, if another customer owns the circuit, the representative cannot provide additional details regarding the circuit.
2. If the circuit is owned by another provider, the customer submitting the ASR is required to obtain and submit a Letter of Authorization (LOA) to BellSouth. Please refer to the "LOA" section of this document for additional details for submitting an LOA to BellSouth.

6.7 ECCKT (CKT) and CKR Mismatch

6.7.1 Explanation

The ECCKT field on the ASR form is used to identify the provider's (exchange company's) circuit ID, or multiple circuit IDs. In other words, when submitting an ASR to BellSouth (the provider), the ECCKT is BellSouth's circuit ID. In a manual clarification, the provider's circuit ID (ECCKT) may be referred to in general terms, such as "circuit ID" or "circuit". It also may be referred to in an abbreviated format, such as "CKT". Or, it may be referred to specifically as the "ECCKT". All of these terms are referring to the ECCKT field on the ASR form.

The circuit listed in the ECCKT field is validated against the entry in the CKR field. The CKR (Customer Circuit Reference) field is used to identify the circuit number, or range of circuit numbers, used by the customer. The

CKR is used as a cross reference to the provider's circuit ID(s) and in many cases, to identify the customer's end-to-end service.

6.7.2 Resolution

1. Verify that the entries in the ECCKT and CKR fields on the ASR form are correct. BellSouth's circuit should be in the ECCKT field; whereas, the customer's circuit should be in the CKR field.
2. If the entry in the ECCKT or CKR field is not correct, submit a supplement with the correct circuit information listed in the ECCKT and CKR fields.

6.8 ECCKT (CKT) and ICSC Mismatch

6.8.1 Explanation

The ECCKT field on the ASR form is used to identify the provider's (exchange company's) circuit ID, or multiple circuit IDs. In other words, when submitting an ASR to BellSouth (the provider), the ECCKT is BellSouth's circuit ID. In a manual clarification, the provider's circuit ID (ECCKT) may be referred to in general terms, such as "circuit ID" or "circuit". It also may be referred to in an abbreviated format, such as "CKT". Or, it may be referred to specifically as the "ECCKT". All of these terms are referring to the ECCKT field on the ASR form.

This clarification is generated when the ICSC processor that receives the ASR cannot process a service request for the circuit entered in the ECCKT field. The circuit entered in the ECCKT field is in a different region than the entry in the ICSC field on the ASR form.

6.8.2 Resolution

1. Verify that the correct circuit is entered in the ECCKT field on the ASR form. BellSouth's circuit should be in the ECCKT field; whereas, the customer's circuit should be in the CKR field.
2. If the ECCKT entry is not correct, submit a supplement with the correct circuit listed in the ECCKT field.
3. If the ECCKT entry is correct, then the ASR was submitted to the wrong processor or processing center. Please refer to the "ICSC: submitted to the wrong processor" section of this document for detailed instructions for correcting this error.

6.9 ECCKT (CKT) Invalid or Not Found

6.9.1 Explanation

The ECCKT field on the ASR form is used to identify the provider's (exchange company's) circuit ID, or multiple circuit IDs. In other words, when submitting an ASR to BellSouth (the provider), the ECCKT is BellSouth's circuit ID. In a manual clarification, the provider's circuit ID (ECCKT) may be referred to in general terms, such as "circuit ID" or "circuit". It also may be referred to in an abbreviated format, such as "CKT". Or, it may be referred to specifically as the "ECCKT". All of these terms are referring to the ECCKT field on the ASR form.

The circuit entered in the ECCKT field on the ASR form is validated against BellSouth's billing system for verification. This clarification is generated when the circuit entered in the ECCKT field was not found in BellSouth's billing system.

6.9.2 Resolution

1. Verify that the entry in the ECCKT field is correct. BellSouth's circuit should be in the ECCKT field; whereas, the customer's circuit should be in the CKR field. Other, common errors include mistyping the entry or not adhering to the required format. Please refer to the Access Service Ordering Guidelines (ASOG) for detailed explanations of acceptable ECCKT formats.
2. If the ECCKT entry is not correct, submit a supplement with the correct circuit listed in the ECCKT field.

6.10 ECCKT (CKT) Pending Activity

6.10.1 Explanation

The ECCKT field on the ASR form is used to identify the provider's (exchange company's) circuit ID, or multiple circuit IDs. In other words, when submitting an ASR to BellSouth (the provider), the ECCKT is BellSouth's circuit ID. In a manual clarification, the provider's circuit ID (ECCKT) may be referred to in general terms, such as "circuit ID" or "circuit". It also may be referred to in an abbreviated format, such as "CKT". Or, it may be referred to specifically as the "ECCKT". All of these terms are referring to the ECCKT field on the ASR form.

The service requested on the ASR cannot be completed because the circuit listed in the ECCKT field of the ASR form has pending activity. This typically means that the service being requested on the ASR has already been requested and is in progress, or another service has been requested.

6.10.2 Resolution

1. Consult your ASR records to determine if another ASR has already been submitted requesting the same service for this circuit.
2. For additional assistance, please contact BellSouth.

7. Manual Clarifications (F - O)

7.1 Navigation Tip

This guide provides explanations and resolutions for frequently occurring errors and clarifications. From the top navigation bar, select the topic that interests you.

ICO / Meet Point Service Requests
ICSC: Submitted To The Wrong Processor
LCON Invalid or Missing
LOA Required
LTP and SECLOC Mismatch
Meet Point / ICO Service Requests
Missed Appointment: Cancellation Policy
NC / NCI / SECNCI Invalid
NC / NCI / SECNCI Missing
NC and SECLOC Mismatch

7.2 ICO / Meet Point Service Requests

7.2.1 Explanation

ICO / Meet Point service requests are issued when access service passes through more than one provider territory, and therefore involves an Independent Company (ICO).

