



Unbundled ISDN – BA North

Platform Service-New Install Port and Loop

DTE-WORLDCOM 4-5 (a)

NUM	DESCRIPTION
1	The Certified Local Exchange Carrier (CLEC) contacts the Telecommunications Industry Services Operations Center (TISOC) and indicates a desire to order ISDN.
2	The TISOC verifies if the CLEC has the interconnect agreement on file or if the New York PSC 916 tariff is applicable.
3, 4, 5	If the CLEC does not have the interconnect agreement on file and the New York PSC 916 tariff is not applicable, the TISOC contacts the Bell Atlantic Account Management. The Bell Atlantic Account Management contacts the CLEC to discuss the interconnect agreement. The CLEC agrees upon and signs the interconnect agreement or orders from the New York PSC 916 tariff.
6	If the interconnect agreement for the CLEC is on file or if the New York PSC 916 tariff is applicable and the TISOC has determines the Network Design Request (NDR) process has been completed.
7, 8	If the NDR process has not been completed, the TISOC refers the CLEC to the appropriate Service Delivery Engineer (SDE) to initiate the NDR process. Meetings will be conducted with the appropriate subject matter experts to facilitate the NDR process. The flow assumes the NDR process has been completed.
9, 10, 11, 12	The CLEC initiates the Local Service Request (LSR). The CLEC has the ability to verify the end user's service request. The CLEC has the ability to verify address and telephone number procurement information through LIVEWIRE, product availability through BMEX, the customer service record (CSR) via the Direct Customer Access Service (DCAS).
13, 14, 15	If DCAS cannot verify certain information on the end user's request, DCAS sends back to the CLEC a rejection notification. The CLEC works with the end user to resolve the problem and re-submits the verification. If the problem cannot be resolved the CLEC escalates the problem with Bell Atlantic for resolution.
16, 17, 18, 19, 20, 21, 22	If the verification can be processed, the Customer Care Center in the CLEC receives the requested information from the Bell Atlantic databases via DCAS. This information is validated with the end user. The CLEC inputs the service request into their ordering system and the actual service activity request is received in the TISOC via DCAS. The CLEC also faxes to the TISOC the ISDN Questionnaire.
23, 24, 25, 26, 27	DCAS validates the service request. DCAS automatically notifies the CLEC of the status of this request. If the file is not received intact, the system sends a "NAC" file for syntactical problems or a "SEM" file for content error back to the CLEC. The Customer Care Center works with the end user to correct the problem and resubmits the activity request.
28	Once DCAS determines if this service is for a Platform service. The SR determines if the service request is valid. If this service is not for a Platform Service, see the appropriate Port/Loop only process flow.



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29, 30	If the service request is for a port and loop and the request is not valid, the TISOC refers the CLEC to a subsequent NDR process. For example, further line class code development may be necessary.
31, 32, 33, 34	If the service request is valid and a loop qualification is required, the TISOC requests loop qualifications to Outside Plant via the BRIAN system. The Facilities Assigner investigates the loop availability and updates BRIAN. Loop qualifications are not required in Manhattan.
35, 36, 37, 38	If the loop does not support ISDN, the Service Representative (SR) in the TISOC notifies the CLEC. The Customer Care Center receives the information from the CLEC and notifies the end user. Further negotiations with Bell Atlantic become necessary and Special Assembly may be an option.
39, 40	If the loop does support ISDN or if the loop qualification is not required as is the case in Manhattan, the SR obtains the circuit identification (CKT ID) and creates a firm order in the BRIAN system.
41, 42, 43	The TISOC SR creates and enters the service order into the Service Order Processor (SOP)/UniSON system.
44, 45, 46, 47, 48	If SOP determines the order is in error, the SR corrects the order and re-enters the order into SOP/UniSON. If the order is not in error, SOP/UniSON sends a message to DCAS. DCAS sends a Confirmation Notice (CN) the CLEC. SOP/UniSON releases the order to SOAC/Provisioning.
49, 50, 51	The Service Order Analysis and Control (SOAC) system receives the order. If the service order fails the upfront SOAC edits, SOAC sends an ESOI message to SOP and the order is placed on the Awaiting Correction Work list (ACW) in the TISOC. The TISOC SR corrects the service order and re-enters the order into SOP/UniSON.
52, 53	If the service order passes the upfront SOAC edits, SOAC checks to see if this is a completion pass of the order. If it is a completion pass of the service order, the service order goes through the completion process.
54, 55	If it is not a completion pass of the order, SOAC checks to see if manual assignment is required. If manual assignment is required, the service order goes to a Facility Assigner for the manual assignment process in the DBT/MLAC.
56, 57	If manual assignment is not required, SOAC checks to see if this is a multi order reuse. If a multi order reuse is required, the service order goes through the multi-order reuses process in the DBT/MLAC.
58, 59, 60	If it is not a multi order reuse, LFACS receives the assignment request from SOAC. If manual assignment is required in LFACS the order goes to a Facility Assigner for the manual assignment process in the DBT/MLAC.



