



ORDERING SERVICES

5.0

General

Wholesale Service Department (WSD) received requests for service from Resellers via three ways:

- ◆ Using the Request for Information (RFI) System.
Note: Instructions and procedures for issuing PLOC orders are covered in Section 4, Pre-Ordering Processes
- ◆ Using the Wholesale Order Form.
- ◆ Using the Wisdom Ordering System
Note: Instructions and procedures for issuing orders are covered in Section 4, LSOG Pre-Ordering Processes

1. RFI System

Resellers will use the GUI RFI System to transmit PLOC orders to the WSD.

Definition: A PLOC is an order involving only a change in local service provider, (i.e, PRTC end user migrates "as is" to a Reseller, or an end user migrates "as is" from Reseller A to Reseller B. No field work is involved with a PLOC order (i.e, the end user keeps the same service, "as is"). A PLOC order is a record order that simply migrates an end user from one service provider to another.

With the RFI System an acknowledgment or confirmation of each order received will be transmitted back to the reseller.

In connection with issuing a PLOC order, it should be noted that the end user will received a Final Bill from PRTC closing out the account as a PRTC billed account. The end user is now a customer of the Reseller and the Reseller is the PRTC customer.

PRTC will continue the billing of its non-network services, such as: CPE, Internet Service and Directory Advertising. If the end user has two basic telephone sets or less, these will be include in the final invoice. The telephone set(s)will become the end user responsibility. Existing PRTC Calling Cards are canceled at the time of conversion.

2. Wholesale Order Form

All requests received from Resellers that involve fieldwork will be submitted to the WSD using the Wholesale Order Form. This form consists of five (5) sections. Entries in these sections are based on type of service or product requested and is used for the establishment of billing to the appropriate Reseller account. Wholesale Order Forms may be faxed, mailed or hand delivered to the WSD. Each Reseller is responsible for arranging their own delivery method.

3. Wisdom Ordering System

This web based system use the industry standard forms for Local Service Request ordering process. The description of the system, the GUIs and the processes are described in Sectoin 4 in the Pre-ordering process. The use and the charges for this system must be negotiated in a agreement between PRT and the Reseller/ CLEC

Additional Request

Additional pages may be added to the Section 3 - Wholesale Order Form to accommodate additional services and features.

Accounting Codes

Existing PRTC network accounting codes will be used to identify services.

Errors

Errors made in the preparation of the Wholesale Order Form will be corrected in a manner, which will allow for the request to be processed in the most expeditious manner.

Order/Billing Configurations

PRTC practices and procedures will determine the ordering and billing configurations that are available.

Remarks

The "Remarks" field provides space for clarification of items not specifically covered by a section of the form.

Wholesale Business/Residence Order Form Description:

Section 1 - Reseller Customer Information

Date	Identifies the date the order is sent by the Reseller. <ul style="list-style-type: none">- Field must be completed
PON	Identifies the customer's unique Purchase Order Number that authorizes the issuance of the request or supplement. One PON may be used for multiple orders at the same address with the same due date. <ul style="list-style-type: none">- Field must be completed
Version	Identifies the customer's version number. Re-issuance of a PON should include a new version number. <ul style="list-style-type: none">- Field must be completed
Reseller Name	Identifies the Reseller's official name. <ul style="list-style-type: none">- Field must be completed
OCN	Identifies Operating Company Number (OCN). Operating Company Numbers are assigned to service providers for unique identification. <ul style="list-style-type: none">- Field must be completed
Billing Address	The Reseller's billing address. <ul style="list-style-type: none">- Field must be completed
Telephone Number	The Reseller's telephone number

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- Field must be completed

Fax Number Reseller's fax number. The fax number of the person responsible for order coordination and related questions.

- Field must be completed

Contact Person Reseller contact name. The name of the person responsible for order coordination and related questions.

- Field must be completed

Section 2 - End User Information

Listed Name Identifies the name the customer wants in the Directory book.

- Field must be completed.

Listed Address Identifies the address the customer wants in the Directory book.

- Field must be completed.

Contact Person and Number Identifies the end user contact name and telephone number. The name and number are used for access to the service location.

- Field is optional

Social Security or Federal ID Number End user Social Security Number required for residential service or the Federal ID Number if the end user is a Company. The Federal ID Number is required for business service.

- Field must be completed.

Billing Name Identifies the name of the party who's legally responsible for paying the bill.

- Field must be completed.

Billing Address Identifies the end user billing address

- Field must be completed.

Physical Address Identifies the physical or service address of the end user location. When requesting the move of service from one location to another, enter both the existing address and the new address. On requests establishing new service, enter the service location in the "New Address" block.

- Field must be completed

Billing Number End user billing number.

- Field must be completed

Customer Code Identifies the three digit customer identification code. The customer code is available from the end user's bill. It is part the billing number.

- Field must be completed

Desired Due Date Identifies the desired appointment/completion date. The date will be established based on information contained in Section 17 of this manual.

- Field must be completed

Access Arrangements Identifies the access arrangements for the end user location when a premise visit is required. Includes name, telephone number and

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access details.

