TrackIT – The Hot Cut Coordination Tool

Carrier Service

Frontier Communications

180 S. Clinton Ave.

Rochester, NY 14646

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Table of Contents

Target Audience 5
Hot Cut Transactions 5
Benefits 6
Establishing a Super User 6
Logging into TrackIt 10
    Welcome to the TrackIT 10
Home Page 11
    Super User Home Page 11
    Regular User Home Page 11
    TrackIt Help 12
    Change Password 12
    Contact Us 12
    Sign Out 12
    TrackIT Hot Cut Order Lists 13
        Selecting the TrackIT List View 13
    Column Headings and Definitions: 16
    Filtering the List 17
    Search/Find 18
        Sorting the List 19
    TrackIT Process Flow 19
    TrackIT Hot Cut CLEC Flow 20
    Order View 21
        Viewing Notes 21
        Creating Notes 22
    Verify View 22
        Viewing Order Details 23
    Facility View 25
    IDLC View 26
    Error View 27

Go Ahead View 27
Confirm View 28
Super User Functions 29
Manage Users 29
Edit Users 30
Delete Users 31
Adding New User 31
Manage Profile 33
Return to Hot Cut List 34
Appendix A: Order Statuses 35

TrackIT – The Hot Cut Coordination Tool

This document reviews the Hot Cut Coordination tool called TrackIt. The goal of this web based application is to improve processes and efficiencies for both CLECs, DLEC, and the Frontier provisioning teams by eliminating manual work and unnecessary phone calls associated with Wholesale UNE Products.

TrackIT retrieves information on active provisioning orders from Operational Service Systems and serves as a clearinghouse for data and statuses for orders in the provisioning pipeline. In addition it:

- Displays real time updates on order status.
- Allows Carriers to download Hot Cut data into an Excel spreadsheet.
- Allows Carriers and Frontier to share notes back and forth.
- Houses all the notes and communications between the Carriers and Frontier.
- Automatically updates the log as events occur to ensure the order is documented.

Target Audience

The audience of this documentation is West Virginia Acquired Wholesale CLECs and DLECs (Carriers) ordering services requiring Hot Cuts, such as the following migrations:

- Retail to UNE Loop
- Resale to UNE Loop
- Wholesale Platform to UNE Loop
- CLEC UNE Loop to another CLEC UNE Loop
- UNE Loop to Wholesale Platform

Hot Cut Transactions

Below are the LSR transactions qualifying for hot cuts:

- REQTYP field = AB or BB, the ACT field = V, the LNA field on the LS or LSNP Form = V and the 2nd & 3rd character of the TOS field = 1-, 15, 1R, 35 or 49 and the SLI field is equal to S.
- REQTYP field = AB, the ACT field = V, the LNA field on the LS Form = W and the 2nd and 3rd character positions of the TOS field = 1-, 15, 1R, 21 or 2R and the SLI field is equal to S.
- REQTYP field = AB or BB, the ACT field = V, the LNA field on the LS or LSNP Form = V and the 2nd character of the TOS field = F and the SLI field is equal to S.

- REQTYP field = AB or BB, the ACT field = V, the LNA field on the LS or LSNP Form = V and the 2nd Character position of the TOS field = 2 and 3rd Character position of the TOS field = 1, 2, 3, 4, 6 or R and the SLI field = S.
- REQTYP field = DB and any RL field on the PS Form = Y.

Benefits

Easy Access to Information

- One central location for viewing Hot Cut Orders.
- Real time line of sight into Hot Cut Orders.
- Can verify data placed on orders is correct.

Saves Time

- Interactive Communication
    - Can send questions and concerns directly to a Frontier Provisioning Technician.
    - All messages are time stamped.
    - Secure web site to view and download status information.
    - Coordination is completed online.

Improves Process and Time Lines

- Organizes Hot Cut orders in ways that assist Frontier in identifying Cable Pair mismatches, or IDLC (Integrated Digital Loop Carrier) and Dial Tone problems that could result in missed due dates.
- Mechanizes the go ahead, cut through and confirmation notification process.

