



Resale at Retail Services Manual

Section III.

Pre-Ordering

1.0 Introduction

Pre-ordering information provides the Reseller certain information that may be needed when utilizing resold local exchange services. This information includes:

- Address Validation
- Service and Feature Availability
- Telephone Number Assignment
- Due Date Offerings
- Customer Service Records

The information and functions available through the pre-ordering interfaces are important to help a RESELLER ensure the accuracy and quality of their LSRs. The validation will also help prevent unnecessary delays and fallout.

2.0 Pre-Ordering Functions

2.1 Address Validation

This function confirms that the end user has provided a valid address.

2.2 Service and Feature Availability

This function provides the service and feature availability by central office. The RESELLER can also verify that a feature requested by an end user is available in that switch.

2.3 Telephone Number Assignment

This function provides the capability to reserve telephone numbers. Telephone number reservation provides the RESELLER the ability to request a pre-determined number of telephone numbers within a CLLI (Common Language Location Identification) as well as individual special number requests.

2.4 Due Date Offerings

This function provides information helpful in negotiating customer commitments for non-design service requests.



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2.5 Customer Service Records

This function provides the RESELLER account information for their customer. The RESELLER **cannot** access any other RESELLER's account or customer information.

2.5 Submitting an LOA Prior to a Firm Order

Prior to submitting a firm order request for local service, the RESELLER may be asked to provide TDS Telecom with an end user Letter of Authorization (LOA) request for records. A sample format of this request is provided at the end of this section.

3.0 Telephone Number Reservations

3.1 Reserving Telephone Numbers for End User Assignment

As an alternative to establishing number assignment on a per-order basis, RESELLERS may choose to reserve a pool of numbers for Resale which will allow the "pre-assignment" of numbers for end users.

To reserve a pool of numbers, the RESELLERS submit the form Telephone Number Reservation Request, exhibited at the end of this section. The form is designed to reserve blocks of telephone numbers associated with specific CLLI (Common Language Location Identifier) codes. It can only be used to reserve POTS (Plain Old Telephone Service) numbers. Special application numbers such as Direct Inward Dial (DID) number scopes, series hunting, terminals (TERs), Hunting Multi-Lines (HMLs), etc., must be assigned by the CSC on a case-by-case basis to meet needs for specific Local Service Request activity.

Prints of the reserved telephone numbers (example included in this section) will be returned to the RESELLER by fax.

For manual requests, a maximum of 100 telephone numbers per CLLI (Common Language Location Identifier) may be reserved for a maximum of three months. It is up to the RESELLER to manage its pool of numbers so as to prevent duplicate number assignments and to monitor the reserved numbers for exhaustion. Additional numbers can be requested as required.



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The RESELLER may assign a reserved telephone number as appropriate during negotiations with end users. However, **the RESELLER must advise the end user that the number cannot be guaranteed until service is installed.**

Note: Reserved numbers are not permanently assigned to a RESELLER. As numbers are freed up by end user activity, they will be returned to the general purpose pool controlled by TDS Telecom.

3.2 Special Considerations

Some end user locations are served by multiple switches which may support different services. It is the RESELLER's responsibility to take this into consideration when assigning a telephone number.

At times, it is necessary for TDS Telecom to introduce a 'switch freeze' for switch replacement activity. When this happens, number reservation in TDS Telecom systems is disallowed.

The following definitions identify fields and entry requirements on the request form. An exhibit of the form is provided at the end of this section.

Definitions for the Telephone Number Reservation Request

1. **Date** - The date the RESELLER submits the Number Reservation Request to the CSC.
2. **Page 1 of ___** - Enter the appropriate page #s at the top of each Telephone Number Reservation Request.

A. - Reseller

1. **Co/OCN** - The Company Name and 'Operating Company Number' for the RESELLER submitting the Number Reservations Request.
2. **FAX #** - The RESELLER's fax number for receipt of the reserved numbers.
3. **Requested By** - The name of the person completing the Number Reservations Request who is responsible for coordination of the request and any related questions.
4. **Tel #** - The telephone number of the person submitting the Number Reservation Request.



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5. **Remarks** - Available for the issuer to provide any additional information that would assist in processing the request for number reservation.
 6. **Disk Requested?** - Check this box if you desire to have the reserved telephone numbers file(s) mailed on a 3 1/2-inch floppy disk. The disks are in Microsoft Word ~6.0.
 7. **If Yes, Mailing Address** - The disk will be mailed to the address provided here to the attention of the person submitting the telephone number reservation request.