- Field is optional

Section 3 - Services and Features Requested

Order Action	Identifies the action activity involved in the service request (New, Add, Delete, Transfer and Move) <ul style="list-style-type: none">- Field must be completed
Telephone Numbers	Enter affected telephone numbers. When an access line is disconnected, enter the telephone number. On special facility activity, enter the circuit number, etc. <ul style="list-style-type: none">- Field is optional
Features Requested	Used to select additional features. Check the appropriate item and enter any appropriate information. <ul style="list-style-type: none">- Field must be completed

Section 4 - General

PIC 1	Enter the pre-subscription indicator code for the carrier the customer has selected for inter-LATA calling, (off island). <ul style="list-style-type: none">- Field must be completed
PIC 2	Enter the pre-subscription indicator code for the carrier the customer has selected for intra-LATA calling, (on island). <ul style="list-style-type: none">- Field must be completed
End User Special Conditions	Identify special conditions involving blind or handicapped persons. <ul style="list-style-type: none">- Field is optional
Demarcation Point Information	Enter specific demarcation point and cage information <ul style="list-style-type: none">- Field is optional
Remarks	Enter any information that would assist in the processing of the order. Entries may include instructions dealing with transfer of call instructions, blocking instructions, etc. <ul style="list-style-type: none">- Field is optional

Section 5 - Confirmation

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This section deals with the order confirmation process. The order confirmation process performs three (3) different functions. Through use of this form the Reseller is notified that the service request has been accepted (confirmed), rejected or placed in jeopardy (delayed).

Accepted	<p>If the order is accepted the due date and order number will be indicated on the form. If, after issuance of the Confirmation, it is determined that the due date cannot be met, the Reseller will be notified.</p> <p><u>Note:</u> Acknowledgment of the acceptance of the order, order number and status will be available using the GUI RFI - Screen 10.</p>
Rejected	<p>A service request will be rejected if it is incomplete or incorrect. If there is a minor error, a telephone call to the Reseller may resolve the problem. If the WSD is unable to resolve the problem by a call, the request will be rejected.</p>
Jeopardy	<p>If the service request is unavailable or delayed for any reason, a "Jeopardy" will be issued. An order may be placed in jeopardy for the following reasons: no access at the end user location, facilities not available, duplicate orders, incomplete information, etc.</p>

3. Order Correction Form

Description & Instruction Sheet

The Reseller used the Order Correction Form to process corrections to pending work orders for residential or business end user.

Reseller/CLEC Contact Information: Name & telephone number of person responsible for providing PRTC network information regarding the order.

Pon & Version: The Reseller/CLECs purchase order number assigned to the original request issued to PRTC Network.

PRTC Order Number: This is PRTC internal order number. It is noted on the confirmation sent to the Carrier by PRTC Network.

Cancel Order: a Reseller/CLEC may cancel the entire Pon or specific PRTC order number.

Place entire Pon & Version on hold: a Reseller/CLEC may select this correction, if a customer has had construction delays and is unable to provide a new Due Date at this time. PRTC will place all orders associated with the Pon on hold until the Reseller/CLEC indicates a new Due Date.

Place specific PRTC order number on hold: A Reseller/CLEC may place part of the Pon on hold. Specific PRTC order number must be indicated.

Change Due Date: A Reseller/CLEC may change the entire Pon to a new Due Date.

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Modify Original Order: Reseller/CLEC requesting modification to a pending Pon & Version number or specific PRTC order number, should provide a brief description of what is to be changed and attach a revised order form.

Rules:

- ◆ Corrections are only for work orders. A Record Order may not be corrected with it, instead another record order must be issued. The reseller account must be established.
- ◆ A Reseller/CLEC may cancel part or an entire Pon request. Due Dates may be changed from one specific date to another for the complete Pon. Part of an order may not be put on hold, only the complete Pon number.

General Process:

- ◆ The Order Correction Form (PRTCC003) is received from the Reseller.
- ◆ Form is reviewed for accuracy.
- ◆ A copy of the original Wholesale Order Form is required. It must be attached to the Order Correction Form.
- ◆ If a discrepancy, contact the Reseller and resolve the differences. This can be accomplished either by a telephone call or fax.
- ◆ A new order confirmation will be sent to the Reseller by the close of the 2nd business day by mail, fax or via a mechanized system.

- ◆ The form must be completed with Required for the following fields.

Required	Optional	If Available
Order Coordinator: Name Telephone number Date Reseller/CLEC Name & OCN Contact Name Contact Telephone Number Pon & Version Number Reseller/CLEC Billing Number Reseller/CLEC Address Reason for Correction -Carrier must select from: Cancel entire Pon Cancel part of Pon (must specify order number(s)/TN Place entire Pon on hold Place specific PRTC order number(s) on hold	Change Due Date Modify Original Order	PRTC Order Number Telephone or Circuit Number

Note: The original order must always accompany the Order Correction Form

4. **Order Negotiation General Information**

- **Order Completion Information/Advice**

Resellers will receive a Completion Notification from PRTC by mail or fax, within 48 hours of completion of the service order. The document received is in a service order format. It will provide detailed information that enable Resellers to establish their end user customer records.

