
Pre-Order Validation

This section details Pre-Order Transactions, Request Processing, Order Activity and Post Order Validation.

The Reseller is required to complete the following pre-order validation functions before submitting a request for service to PRTC. The Pre-Ordering Process involves:

- ◆ Obtaining a letter of authorization from PRTC's end user (LOA).
- ◆ Accessing information about the end user's service account (CSR).
- ◆ Obtaining information from the end user in order to submit a service request.

During the pre-ordering phase, Resellers obtain authorization from PRTC's end user customers to access records associated with their service accounts. Resellers can access customer records through the PRTC GUIs. After the Reseller makes a sale, they can submit the service request through a LOA or the PRTC GUIs to request service.

Letter of Agency (LOA)

A Letter of Agency (LOA) is a document signed and dated by an end user that authorizes a Reseller to request the end user's service account information from PRTC. The LOA appoints the Reseller to act on behalf of its customer (Attachment). The Reseller must have the LOA before requesting any customer service information from PRTC. By accessing, using or disclosing customer information, the Reseller warrants that the Reseller has obtained such authorization from the end user. LOA may be a blanket letter of authorization (Blanket LOA) in the form set forth in the Reseller Handbook. When a blanket LOA has been provided by a Reseller, PRTC shall not require an additional disconnect order, LOA or other writing from these customer to process an order for local service.

PRTC recommends that Resellers use the LOA that is included in this document. Nevertheless, if a Reseller wishes to use their own form; they must file the proposed LOA's with PRTC for approval. This LOA must be printed with a type of sufficient size and readable type to be clearly legible and must contain clear and unambiguous language. This means that LOA's must generally be comparable in font and size to their associated promotional material. The LOA should not be combined with promotional material.

The language used in the LOA's may be either in Spanish or English. The LOA's should contain complete translations if they employ more than one language. The LOA Agreement is valid until the issuance of a new one or a cancellation by the end user.

There may be multiple request forms, from different providers for the same end user information. This is valid if PRTC receives an original Letter of Agency from each provider. A Reseller may request information on multiple numbers and addresses for an end user on the same LOA. The form should specify each billing number.

The Reseller may mail, deliver or fax the LOA to PRTC's WSD; however A CPNI release authorization is also required. The customer must add a written certification to the authorization to the effect that the document is a true and exact copy of the authorization. This certification shall contain a language similar to the following:

"We hereby certify that this is a true and exact copy of the authorization for CPNI release signed by _____, on this ____ day of _____ of 200x, which original is in our files and available for dispute resolutions."

The PRTC Order Negotiation Coordinator (ONC) will provide a faxed, mechanized or mailed response to the Reseller with the requested information.

Basically, the LOA perform three functions:

1. Authorizes the Reseller to access end user account information (CSR).
2. Authorizes the conversion of an end user account from Reseller A to Reseller B if no fieldwork is involved in the transfer (record order). This transfer will accomplished on a mechanized basis.
3. Authorizes the Reseller to request orders on behalf of the end user for changes, additions or modifications that require field work. A separate Order Form, which specifies the nature of the requested changes, is required.

NOTE: PRTC reserves the right to impose additional charges or penalties on the Reseller if a LOA cannot be substantiated.
One LOA may be used for all requests from the same customer.

Customer of Record

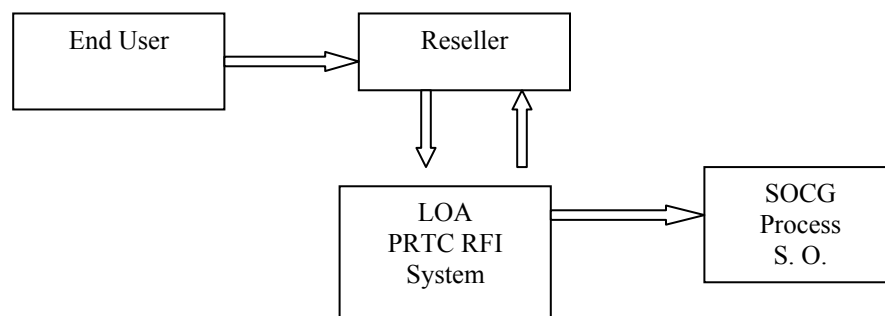
The end user is PRTC's customer of record until such time as an order is placed by a Reseller to transfer that end user to the Reseller. At that point the Reseller becomes PRTC's customer of record.

