

Ordering and Billing Forum Issue Identification Form

OBF Issue Number	1224	
Date Submitted	12/5/95	
Date Accepted	1/11/96	at OBF #53
Initial Closure	5/9/96	at OBF # 54
Final Closure	8/29/96	at OBF #55
Issue Category	Resolved	

Part A, Page 1

Issue Title: PIC Order Process For Non-Facility Based Local Service Providers (Resellers)

Issue Statement: There exists a need to identify and develop a process to handle CARE transactions in the Local Service Reseller environment.

Impact of Other Issues or Procedures:

Desired Results: Identify, document, & develop data elements and/or TCSIs as appropriate for Local Service Reseller situations.

Committee Assignment: Subscription
Associated Committee:

Issue Champion: Shirley Loewen
Helen Campbell

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AT&T

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Resolution:

Committee developed a new CARE PIC process for the Local Resale environment. New TCSI codes in the 40 and 42 series as well as 3 new rejects were developed to identify local resold PIC activity. CARE/ISI document was updated to reflect changes for the process. Other related issues may be submitted for future discussion.

DOCUMENT NUMBER-DATE

11162 OCT 18 96

FPSC-RECORDS/REPORTING

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Part B, Page 1

Issue Title: PIC Order Process For Non-Facility Based Local Service Providers (Resellers)

Status History:

3/7/96

Committee reviewed four (4) diagrams for which a resale situation can occur. These diagrams resulted in the following four options:

1. Switch Provider Rejects (Diagram A)
 - not my customer, no LSP ID
2. Switch Provider Rejects (Diagram A)
 - not my customer, LSP ID provided
3. Switch Provider Processes (Diagrams B and C)
 - PIC change and sends shell data to a) LSP, b) IXC, c) Both
4. Switch Provider Processes (See notes on Diagrams B and C)
 - PIC change and sends full CARE data to a) LSP, b) IXC, c) Both

With the above scenarios in mind, the Committee then discussed how these notifications would be conveyed.

The alternatives were as follows:

1. Existing TCSIs with LSP ID
 - 20XX, 22XX which would have special indicator for existing TCs 20s and 22s
2. Unique SIs for existing TCs
3. Unique Transaction Codes

Alternative 2 was ruled out by the Committee as too confusing when working with existing 20s. Through much discussion, Committee also looked at the use of 28s and 27s.

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Part B, Page 2

Issue Title: PIC Order Process For Non-Facility Based Local Service Providers (Resellers)

Status History:

3/7/96 continued

It was ultimately decided that Alternative 3, Unique Transaction Codes, would allow for uniqueness while also allowing for future growth.

Transaction Code 40 will be used to denote switch install and Transaction Code 42 for a switch disconnect. These codes provide minimal information to alert the AC that a line has been added or removed from their network. This is in a resale environment only. CARE records containing full customer data should be provided by the LSP.

The description for the 40 Transaction was agreed upon with a title of Local Resale Subscription Order Install by Switch Provider. Two status codes were assigned.

They are as follows:

- 01 - Switch Provider Notification of a Local Service Provider Order.
- 02 - Switch Provider Notification of an AC order.

The Committee also agreed to the description of Transaction Code 42 - Local Resale Subscription Service Disconnected by Switch Provider.

The status codes are:

- 01 - AC Service Cancelled through an LSP Order.
- 02 - AC Service Cancelled through Another AC Order
- 03 - Service Cancelled - Dial Tone Disconnect
- 04 - Service Cancelled - Unspecified

Committee agreed that status codes should not be mapped to existing 20 and 22 Transaction Codes.

Data matrices were made for Transaction Codes 40 and 42.

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Part B, Page 3

Issue Title: PIC Order Process For Non-Facility Based Local Service Providers (Resellers)

Status History: continued
3/7/96

The committee agreed to use the TC 31 for rejects versus a new TC41 reject. It was agreed that this works because exceptions are currently handled in this series.

The status indicators will be:

- 47 - WTN Rejected Without LSP ID - Local Resale Service
 - PIC request must be submitted directly to LSP. LSP ID not provided.
- 48 - WTN Rejected With LSP ID - Local Resale Service
 - PIC request must be submitted directly to LSP. LSP ID provided.
- 49 - Order Rejected - Local Resale Service
 - SI not valid for local resale service activity.

The Reconciliation process will be worked in a separate issue championed by Sprint LTD and AT&T.

