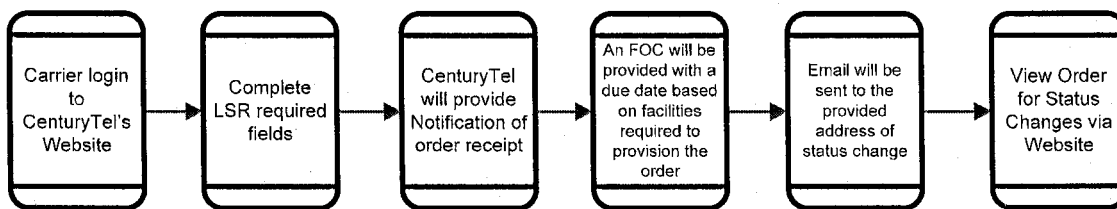


Process Flow: Number Port Order Request Process



Overview

- This method describes the procedure for submitting a request for an LSR (Local Service Request) for porting only.
- This procedure is initiated by completing the LSR (Local Service Request) using the CenturyTel Website.
- **Order Status Definitions:**
 - ❖ Submitted: order will show submitted once submitted by CLEC or Reseller
 - ❖ Pending: order has been entered into CenturyTel's service order processing system by a CenturyTel representative
 - ❖ Provisioned: Firm Order Confirmation - facility information has been determined, a tentative due date is scheduled; a confirmation or order number will be listed with a Provisioned order status.
 - ❖ Jeopardy: order that was scheduled has a due date change due to facilities etc, (original due date will not be met).
 - ❖ Unworkable: order is unworkable; this will be due to invalid information such as address, incorrect customer etc.
 - ❖ Complete: order has been completed, and all services are working.

Procedure

1. Login to the CenturyTel Website using the following URL:

<https://centurytelorderprocessing.centurytel.net/index.cfm?action=startorder>

Type in your Username and Password and click Authenticate

The screenshot shows the CenturyTel Internet Services Customer Portal login interface. At the top, there is a header bar with the CenturyTel logo on the left, the text "Internet Services" in large bold letters, "CUSTOMER PORTAL" in smaller letters below it, and a small photo of a group of people on the right. To the right of the photo are two links: "Login" and "Logout". Below the header, there is a large white area with a grey sidebar on the left. In the center of the white area, there is a "Login" label above a grey input field. Below this, there are two rows of labels and input fields: "Username:" followed by an input field, and "Password:" followed by an input field. To the right of the password input field is a button labeled "Authenticate".

2. Click Start Order from the navigation bar on the left side of the page.

The screenshot shows the CenturyTel Internet Services Customer Portal. The header includes the CenturyTel logo, the text "Internet Services CUSTOMER PORTAL", and links for "Login" and "Logout". On the left is a "Menu" with links: "Main Page", "Start Order", "Search Orders", "Service Guide", "Billing Dispute", and "Billing Dispute Report". The main content area is titled "Main Page" and contains the text: "Welcome to CenturyTel" and "Please make your selection from navigation on the left".

3. Select the State and Order Type from the drop down menu and click Start Order.

The screenshot shows the "Start New Order" form on the CenturyTel Internet Services Customer Portal. The header and menu are the same as in the previous screenshot. The main content area is titled "Start New Order" and contains the following fields: "Select State:" with a dropdown menu showing "Alabama", "Select Order Type:" with a dropdown menu showing "Port", and a "Start Order" button.

4. The LSR (Local Service Request) is completed by following the OBF (Order Billing Forum) guidelines. The OBF guidelines are found on ATIS (Alliance for Telecommunications Industry Solutions) website at www.atis.org

As you move your cursor over each field the definition of that field will appear. The required fields are displayed in red.

Internet Services
CUSTOMER PORTAL

Order Type: LOOPONLY Form: Localservicerequest

localservicerequest enduser loopservice

Restart Order

Section: Administrative Section

CCNA	PON	VER	LSR NO	LOCQTY	HTQTY	AN
ATN	SC	D TSENT	DSPTCH	DDD	APPTIME DDD	DDDO
DFDT	Customer Carrier Name Abbreviation - Identifies the common language IAC code for the customer submitting the LSR and receiving the local response.				EXP	AFO
ONSP	AENG	ALBR	SCA	AGAUTH	DATED	AUTHNM
APOT	LST	LSO	TOS	SPEC	NC	PBT
						CHANNEL

5. After the completion of each page, you will click Submit Form. This will automatically display the next page to complete the order, (if there are any required fields that are incomplete, an error message will display which will disallow the advancement to the next page.
6. Once all forms of the LSR are completed, (End User Information, Resale Service, Directory Listing), the system will then take you back to the Main Page, there will be a message on the left side of the screen that shows the order completed. (A new order can be started from this page by using the same method as above.)
7. CenturyTel will provide notification of order receipt via Website.
8. CenturyTel will determine the due date based on facilities required to provision order.