Customer Service Record (CSR)

The Customer Service Record (CSR) contains account information for existing PRTC customers. The Reseller may use the information, accessible to Resellers electronically through the PRTC GUIs, for the purposes of determining existing services that are contained on a specified end user's account. The Reseller can request an end user CSR after obtaining a Letter of Agency.

Pre-order Application Process Flow

1. This flow illustrates the steps involved when an end user migrates from PRTC to a Reseller for RFI system.



Step 1

- ♦ End User contacts Reseller to migrate from PRTC to Reseller

Step 2

- ♦ Reseller sends LOA (Letter of Authorization) to PRTC and request Customer Record Information using PRTC RFI GUI

Step 3

- ♦ PRTC-Wholesale Service Department evaluates the LOA and if it complies with all requirements process the Customer Record to Reseller

Step 4

- ♦ Reseller authorize the process of a service order to migrate the customer

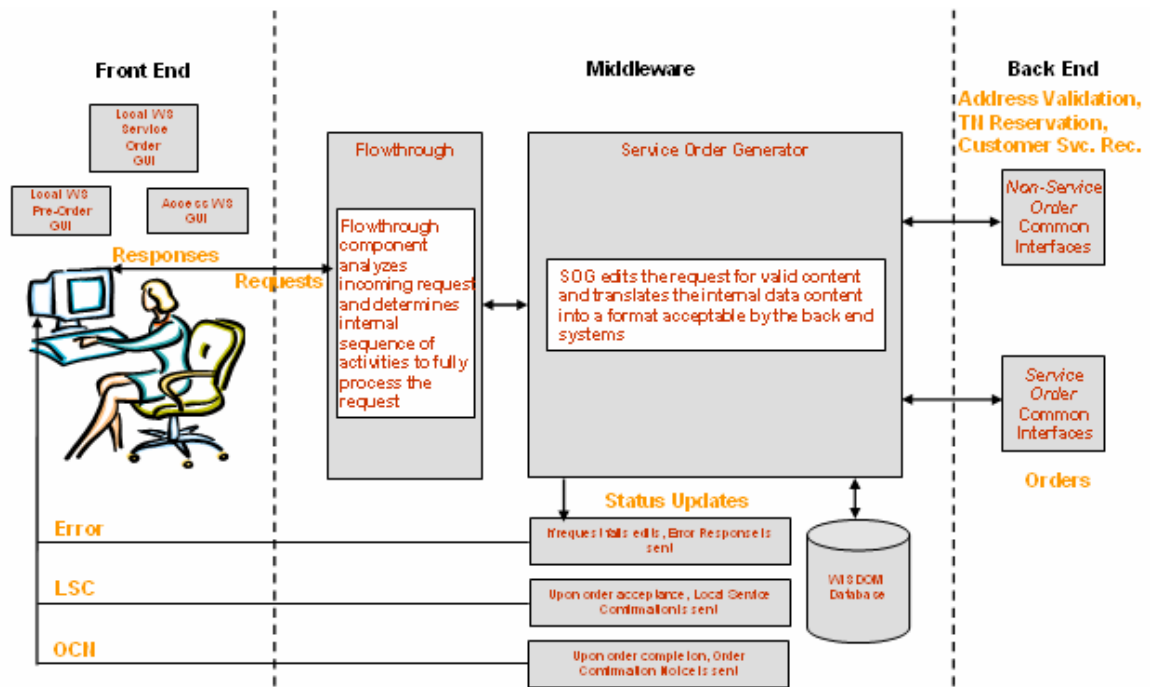
Step 5

- ♦ PRTC-Wholesale Service Department request a Record service order to migrate customer

Step 6

- ♦ PRTC-Service Order Group (SOCG) processes the order into the mechanized system.