B. Reservation Request Details

1. **CLLI** - Alpha/Numeric Character Common Language Location Identifier code.
2. **Number to Reserve** - A maximum of 100 telephone numbers can be reserved at a time
3. **Reserve Until Date** - Telephone numbers can be reserved for up to three (3) months.
4. **Confirmation Number** - This field will be completed by CSC. The Confirmation Number will be found on the printout with numbers reserved for the designated CLLI.
5. **Number Reserved** - This field will be completed by CSC, if required. It will only be populated if CSC was unable to completely fill your request.
6. **Reserve Until Date** - This field will be completed by CSC, if required. It will only be populated if CSC was unable to reserve the numbers for the period of time requested.

C. Reservations Provided By

1. **TDS Telecom Service Representative** - The name of the TDS Telecom Carrier Service Center (CSC) employee who is responsible for providing the CLLI code telephone number reservations.
2. **Telephone Number** - The telephone number of the TDS Telecom Service Representative.
3. **Remarks** - Available for the TDS Telecom Service Representative to provide any additional information required.



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Telephone Number Reservations
Sample of Faxed Print or Disk File

C 0 SWITCH: RSWLGAMADS 1
CONFIRMATION NUMBER: 73D4E9G
CUSTOMER NAME: AUDIO COMMUNICATIONS
CUSTOMER TEL: 423-451-0883

<u>NPA NXX-LINE</u> <u>TEL. #</u>	<u>DATE</u>	<u>CONFM #</u>	<u>CUSTOMER NAME</u>	<u>CUSTOMER</u>
423 968 0000	02/22/99	73D4E9G	Audio Communications	423 451 0883
423 968 0001	02/22/99	73D4E9G	Audio Communications	423 451 0883
423 968 0002	02/22/99	73D4E9G	Audio Communications	423 451 0883

4.0 Scheduling Due Dates

4.1 Resale - Basic Telephone Service (Business & Residence)

Due dates for RESELLER end users will be assigned using the same guidelines as used for TDS Telecom end users. TDS Telecom will provide service on the desired due date or the earliest available installation date thereafter. Due dates cannot be considered confirmed until a complete and accurate Service Request has been entered into TDS Telecom systems.

4.2 Resale - Complex Services

Complex Services are classified as either Project or Non-Project. Due dates for Project Services must be negotiated through a project coordination team and normally require extended intervals. When requesting any complex service, it is important to contact your TDS Telecom account team representative before placing the order. The account team member will determine, based on the product and the quantity desired, whether the order will require project status.

4.3 Resale- Complex Services - Non-Project

In general, the following services are considered non-project. If the quantity exceeds a service-specific threshold, project treatment will be required. This list is not all inclusive.



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- 2.4kb, 4.8kb, 9.6kb, 56kb, 64kb services
- Dial Access Lines and WATS Multi-point services
- Private line services (alarms, tie lines...)
- Metro Services (subsequent orders-see projects)
- Trunk-side terminations (DID changes to existing groups)
- Voice-grade services
- Non-access and access non-designed specials
- ISDN basic rate and single line

4.4 Resale - Complex Services - Project

Projects are defined as any type of service request which requires external/internal coordination for the procurement of facilities or equipment. Dates for these services will be negotiated with the project coordination team. The following require project treatment. This list is not all inclusive.

- 1.544 mbs
- Alternate Service Wire Center
- CCS Links
- Commercial Video
- Derived Data Channel Service (FastConnect)
- Centrex Service into ISDN
- FlexServ
- Large quantities for non-project services
- LightGate or DS3 or upgrade
- MegaLink Channel Service (channelized non- access 1.544mbs)
- MegaLink into ISDN
- PulseLink Service
- SMARTRing
- Special Assemblies and Alternate Routing Requests
- Trunk-side terminations (DID, new groups)

5.0 Special Number Assignments

5.1 Descriptions

A special telephone number is a number that is not randomly assigned by TDS Telecom mechanized systems. These are end user requests for either a specific telephone number or for an easy to remember telephone number. Following are some examples of possible requests.



