



**Resale at Retail Services Manual**  
**Section IV.**  
**Ordering of Local Service**

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## **1.0 Introduction**

This section covers each ordering form and the field entry requirements for local service. Additional information to assist the RESELLER in submitting complete and accurate information is also provided.

Local service is ordered using uniform order request forms. All service requests must be submitted on the TDS Local Service Request (LSR) form. Each TDS LSR form contains entries required for ordering of the particular service and for the establishment of billing to the appropriate RESELLER account.

## **2.0 Ordering**

### **2.1 Order Transmittal**

RESELLERS may choose either of two options in which to transmit Local Service Requests (LSRs) to the Carrier Services Center (CSC). The RESELLER may fax a completed LSR to the CSC via a fax number to be provided at the time the RESELLER account is established. The RESELLER may elect to populate the LSR in either a Microsoft Word or Excel format. Should they elect this option, the CSC will accept the order via file transfer using the Internet. To simplify administration, the Internet option is preferred. However, fax will be allowed for interim solutions and as a secondary alternative. The RESELLER will not be allowed to both fax and e-mail the same type of documents on a regular basis.

## **3.0 Confirmation of Service Request**

### **3.1 Firm Order Confirmation**

After processing the RESELLER service request, a Firm Order Confirmation (FOC) will be returned to the RESELLER via facsimile or Internet. The confirmation will provide the TDS Telecom order number, the service due date, telephone numbers (as applicable to the service), and the TDS Telecom service representative name and telephone number. Additional service specific data may also be provided. The FOC does not constitute, and is not, a guarantee that facilities are available. The committed due date is based on an assumption that facilities are available. If there is a post-FOC facility problem, the RESELLER will be informed of the estimated service date.



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**3.2 Clarifications**

TDS Telecom will return any Local Service Requests (LSR) to the RESELLER when incomplete, incorrect, or conflicting information is sent on the LSR resulting, in TDS Telecom being unable to issue the order(s) as requested on the LSR. The RESELLER has 10 business days to respond to the request for clarification by submitting a supplemental LSR. If no response is received, the LSR will be canceled on the eleventh business day. If canceled by TDS Telecom, a new LSR (PON) must be submitted.

**3.3 Service Request Changes and Cancellations**

TDS Telecom should be notified as soon as possible of any service request changes or cancellations. Early notification will allow adequate time to process the change and notify all affected departments. This will ensure the order properly reflects all requested service and appropriate billing.

**3.4 Missed Appointments**

If an appointment is missed for end user reasons, the TDS Telecom service technician will provide notification to the RESELLER and the RESELLER may also be subject to Maintenance of Service charges. The RESELLER should issue a supplement with a new desired due date, and forward to the CSC. If a new desired due date is not provided within 14 calendar days, the original service order (PON) will be canceled.

**3.5 Service Jeopardy**

If it is determined, after the Firm Order Confirmation but prior to the due date, that a service due date cannot be met for any reason, the RESELLER will be notified promptly by TDS Telecom via telephone call. Generally this call will be made by CSC personnel. If it is determined on the due date that the service cannot be provided on that date, the RESELLER will be notified promptly by a telephone call from the TDS Telecom installation control center personnel.



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## **4.0 Local Service Request (LSR) Form**

### **4.1 Description**

This section describes the TDS Telecom Local Service Request (LSR) form.

All information required for administrative, billing and contact details is provided for in the various fields contained within the LSR Form. **The Administrative Section** contains information pertaining to the service being ordered such as: purchase order number and contact information. The **End User Section** provides the End User's name and address information. The **Reseller Billing Section** contains the Reseller name and billing address details. The **Directory Section** provides information as to how the end user is to be listed in the TDS Telecom Directory and Directory Assistance. The **Service and Equipment Section** allows for the check off of services being ordered for resell and the **Order Confirmation and Completion Section** provides order confirmation and completion information back to the Reseller.

These request forms were designed with the intent to require a minimum of input information. Remark fields provide space for clarification required for items not specifically covered by the request forms. Attachments may also be used to provide lengthy data requiring further specification (e.g., hunting patterns, restrictions, or other such details not easily described through a standard form entry).