2. For Wisdom Ordering System the next flow illustrates a high-level business component.



GUIs

There are several Graphical User Interfaces (GUIs) associated with WISDOM:

- Local Wholesale Pre-Order GUI – This interface will be used by representatives from CLECs (Competitive Local Exchange Carriers) or Resellers to perform necessary data gathering and validation prior to submitting a firm order, or LSR (Local Service Request) to PRT Wholesale for processing. The functions supported are Address Validation, Telephone Number Selection, TN Reservation or Return, Customer Service Record lookup, and Scheduling and Availability Inquiry.
- Local Wholesale Service Order GUI – Representatives from Resellers will use this interface to enter the necessary data in the proper format to submit an LSR to PRT Wholesale for processing. Once submitted, the translation of LSR data to PRT's service order processing systems will be automated so that little or no manual intervention is required. CLEC's or Resellers representatives will also use this interface to inquire on the status of their submitted LSRs. The services supported for Wisdom soft deployment are Resale Services and Wholesale Switch Service (formerly known as Unbundled Network Elements-Platform) for POTS. The use of the Wholesale Interfaces is to provide a consolidated, secure interface for Wholesale customers to send Local Service Requests and receive status on Local Service Requests.

All of the GUIs format REQUESTS that are then passed to the Flowthrough component for further processing.

Flowthrough

All requests coming from the GUI are communicated to the Request and Response Processor. The Request and Response Processor is also responsible for handling communication to the Service Order Generator component.

Service Order Generator

The Service Order Generator consists of several components to handle the automation of the request and edits prior to send the request to PRT back end systems to be processed with minimal manual intervention. The level of manual intervention will be determined by several factors:

1. The CLEC's and/or Resellers representative will follow all the training and business rules to send a clean order.
2. The CLEC's and/or Resellers representative will follow the pre-order processes as instructed.
3. The CLEC's and/or Resellers representative were previously instructed and are knowledgeable of the CLEC/Reseller's business operations and rules.

The design of the system provides different responses to show the status of the request in an ordered format. The next few sections will describe what response the user will see and when they occur.

Acknowledgment

When the user completes the data entry process and submits the order, the user can view the Worklist and see an "Acknowledgment" (green icon = NEW) that the order was submitted successfully and that the order is being handled by WISDOM. This is the initial

response that all users will see when first submitting the order. To get the updated list of notification the user will always press refresh button.

Local Service Confirmation (LSC)

The Local Service Confirmation (LSC) represents the response a user will receive when an order is successfully accepted by the back end system. This functionality (purple icon=LSC) displays the OSADIA order number to the user plus additional information related with the Local Service Request. The LSC will be displayed after the acknowledgment response is seen by the user and the user either refreshes the Worklist or returns to the Worklist later.

Local Service Confirmation – Jeopardy Notification

If the situation occurs where orders are at risk of missing a due date, the status changed or has to be processed manually, the user will receive a Jeopardy notification from WISDOM. The LSC jeopardy response (yellow icon=LSC Jeopardy) is provided by WISDOM and will come directly from OSADIA when order status updates occur on a daily basis. The LSC jeopardy response can be viewed in the Worklist and will contain information related to the order in jeopardy.

Order Completion Notification

When the order is completed and the OSADIA off-line file is retrieved by Wisdom showing that an order has finished processing, the Worklist will display a Provisioning (Order) Completion Notification (blue icon=OCN) to the user. The response will contain information from the original order. These orders will remain in the Worklist for 7 days before they are removed and can be found using the LSR Search function.

Order Error Notification

The Error Message (red icon=Error) will be displayed when applicable after the acknowledgment response is seen by the user and the user either refreshes the Worklist or returns to the Worklist later.

An Error message occurs if there was a problem with the order or if the order gets a rejection related to incorrect data input by the Reseller. If the order contains a field error that is detected, then the error message returned will contain the field in error and a description of that error. If there are connectivity, processing or system availability issues, the user will receive the Error message response from WISDOM. Some error responses will instruct the user to contact PRT-Wholesale Service Assurance coordinator for additional help or to contact PRT-Wholesale Helpdesk.

Common Interfaces

Service Order Generator communicates with PRT's back end systems through two common interface components:

Non-Service Order Common Interfaces

This set of common interfaces communicates with the appropriate PRT back end systems for address validation, facilities reservation, customer service records and schedule availability information.