- **Pending Order Inquiries/Questions**

End user should be advised of the procedure for submitting queries regarding pending orders to the Reseller. If the Reseller needs to reach PRTC, should contact the WSD -- Business Contact Center Division.

The status of a service order (i.e., whether it has been completed, pending, or been delayed, etc.) may be obtained by accessing RFI-Screen10.

- **PIC Changes**

Changes in PIC (Primary Interexchange Carrier) will be submitted to the WSD. The Wholesale Order Form is used only for selecting a carrier when establishing new service for an end user. One to three changes will be accepted by telephone, more than three will require the Reseller PIC Changes Form .

Note: Do not use the Wholesale Order Form for PIC changes

- **Service Request Changes and Cancellations**

PRTC should be notified as soon as possible of any service request change or cancellation of a pending PON requests, using the Order Correction Form. Early notification allows adequate time to process the change and notify all affected departments.

- **Service Requests Involving Both a Change in Service Provider and Field/Service Work**

Requests involving both a change in service provider and service work will require issuance of a PLOC Order (Record Order) via the RFI System and issuance of a Wholesale Order Form. The PLOC Order is issued first (to change service provider), and when effective, the Wholesale Order Form is issued, (i.e., to add a central office line, move the end user to a new address).

WHOLESALE BUSINESS/RESIDENTIAL ORDER FORM

Section 1 : Reseller/CLEC Customer Information

DATE: _____

PON: _____

VER: _____

Reseller Name: _____

Operating Company

Number (OCN) :

Reseller Billing Address : _____

:

Reseller Tel. No.

:

Reseller Fax. No.

:

Contact Person: _____

:

Section 2 : End User Information

Listed name : _____

Listed Address : _____

Contact Person & Number : _____

Social Security Number : _____

Federal I.D. Number : _____

End User Billing Name : _____

End User Mailing Address : _____

End User Physical Address: _____

End User Billing Number : _____

End User Customer Code : _____

Customer record detail previously provided by PRTC should accompany this PLOC change request. However, a PLOC may be issued for a transfer to the Reseller if supported by the proper LOA without asking for a RFI.

Desired Due Date: _____

(Refer to section 17-16 of the Reseller Handbook)

Access Arrangements:

Name _____ Tel.# _____

Details _____

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**Wholesale Business/Residential
Order Form
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PON: _____
VER: _____

Section 3 : Services and Features Requested

Order Action:

New _____ Add _____ Delete _____ PLOC _____
Transfer _____ Move _____

Telephone Numbers: _____

Services requested:

_____ Residential Line _____
_____ Business Main Station (BMS)
_____ BMS DHS _____; FAX _____; MODEM _____
_____ Key System Line (BML)
_____ PABX Line: LS/GS _____
_____ Special Facilities _____
_____ Centrex _____
_____ Other _____
_____ FCC Registration _____

Features requested:

Telephone No.

_____	Tel Touch	_____
_____	Custom Calling Features	_____
_____	Restriction _____	_____
_____	Hunting _____ Principal #	_____
_____	Remote Call Forwarding	_____
_____	Port & Loop	_____
_____	Port Only	_____
_____	Loop Only	_____
_____	Other _____	_____

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**Wholesale Business/Residential
Order Form
Page 3**

PON ____
VER ____

Section 4 : General

Long Distance Carrier (Interstate) (Pic 1) _____
Long Distance Carrier (Intraisland) (Pic 2) _____

End User Special Conditions _____

Demarcation point/information _____

REMARKS: _____

Reseller Authorized Signature

Section 5 : Confirmation

The PLOC Change - Order Form completed by: _____
Order Coordinator

Date: _____

The service orders processed for this request were the following:

Service Order No.	Date
_____	_____
_____	_____
_____	_____

The service orders were delayed for the following reason:

_____ Incomplete information
_____ No facilities
_____ Other _____

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ORDER CORRECTION FORM

FROM: PUERTO RICO TELEPHONE

ORDER COORDINATORS NAME _____

TELEPHONE NUMBER _____ **FAX** _____

DATE: _____

RESELLER/CLEC NAME: _____

RESELLER/CLEC CONTACT NAME: _____

RESELLER/CLEC OPERATING COMPANY NUMBER _____

RESELLER/CLEC CONTACT TELEPHONE NUMBER: _____

PON: _____ **VERSION:** _____

PRTC-ORDER NUMBER: _____

TELEPHONE/CIRCUIT NUMBER(S): _____

REASON FOR CORRECTION:

- ☐ CANCEL ENTIRE PON
- ☐ CANCEL PART OF PON
- ☐ SPECIFY ORDER NUMBERS

- ☐ PLACE ENTIRE PON ON HOLD

- ☐ PLACE SPECIFIC PRTC ORDER NUMBER(S) ON HOLD

- ☐ CHANGE DUE DATE FOR ALL TO

- ☐ CHANGE SPECIFY ORDER NUMBERS(S) DUE DATE

- ☐ MODIFY ORIGINAL ORDER

DESCRIBE CHANGE(S) REQUESTED AND ATTACH ORDER REVISION