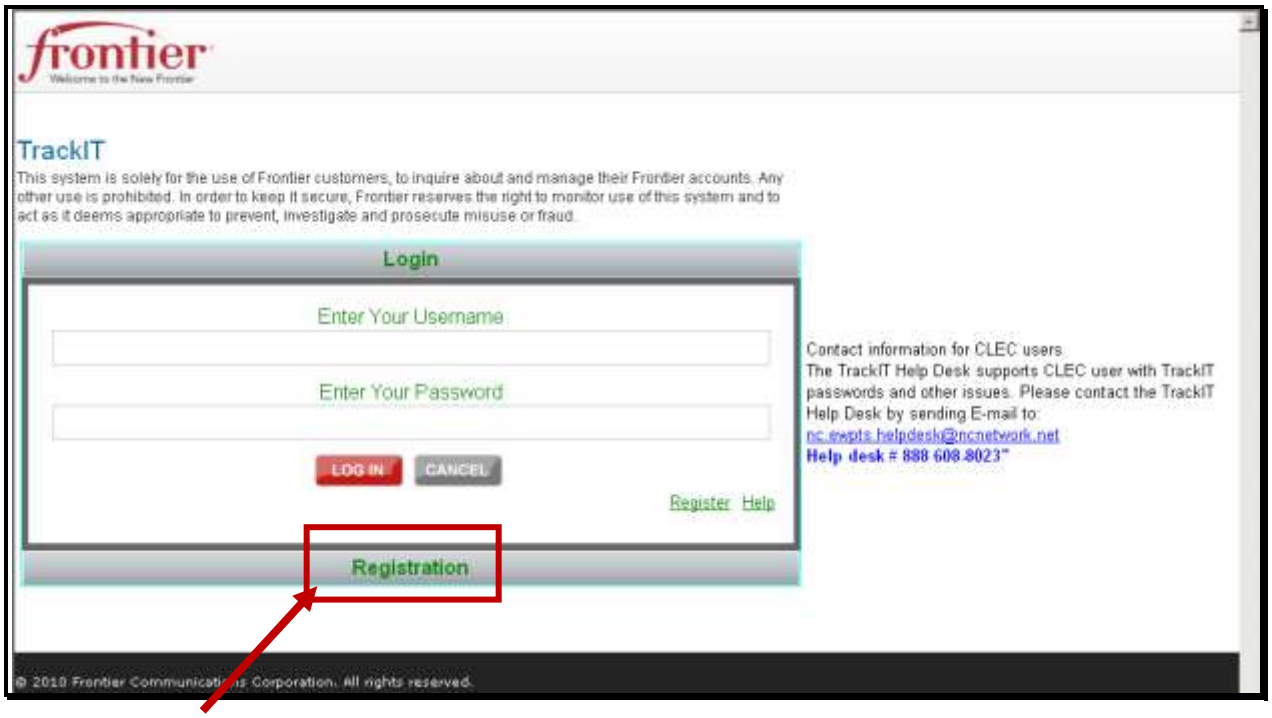
Establishing a Super User

The first step toward accessing TrackIt is to establish a super user. Each company will need to have at least one super user, who can set up additional users for the company and manage access.

You will need to enter the following URL address into your Web browser to access the online registration form: http://trackit.frontier.com.

NOTE: All browser types are supported; however, Internet Explore version 6 is not fully supported.

Below is the screen that appears after entering the TrackIT URL.



Click **Registration,** located under the Login section. This is only used to establish super users. Super users can then create other users using the Administration functions in TrackIT.

Step 1: Provide Company Details.

