

# **EASE**

# **Pre-Order**

# **Job Aid**

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## Overview

Overview and Purpose	The purpose of this document is to provide an overview of how to use the EASE Pre-Order Tool.
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## EASE CFA Inquiry

CFA Inquiry Overview	CFA Inquiry can be executed within EASE for Pre-order. The following steps should be followed to facilitate a successful response.
1) EASE Order List	From the EASE Order list, select New from the Pre-order tab.
2) Preorder Initiation	Complete the Pre-Order Initiation screen to execute a CFA Inquiry by entering the following information: <ul style="list-style-type: none"> <li>A) Message ID – The system will pre-populate this field with a numeric value. The User can override this information to better track their transactions e.g.: TEST001. This field can not contain duplicates.</li> <li>B) ICSC – Select the ICSC region associated with where the CFA is located.</li> <li>C) Service Type – Select CFA Inquiry</li> <li>D) Initiate Button - Initiate the CFA Inquiry</li> <li>E) Cancel - Close the window and cancel the transaction.</li> </ul>
3) CFA Inquiry Screen ASR Inquiry Additional Header	<b>ASR Inquiry Additional Header</b> <ul style="list-style-type: none"> <li>A) Message ID will be pre-populated from the Initiation screen.</li> <li>B) CCNA - Enter CCNA in all CAPs – this must be the same <ul style="list-style-type: none"> <li>a. CCNA as VFO log in ID</li> </ul> </li> <li>C) ICSC will be pre-populated from the Initiation screen.</li> <li>D) State – Enter State abbreviation</li> </ul>
4) CFA Inquiry Screen Channel Inquiry	<b>Channel Facility Assignment</b> <p>All entries on this screen are required.</p> <ul style="list-style-type: none"> <li>A) FACDESG - Identifies the xxx</li> <li>B) FACTYPE - Identifies the facility type.</li> <li>C) CHANNEL – Identifies the channel. Can be populated with entire range of facility such as 1-24 for T1 and 1-28 for T3.</li> <li>D) LOCA – Identifies the A location of the CFA.</li> <li>E) LOCZ – Identifies the Z location of the CFA.</li> </ul>

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<p>5) CFA Inquiry Response</p>	<p><b>CFA Inquiry Response</b>  Based on the information entered on the CFA Inquiry tab, the system will execute the request and provide a response.  The CFA response results will display in the IRM field</p> <ul style="list-style-type: none"> <li>A) Busy – The CFA information entered has been executed and the slot is Busy.</li> <li>B) Vacant – The CFA information entered has been execute and the slot is vacation and available for reservation.</li> <li>C) Requested Information not found – The CFA information is not found using the information provided.</li> </ul> <p><b>Channel Information</b>  When CFA channel is busy, Allows customer to see circuit information for the channel being validated. Customer will either see the ecckt ID of the circuit in the channel or the phrase, “Viewing Restricted to Facility Owner” if the CFA belongs to another Carrier.</p>
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***EASE CLLI Inquiry***

<p>CLLI Inquiry Overview</p>	<p>CLLI Inquiry can be executed within EASE for Pre-order. The following steps should be followed to facilitate a successful response.</p>
<p>1) EASE Order List</p>	<p>From the EASE Order list, select New from the Pre-order tab.</p>
<p>2) Preorder Initiation</p>	<p>Complete the Pre-Order Initiation screen to execute a CLLI Inquiry by entering the following information:</p> <ul style="list-style-type: none"> <li>A) Message ID – The system will pre-populate this field with a numeric value. The User can override this information to better track their transactions e.g.: TEST001. This field cannot contain duplicates.</li> <li>B) Receiver Code - Select a Receiver Code - which generates the ICSC on the inquiry screen</li> <li>C) Service Type – Select CLLI Inquiry</li> <li>D) Initiate Button - Initiate the CLLI Inquiry</li> <li>E) Cancel - Close the window and cancel the transaction.</li> </ul>
<p>3) CLLI Inquiry Screen ASR Inquiry Additional Header</p>	<p><b>ASR Inquiry Additional Header</b></p> <ul style="list-style-type: none"> <li>E) Message ID will be pre-populated from the Initiation screen.</li> <li>F) CCNA - Enter CCNA in all CAPs – this must be the same <ul style="list-style-type: none"> <li>a. CCNA as VFO log in ID</li> </ul> </li> <li>G) ICSC will be pre-populated from the Initiation screen.</li> <li>H) State – Enter State abbreviation – not required to Initiate Search</li> <li>I) LOCA and LOCZ - Enter the CLLI A and the CLLI Z into the LOCA and LOCZ fields respectively</li> </ul>