## **5.0 TDS Telecom Local Service Request Form**

- 5.1 The TDS Telecom Local Service Request form is an internal TDS Telecom document used to communicate Reseller order information for the creation of a TDS Telecom internal Service Order. For Resale Orders, the Reseller may elect to use this form in lieu of the standard OBF LSR referenced earlier in this manual.
- 5.2 Should Reseller elect this form it can be provided either in paper or electronic format. The preferred method of use is an electronic record passed via e-mail.
- 5.3 Following is a numbered example of the TDS Telecom Local Service Request Form. Below are numbered definitions that define the corresponding fields on the TDS Telecom Local Service Request Form.



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5.4 Definitions:

1. **Order Type** – Identifies the type activity of the service order at the line level.

Valid entries:

I = New Installation or Account  
C = Change an existing Account, e.g., rearrangement, addition  
O = Disconnection  
R = Record activity is for ordering administrative activity  
X = Telephone Number change  
V = Conversion of Service to new LSP as specified  
W = Conversion as is  
P = PIC Change  
L = Seasonal  
Y = Deny

2. **Order Date** – Identifies the date Reseller provides the order to TDS Telecom.
3. **Reseller PON** – Reseller purchase order number.
4. **Reseller Name** – The name of the Reseller as it appears on TDS Telecom billing records.
5. **Account Number** – The Master Billing Account Number assigned by TDS Telecom and provided to Reseller.
6. **Order Contact Name** – Name of Reseller representative to contact in reference to questions concerning this order.
7. **Contact Number** – Telephone number at which Reseller representative may be reached.
8. **End User Name** – First name of end user.
9. **End User Name** – Last name of end user.



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10. **Telephone Number** – If end user has service with TDS and desires to receive information and bills from Reseller, then list working telephone number of end user.



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11. **Address** – Location of premises where service is to be provided.
12. **County** – County in which end user resides and service is provided.
13. **City** – Location of where service is to be provided.
14. **State** – State in which end user resides and service is provided.
15. **ZIP** – ZIP code of end user address.
16. **Location Remarks** – Any information that may provide additional directions to premises where service is to be provided.
17. **Reseller Billing Name** – Name of Reseller as it is to appear on bills from TDS Telecom.
18. **Additional Name** – Extra line for Reseller name if required.
19. **Address** – Location at which Reseller is to receive billing from TDS Telecom.
20. **City** – City for Reseller mailing address.
21. **State** – State for Reseller mailing address.
22. **ZIP** – ZIP Code for Reseller mailing address.
23. **Directory Name** – End user name as it is to appear in TDS Telecom Directory and in Directory Assistance.
24. **NL / NP** – NP is to be used if does not wish for number to be published in TDS Telecom's paper directory but made available in dial up Directory Assistance. NL is to be used if number is not to be in the paper Directory or provided via dialup Directory Assistance. Otherwise leave this field blank.
25. **Directory Address** – Address of end user as it is to appear in Directory and E911 database.
26. **City** – City used to identify end user in Directory and E911.
27. **State** – State in the end user Directory Address.



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28. **ZIP** – Postal Location code associated with end user Directory Address.
29. **Additional Listing** – Include any other names or lines of information the end user may desire to have appear in Directory or Directory Assistance.
30. **Service and Equipment** – Place check mark by services Reseller is ordering.
31. **Line Screening and Blocking** – Place check mark next to all that apply.
32. **IntraLATA PIC** – Provide four digit code for desired intraLata carrier.
33. **InterLATA PIC** – Provide four-digit code for desired interLATA carrier.
34. **TDS Order Number** – This field is to be completed by TDS Telecom CSSR. It is the internal SABRE service order number.
35. **Assigned Telephone Number** – To be completed by TDS Telecom CSSR. This is the working telephone number assigned to this end user line.
36. **Order Due Date** – Date internal TDS Telecom service is scheduled for completion.
37. **Order Completion Date** – Date TDS Telecom installs service and closes internal service order.