The following information should be provided for ICO / Meet Point service requests:

- The Access Service Coordination Exchange Company (ASC-EC) must be entered in the ASC-EC field on the ASR form. The ASC-EC field on the ASR form is used to indicate that multiple providers are involved in providing the access service. The Exchange Company listed in the ASC-EC field is considered to be the customer "in control" or "in charge".
- The Other Exchange Company (OTC) providing the PRILOC and/or SECLOC termination must be entered in the OTC field on the required service specific form (e.g., Transport / SPE, End User Special Access / EUSA, WAT, or Ring form) as well on any of the conditionally required forms that may be included with the ASR (i.e., MSL or ARI form).
- The serving wire center of the Independent Company (ICO) for the end user location must be entered in the ICOL field on the SALI form. (Note: If the ICOL field on the SALI form is blank for an ICO / Meet Point service request, a fatal error is generated and the ASR is not accepted by BellSouth's system).
- The "Multiple Exchange Company" form of the ASR is required for ICO / Meet Point service request. This form is also commonly referred to as the "Multi-EC", "MEC", or "ICMEC" form.

The following clarifications are commonly issued on ICO / Meet Point service request.

SCENARIO A: Who is in charge / control?

The Access Exchange Company listed in the ASC-EC field is considered to be the customer "in control" or "in charge". This clarification is typically generated when some of the required ICO / Meet Point information is included on the ASR, but the ASC-EC field on the ASR form is either blank, or the entry is not recognized.

SCENARIO B: ICO / Meet Point info missing.

This clarification is generated when the required ICO / Meet Point information is not included on the ASR. The following information must be provided for ICO / Meet Point service request:

- The ASC-EC field on the ASR form.
- The OTC field on the required service specific form (e.g., Transport / SPE, End User Special Access / EUS, WAT, or Ring form) as well on any of the conditionally required forms that may be included with the ASR (i.e., MSL or ARI form).
- The ICOL field on the SALI form. (Note: If the ICOL field on the SALI form is blank for an ICO / Meet Point service request, a fatal error is generated and the ASR is not be accepted by BellSouth's system).
- The MEC form of the ASR is required.

SCENARIO C: ICO / Meet Point info provided, but is not Meet Point service request.

This clarification is generated when some of the information required for an ICO / Meet Point service request is included on the ASR, but the service request does not appear involve an ICO or Meet Point.

7.2.2 Resolution

For all scenarios, an ASR must be submitted to both companies involved in the ICO / Meet Point arrangement.

SCENARIO A: Who is in charge / control?

A supplement cannot be issued to change the entry in the ASC-EC field on the ASR form. If the ASC-EC field on the ASR form is missing or invalid, the ASR must be cancelled and re-issued. To cancel the ASR, submit a supplement with a "1" entered in the SUP field on the ASR form. Re-issue and resubmit the ASR.

SCENARIO B: ICO / Meet Point info missing

To submit an ASR involving Meet Point / ICO, populate the ASR as follows and resubmit the ASR:

1. Enter the Access Service Coordination - Exchange Company in the ASC-EC field on the ASR form.
2. Enter the Other Exchange Company providing the PRILOC and/or SECLOC termination in the OTC field on the required service specific form (i.e., Transport / SPE, End User Special Access / EUS, WAT, or Ring form) as well on any of the conditionally required forms that may be included with the ASR (i.e., MSL or ARI).
3. Enter the CLLI code for ICO's serving wire center in the ICOL field on the SALI form.
4. Enter a valid address in the address fields on the SALI form. (Note: BellSouth cannot validate an address in ICO territory).
5. The Multi-Exchange Carrier form of the ASR is also required.

SCENARIO C: ICO / Meet Point info provided, but is not Meet Point service request

To submit an ASR without Meet Point / ICO, submit a supplement and populate the ASR as follows:

1. The ASC-EC field on the ASR form must be blank. ASCEC should only be populated for ICO / Meet Point service requests. (Note: If the ASC-EC field is populated on the ASR, the ASR must be cancelled. A supplement cannot be submitted to remove the entry in the ASC-EC field.)
2. The OTC field must be blank on the required service specific form (i.e., Transport / SPE, End User Special Access / EUS, WAT, or Ring form) as well on any of the conditionally required forms that may be included with the ASR (i.e., MSL or ARI).
3. The ICOL field on the SALI form must be blank.
4. The Multi-Exchange Company (MEC) form of the ASR should not be submitted.

7.3 ICSC: Submitted To The Wrong Processor

7.3.1 Explanation

The ASR was submitted to the wrong processor, or processing center, because the entry in the ICSC field was incorrect. This clarification may be presented or explained in any of the following ways:

- Incorrect or Invalid ICSC
- Wrong processor
- Wrong center
- ICSC / ACTL mismatch
- ICSC / CFA mismatch
- ICSC / ECCKT (CKT) mismatch

7.3.2 Resolution

The valid ICSC codes and corresponding states are as follows:

- SB01 - Georgia
- SB02 - North Carolina, South Carolina
- SB03 - North Florida
- SB04 - South Florida
- SC01 - Alabama
- SC02 - Kentucky
- SC03 - Louisiana
- SC04 - Mississippi
- SC05 - Tennessee

If the ICSC code is being changed the ASR must be cancelled and re-issued.

7.4 LCON Invalid or Missing

7.4.1 Explanation

The LCON field must contain the name of the local contact who will provide access to the service location at the time of installation or disconnection. The LCON's phone number must be entered in the ACTEL field. Both fields are located on the SALI form. This critical information must be provided and accurate for a successful ASR submission.

7.4.2 Resolution

Supplement the ASR to provide accurate LCON contact information.

1. Populate the LCON field on the SALI form with the name of the local contact.
2. Populate the ACTEL field on the SALI form with a valid phone number for the LCON.