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<u>Type</u>	<u>Example</u>
• Sequential Numbers	321 – 1234
• Numbers Used to Spell Words	321 – 3425 or 321-DIAL
• Any Digit is Specified	321 – XX6X or 321-X007

5.2 Restrictions

- This service is available only where facilities or arrangements permit.
- Number alternatives are limited to those normally available for the serving central office or wire center which provides the access line. The end user is limited to the available options for the first three (3) digits (NXX) of the special telephone number.
- If requested manually, a search will be made for a special number only if an end user is placing a firm order.

5.3 Exception

Where two or more NXXs are available, it is not considered a special number request when the customer requests one NXX over another in the area.

5.4 Processing Special Number Request

Special Number assignments can be requested via the pre-ordering interface or the forwarding of an LSR package to the CSC. On the product-specific form, indicate in the remarks that a specific number is requested. When a specific number is requested, indicate in the remarks section the number(s) in order of desirability. For example:

1. (1st choice) - XXX-1234
2. (2nd choice) -XXX-4321
3. (3rd choice) -XXX-4343

The request should always be submitted specifying the desired digits, whether the request is for a specific number, a specific numerical pattern or a request for alpha characters to be listed in the directory in lieu of numeric characters.

If none of the end user choices are available, a telephone number will be randomly assigned and returned on the FOC.

6.0 End Users with Disabilities



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**6.1 Directory Assistance Exemption & TDS Telecom IntraLATA Long
Distance Reduced Rates**



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TDS Telecom offers local Directory Assistance at no charge on calls from an approved telephone line for end users with disabilities. End Users who are legally blind, or are visually or physically disabled may qualify for the exemption. (A copy of this application is located at the end of this section)

TDS Telecom offers reduced long distance rates on behalf of long distance carriers for whom it does billing for calls from an approved telephone line for end users with disabilities. End Users with an Impairment of Hearing or an Impairment of Speech may qualify for that exemption. (A copy of this application is located at the end of this section)

When a RESELLER end user desires to apply for the local Directory Assistance exemption or the reduced long distance rates, the RESELLER should provide the end user with the appropriate application exhibited at the end of this section. If an end user already has a disability exemption for local directory assistance or for reduced long distance rate and switches to another local service provider, a new application must be completed. The RESELLER is responsible for maintaining the end user application in its files.

The end user should return the application to the RESELLER. After review by the RESELLER to insure the application is complete, the application, along with proof of the disability, must be mailed or faxed to the TDS Telecom Carrier Services Center (CSC).

The completed application(s) and appropriate documentation from the end user, should be mailed to:

TDS Telecom
Carrier Services Center
P.O. Box 22995
Knoxville, TN 37933-0995
Fax (865) 671-4536

No credits for calls or charges prior to receipt and processing of the application (including calls or charges not yet billed) will be given.

The application for Directory Assistance exemption automatically expires in two (2) years for a residential line and in one (1) year for a business line. In order for the end



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user exemption to continue uninterrupted, a renewal request must be received in the CSC prior to the expiration date.

The end user must contact their long distance carrier, if other than TDS Telecom, for information concerning reduced rates for their service.

7.0 Customized Calling Restrictions

7.1 Customized Calling Restrictions

Individual line numbers may be blocked from dialing certain codes according to the following chart. The option should be entered with the appropriate transcode on the Resale or Port Service Form.

<u>Option</u>	<u>Blocks</u>
UNRESTRICTED	NO BLOCKING
1	1+,0+,0-,00-,01+,011+,411,976,900,N11
2	0-,0+,00-,01+,976
3	1+,0-,0+,00+,01+,011+,900
4	900,976
5	976
6	900,976,N11
7	011,10XXX+011
8	0-,0+,00-,01+,976,011+
9	976,900,011+
10	976,900,N11,011+
11	976,011+

8.0 Long Distance Carrier Selection

8.1 Predesignated Interexchange Carrier Changes

PIC/LPIC changes on individual end user lines submitted on the appropriate service request forms will be processed by the CSC. The service request may be for PIC / LPIC changes only or coincident with other service activity.

Bulk processing of PIC / LPIC changes submitted by Interexchange Carriers through CARE are subject to restrictions by state PSCs or the RESELLER. If there are no



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restrictions, the changes will be processed and the new and losing carrier will be notified.



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8.2 Unauthorized Changes

RESELLER end users should report unauthorized PIC changes to the **PIC** RESELLER. The RESELLER should contact the Carrier Services Center (CSC) for resolution. The CSC will correct the PIC and apply charges and/or credits as appropriate.