Service Order Common Interfaces

This set of common interfaces communicates with the appropriate PRT's back-end service order systems to insert order data that has been translated from incoming Wholesale requests. Each request can generate one to many service orders, depending on the needs of the back end system. Each separate service order is submitted to the back end service order system using a transaction-suffix combination.

Other Processes**WISDOM Database**

The WISDOM database is updated with transient data from the GUIs, and is updated when any updates or changes in the state of request data takes place. It is the single repository for all request data in WISDOM.

Extract File

PRT executes a process on a periodic basis to extract pertinent order information from back end service order systems, including the status of the order. Currently, this process is set to run every two hours on business days from Monday through Friday. Resellers will be able to continue the use of OSTA transaction to inquiry on their own service order information.

Requirements**Charges**

1. The Reseller is responsible for any charges associated with equipment and supplies required in his office to forward information to PRTC.
2. The Reseller is responsible for any charges associated with the use of the Wisdom Ordering System

Accounting Codes

Existing accounting codes will be used for the service and equipment.

Due Dates for Orders Associated with LOAs

If a LOA results in the transfer of the customer, the order will be effective on the day after the next billing date. The actual order is a record type order to change the billing from the end user to the Reseller.

Reseller Responsibility

On a LOA form, the Reseller is required to list the following:

- Reseller name, number, address, telephone, fax number and representative.
- Residential or business name of the customer (end user).
- End User Address.
- Each billing number, including customer code.
- Type of authorization

-
- End User authorized name, position and signature

LETTER OF AGENCY I (LOA)

DATE: _____

PON: _____

VER: _____

Puerto Rico Telephone Company
P.O. Box 360998
San Juan, P.R. 00936-0998

To the End User:

Customer Proprietary Network Information (CPNI) is the information an Incumbent Local Exchange Company (ILEC) maintains concerning a customer's telecommunications usage and services. CPNI may include billing information about customer's account, usage data, customer's network information, access arrangements or customer's calling patterns.

The Puerto Rico Telephone Company (PRTC) acknowledges the right of its customers to privacy and confidentiality. PRTC further acknowledges the right of each customer to control the dissemination of the Customer Proprietary Network Information (CPNI) associated with that customer's account.

The following information is considered CPNI, therefore, you must be aware that you are authorizing your agent to use such information.

This agreement is in effect until you provide written notification that is no longer valid.

Upon receipt of this form, PRTC is not responsible for the security of non-published or non-listed numbers or any other issues of privacy.

(End user's name) would like:

(Reseller, CLEC) name: _____

(Reseller, CLEC) Operating _____

Company Number (OCN): _____

(Reseller, CLEC) address: _____

(Reseller, CLEC) telephone number: _____

(Reseller, CLEC) fax number: _____

(Reseller, CLEC) representative: _____

Letter of Agency
Page 2PON _____
VER _____**To provide (End User Company Name) with one of the following:**

_____ Reseller Service

_____ CLEC Service

End User Identification:Billing number : _____
Customer code : _____
Social Security Number : _____
Federal I.D. Number : _____
Customer mailing address : _____

_____This Letter authorizes (Reseller #, CLEC #) to access account information from any current & future providers of telecommunication goods and services._____
Authorized Name_____
Date_____
Authorized Position_____
SignatureRequest for information completed and sent to (Reseller, CLEC) on (date).Processed by: _____
Order Coordinator

Letter of Agency
Page 3

PON _____
VER _____

REJECTION:

This request can not be processed for the following reason: Date: _____

_____ Reseller, or CLEC is not certified.

_____ No records exist for end user.

_____ Billing Number and customer code do not match.

_____ End User is temporarily disconnected for non-payment of bill.

_____ Other _____.

Processed by: _____
Order Coordinator _____ Date

**LETTER OF AGENCY II
(LOA)**

DATE: _____

PON: _____

VER: _____

Puerto Rico Telephone Company
P.O. Box 360998
San Juan, P.R. 00936-0998

To the End User:

Customer Proprietary Network Information (CPNI) is the information an Incumbent Local Exchange Company (ILEC) maintains concerning a customer's telecommunications usage and services. CPNI may include billing information about customer's account, usage data, customer's network information, access arrangements or customer's calling patterns.