7.5 LOA Required

7.5.1 Explanation

A Letter of Authorization (LOA) is required when utilizing another customer's facilities (ACTL / CFA). An LOA is a letter from the customer who owns the facilities (ACTL / CFA) granting permission for the customer submitting the ASR to utilize their facilities (ACTL / CFA) for the specific activity requested on the ASR. The customer that owns the facilities (ACTL / CFA) is referred to as the authorizing agent.

7.5.2 Resolution

Obtain an LOA from the authorizing agent and submit the LOA to BellSouth's service center via FAX. The LOA must be written on the authorizing agent's company letterhead and must include a description of the facilities authorized for use (e.g., CFA, SLOT, etc.), as well as the name, phone number, and signature of the authorizing agent. Also, including the PON for the ASR accelerates processing time.

When using another customer's facilities, be sure to adhere to the following ASR rules:

- Verify that the first 8 characters of the CLLI code entered in the ACTL field are exactly the same as the first eight characters of the ACTL CLLI code entered within the CFA field.
- Enter the other customer's ACTL in the APOT (Additional Point of Termination) field on the ASR form.
- Enter "C" in the AI (Additional Point of Termination Indicator) field on the ASR form.
- Add comments in the remarks (RMKS) field indicating whether an LOA is on file with BellSouth or is being sent to BellSouth. This will initiate the verification process and accelerate ASR processing time.
- Submit the LOA to the BellSouth service center via FAX.

7.6 LTP and SECLOC Mismatch

7.6.1 Explanation

The SECLOC (Secondary Location) field is used to identify the terminating end of a circuit, a provider end / central office, or the first point of switching for the circuit being provided. If the Secondary Location is a CLLI code, then the SECLOC field should contain the CLLI code.

The LTP (Local Transport) field on the ASR form is used to identify the switched access local transport elements affected by this service request. Below are some examples of the most common clarifications generated for SECLOC / LTP mismatch:

- The entry in the LTP field is invalid for an end office SECLOC.
- The entry in the LTP field cannot begin with D or E when the SECLOC is a tandem.
- If the first position of the LTP entry is L or M, then the SECLOC must be a tandem.

7.6.2 Resolution

Please consult the tables below to determine the correct entry for the first position of the LTP field:

For ASR Request Type (REQTYP) A and where LINES are being ordered:				
Is the Local Channel New / Existing	Is Transport New / Existing / None	If New Transport, is Transport being ORD DISC as Common / Dedicated	To the End Office / Tandem SECLOC	1st Position of "LTP" Should Be:
New	New	Dedicated	End Office	D
Existing	New	Dedicated	End Office	E
Existing	Existing	N/A	End Office	F

For ASR Request Type (REQTYP) M and where TRUNKS are being ordered:				
Is the Local Channel New / Existing	Is Transport New / Existing / None	If New Transport, is Transport being ORD DISC as Common / Dedicated	To the End Office / Tandem SECLOC	1st Position of "LTP" Should Be:
New	New	Dedicated	End Office	D
Existing	New	Dedicated	End Office	E
Existing	Existing	N/A	EO or Tandem	F

For ASR Request Type (REQTYP) M and where TRUNKS are being ordered:				
Is the Local Channel New / Existing	Is Transport New / Existing / None	If New Transport, is Transport being ORD DISC as Common / Dedicated	To the End Office / Tandem SECLOC	1st Position of "LTP" Should Be:
Existing	New	Dedicated	Tandem	L
New	New	Dedicated	Tandem	M

For ASR Request Type (REQTYP) S and where NO LINES or TRUNKS are being ordered:				
Is the Local Channel New / Existing	Is Transport New / Existing / None	If New Transport, is Transport being ORD DISC as Common / Dedicated	To the End Office / Tandem SECLOC	1st Position of "LTP" Should Be:
New	None	None	None	A
New	New	Dedicated	End Office	G
Existing*	New	Dedicated	End Office	H
Existing**	New	Dedicated	None	J
New	New	Dedicated	None	K

* Existing here means either the Local Channel (LC) is ordered at the same time (but on a separate ASR) with Dedicated Transport or that the LC is already in place.

** LTP value of "N" may be applicable when ordering Switched Access Services other than lines, trunks, or facilities.

For ASR Request Type (REQTYP) A:
BellSouth Valid Combinations for 1st and 2nd Positions of LTP
DF, EA, EC, EF, FB, FC, FF

For ASR Request Type (REQTYP) M:
BellSouth Valid Combinations for 1st and 2nd Positions of LTP
DF, EA, EC, EF, FB, FC, FD, FE, FF, LA, LF, MF

For ASR Request Type (REQTYP) S:
BellSouth Valid Combinations for 1st and 2nd Positions of LTP
AF, GF, HA, HC, HF, JA, JC, JF, KF

Please consult the table below to determine the correct entry for the second position of the LTP field (note: LC = Local Channel, DT = Dedicated Transport):

Are BellSouth SPA Facilities Being Used?	And If	2nd Position of LTP Should Be:
Yes	LC rides BellSouth SPA	A
Yes	DT rides BellSouth SPA	B
Yes	DT and LC ride BellSouth SPA	C
No	No, Indicates Switched Access Facilities are Being Used	F

LTP Field - 3rd Position	
If the Level of the Local Channel is:	Then the 3rd Position of LTP Would Be:
Voice Grade	0
DS1 Capacity	1
DS3 Capacity	3

LTP Field - 4th Position	
If the Level of the Transport is:	Then the 4th Position of LTP Would Be:
Voice Grade	0
DS1 Capacity	1
DS3 Capacity	3

Requests for Changes or Disconnects	
If a Customer Desires to submit a request for a:	Then the first two positions of LTP should indicate:
Change of Service	What is being requested on the service going in.
Disconnect of Service	What is to be disconnected

7.7 Meet Point / ICO Service Requests

7.7.1 Explanation

Please refer to "ICO / Meet Point service requests" within the Manual Clarifications section of this document.

7.7.2 Resolution

Please refer to "ICO / Meet Point service requests" within the Manual Clarifications section of this document.