Discussion also occurred on the use of the following TCs: 23, 28, 30. The Committee agreed that in the case of a 2308 (WTN Change) it would be the responsibility of the LSP to convey a WTN Change to the AC, therefore notification from the SWP would not be needed. All other 23s, 28s, and 30s were deemed to be not impacted by this issue.

Paragraph 1.1 was modified to include definitions for Switch Provider (SWP) and Local Service Provider (LSP).

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Part B, Page 4

Issue Title: PIC Order Process For Non-Facility Based Local Service Providers (Resellers)

Status History: continued
3/8/96

The Committee agreed with the addition of Local Service Provider (LSP) Reseller Contact to CARE Section 3.0 as Paragraph 3.4. The current Paragraph 3.4 will be renumbered to Paragraph 3.5.

Other changes to CARE will be done in Section 9.0. However, no verbiage will be added for LSP. The feeling is that this will be covered by the CARE Committee when changes are made to have AC and AP changed to Customer and Provider. Section 9.5 and 9.6 have changes that include adding new transaction codes 40 and 42. Transaction Code 01 and 06 pages were modified to add TC 40 as a possible response.

Two new flow charts, one for End User to AC to SWP to LSP and the other for Desired Due Date were developed. The new charts include descriptions and the new 40 and 42 Transaction Codes.

A new issue to address Toll Blocking will be submitted for discussion.

Committee discussed the applicability of TC 02 and 03 in a Local Resale environment and concluded that a new issue may be submitted for further discussion.

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Part B, Page 5

Issue Title: PIC Order Process For Non-Facility Based Local Service Providers (Resellers)

Status History: continued
5/6/96

The Committee expressed concern regarding diagrams and if they clearly depicted the option that the SWP may reject a PIC request from an AC for an end user of an LSP.

Also, issues were raised about the use of 40 and 42 codes by SWP that they may depend on agreements between SWP and LSP and/or AC. Additional diagrams will be developed and presented on 5/7.

5/7/96

Additional diagrams and verbiage presented to depict the following:

SWP rejects AC order for LSP TN
 SWP rejects AC order for LSP TN and AC re-submits to LSP
 End user places PIC change order with LSP
 AC sends PIC change to LSP

• Additional discussion followed and it was agreed that diagrams and verbiage pages needed additional "clean-up" in order to go into the CARE/ISI book.

• The Committee agreed that some diagrams reference a non-CARE exchange of data between the LSP and SWP. The non-CARE data exchange is part of O&P Issue #1204.

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Part B, Page 6

Issue Title: PIC Order Process For Non-Facility Based Local Service Providers (Resellers)

Status History: continued
5/8/96

Committee completed changes to the following diagrams and associated verbiage:

Exhibit 3-3 A

End user contacts AC and AC submits PIC change to SWP

Exhibit 3-3 B

End user contacts AC and AC submits PIC change to LSP

Exhibit 3-2 A

End user contacts LSP for PIC change

Committee agreed to remove the diagram and verbiage associated with "Due Dated Orders Taken by AC" in a local service resale environment.

8/26/96

Committee realized status history was not created on 6/27/96 to document the fact that two diagrams were missing from distribution and typed data matrices were corrected because of illegible pages. Corrected and missing documentation was redistributed prior to OBF 55. Graphic error found on Exhibit 3-3B and was corrected.

Issue moved to Final Closure.

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ISSUE 1257
Initial
OBF 54

CARE Transactions

For Primary Interexchange Carrier (PIC) Orders From An End User
Change Orders Taken By Local Service Provider (LSP)
In A Local Service Resale Environment

Exhibit 3-2A shows activities associated with a PIC order placed by an end user after an equal access conversion, where the end user chooses to place the order with the LSP. The exhibit depicts an end user that changes ACs.

1. An end user may select a different AC to replace the AC presently serving as PIC, and may notify the AC of the selection.
2. In a local service resale environment, the LSP may process the request, and notify the Switch Provider (SWP) of the selection (non-CARE process).
3. The SWP processes the PIC order and confirms the LSP's order (non-CARE process).
The SWP may send confirmations (40-XX) to AC-B and disconnect transactions (42-XX) to AC-A. This depends upon agreements between SWP, AC and/or LSP.
4. LSP processes the order completed by the SWP and confirms installs with 20-XX to AC-B and sends disconnects with 22-XX to AC-A.
5. AC-A processes disconnect transactions (22-XX) and, if received, matches the 42-XX from the SWP.
6. AC-B processes installs (20-XX) from the LSP and, if received, matches the 40-XX from the SWP.