The Puerto Rico Telephone Company (PRTC) acknowledges the right of its customers to privacy and confidentiality. PRTC further acknowledges the right of each customer to control the dissemination of the Customer Proprietary Network Information (CPNI) associated with that customer's account.

The following information is considered CPNI, therefore, you must be aware that you are authorizing your agent to use such information.

This agreement is in effect until you provide written notification that is no longer valid.

Upon receipt of this form, PRTC is not responsible for the security of non-published or non-listed numbers or any other issues of privacy.

(End user's name) would like:

(Reseller, CLEC) name:	_____
(Reseller, CLEC) Operating Company Number (OCN):	_____
(Reseller, CLEC) address:	_____

(Reseller, CLEC) telephone number:	_____
(Reseller, CLEC) fax number:	_____
(Reseller, CLEC) representative:	_____

Letter of Agency
Page 2PON _____
VER _____**To provide (End User Company Name) with one of the following:**

_____ Reseller Service _____ CLEC Service

End User Identification:Billing number : _____
Customer code : _____
Social Security Number : _____
Federal I.D. Number : _____
Customer mailing address : _____

__________ This Letter authorizes (Reseller #, CLEC #) to access account information from any current & future providers of telecommunication goods and services.**In addition,**_____ This Letter authorizes (Reseller #, CLEC #) to request orders for changes, additions or other modifications of services on my behalf at any time._____
Authorized Name_____
Date_____
Authorized Position_____
SignatureRequest for information completed and sent to (Reseller, CLEC) on (date).Processed by: _____
Order Coordinator

Letter of Agency
Page 3

PON _____
VER _____

REJECTION:

This request can not be processed for the following reason: Date: _____

_____ Reseller, or CLEC is not certified.

_____ No records exist for end user.

_____ Billing Number and customer code do not match.

_____ End User is temporarily disconnected for non-payment of bill.

_____ Other _____.

Processed by: _____
Order Coordinator _____ Date

REQUEST FOR INFORMATION PROCEDURE (RFI)

Purpose: The RFI procedure, which follows, explains the steps, which must be taken by the Reseller to acquire customer specific information.

The request for information (RFI) is the detailed mechanized request that the Reseller initiates to obtain information pertaining to an end user. Upon receipt of the RFI, the WSD verifies the accuracy of LOA and authorizes release of information to Reseller. This will be transmitted to the Reseller on a mechanized basis.

Rules

- ◆ The request for information (RFI) is only provided when an original Letter of Agency (LOA) is received as authorization.
- ◆ If there is an error (wrong telephone number, customer code, etc.), or the Reseller is not certified, or no records exist, the request will be rejected. Minor omissions/errors may be resolved with a call to the Reseller. If unable to clear the problem, the Reseller will receive a rejection form indicating that the request has been rejected and the reason for the rejection.
- ◆ There may be multiple requests for information (RFI's) issued since LOA's may be received from different Resellers.
- ◆ The information referred to a Reseller is subject to change as result of daily per order updating.
- ◆ The Customer Service Record (CSR) will be sent to the Reseller via a mechanized system. This information will be available on the system within 48 hours of receiving both the LOA and the authorization via RFI. The CSR included the network services (Alpha Accounting Codes). For a correct interpretation of these, a complete detail of them is provided in the Accounting Decode Book.

Request for Information (RFI) Definitions

The following is a list of the information that is included in the Request for Information (RFI) report and/or screen.