7.8 Missed Appointment: Cancellation Policy

7.8.1 Explanation

The BellSouth ICSC reserves the right to cancel an ASR per BellSouth's Clarification or Missed Appointment policies. BellSouth has the right to cancel an ASR if either of the following criteria are met:

1. The ASR remains in clarification status for 10 business days without a response or supplement from the customer. The ASR will be cancelled on the 11th business day.
2. The appointment (due date) for the ASR is missed, a new due date is not established within 30 days of the original due date, and the customer does not accept 31-day billing. The ASR will be cancelled on the 31st business day.

The Service Center issues clarifications for notification that your ASR is still in clarification status and that it will be cancelled if a response or supplement is not received before a specified date. The center also issues clarifications to remind / notify you when an appointment (due date) for an ASR is missed; this clarification will request that you issue a supplement to establish a new due date to avoid the ASR being cancelled. If you do not respond with a supplement by the specified date, BellSouth reserves the right to cancel the ASR.

Note for CAFE users: The ASR status in CAFE is not automatically updated in cases where BellSouth cancels the ASR.

For additional information regarding BellSouth's Missed Appointment or Clarification Policy, contact your BellSouth service center.

7.8.2 Resolution

To avoid BellSouth canceling an ASR:

Check the status of your ASR regularly. Utilize BellSouth's Common Access Front End (CAFE) system to regularly check the status of your ASR (s).

Anyone can use BellSouth's CAFE system to check the status of an ASR, or multiple ASRs. If you use CAFE to submit your ASRs, then the status of the 50 most recently submitted ASRs will always be displayed on the first, main menu screen within the CAFE system. Additionally, you can utilize CAFE's reporting functionality to generate a list of ASRs based on specific criteria, such as date submitted, CCNA, PON, or ASR number.

CAFE is accessible via the Internet at <https://cafe.bellsouth.com>. Contact your BellSouth Account Team to request a CAFE user ID and password.

Once the ICSC has cancelled an ASR:

Re-issue and submit a new ASR. The new ASR must have a unique PON.

7.9 NC / NCI / SECNCI Invalid

7.9.1 Explanation

The NC field is used to identify the Network Channel Code for the circuit(s) involved. The Network Channel Code (NC) describes the channel provided from the customer's ACTL / Primary Location to the Central Office Switch.

The NCI field is used to identify the Network Channel Interface Code. The Network Channel Interface Code (NCI) describes the electrical conditions on the circuit at the ACTL / Primary Location.

The SECNCI field is used to identify the Network Channel Interface Code for the Secondary Location. The Secondary Network Channel Interface Code (SECNCI) describes the electrical conditions on the circuit at the Secondary ACTL or end user location.

Not only do the individual fields (NC, NCI, SECNCI) have to be valid codes, but the combination of the NC, NCI, and SECNCI codes used on the ASR has to be valid as well. For example, clarifications may be issued for the following cases:

- NC invalid
- NCI invalid
- SECNCI invalid
- NC / NCI combination invalid
- NC / SECNCI combination invalid
- NCI / SECNCI combination invalid

7.9.2 Resolution

Validate NC / NCI / SECNCI combinations before submitting the ASR to BellSouth. You can quickly and conveniently validate the NC / NCI / SECNCI combination using BellSouth's Common Access Front End (CAFE) system. CAFE will not only validate the NC / NCI / SECNCI combination, but will also provide a description of what is being ordered using the NC / NCI / SECNCI combination. CAFE also returns a list of valid 4 character NC codes based on the first 3 characters entered by the customer. Once the valid NC is selected, CAFE returns a list of the valid NCI and SECNCI codes associated with the particular NC code.

Anyone can use BellSouth's CAFE system to perform pre-order validations free of charge. The NC / NCI / SECNCI combination can be validated in CAFE regardless of whether or not the ASR is submitted via the CAFE system. CAFE is accessible via the Internet at <https://cafe.bellsouth.com>. Contact your BellSouth Account Team representative to request a CAFE user ID and password.

Please note a BellSouth representative cannot provide advice about the appropriate NC / NCI / SECNCI combination for your ASR. If necessary, please refer to your internal system engineers and designers with questions regarding which NC / NCI / SECNCI combination is appropriate for your particular ASR. CAFE is accessible via the Internet at <https://cafe.bellsouth.com>. Contact your BellSouth Account Team to request a CAFE user ID and password.

For additional information regarding NC / NCI / SECNCI pre-order validations:

1. Refer to the Access Online Ordering Tutorial for step-by-step instructions on validating NC / NCI / SECNCI combinations in CAFE.
2. Refer to the NC / NCI / SECNCI tables and information provided by your BellSouth Account Team representative.

7.10 NC / NCI / SECNCI Missing

7.10.1 Explanation

The NC field is used to identify the Network Channel Code for the circuit(s) involved. The Network Channel Code (NC) describes the channel provided from the customer's ACTL / Primary Location to the Central Office Switch.

The NCI field is used to identify the Network Channel Interface Code. The Network Channel Interface Code (NCI) describes the electrical conditions on the circuit at the ACTL / Primary Location.

The SECNCI field is used to identify the Network Channel Interface Code for the Secondary Location. The Secondary Network Channel Interface Code (SECNCI) describes the electrical conditions on the circuit at the Secondary ACTL or end user location.

This clarification is generated when the NC, NCI, and / or SECNCI field is required and is not provided on the ASR. The business rules for when the NC, NCI, and SECNCI fields are required vary by service request type (e.g., Trunking, Transport / SPE, End User Special Access / EUS, FGA, WAT, and Ring) ; however, typically when the NC is required, the NCI is required as well. The NC is always required when the ACT field on the ASR form is "N" or "T". Please see the resolution description below for additional details regarding the rules specifying when the NC, NCI, and SECNCI fields are required for the various service request types.