CARE Transaction Codes-Status Indicators (TCSIs) Illustrated:

- | | |
|-------|--|
| 20-XX | Subscription Order Install - [type specified] |
| 22-XX | Subscription Service Disconnected - [type specified] |
| 40-XX | Local Resale Subscription Order Install by SWP - [type specified] |
| 42-XX | Local Resale Subscription Service Disconnected by SWP - [type specified] |

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CARE TRANSACTIONS FOR PIC ORDERS FROM AN END USER - CHANGE ORDERS TAKEN BY LOCAL SERVICE PROVIDER (LSP) - IN A LOCAL SERVICE RESALE ENVIRONMENT

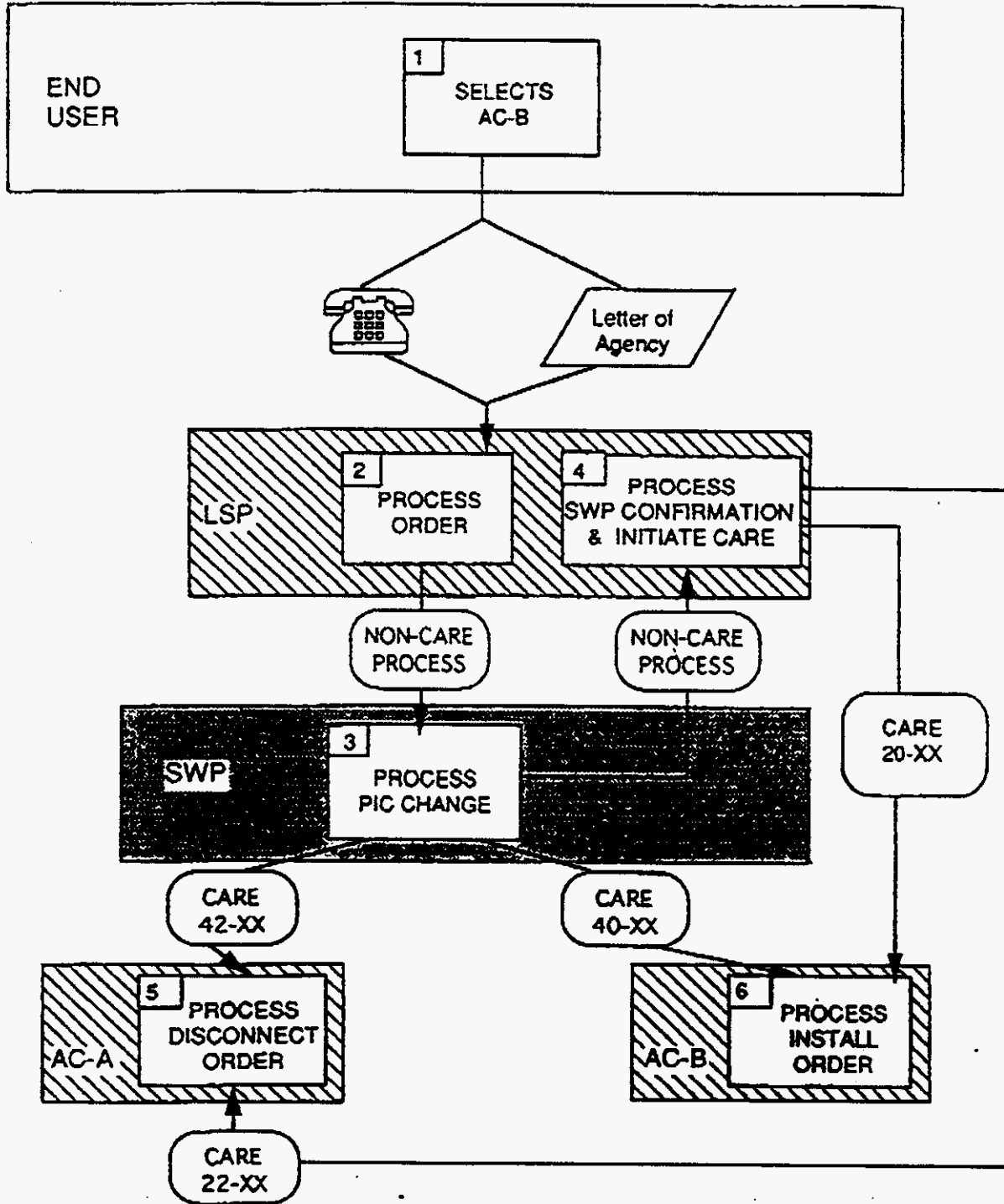


Exhibit 3-2A

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Issue 1224
Initial
OBF 54

CARE Transactions

For Primary Interexchange Carrier (PIC) Orders From An End User

Change Orders Taken By Access Customer (AC)