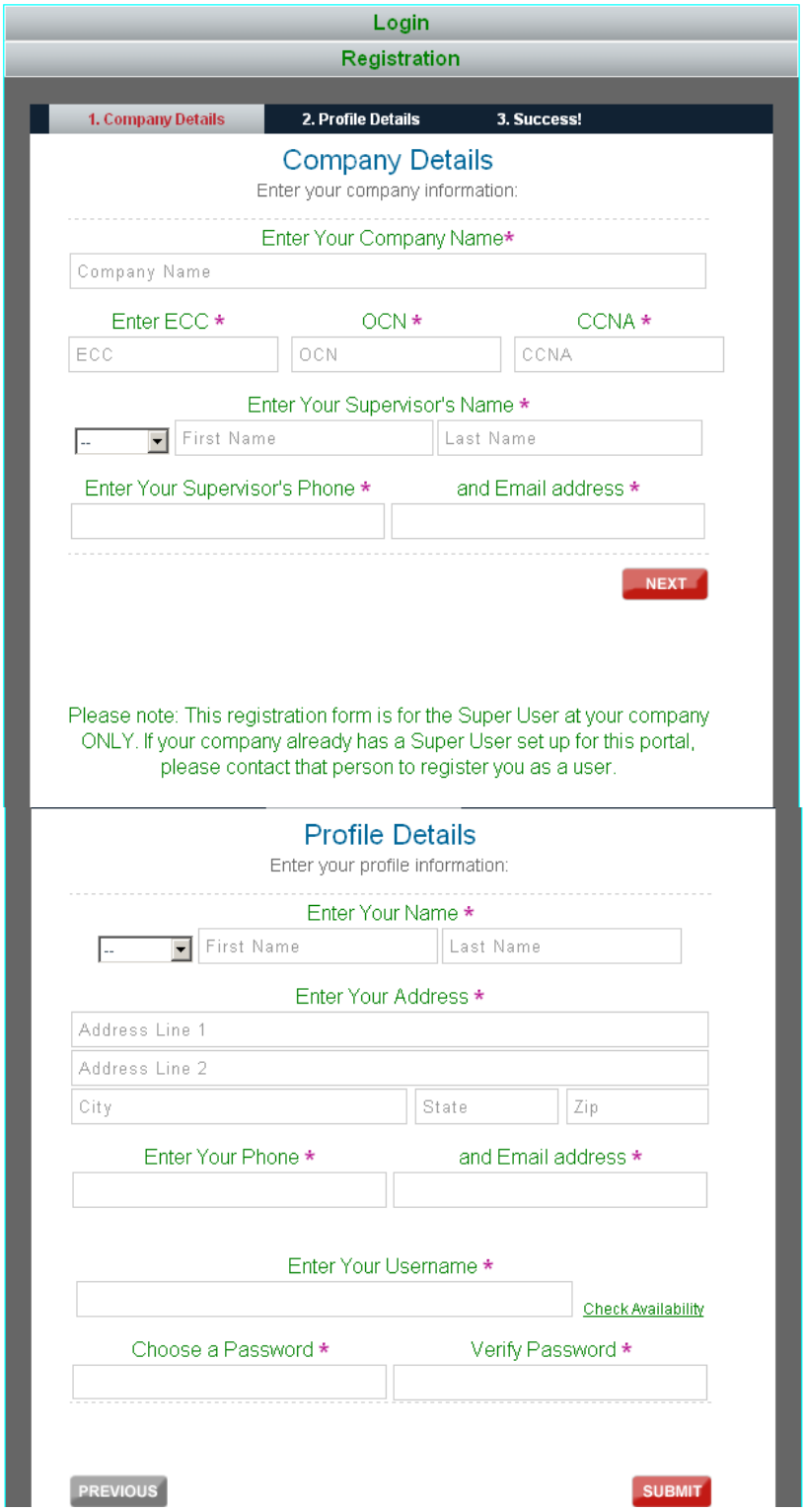
- Enter your company name, ECC (enter "1111" if you do not know the correct value), OCN, CCNA.
- Enter your supervisor's name, telephone number, and email address.
- Click the **NEXT** button and you will be taken to the Profile Details page of the registration process.