7.10.2 Resolution

The business rules specifying when the NC, NCI, and SECNCI fields are required vary by service request type. Below is a high-level overview of when these fields are required for various service request types. Please refer to the Access Service Order Guidelines (ASOG) for a comprehensive explanation of the ordering business rules for these fields.

Trunking service request:

- NC and NCI fields on the Trunking form are required when the ACT field on the ASR form is "N" or "C".

Transport (SPE) service request:

- NC and NCI fields on the Transport (SPE) form are required when the ACT field on the ASR form is "N", "C", or "T".
- SECNCI field on the Transport (SPE) form is required for two-point service when the ACT field on the ASR form is "N", "C", or "T".

End User Special Access (EUS) service request:

- NC and NCI fields on the EUS form are required when the ACT field on the ASR form is "N", "C", or "T".

- SECNCI field on the EUS form is usually required for two-point service when the ACT field on the ASR form is "N", "C", or "T".

Feature Group A (FGA) service request:

- NC and NCI fields on the FGA form are required when the ACT field on the ASR form is "N" or "C".

WAT service request:

- NC and SECNCI fields on the WAT form are required when the ACT field on the ASR form is "N", "C", or "T".

Ring service request:

- NC, NCI, SECNCI fields on the RING form are usually required when the ACT field on the ASR form is "N" or "C".

7.11 NC and SECLOC Mismatch

7.11.1 Explanation

The Network Channel Code (NC) describes the channel provided from the customer's ACTL / Primary Location to the Central Office Switch / Secondary Location (SECLOC). The NC code that describes the type of circuit must coincide with the SECLOC. For example, if the NC code is for switched access that terminates at a tandem, then the SECLOC must be a tandem. Below are examples of the most common clarifications for SECLOC and NC mismatch.

EXAMPLE 1:

- Cannot have an NC code of SH when the SECLOC isn't a tandem location.

EXAMPLE 2:

- Cannot have a SECLOC as a CLLI code when the NC code is HC--.

EXAMPLE 3:

- Cannot have a SECLOC as a CLLI code when the NC code is HF--.

EXAMPLE 4:

- Cannot have SECLOC address when the NC code indicates MUXING.

7.11.2 Resolution

EXAMPLE 1:

- **Cannot have an NC code of SH when the SECLOC is not a tandem location.**
1. If the NC code is SH, the SECLOC must be a tandem. Submit a supplement to correct the entry in the SECLOC field.

2. If the SECLOC is not a tandem, then the NC code should not begin with SH. Submit a supplement to correct the entry in the NC field.*

EXAMPLE 2:

- **Cannot have a SECLOC as a CLI code when the NC code is HC--.**
 1. If the NC code is HC--, then the SECLOC must have a SECLOC address. Submit a supplement to correct the entry in the SECLOC field. Enter "E" in the SECLOC field. Also, when the SECLOC is an end user, the SALI form is required and the end user address must be entered on the SALI form.
 2. If the SECLOC is a CLI code, then the NC code should not be HC--. Submit a supplement to correct the entry in the NC field. The NC code must end with M, D, or O in order to have a SECLOC CLI.* Also, when the SECLOC is a CLI, the end user address / SALI form is not required.

EXAMPLE 3:

- **Cannot have a SECLOC as a CLI code when the NC code is HF--.**
 1. If the NC code is HF--, then the SECLOC must have a SECLOC address. Submit a supplement to correct the entry in the SECLOC field. Enter "E" in the SECLOC field. Also, when the SECLOC is an end user, the SALI form is required and the end user address must be entered on the SALI form.
 2. If the SECLOC is a CLI code, then the NC code should not be HF--. Submit a supplement to correct the entry in the NC field. The NC code must end with M, D, or O in order to have a SECLOC CLI.* Also, when the SECLOC is a CLI, the end user address / SALI form is not required.

EXAMPLE 4:

- **Cannot have SECLOC address when the NC code indicates MUXING.**
 1. If MUXING, then the SECLOC must be a CLI code. Submit a supplement to correct the entry in the SECLOC field. Please refer to the "SECLOC invalid" section of this document for additional details regarding correctly formatting the SECLOC CLI entry. Also, when the SECLOC is a CLI, the end user address / SALI form is not required.
 2. If not MUXING, then the SECLOC can be an end user address. Submit a supplement to correct the entry in the NC code.* Also, when the SECLOC is an end user, the SALI form is required and the end user address must be entered on the SALI form.

NOTE: * BellSouth cannot advise as to the correct NC code to use for your particular ASR. Please refer to the "SECNCI" and the "NC / NCI / SECNCI" sections of this document for additional details and resources for obtaining valid NC, NCI, and SECNCI codes.

8. Manual Clarifications (P - Z)

8.1 Navigation Tip

This guide provides explanations and resolutions for frequently occurring errors and clarifications. From the top navigation bar, select the topic that interests you.

RPON In Error or Clarification Status
RPON Invalid or Not Found
RPON Must Have Same Due Date
RPON Not Needed
SCFA .
SECLOC and ACTL Mismatch
SECLOC and CFA Mismatch
SECLOC Invalid
SECLOC and LTP Mismatch
SECLOC and NC Mismatch
SECNCI
TSC Invalid or Not Found

8.2 RPON in Error or Clarification Status

8.2.1 Explanation

The RPON field is used to identify the Purchase Order Number (PON) of a related ASR (RPON).

This clarification is generated when the RPON ASR associated with this ASR is in error or clarification status. The error or clarification on the RPON must be resolved before this ASR can be processed.

Example:

Two ASRs are submitted, each with a unique PON. Because the ASRs are related, each ASR would list the other's PON in the RPON field on the ASR form. If either of the ASRs receive an error or clarification, the error or clarification will interrupt processing of both ASRs. The error or clarification must be resolved before either of the related ASRs (RPONs) can be processed.

8.2.2 Resolution

1. Locate the related ASR by utilizing the PON listed in the RPON field on the ASR form.
2. Review and resolve the clarification or error generated on the related ASR.