In A Local Service Resale Environment

Exhibit 3-3A shows activities associated with a PIC order placed by an end user after an equal access conversion, where the end user chooses to place the order with the AC. The exhibit depicts an existing end user that changes ACs.

1. An end user may select a different AC to replace the AC presently serving as PIC, and may notify the AC of the selection.
2. In a local service resale environment, the AC may process the order, and notify the Switch Provider (SWP) of the selection.
3. The SWP processes the PIC order. Depending on agreements between the SWP, AC and/or LSP, the SWP may:

Reject the order (31-47, 31-48)

- or -

Process order and notify Local Service Provider (LSP) of activity. The notification may be CARE (40-XX, 42-XX) or non-CARE.

- or -

Process order and confirm to AC-B (40-XX), send AC-A disconnect transaction code (42-XX). Notify LSP of activity. The notification to the LSP may be CARE (40-XX, 42-XX) or non-CARE.

4. AC-B processes reject transaction.
5. LSP processes the order forwarded by the SWP, and confirms install (20-XX) to AC-B and sends disconnect (22-XX) to AC-A.
6. AC-A processes disconnect transaction from LSP. If appropriate, the disconnect transaction from the LSP (22-XX) should be matched with the disconnect transaction from the SWP (42-XX).
7. AC-B processes install transaction from LSP. If appropriate, the install transaction from LSP (20-XX) should be matched with the install transaction from the SWP (40-XX).

CARE Transaction Codes-Status Indicators (TCSIs) Illustrated:

01-XX	Subscription Order - [type specified]
06-XX	Subscription Order, Signature Certified - [type specified]
20-XX	Subscription Order Install - [reason specified]
21-XX	Subscription Order Rejected - [reason specified]
22-XX	Subscription Service Disconnected - [type specified]
31-XX	Subscription Order Rejected - [reason specified]
31-47	Subscription Order Rejected - No LSP-ID Provided
31-48	Subscription Order Rejected - LSP-ID Provided
40-XX	Local Resale Subscription Order Install by SWP - [type specified]
42-XX	Local Resale Subscription Service Disconnected by SWP - [type specified]

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CARE TRANSACTIONS FOR PIC ORDERS FROM AN END USER - CHANGE ORDERS TAKEN BY AC - IN A LOCAL SERVICE RESALE ENVIRONMENT