9. An FOC (Firm Order Confirmation) will be submitted to the carrier from CenturyTel once facility information has been determined. Confirmation from CenturyTel to the CLEC that the order has been received and is in the process of being worked. A Web Notification, via email will be sent alerting the initiator to view any status changes to the order.

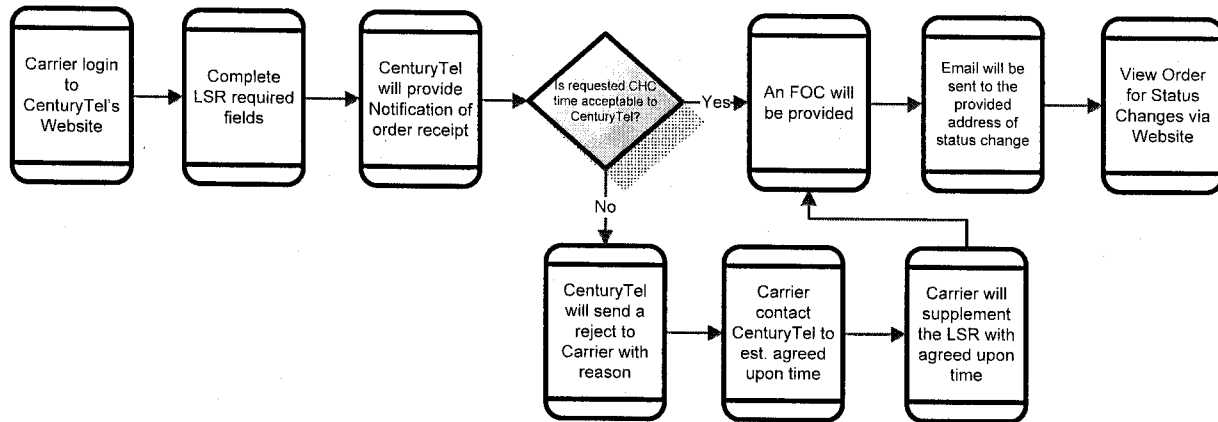
The FOC will include:

- Telecommunications Carrier's Purchase Order Number
- CenturyTel assigned service order number
- Due Date for the service request
- End User's telephone number
- Circuit Identification Number
- CLEC BAN

Upon receipt of a valid LSR, an FOC will typically be sent out for each Number Port LSR within 48 hours. However, order complexity and work overload may require additional time to process the order and send the FOC. It is the responsibility of the Resale/CLEC company to check the website for the FOC.

NOTE: Service Order charges will be assessed for processing porting orders in accordance with tariff or agreement terms.

Process Flow: CHC (Coordinated Hot Cuts)



Overview

- This method describes the procedure for submitting a request for a CHC (Coordinated Hot Cut).
- This procedure is initiated by completing the LSR (Local Service Request) for a CHC using the CenturyTel Website.
- **Order Status Definitions:**
 - ❖ Submitted: order will show submitted once submitted by CLEC or Reseller
 - ❖ Pending: order has been entered into CenturyTel's service order processing system by a CenturyTel representative
 - ❖ Provisioned: Firm Order Confirmation - facility information has been determined, a tentative due date is scheduled; a confirmation or order number will be listed with a Provisioned order status.
 - ❖ Jeopardy: order that was scheduled has a due date change due to facilities etc, (original due date will not be met).
 - ❖ Unworkable: order is unworkable; this will be due to invalid information such as address, incorrect customer etc.
 - ❖ Complete: order has been completed, and all services are working.

Procedure

1. Login to the CenturyTel Website using the following URL:
<https://centurytelorderprocessing.centurytel.net/index.cfm?action=startorder>
Type in your Username and Password and click Authenticate

The screenshot shows the CenturyTel Internet Services Customer Portal. At the top, there is a header bar with the CenturyTel logo on the left, the text "Internet Services CUSTOMER PORTAL" in the center, and "Login" and "Logout" links on the right. Below the header, there is a large "Login" button. Underneath the button, there are two input fields: "Username:" and "Password:". To the right of the "Password:" field is an "Authenticate" button. The entire login area is enclosed in a rectangular frame.

2. Click Start Order from the navigation bar on the left side of the page.

The screenshot shows the CenturyTel Internet Services Customer Portal. At the top, there is a black header bar with the CenturyTel logo on the left, the text "Internet Services CUSTOMER PORTAL" in the center, and "Login Logout" links on the right. Below the header, the page is divided into two main sections. On the left is a vertical navigation menu with a grey background, containing the following links: "Menu", "Main Page", "Start Order", "Search Orders", "Service Guide", "Billing Dispute", and "Billing Dispute Report". The "Start Order" link is highlighted. On the right is the main content area, which has a grey header bar with the text "Main Page". Below this, the text "Welcome to CenturyTel" is displayed, followed by the instruction "Please make your selection from navigation on the left".