8.3 RPON Invalid or Not Found

8.3.1 Explanation

The RPON field is used to identify the Purchase Order Number (PON) of a related ASR (RPON).

This clarification is generated when the PON listed in the RPON field of the ASR form is not found in BellSouth's records of submitted ASRs. This could be a result of mistyping the RPON entry, or not submitting the RPON ASR in a timely manner.

8.3.2 Resolution

1. Verify that the PON listed in the RPON field is correct.
2. If the RPON entry is incorrect, submit a supplement to correct the RPON field.
3. If the RPON entry is correct, verify that the related ASR has been submitted.
4. If the related ASR has not been submitted, submit the RPON ASR.
5. If the related ASR has been submitted, contact the ICSC for assistance.

8.4 RPON Must Have Same Due Date

8.4.1 Explanation

The RPON field is used to identify the Purchase Order Number (PON) of a related ASR (RPON).

This clarification is generated when two RPON ASRs are submitted with different due dates. RPON ASRs must have the same due date.

8.4.2 Resolution

SCENARIO A:

The desired due date listed on one of the RPON ASRs is NOT correct. Submit a supplement to correct the desired due date (DDD field) on the appropriate ASR so that the due dates for the RPON ASRs are the same. If only changing the desired due date on the ASR, a SUP value of "2" should be used to supplement the ASR.

SCENARIO B:

The desired due dates listed on both of the RPON ASRs are NOT correct.

In cases where the desired due date must be changed on both RPON ASRs, a supplement must be submitted for each individual ASR. One supplement to change the desired due date on one ASR does not affect or automatically change the desired due date on the RPON ASR. Two separate supplements are required. Both of the RPON ASRs will remain in Clarification status and will not be processed until the desired due dates on the RPON ASRs match. If the desired due date is the only change being made to the ASRs, a SUP value of "2" should be used to supplement the ASRs.

8.5 RPON Not Needed

8.5.1 Explanation

The RPON field is used to identify the Purchase Order Number (PON) of a related ASR (RPON). The PON for the related ASR must be entered in the RPON field on the ASR form, rather than in the Remarks (RMKS) field.

This clarification is typically generated when two RPON ASRs -- a disconnect (ACT = "D") ASR and a new connect (ACT = "N") ASR -- are submitted to change the ACTL. If the first eight characters of the ACTL are NOT changing, or if the primary location's LSO (NPA/NXX) is not changing, it is NOT necessary to submit two RPON ASRs -- a disconnect (ACT = "D") and a new connect (ACT = "N"). In the case where the first eight characters of the ACTL are not changing, or the primary location's LSO (NPA/NXX) is not changing, only one ASR should be submitted requesting a change service request activity (ACT = "C").

8.5.2 Resolution

1. Cancel the disconnect request (ASR with ACT = "D") by submitting a supplement with "1" in the SUP field on the ASR form.
2. Cancel the new connect request (ASR with ACT = "N") by submitting a supplement with "1" in the SUP field on the ASR form.
3. Create and submit a change request (ASR with ACT = "C") to request the service change. The ASR requesting the service change must contain a unique PON.

8.6 SCFA

8.6.1 Explanation

Please refer to "CFA / SCFA" within the Manual Clarifications section of this document.

8.6.2 Resolution

Please refer to "CFA / SCFA" within the Manual Clarifications section of this document.

8.7 SECLOC and ACTL Mismatch

8.7.1 Explanation

The SECLOC (Secondary Location) field is used to identify the terminating end of a circuit, a provider end / central office, or the first point of switching for the circuit being provided. If the Secondary Location is a CLLI code, then the SECLOC field should contain the CLLI code. If the Secondary Location is an end user address, then an "E" must be entered in the SECLOC field and the address fields on the SALI form are required.

The end user address for the SECLOC is listed on the SALI form of the ASR. The address listed on the SALI form is commonly referred to as the "End User Address" or the "SECLOC Address". This address is validated against BellSouth's Regional Street Address Guide (RSAG) database.

This clarification is typically generated for one of the following reasons:

- The incorrect CLLI code was entered in the ACTL field on the ASR form.
- The incorrect CLLI code was entered in the SECLOC field.
- The incorrect SECLOC End User Address was entered in the address fields on the SALI form.
- The ACTL and SECLOC entries are valid, but do not match or are in different LATAs.

8.7.2 Resolution

1. Verify that the entry in the ACTL field on the ASR form is correct. Please refer to the "ACTL invalid" section of this document for detailed instructions for using a valid ACTL.
2. Verify that the entry in the SECLOC field is correct. Please refer to the "SECLOC invalid" section of this document for additional details regarding using a valid SECLOC.
3. If the SECLOC is an end user, verify that the correct address is entered in the end user address fields on the SALI form.
4. Verify that the addresses for the ACTL and the SECLOC are in the same LATA by using the LSO (NPA/ NXX).
5. Submit a supplement to correct the ACTL field on the ASR form, the SECLOC field, and the address fields listed on the SALI form.

8.8 SECLOC and CFA Mismatch

8.8.1 Explanation

The SECLOC (Secondary Location) field is used to identify the terminating end of a circuit, a provider end / central office, or the first point of switching for the circuit being provided. If the Secondary Location is a CLLI code, then the SECLOC field should contain the CLLI code. If the Secondary Location is an end user address, then an "E" must be entered in the SECLOC field and the address fields on the SALI form are required.

The CFA / SCFA and the SECLOC must match. This error is generated when the first eight characters of the CLLI code entered in the SECLOC field do not match the first eight characters of either the CLLI A or CLLI Z location entered in the CFA / SCFA field.

8.8.2 Resolution

1. If the SECLOC field contains a CLLI code, verify that the first eight characters of the CLLI code entered in the SECLOC field are exactly the same as the first eight characters of either the CLLI A or CLLI Z location entered in the CFA field.
2. If the SECLOC field contains an "E" indicating end user, then verify that the address for the end user matches the address for either the CLLI A or CLLI Z location of the CFA.