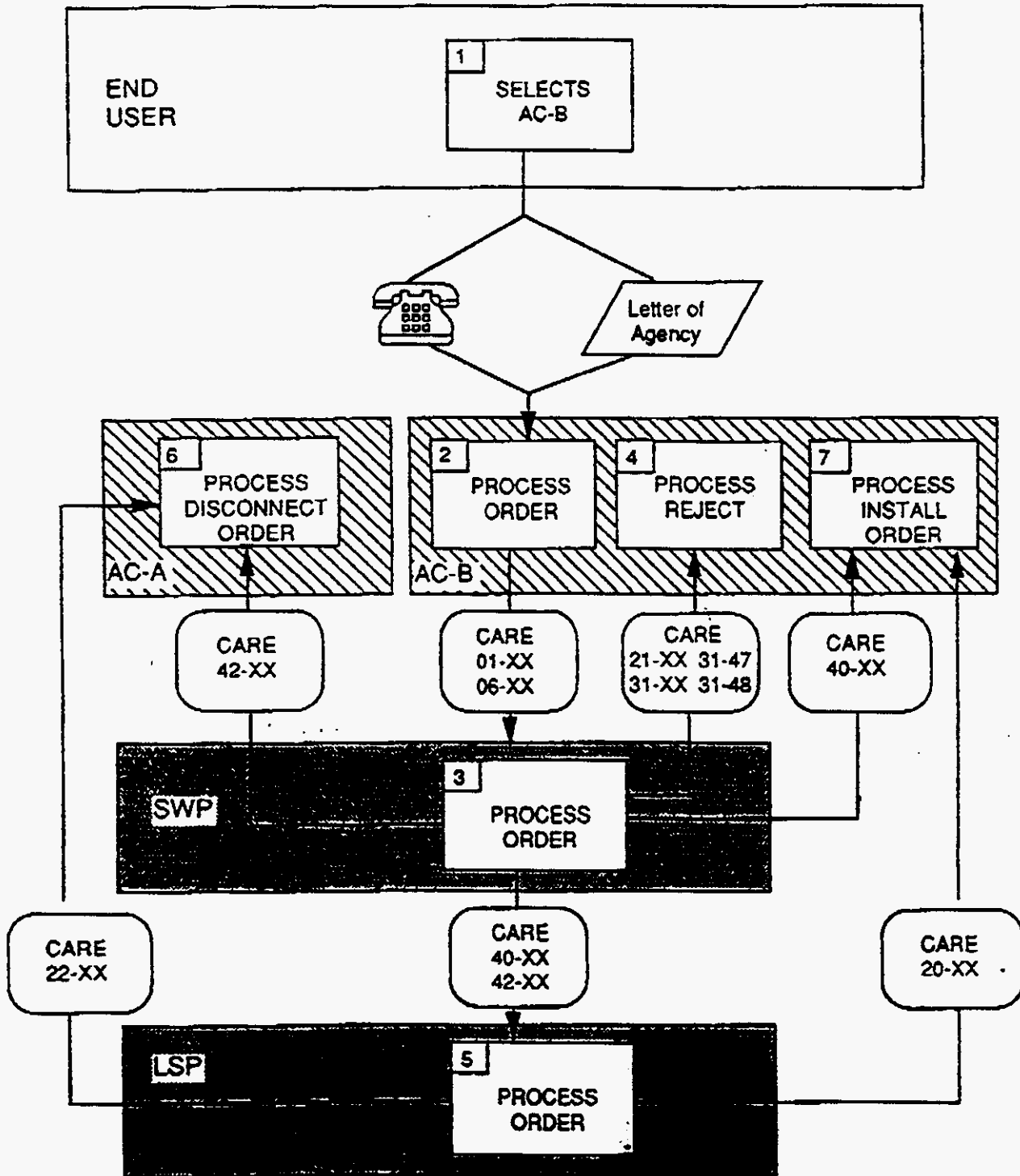


Exhibit 3-3A

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CARE Transactions
For Primary Interexchange Carrier (PIC) Orders From An End User
Change Orders Taken By Access Customer (AC)
And Submitted To Local Service Provider (LSP)
In A Local Resale Environment Order

Exhibit 3-3B shows activities associated with a PIC order placed by an end user with the AC who notifies the Local Service Provider of the order.

1. An end user may select a different AC to replace the AC presently serving as PIC, and may notify the AC of the selection.
2. The AC processes the order, and also notifies the Local Service Provider of the selection.
3. The Local Service Provider processes the PIC Order:
Rejects the order (21-XX, 31-XX)
- or -
Confirms to AC-B (28-XX) sends disconnect to AC-A (28-XX), and notifies SWP of activity.
4. The AC processes the reject.
5. The Switch Provider processes the PIC Order and may provide 40-XX to AC-B and 42-XX to AC-A, if appropriate.
6. The Local Service Provider process the confirm back from the Switch Provider (SWP) and provides AC-A a 22-XX and AC-B a 20-XX.
7. AC-B processes the 20-XX/40-XX transaction.
8. AC-A processes the 22-X/42-XX transaction.

CARE Transaction Codes-Status Indicators (TCSIs) Illustrated:

- 01-XX Subscription Order - [type specified]
- 06-XX Subscription Order, Signature Certified - [type specified]
- 20-XX Subscription Order Install - [reason specified]
- 21-XX Subscription Order Rejected - [reason specified]
- 22-XX Subscription Service Disconnected - [type specified]
- 28-XX Pending Subscription Order - [reason specified]
- 31-XX Subscription Order Rejected - [reason specified]
- 40-XX Local Resale Subscription Order Install by SWP - [type specified]
- 42-XX Local Resale Subscription Service Disconnected by SWP - [type specified]

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CARE TRANSACTIONS FOR PIC ORDERS FROM AN END USER - CHANGE ORDERS TAKEN BY AC - AND SUBMITTED TO LOCAL SERVICER PROVIDER (LSP) IN A LOCAL RESALE ENVIRONMENT