1st screen – RFI BODY

Line 1	<u>CIDS</u>	-	Used by PRTC
	<u>Title</u>	-	Puerto Rico Telephone Company
	<u>Date</u>	-	Date of the RFI

Line 2	<u>CIDS</u>	-	Used by PRTC
	<u>Title of Screen or Report</u>		
	<u>Time of latest activity</u>		

REQUESTOR INFORMATION

Line 3	<u>Reseller</u>	-	Identification number of Reseller
	<u>PON</u>	-	Reseller purchase order number
	<u>VER</u>	-	Version number
	<u>RFI Date</u>	-	Request date
Line 4	<u>Due Date</u>	-	Due date for the RFI
	<u>Exp Date</u>	-	Expiration date
	<u>Exclusive RFI</u>	-	Non exclusive (N)
	<u>CLEC</u>	-	Indicate "N" for Resellers and "Y" for CLECs
Line 5	<u>Status</u>	-	Status of the request
	<u>SLS</u>	-	Salesperson identification number
	<u>Pend Count</u>	-	(blank) no order pending, if an order is pending, Reseller is advised order will be canceled or changed

ACCOUNT AFFECTED

Line 6	<u>ORID</u>	-	Current Company and/or carrier
	<u>Live Accnt</u>	-	Account number including customer code
	<u>GVT Accnt</u>	-	Blank or government account number
	<u>SS</u>	-	Social security number
Line 7	AFF LINES	-	indicate (A) for all lines & (P) for Partial
Line 8	<u>Name</u>	-	Billing name
	<u>Disc Date</u>	-	Zero filled or a date if the number has been Disconnected**

**If the number is disconnected no order will be processed.

Line 9	<u>LOCL</u>	-	First line of the billing address
Line 10	<u>NUST</u>	-	Second line of the billing address
	<u>Bill Period</u>	-	Billing date
Line 11	<u>SLOC</u>	-	Third line of the billing address
	<u>Class SRVC</u>	-	Residence, business, etc.

Line 12	<u>Town</u>	-	Fourth line of the billing address
	<u>State</u>	-	State address
	<u>Priority</u>	-	Elderly, handicapped, etc.
Line 13	<u>Zip</u>	-	Zip code
	<u>Town Code</u>	-	Central office and rate center

_____ DIRECTORY NAME / ADDRESS _____

Line 14	<u>Title</u>	-	Directory name and address for the white pages
Line 15	<u>Name</u>	-	Directory name
	<u>S.O. From:</u>	-	
Line 16	<u>Address</u>	-	Physical address
	<u>S.O. To:</u>	-	
Line 17	<u>RFI Created, Status</u>	-	11 = Created for RFI 15 = Created for PLOC
Line 18	<u>Selection</u>	-	Number of the screen to view
	<u>Print Class</u>	-	Number of the printer

2nd screen -**AFFECTED LINES**

Line 1	<u>CIDS</u>	-	Used by PRTC
	<u>Title</u>	-	Puerto Rico Telephone Company
	<u>Date</u>	-	Date of the RFI
Line 2	<u>CIDS</u>	-	Used by PRTC
	<u>Title of Screen or Report</u>		
	<u>Time of latest activity</u>		
Line 3	<u>Reseller</u>	-	Identification number of Reseller
	<u>PON</u>	-	Reseller purchase order number
	<u>VER</u>	-	Version number
	<u>RFI Date</u>	-	Request date
Line 4	<u>Title</u>	-	Selected Teleponee Numbers
Line 5 -20		-	Listing of affected telephone numbers
Line 21	<u>Selection</u>	-	Number of screen to view
Line 22 and below		-	Instructions

3rd screen - PHYSICAL & RENT INFORMATION

Line 1 CIDS - Used by PRTC
 Title - Puerto Rico Telephone Company
 Date - Date of the RFI

Line 2 CIDS - Used by PRTC
 Title of Screen or Report
 Time of latest activity

Line 3 Reseller - Identification number of Reseller
 PON - Reseller purchase order number
 VER - Version number
 RFI Date - Request date

Line 4 Telephone - Affected telephone number
 Pic - Actual en user Pic
 Lpic - Actual en user Local Pic

_____LOCAL CABLE_____ _____CENTRAL OFFICE_____

Line 5-7 Shows physical facilities

_____HOUSE CABLE_____ _____CAMDF_____

Line 8-11 Shows additional physical facilities

_____RENT INFORMATION_____

Line 12 Show the Network Services, includes: Quantity, Accounting Code, Alpha Code, Rent/ unit and the Total Rent