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61, 62	If no manual assignment is required in LFACS, the basic address is validated in LFACS. If the address is not valid, the service order goes through the manual assignment address validation process in the DBT/MLAC.
63, 64	If the address is valid in LFACS, does a reservation exist. If no reservation exists, manual intervention is required by the DBT.
65, 66	If a reservation does exist, does the basic address match the Reservation. If it does not, manual intervention is required by the DBT.
67, 68	If the basic address matches the Reservation, does the location information matches the RSV. If it does not, the service order goes through the manual reservation resolution process in the DBT.
69	If the location information matches the Reservation, are the Reservation Facilities compatible. If they are not, the order goes through the manual reservation resolution process in the DBT.
70, 71	If the Reservation Facilities are compatible, availability is determined. If they are not available, the order goes through the held order process where DBT holds the order until the problem is resolved.
72	If the compatible facilities are available, LFACS assigns the cable and pair(s).
73, 74	If the loop makeup is not available and valid for the service, the service order goes through the loop makeup resolution process.
75	If the loop makeup is available and valid for the service, the SOAC receives the cable and pair and the loop makeup assignment from LFACS.
76, 77, 78	If an assignment review is required, the service order goes through the facility assignment/manual assignment process in the DBT. If an assignment review is not required, SWICLECH/FOMS receives the assignment request from SOAC. SWICLECH/FOMS receives the assignment request from SOAC.
79, 80	If there is no an automatic assignment required, the service order goes through the SWITCH Manual Assignment Process in the MLAC.
81, 82	If an automatic assignment is required, is the CKT ID valid. If the CKT ID is not valid the service order goes through the circuit identification validation process in the MLAC.
83, 84, 85	If the CKT ID is valid, is this service requesting series hunt, multi-line hunt, or no hunting. If the service order is not requesting series hunt, the service request is by-passed or resolved in the MLAC.
86, 87	If the service request is for series hunt, is the series hunt group valid. If the series hunt group is not valid, the service request goes through the manual series hunting process.



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88, 89	If the service request is not multi-line hunt, the service request is by-passed or resolved in the MLAC.
90, 91	If the service request is for multi-line hunt, is the multi-line hunt group valid. If it is not valid, the service request goes through the manual multi-line hunt resolution process in the MLAC.
92, 93	Once the hunting determination has been made, is compatible office equipment (OE) available in the Switch. If there is no compatible OE in the Switch, the service request goes through the manual office equipment resolution process in the MLAC.
94, 95	If the OE is compatible, is there compatible ISDN equipment available. If there is no compatible ISDN equipment available, the service request goes through the manual POE/LTID resolution process in the MLAC.
96	If there is compatible ISDN equipment available, does the service require miscellaneous equipment. If the service does not require miscellaneous equipment, the order continues to flow through the assignment process.
97, 98, 99	If the service requires miscellaneous equipment, is the miscellaneous equipment available. If miscellaneous equipment is available, SWITCH passes the central office assignment to SOAC. If the equipment is not available, the service request goes through the manual miscellaneous equipment resolution process before SWITCH passes the central office assignment to SOAC.
100, 101, 102, 103	SWITCH passes to FOMS which distributes to the Main Distribution Frame (MDF). The technician receives the appropriate information from FOMS and wires the Frame. If either the OE or the cable and pair are working, the technician puts the order in jeopardy in FOMS for the MLAC to resolve.
104	If neither the OE or cable and pair are working, the technician closes the order out in FOMS
105, 106, 107, 109, 110	Once SWITCH passes the CO assignment to SOAC, the service requires line translations. If the order does not require manual line translations, SOAC formats the flow through translation packet (TP) for MARCH. SOAC then sends the TP to MARCH/PARIS. MARCH/PARIS then sends to the Switch.
108, 112	If manual translations are required, SOAC formats the manual TP. RCMAC inputs the TP into the Switch, following the Manual Reject Resolution Process.
111, 113	If the TP is not rejected at the Switch, MARCH updates the status in SOP. If the TP is rejected at the SwiCLECh, RCMAC investigates and inputs the TP into the Switch again.
114, 115, 116, 117	SOAC formats the planning and assignment message for NSDB. The order is sent to the Work Force Administration (WFA) Control Center (WFA/C) system. WFA/C sends to WFA/Dispatch Out (DO) for scheduling.



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118, 123, 124	If the correct cable and pair have been assigned, the technician determines if s/he is able to perform the work and turn-up service. If the technician determines s/he cannot perform the work the technician posts a jeopardy in WFA/DI/DO.
119, 120, 121, 122	If an incorrect cable and pair have been assigned, LFACS generates a correct cable and pair and updates SOAC. SOAC updates SOP.
125, 126, 127, 130	If the technician determines additional work is required, the technician informs the end user about notifying his CLEC so that the additional work can be scheduled. Whether there is additional work or not, the technician completes the order using his hand held CAT/FAS terminal. The order is completed in WFA/DO.
128	If the order cannot be completed in the hand held CAT/FAS terminal, the technician notifies the SOCC for completion in WFA/DO.
129, 130, 131, 132, 133	WFA/DO sends completion information to SOP for SOP completion. SOP sends completion information to DCAS and SOAC. DCAS sends a Completion Notice to the CLEC.
134, 135	SOAC sends a completion message to LFACS. LFACS receives the completion message.
136, 137	If there is order dependencies, the order goes through the LFACS Completion Resolution Process.
138, 139, 140, 141	If there are no order dependencies, SOAC receives a completion success and sends a completion message to SWITCH. SWITCH receives the completion message and sends a completion response to SOAC.
142, 143	If there is a Switch completion error, the order goes through the Manual Completion Process.
144, 145, 146	If there is no Switch completion, SOAC sends a completion message to NSDB. SOAC then deletes the order from the pending order file and the service order assignment completion process is complete. The order is then completed in SOP. A provisioning completion notice is sent to the CLEC.
147, 148, 149 150, 151	CRIS determines if the order is error free. If the order is not error free, the order PCDs (Post Complete Discrepancy). The SR clears the PCD and the order is completed. A Billing Completion Notice is sent to the CLEC.
152, 153, 154 155	When the order is error free, CRIS updates the downstream systems, e.g. E911, DA, etc. The order is then posted in CRIS. CRIS sends the billing information to CABS for posting.