3. If the entry in the SECLOC field is incorrect, submit a supplement to correct the entry in the SECLOC field.
4. If the entry in the CFA field is incorrect, submit a supplement to correct the entry in the CFA field. When submitting a supplement to change the CFA, be sure to adhere to the following rules:
 - a. All 11 characters of the CLLI code entered in the ACTL field must be exactly the same as all of 11 characters of the ACTL CLLI code entered within the CFA field, unless the CFA belongs to another customer.
 - b. If the CFA belongs to another customer, then the first 8 characters of the CLLI code entered in the ACTL field must be exactly the same as the first eight characters of the ACTL CLLI code entered within the CFA field. Please refer to the "ACTL - CCNA for this ACTL" section of this document for additional details and business rules regarding using another customer's facilities (i.e., CFA).

8.9 SECLOC Invalid

8.9.1 Explanation

The SECLOC (Secondary Location) field is used to identify the terminating end of a circuit, a provider end / central office, or the first point of switching for the circuit being provided. If the Secondary Location is a CLLI code, then the SECLOC field should contain the CLLI code. If the Secondary Location is an end user address, then an "E" must be entered in the SECLOC field and the address fields on the SALI form are required.

The end user address for the SECLOC is listed on the SALI form of the ASR. The address listed on the SALI form is commonly referred to as the "End User Address" or the "SECLOC Address". This address is validated against BellSouth's Regional Street Address Guide (RSAG) database.

This clarification may be generated when either the entry in the SECLOC field is invalid or the "SECLOC address" listed on the SALI form cannot be successfully validated. This is the same as the clarification for "Address invalid or missing".

8.9.2 Resolution

1. If the SECLOC is a CLLI code, please refer to "SECLOC: CLLI invalid" within the Soft Errors section of this document for a detailed description of this error and resolution. Otherwise, continue to step #2.
2. If the SECLOC is an end user, verify that there is only an "E" in the SECLOC field.
3. If the SECLOC is an end user, enter a valid address in the address fields on the SALI form. Please refer to "Address invalid or missing" section of this document for details on obtaining a valid address.
4. Submit a supplement to correct the entries in the SECLOC and/or address fields of the ASR.

8.10 SECLOC and LTP Mismatch

8.10.1 Explanation

Please refer to "LTP and SECLOC mismatch" within the Manual Clarifications section of this document.

8.10.2 Resolution

Please refer to "LTP and SECLOC mismatch" within the Manual Clarifications section of this document.

8.11 SECLOC and NC Mismatch

8.11.1 Explanation

The Network Channel Code (NC) describes the channel provided from the customer's ACTL / Primary Location to the Central Office Switch / Secondary Location (SECLOC). The NC code that describes the type of circuit must coincide with the SECLOC. For example, if the NC code is for switched access that terminates at a tandem, then the SECLOC must be a tandem. Below are examples of the most common clarifications for SECLOC and NC mismatch.

EXAMPLE 1:

- Cannot have an NC code of SH when the SECLOC isn't a tandem location.

EXAMPLE 2:

- Cannot have a SECLOC as a CLLI code when the NC code is HC--.

EXAMPLE 3:

- Cannot have a SECLOC as a CLLI code when the NC code is HF--.

EXAMPLE 4:

- Cannot have SECLOC address when the NC code indicates MUXING.

8.11.2 Resolution

EXAMPLE 1:

- Cannot have an NC code of SH when the SECLOC is not a tandem location.
 - a. If the NC code is SH, the SECLOC must be a tandem. Submit a supplement to correct the entry in the SECLOC field.
 - b. If the SECLOC is not a tandem, then the NC code should not begin with SH. Submit a supplement to correct the entry in the NC field.*

EXAMPLE 2:

- Cannot have a SECLOC as a CLLI code when the NC code is HC--.
 - a. If the NC code is HC--, then the SECLOC must have a SECLOC address. Submit a supplement to correct the entry in the SECLOC field. Enter "E" in the SECLOC field. Also, when the SECLOC is an end user, the SALI form is required and the end user address must be entered on the SALI form.
 - b. If the SECLOC is a CLLI code, then the NC code should not be HC--. Submit a supplement to correct the entry in the NC field. The NC code must end with M, D, or O in order to have a

SECLOC CLLI.* Also, when the SECLOC is a CLLI, the end user address / SALI form is not required.

EXAMPLE 3:

- Cannot have a SECLOC as a CLLI code when the NC code is HF--
 - a. If the NC code is HF--, then the SECLOC must have a SECLOC address. Submit a supplement to correct the entry in the SECLOC field. Enter "E" in the SECLOC field. Also, when the SECLOC is an end user, the SALI form is required and the end user address must be entered on the SALI form.
 - b. If the SECLOC is a CLLI code, then the NC code should not be HF--. Submit a supplement to correct the entry in the NC field. The NC code must end with M, D, or O in order to have a SECLOC CLLI.* Also, when the SECLOC is a CLLI, the end user address / SALI form is not required.

EXAMPLE 4:

- Cannot have SECLOC address when the NC code indicates MUXING.
 - a. If MUXING, then the SECLOC must be a CLLI code. Submit a supplement to correct the entry in the SECLOC field. Please refer to "SCENARIO A: SECLOC Invalid" for additional details regarding correctly formatting the SECLOC CLLI entry. Also, when the SECLOC is a CLLI, the end user address / SALI form is not required.
 - b. If not MUXING, then the SECLOC can be an end user address. Submit a supplement to correct the entry in the NC code.* Also, when the SECLOC is an end user, the SALI form is required and the end user address must be entered on the SALI form.

* Please note that BellSouth cannot advise as to the correct NC code to use for your particular ASR. Please refer to the "SECNCI" and the "NC / NCI / SECNCI" sections of this document for additional details and resources for obtaining valid NC, NCI, and SECNCI codes.