Line 13 Selection - Number of the screen to view

Lines 14 and below - Instructions

4th screen - ADDITIONAL DIRECTORY INFORMATION

Line 1	<u>CIDS</u>	-	Used by PRTC
	<u>Title</u>	-	Puerto Rico Telephone Company
	<u>Date</u>	-	Date of the RFI
Line 2	<u>CIDS</u>	-	Used by PRTC
	<u>Title of Screen or Report</u>		
	<u>Time of latest activity</u>		
Line 3	<u>Reseller</u>	-	Identification number of Reseller
	<u>PON</u>	-	Reseller purchase order number
	<u>VER</u>	-	Version number
	<u>RFI Date</u>	-	Request date
Line 4	Telephone	-	Affected telephone number
Line 5-9	Additional listing information, if applicable, will be included		

5th screen - NOTES SCREEN

Line 1	<u>CIDS</u>	-	Used by PRTC
	<u>Title</u>	-	Puerto Rico Telephone Company
	<u>Date</u>	-	Date of the RFI
Line 2	<u>CIDS</u>	-	Used by PRTC
	<u>Title of Screen or Report</u>		
	<u>Time of latest activity</u>		
Line 3	<u>Reseller</u>	-	Identification number of Reseller
	<u>PON</u>	-	Reseller purchase order number
	<u>VER</u>	-	Version number
	<u>RFI Date</u>	-	Request date
Line 4-19	The Reseller can send or receive information pertinent to the account in the Remarks section.		

=====

CI04F010	PUERTO RICO TELEPHONE COMPANY	08/24/04
CI04D010	RFI BODY	10:12:53

----- REQUESTOR INFORMATION -----

RESELLER: RESELLER01 PON: _____ VER: __ RFI DATE: 00/00/0000
DUE DATE: 00/00/0000 EXP DATE: 00/00/0000 EXCLUSIVE RFI: _ CLEC: _
STATUS: __ SLS: PEND COUNT:

----- ACCOUNT AFFECTED -----

ORID: _____ LIVE ACCNT: _____ GVT ACCNT: _____ S.S. _____
AFF LINES: _
NAME: DISC DATE : 00/00/00

BILL PERIOD :
CLASS SRVC :
PRIORITY :

ZIP : - TOWN CODE :

----- DIRECTORY NAME / ADDRESS -----

NAME : S.O. FROM:
ADDRESS: S.O. TO :

SELECTION: __ PRINT CLASS: __

*** ENTRE "PURCHASE ORDER NUMBER" Y RESIONE "ENTER" ***

ENTER=PROCESS PF:1=HELP 2=COPY 3=EXIT 5=RFI NEXT 6=MENU
PF:9=CONTACT MEMO 11=PRINT IN 12=PRINT OUT

REQUEST FOR INFORMATION (RFI) INSTRUCTIONS

Instructions to fill out the RFI Screens:

Note: See the screens in Exhibits 3 – 1 to 3 – 9.

1. PRTC Screen: (Exhibit 3-1)

Enter "DBD3" at cursor location - press "enter" key (enter)

2. User ID and Password Screen: (Exhibit 3-2)

Enter User ID # assigned to Reseller by PRTC (enter)
Enter Password # assigned to Reseller by PRTC (enter)

3. Request for Information Menu Screen: (Exhibit 3-3)

Enter "01" in Selection field (enter)

4. RFI Body Screen: (Exhibit 3-4)

- a. Enter purchase order number PON: # (enter)
- b. Enter version
(always 01 for the first request) VER: # (enter)
- c. Requested Date RFI Date: mm/dd/yy (enter)
- d. All requests must be made non exclusive EXCLUSIVE RFI: N (enter)
- e. Indicate if it is a CLEC account CLEC: N (enter)
- f. Indicate the current Local Service Provider ORID: e.g. PRTCC (enter)
- g. Indicate the Telephone Number
including the customer code. LIVE ACCNT: NXX-XXXX-XXX
(enter)
Do not fill this field for government
Accounts.
- h. If the account is for a Government
Agency fills this option. GVT ACCNT: XXX-XXXX (enter)

REQUEST FOR INFORMATION (RFI) INSTRUCTIONS (Contd.)