3. Select the State and Order Type from the drop down menu and click Start Order.

The screenshot displays the CenturyTel Internet Services Customer Portal. The header features the CenturyTel logo, the text 'Internet Services CUSTOMER PORTAL', and links for 'Login' and 'Logout'. A left-hand menu lists various options: 'Menu', 'Main Page', 'Start Order', 'Search Orders', 'Service Guide', 'Billing Dispute', and 'Billing Dispute Report'. The main content area is titled 'Start New Order' and contains two dropdown menus. The first, 'Select State:', has 'Alabama' selected. The second, 'Select Order Type:', has 'CANCEL PORT OR RESCHEDULE PORT' selected. Below these menus is a 'Start Order' button.

CenturyTEL Internet Services CUSTOMER PORTAL Login Logout

Menu
Main Page
Start Order
Search Orders
Service Guide
Billing Dispute
Billing Dispute Report

Start New Order

Select State: Alabama

Select Order Type: CANCEL PORT OR RESCHEDULE PORT
CHANGE
CONVERSION
CSR
DIRECTORY ONLY
DISCONNECT
INSTALL
LOOP ONLY
LOOP SERVICE WITH PORTABILITY
PORT ONLY

Start Order

4. The LSR (Local Service Request) for submitting a CHC (Coordinated Hot Cut) is completed by following the OBF (Order Billing Forum) guidelines. The OBF guidelines are found on ATIS (Alliance for Telecommunications Industry Solutions) website at www.atis.org

As you move your cursor over each field the definition of that field will appear. The required fields are displayed in red.

CenturyTel Internet Services CUSTOMER PORTAL Login Logout

Menu

- Main Page
- Start Order
- Search Orders
- Service Guide
- Billing Dispute
- Billing Dispute Report

Order Type: INSTALL **Form:** Localservicerequest

localservicerequest enduser resaleservice directorylisting

[Restart Order](#)

Section: Administrative Section

CCNA	PON	VER	LSR NO	LOCQTY	HTQTY	AN
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
ATN	SC	DTSENT	DSPTCH	DDD	APPTIME DDD	DDDO
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
DFDT	PROJECT	CHC	REQTYP	ACTIVITY	SUP	EXP
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
ONSP	AENG	ALBR	SCA	AGA	Coordinated Hot Cut - Valid Entries: Y = Yes	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
APOT	LST	LSO	TOS	SPEC	NC	PBT
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
SECNCI	RPON	RORD	LSPAETH	LSP AUTHDATE	LSP AUTHNAME	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
LSPAN	CIC	CUST				
<input type="text"/>	<input type="text"/>	<input type="text"/>				

5. In the comment section, please define your requirement for the Hot Cut. i.e. Temp Port, Field Tech Connection/Disconnect, or Equipment Removal. If a call is required, please provide a contact number.
6. After the completion of each page, you will click Submit Form. This will automatically display the next page to complete the order, (if there are any required fields that are incomplete, an error message will display which will disallow the advancement to the next page.
7. Once all forms of the LSR are completed, (End User Information, Resale Service, Directory Listing), the system will then take you back to the Main Page, there will be a message on the left side of the screen that shows the order completed. (A new order can be started from this page by using the same method as above.)
8. CenturyTel will determine the due date based on facilities required to provision order

9. An FOC (Firm Order Confirmation) will be submitted to the carrier from CenturyTel once facility information has been determined. Confirmation from CenturyTel to the CLEC that the order has been received and is in the process of being worked. A Web Notification, via email will be sent alerting the initiator to view any status changes to the order.

The FOC will include:

- Telecommunications Carrier's Purchase Order Number
- CenturyTel assigned service order number
- Due Date for the service request
- End User's telephone number
- Circuit Identification Number
- CLEC BAN

Upon receipt of a valid LSR, an FOC will typically be sent out for each Number Port LSR within 48 hours. However, order complexity and work overload may require additional time to process the order and send the FOC. It is the responsibility of the Resale/CLEC company to check the website for the FOC.

10. If the requested time is not acceptable to CenturyTel, CenturyTel will reject the order and indicate that the reason for the reject is that the requested port time is not acceptable.

11. Upon receiving the rejected order, the Carrier will contact CenturyTel's CLEC Service Center, 888-477-1747 to schedule the time for the CHC.

12. The Carrier will then be required to supplement the LSR with the agreed upon time.