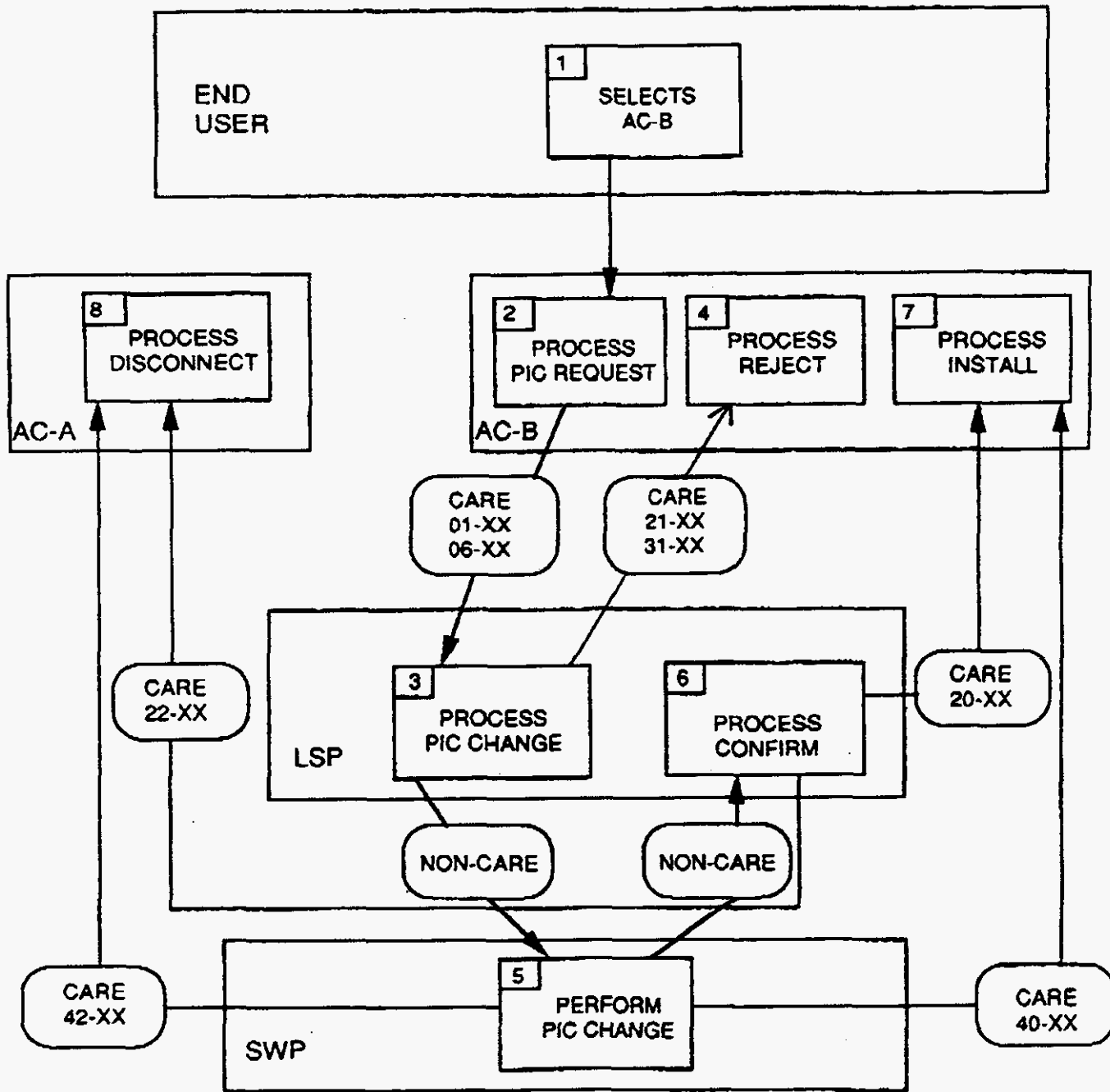


Exhibit 3-3B

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Access Provider (AP) To Access Customer (AC)

TRANSACTION CODE (TC) 31 - SUBSCRIPTION ORDER REJECTED (continued)

STATUS INDICATORS (SIs)

44 = Working Telephone Number (WTN) Rejected Per End User Request (Remorse)

End user has cancelled the service order due to buyers remorse. This code is specifically used for those APs that perform a pre-completion verification of PIC orders with the end user.