- i. Enter Social Security Number S.S.: xxx-xx-xxxx (enter)
- j. Indicate if Reseller is authorized to request information for all lines or specific (partial) lines.
- AFF LINES: A* (for all) (enter)
or P* (for partial) (enter)

Note: Must agree with LOA submitted.

If Reseller selected code “P” on line 8 “Affected Lines” of the RFI Body Screen, the system will, after Reseller presses enter, give the Reseller the “Affected Lines” screen, Exhibit 3-6. The screen will be blank. The Reseller must enter which lines the end user has given him authority to represent. Upon completion, the Reseller presses enter, to send information back to the WSD. The Status Code on the RFI Body screen will be 21.

If the affected lines have a pending order associated with them, the status code will change from 21 to 24. In this case, WSAC will notify the Reseller or CLEC of all pending orders and Reseller/CLEC will inform the end user. It is the end user responsibility to make the decision of canceling or processing the pending orders. For cancellations the end user should contact the Marketing Department and notify the Reseller/CLEC of this transaction.

WSAC must received notification from Reseller/CLEC of cancellation in order to complete the PLOC. When a decision is to keep the orders in process, ("as is"), WSAC will follow-up until completion of the service orders.

Rev 10/22/01

** At this point WSD will verify that the LOA agrees with requested information for option A or option P.

Within 48 hours, the Coordinator will verify the RFI and LOA information. If the information agrees, the Coordinator will change the Status Code on the RFI from 21 to 13 and release the customer information to the Reseller.

If the information does not agree, the Coordinator will reject the RFI request by changing the status code from 21 to 12.

The Reseller will be advised of released information or rejected requests by checking the RFI Follow Up Screen, Option (06) on the Request For Information Menu.

5. Affected Lines Screen: (Exhibit 3-6)

- a. This screen will be automatically filled if A (all lines) was selected in previous screen.
- b. If partial lines (P) were selected in previous screen, then only those lines that the Reseller indicated, will appear on the screen.

6. Physical and Rent Information Screen: (Exhibit 3-7)

- | | | |
|----------|----|--------------------------------------------------------------------------------------------------------------------------------|
| Purpose: | A. | To show the information regarding the physical facilities of the customer's lines |
| | B. | To show all the network services based on alpha accounting codes. In addition, it shows the quantity and cost of each service. |

Note: The screen is for view only.

REQUEST FOR INFORMATION (RFI) INSTRUCTIONS (Cont.)**7. Additional Directory Information: (Exhibit 3-8)**

Purpose: Show any additional directory information such as names and listing.

Note: The screen is for view only.

8. Notes screen: (Exhibit 3-9)

Purpose: The Reseller uses this screen to write any information or note to the WSD and/or receive any information or note from the WSD.

9. After an evaluation of the Customer Service Record (CSR), the Reseller may:

- a. Request the transfer of the end user account to his account. This action has to be authorized by the end user.
- b. The Reseller should go back to 1st screen "RFI BODY" (by indicating 01 in selection). (See Exhibit 3-10)
- c. Change the status to #15 to request the service order, if orders do not require any fieldwork (record orders only).
- d. The WSD will receive the transmission on line and will prepare a contact memo to request the service order.
- e. Service orders PLOC to Reseller will be completed in the OSADIA mechanized system within 48 hours.
Note: -The Reseller/CLEC must inform the end user that all request are to be submitted through them as their representative once the account is PLOC.
-PRTC should not processed orders of a customer that is PLOC to a Reseller/CLEC
-If there is a need to incur in a delay, a notice will be sent to the Reseller on due date+1, notifying the reason and expected time frame to process the order.

10. Service Order Screen: (Exhibit 3-11)

Purpose: When the WSD issues the service orders, the number assigned to them will appear on the Notes Screen. With said numbers the Reseller may check the status on the Service Order Status Screen (OSTA). For instruction regarding OSTA Screen refer to Section 4 - Ordering Service.

**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 _____

**Wholesale Business/Residential
Order Form
Page 2**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 _____	_____
_____	Remote Call Forwarding	_____
_____	Port & Loop	_____
_____	Port Only	_____
_____	Loop Only	_____
_____	Other _____	_____

**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 _____