8.12 SECNCI

8.12.1 Explanation

Please refer to "NC / NCI / SECNCI" clarification and the "SECNCI" soft error sections of this document.

8.12.2 Resolution

Please refer to "NC / NCI / SECNCI" clarification and the "SECNCI" soft error sections of this document.

8.13 TSC Invalid or Not Found

8.13.1 Explanation

The Two Six Code (TSC) is entered on the ASR form to identify a code assigned to a trunk group or CCS Link Set. BellSouth assigns a TSC to trunk groups and CCS Link Sets. BellSouth provides the TSC for the trunk group or CCS Link Set on the Firm Order Confirmation (FOC) that is sent to the customer. It is the responsibility of

the customers to maintain a record of valid TSCs assigned for their trunk groups and CCS Link Sets. The valid TSC will be needed when making any changes to the trunk group or CCS Link Set.

This clarification is generated when the entry in the TSC provided on the ASR form is invalid or not found in the database that is used to validate Two Six Codes (TSCs) for the trunk group or CCS Link Set.

8.13.2 Resolution

1. Customer should refer to their records of assigned TSCs to verify that the correct TSC is provided on the ASR.
2. Verify that the TSC is not mistyped on the ASR.
3. Submit a supplement to provide a valid TSC for the trunk group or CCS Link Set.

9. Conclusion

9.1 Conclusion

Many documents exist to assist customers with submitting ASRs and resolving errors and clarifications. Errors and clarifications can be best prevented by utilizing BellSouth's CAFE system to perform pre-order validations, submitting ASRs utilizing CAFE, and consulting the Access Service Ordering Guidelines (ASOG) prior to submitting an ASR.

Below is a list of several additional available resources:

- CAFE User Guide
- <http://www.interconnection.bellsouth.com>
- <http://my.Interconnection.BellSouth.com>
- Access Online Ordering Tutorial
- Access Order Form Selection Tool

10. Acronyms

10.1 Acronyms

Acronym	Full Name
ACNA	Access Customer Name Abbreviation
ACT	Activity Type
ACTEL	Access Telephone Number
ACTL	Access Carrier Terminal Location
AI	Additional Point of Termination Indicator
APOT	Additional Point of Termination
ARI	Additional Ring (form within the ASR)
ASC-EC	Access Service Coordination-Exchange Company
ASOG	Access Service Order Guidelines
ASR	Access Service Request
BAN	Billing Account Number
BST	BellSouth Telecommunications
CABS	Carrier Access Billing System
CAFE	Common Access Front End
CC	Company Code
CCNA	Carrier Customer Name Abbreviation
CCS	Common Channel Signaling
CFA	Connecting Facility Assignment
CKR	Customer Circuit Reference
CKT	Circuit (Exchange Company's Circuit ID)
CLEC	Competitive Local Exchange Carrier
CLLI	Common Language Location Identifier
CO	Central Office
CRIS	Customer Records Information System
CSOTS	CLEC Service Order Tracking System
DD	Due Date
DDD	Desired Due Date
DEMARC	Demarcation Point
DLR	Design Layout Record
DRC	Design Routing Code
DS1	MegaLink or MegaLink Channel Service

Acronym	Full Name
ECCKT	Exchange Company's Circuit Identification
EU	End User (usually referring to address information on the SALI form)
EUNAME	End User Name
EUS	End User Special Access (form within the ASR)
FACTL	Facility Access Customer Terminal Location
FGA	Feature Group A
FGB	Feature Group B
FGC	Feature Group C
FGD	Feature Group D
FID	Field Identifier
FIDS	Field Identifiers
FOC	Field Order Confirmation
HBAN	High Capacity Billing Account Number
ICLOC	Interconnect Location
ICO	Independent Company
ICOL	Independent Company Location
ICS	Interconnection Services
ICSC	Interconnection Service Center
IXC	Interexchange Carrier
JS	Jack Status
LATA	Local Area Transport Area
LCON	Local Contact
LEGACT	Leg Activity
LOA	Letter of Authorization
LSO	Local Serving Office
LTP	Local Transport
MEC	Multi-Exchange Carrier / Company
MP	Meet Point
MSL	Multiple Service Legs
MUXING	Multiplexing
MUXLOC	Multiplexing Location
NC	Network Channel
NCI	Network Channel Interface
NDM	Network Data Mover
NPA	Numbering Plan Area (Area Code)

Acronym	Full Name
NXX	Network Numbering Exchange (The format of an NPA code or Central Office code.)
OTC	Other Exchange Company
PCA	Protective Connecting Arrangement
PDP	Portable Document Files
PI	Primary Location Indicator
PON	Purchase Order Number
POP	Point of Presence
PREM	Premise
PRILOC	Primary Location
RDLOC	Related Location
REL_TSC	Related Two-Six Code
REQTYPE	Requisition Type
REQTYP	Requisition Type
RING	Ring Service (form within the ASR)
RMKS	Remarks
RPON	Related Purchase Order Number
RSAG	Regional Street and Address Guide
SALI	Service Address Location Information (form within the ASR)
SCFA	Secondary Connecting Facility Assignment
SCID	Sonnet Carrier Identification Code
SECLOC	Secondary Location
SECNCI	Secondary Network Channel Interface Code
SI	Secondary Point of Termination Indicator
SNID	Sonnet Network Identifier for Interface Device (usually associated with a DEMARC)
SPA	Special Access Service (form within the ASR)
SPE	Special Access Service (form within the ASR)
SPOT	Secondary Point of Termination
SUP	Supplemental Type
SUPP	Supplemental Type
TIRKS	Trunk Integrated Record Keeping System
TN	Telephone Number
TSC	Two-Six Code
UNE	Unbundled Network Elements

Acronym	Full Name
WAL	WATS Access Line (form within the ASR)
WAT	Wide Area Telephone Service