45 = Working Telephone Number (WTN) Rejected Per End User Request (Unauthorized)

The End user has cancelled the service order due to a claim of an unauthorized sale. This code is specifically used for those APs that perform a pre-completion verification of PIC orders with the end user.

46 = Working Telephone Number (WTN) Rejected - Unable To Contact End User

The AC initiated order is rejected because the AP has been unable to contact the end user to confirm the PIC change. The code is specifically used for those APs that perform a pre-completion verification of PIC orders with the end user.

47 = Working Telephone Number (WTN) Rejected Without Local Service Provider (LSP) Identification (ID)

Code - Local Resale Service

PIC request must be submitted directly to LSP. LSP ID not provided.

48 = Working Telephone Number (WTN) Rejected With LSP ID - Local Resale Service

PIC request must be submitted directly to LSP. LSP ID provided.

49 = Order Rejected - Local Resale Service

Status Indicator (SI) not valid for local resale service activity.

50 through 69 - Reserved For Future CARE Assignment

70 through 99 - Available For Local Use

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Access Provider (AP) To Access Customer (AC)

TRANSACTION CODE (TC) 40 - LOCAL RESALE SUBSCRIPTION ORDER INSTALL BY SWITCH PROVIDER (SWP)

This TC provides notification that the Access Customer (AC) has been selected as the Primary Interexchange Carrier (PIC) for a resold local line. An appropriate TC should be received from the Local Service Provider (LSP).

STATUS INDICATORS (SIs)

01 = Switch Provider (SWP) Notification Of An LSP Initiated Order

Notification of receipt, acceptance and switch completion of an LSP initiated order for long distance service.

02 = Switch Provider (SWP) Notification Of An AC Initiated Order

Notification of receipt, acceptance and switch completion of an AC initiated order for long distance service.

03 through 69 = Reserved For Future CARE Assignment

70 through 99 = Available For Local Use

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Access Provider (AP) To Access Customer (AC)

TRANSACTION CODE (TC) 42 - LOCAL RESALE SUBSCRIPTION SERVICE DISCONNECTED BY SWITCH PROVIDER (SWP)

This TC provides notification of activity resulting in removal of the Access Customer (AC) as the Primary Interexchange Carrier (PIC) for a resold local line. An appropriate TC should be received from the Local Service Provider (LSP).

STATUS INDICATORS (SIs)

- 01 = AC Service Cancelled Through An LSP Order*
The AC PIC has been cancelled as a result of an order submitted by the LSP.
- 02 = AC Service Cancelled Through Another AC Order*
The AC PIC has been cancelled as a result of an order submitted by a different AC.
- 03 = Service Cancelled - Dial Tone Disconnect*
The dial tone has been disconnected for an unspecified reason.
- 04 = Service Cancelled - Unspecified*
The service has been cancelled for an unspecified reason. This may be the result of a dial tone disconnect or a PIC change.
- 05 through 69 = Reserved For Future CARE Assignment*
- 70 through 99 = Available For Local Use*

SR STS-000321 ACCESS PROVIDER (AP) TO ACCESS CUSTOMER (AC)
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TRANSACTION CODE (TC) 40 - LOCAL RESALE SUBSCRIPTION ORDER INSTALL BY SWITCH PROVIDER
(SWP)

DATA MATRIX

DATA ELEMENTS	STATUS INDICATORS															
	01	02														
Transaction Code	R	R														
Status Indicator	R	R														
CIC	R	R														
BTN-Current/New	S	S														
Cust. Code-Current/New	N	N														
WTN-Current/New	R	R														
HML	S	S														
TER-Current/New	S	S														
Date	R	R														
CTI-Current/New	S	S														
Non-Pub/Non-List Ind.	N	N														
Line Indicator	N	N														
BNA Info.	N	N														
BTN-Old	N	N														
Cust. Code-Old	N	N														
WTN-Old	N	N														
TER-Old	N	N														
Government Req. Number	N	N														
AC Reference Number	N	S														
AC Order Number	N	S														
AP Order Number	S	S														
Language Indicator	N	N														
Original Transaction Code	S	S														
Original Status Indicator	S	S														
Joint Local Exchange Ind.	N	N														
SIC Code	N	N														
Campaign Account Ind.	N	N														
Special Bill. Arrange. Ind.	N	N														

Legend: R = required; S = specified by AP; N = not applicable
See next page for additional Data Elements