<p>4) CLLI Inquiry Response</p>	<p><b>CLLI Inquiry Response</b>  Based on the information entered on the CLLI Inquiry tab, the system will execute the request and provide a response.  The CLLI response results will display in the IRM field.</p> <ul style="list-style-type: none"> <li>J) Validated – The CLLI information will list the circuits using those two CLLI's.</li> <li>K) Available – The CLLI information will result in a Response with the IRM field stating "Channel Available"</li> <li>L) Requested Information not found – The CLLI information will return the message "Result: The input is not valid or CLLI belongs to a different company".</li> </ul> <p><b>Channel Information</b>  When CLLI channel is busy, this screen allows customer to see circuit information for the unavailable channel. Customer can scroll through to find an available CLLI channel if the two selected in the inquiry are "busy" or unavailable.</p>

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**Location Inquiry**

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<p>CFA Inquiry Overview</p>	<p>Address Validation can be executed within EASE for Pre-order and within the ASR on the Transport or EUSA page. The following steps should be followed to facilitate a successful response.</p>
<p>1) EASE Order List</p>	<p>From the EASE Order list, select New from the Pre-order tab.</p>
<p>2) Preorder Initiation</p>	<p>Complete the Pre-Order Initiation screen to execute an address inquiry by entering the following information:</p> <ul style="list-style-type: none"> <li>A) Message ID – The system will pre-populate this field with a numeric value. The User can override this information to better track their transactions eg: TEST001. This field can not contain duplicates.</li> <li>B) ICSC – Select the ICSC region associated with where the address is located.</li> <li>C) Service Type – Select Location Inquiry</li> <li>D) Initiate Button - Initiate the Location Inquiry</li> <li>E) Cancel - Close the window and cancel the transaction.</li> </ul>

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<p>3) Location Inquiry Screen ASR Inquiry Additional Header</p>	<p><b>ASR Inquiry Additional Header</b>  M) Message ID will be pre-populated from the Initiation screen.  N) CCNA - Enter CCNA in all CAPs – this must be the same  a. CCNA as VFO log in ID  O) ICSC will be pre-populated from the Initiation screen.  P) State – Enter State abbreviation</p>
<p>4) Location Inquiry Screen Address Detail</p>	<p><b>Address Detail</b>  Inquiry Tab: The minimum entries on this screen are: House Number (SANO), Street Name (SASN), City, State (must be in all CAPs), and Zip code.</p> <ul style="list-style-type: none"> <li>A) AFT (Address Format Type) - Identifies the format of the address being supplied. Valid Entries: A=Rural route and/or box number, B=Unnumbered, C=Provider Assigned house number, D=Descriptive, and E=Provisioning Address.</li> <li>B) SAPR (Address Number Prefix) – Identifies the prefix for the address number of the service address.</li> <li>C) SANO (Address Number) – Identifies the number of the service address.</li> <li>D) SASF (Address Number Suffix) – Identifies the suffix for the address number of the service address.</li> <li>E) SASD (Street Directional Prefix) – Identifies the street directional prefix for the service address. Valid entries are E=East, W=West, N=North, S=South, NE=Northeast, NW=Northwest, SE=Southeast, SW=Southwest.</li> <li>F) SASN (Address Street Name) – Identifies the street name of the service address.</li> <li>G) SATH (Street Type) – Identifies the thoroughfare portion of the street name of the service address. Eg: LN=Lane, BLVD=Boulevard, etc.</li> <li>H) SASS (Street Directional Suffix) - Identifies the street directional suffix for the service address. Valid entries are E=East, W=West, N=North, S=South, NE=Northeast, NW=Northwest, SE=Southeast, SW=Southwest. NOTE: This is not the same as DIR and the two <u>cannot</u> be used interchangeably in the address for validation or the ASR.</li> <li>I) LD1 (Location Designator 1) – Identifies additional specific information related to the address Valid values for CenturyLink are UNIT, ROOM, APT, RM, STE, FL, FLR, BLDG, COMP.</li> </ul>