**ACCESS PROVIDER (AP) TO ACCESS CUSTOMER (AC)
BATCH**

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**TRANSACTION CODE (TC) 40 - LOCAL RESALE SUBSCRIPTION ORDER INSTALL BY SWITCH PROVIDER
(SWP) (continued)**

DATA MATRIX

DATA ELEMENTS	STATUS INDICATORS															
	01	02														
New Resp. Party Ind.	N	N														
Jurisdictional Indicator	S	S														
Dialing Indicator	N	N														
PIC Change Charge Ind.	N	S														
Short Term Service Ind.	N	N														
Orig. Call Screen. Code	N	N														
Orig. Call Screen. Code Mod.	N	N														
Desired Due Date	N	S														
PIC Act./Deact. Date	S	S														
Switched Data Identifier	N	N														
Switchless Reseller Indicator	N	S														
Restricted PIC Indicator	N	N														
Aggregate Account Code	N	N														
Taxing Area	N	N														
SNA	N	N														
Unique Identifier	N	N														
PIC Act./Deact. Time	S	S														
Listing Services Ind.	N	N														
Deposit Indicator	N	N														
Toll Blocked Indicator	N	N														
AC PIC Medium Ind	S	S														
ISDN	N	N														
Special Services Ind	N	N														
Ported Telephone Number (PTN)	S	S														
LSP ID	R	R														

Legend: R = required; S = specified by AP; N = not applicable

SR STS-000321 ACCESS PROVIDER (AP) TO ACCESS CUSTOMER (AC)
 Issue 8, January 1996 BATCH
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TRANSACTION CODE (TC) 42 - LOCAL RESALE SUBSCRIPTION SERVICE DISCONNECTED BY SWITCH PROVIDER (SWP)

DATA MATRIX

DATA ELEMENTS	STATUS INDICATORS															
	01	02	03	04												
Transaction Code	R	R	R	R												
Status Indicator	R	R	R	R												
CIC	R	R	R	R												
BTN-Current/New	S	S	S	S												
Cust. Code-Current/New	N	N	N	N												
WTN-Current/New	R	R	R	R												
HML	S	S	S	S												
TER-Current/New	S	S	S	S												
Date	R	R	R	R												
CTI-Current/New	S	S	S	S												
Non-Pub/Non-List Ind.	N	N	N	N												
Line Indicator	N	N	N	N												
BNA Info.	N	N	N	N												
AC Reference Number	N	N	N	N												
AC Order Number	N	N	N	N												
AP Order Number	S	S	S	S												
Original Transaction Code	S	S	S	S												
Original Status Indicator	S	S	S	S												
Joint Local Exchange Ind.	N	N	N	N												
Campaign Account Ind.	N	N	N	N												
Special Bill. Arrange. Ind.	N	N	N	N												
New Resp. Party Ind.	N	N	N	N												
Jurisdictional Indicator	S	S	S	S												
Dialing Indicator	N	N	N	N												
PIC Change Charge Ind.	N	N	N	N												
Short Term Service Ind.	N	N	N	N												
Orig. Call Screen. Code	N	N	N	N												
Orig. Call Screen. Code Mod.	N	N	N	N												

Legend: R = required; S = specified by AP; N = not applicable
 See next page for additional Data Elements

ACCESS PROVIDER (AP) TO ACCESS CUSTOMER (AC)
BATCH

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TRANSACTION CODE (TC) 42 - LOCAL RESALE SUBSCRIPTION SERVICE DISCONNECTED BY SWITCH
PROVIDER (SWP) (continued)

DATA MATRIX

DATA ELEMENTS	STATUS INDICATORS															
	01	02	03	04												
Desired Due Date	N	N	N	N												
PIC Act./Deact. Date	S	S	S	S												
Switched Data Identifier	N	N	N	N												
Switchless Reseller Indicator	N	N	N	N												
Aggregate Account Code	N	N	N	N												
Taxing Area	N	N	N	N												
SNA	N	N	N	N												
Unique Identifier	N	N	N	N												
PIC Act./Deact. Time	S	S	S	S												
Listing Services Ind.	N	N	N	N												
Deposit Indicator	N	N	N	N												
ISDN	N	N	N	N												
Special Services Ind	N	N	N	N												
Ported Telephone Number (PTN)	S	S	S	S												
LSP ID	R	R	R	R												

Legend: R = required; S = specified by AP; N = not applicable
See next page for additional Status Indicators