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<p><b>Error! Use the Home tab to apply Block Label to the text that you want to appear here.</b> (continued)</p>	<p>J) LV1 (Location Value 1) - Identifies the value associated with the first location designator of the address.</p> <p>K) LD2 (Location Designator 2) – Identifies additional specific information related to the address Valid values for CenturyLink are UNIT, ROOM, APT, RM, STE, FL, FLR, BLDG, COMP.</p> <p>L) LV2 (Location Value 2) - Identifies the value associated with the second location designator of the address.</p> <p>M) LD3 (Location Designator 3) – Identifies additional specific information related to the address Valid values for CenturyLink are UNIT, ROOM, APT, RM, STE, FL, FLR, BLDG, COMP.</p> <p>N) LV3 (Location Value 3) - Identifies the value associated with the third location designator of the address</p> <p>O) City – Identifies the city, village, township</p> <p>P) State/Province – Identifies the abbreviation for the state or province</p> <p>Q) Zip/Postal Code – Identifies the ZIP code or postal code. The Zip code should be valid for the State where the service address is located.</p>
<p><b>5) Working Telephone Number Inquiry</b></p>	<p>Currently the Working Telephone Number Inquiry is not available.</p>
<p><b>6) Working Circuit Inquiry (Required)</b></p>	<p>WKCID - Working Circuit ID indentifies the working circuit ID in a serialized format associated with this request. 27 alpha/numeric characters.</p> <p>SWC - Serving Wire Center identifies the serving wire center CLLI Code associated with this request. 8 or 11 alpha/numeric characters.</p> <p>NPANXX - NPA/NXX identifies the NPA/NXX associated with the location inquiry. 6 numeric characters. **WKCID will need to be paired with SWC or the NPANXX to return results.</p>
<p><b>Response</b></p>	<p>Location Address Inquiry Response</p> <p>Based on the information entered on the Location Inquiry tab, the system will execute the request and provide a response. The response results will display in the IRM field.</p> <p>List of Responses</p> <p>A) Exact match – The address information entered has been executed successfully.</p> <p>B) Alternatives exist – There are multiple addresses that met the criteria entered. User will need to review for the correct address, change the criteria and re-validate.</p>

	C) No CenturyLink Address found for this address – Address not found in CenturyLink address database CenturyLink’s location.
Complex Address Inquiries	<p>Complex Address inquiries can be entered utilizing the Location designator fields. Enter the minimum required address inquiry fields plus the location designators. E.g.:</p> <p>LD1 – Enter description types. Valid values for CenturyLink are UNIT, ROOM, APT, RM, STE, FL, FLR, BLDG, and COMP.</p> <p><b>Tip: Entering “COMP” in the LD field could supply more alternatives loaded in our system than other entries.</b></p> <p>LV1 – Enter the value associated with the description type e.g. 100, 1</p> <p>The LD description type can be placed in any LD1, LD2, or LD3 and the associated</p>
Save and Search	<ul style="list-style-type: none"> <li>❖ After the pre-order result is displayed, the user can save the result for future use by clicking on the Save button below. A message, “<b>Request and Response saved successfully</b> will appear. Click the Close button.</li> <li>❖ To initiate a search, returns to the Pre-Order tab and select Search.</li> <li>❖ The screen displays the search criteria and also a list of all the pre-order results that have been saved. At the bottom of the screen, it displays the total number of saved results. Click on the <b>Message ID</b> number next to the Results Page or arrow to display the next ten results. Only ten results are displayed on each page.</li> </ul>
Search Function	<p>To search for specific PONs, fill the boxes with your search criteria and click on the Go button. It will return all the PONs matching the search criteria.</p> <p>a) <b>TX Num</b> – Enter the Message Id that initial Inquiry and Response was saved. User can perform wildcard searches using the % symbol.</p> <p>b) <b>ICSC</b> – Select the ICSC code from the drop down box.</p> <p>c) <b>Service Type</b> – Select Location Inquiry in the drop down box.</p> <p>d) <b>Public Search</b> – If checked, it will search for all the pre-orders, unlimited to the user id. If unchecked, it will limit the search to only the user id.</p> <p>e) <b>TX From Date (MM/DD/YYYY)</b> – Enter the begin date in the MM/DD/YYYY format or click on the calendar to select the begin date for the date range search.</p> <p>f) <b>TX To Date (MM/DD/YYYY)</b> – Enter the end date in the MM/DD/YYYY format or click on the calendar to select the end date for the date range search. If left blank, it will perform a search up to the current date.</p> <p>g) <b>Response Type</b> – Select the Response required. For examples, All, Alternatives Exists, Found, Not Found, Restricted. The default is “All”</p> <p>Clicking on the CLEAR button will erase all the search criteria that were entered and returns to the original state with the default values displayed where applicable.</p>

<p>Location Inquiry Buttons</p>	<p>The following buttons are available on Location Inquiry tab:</p> <ul style="list-style-type: none"><li>a) <b>Submit</b> – Send the query for validation; it displays the message, “Waiting for Pre-order Response” while processing the request.</li><li>b) <b>Close</b> – Close the Inquiry or Response tab and returns to the Order/List page.</li><li>c) <b>Save</b> – Saves the Request and Response and it displays the message, “<b>Request and Response saved successfully</b>”</li><li>d) <b>Printable Version</b> – Displays Print Preview page of the Request/Response. To print, click on the Print icon.</li><li>e) <b>Change</b> – Allows user to make changes to the fields on the Inquiry tab.</li></ul>
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