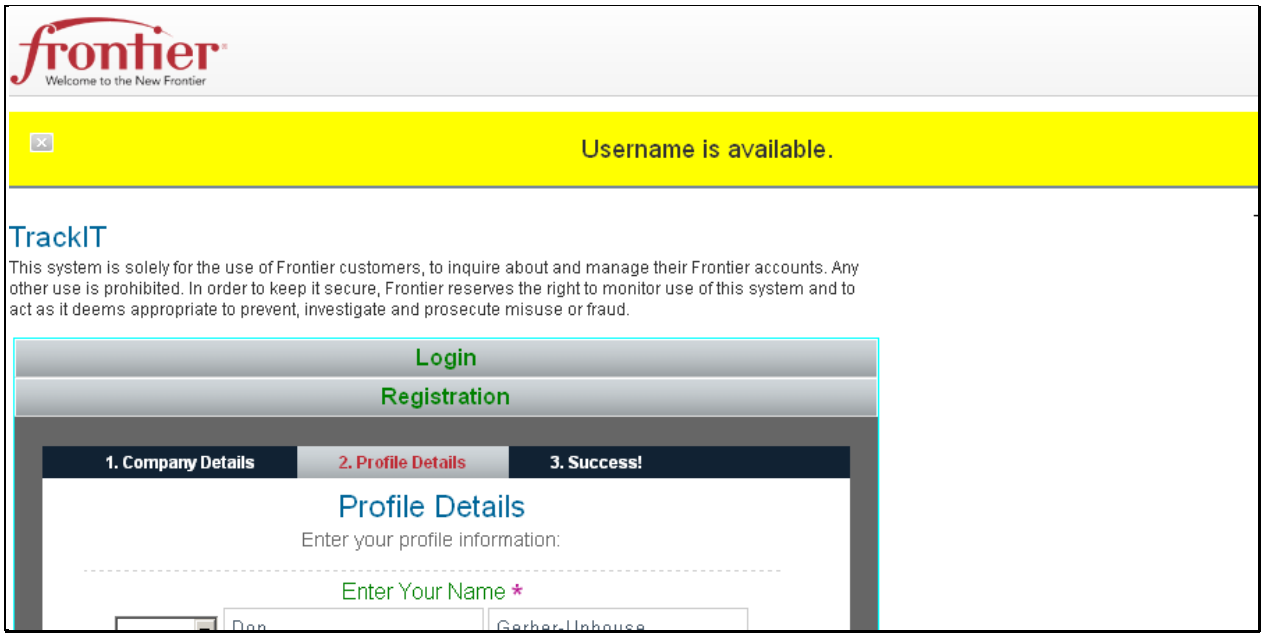
Step 2: Profile Details

- Enter your name, address, telephone number, and email address.
- Enter a username.

  Username: must be a minimum of 6 characters and maximum of 20. Only alpha, numeric, #, dot (.) and underscore (-) are allowed when creating a username.

  Click the **CHECK AVAILABILITY** link to verify no one else is using that username.
- After clicking **CHECK AVAILABILITY**, a message appears at the top of the screen indicating if the username is available.



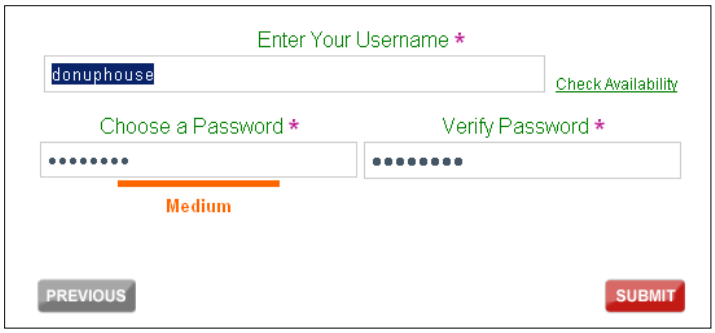


Once you have entered your username, you will then need to create a password.

Passwords must be a minimum of 8 characters, may not exceed 18 characters and must include the following:

- At least 1 numeric character
- At least 1 upper case letter

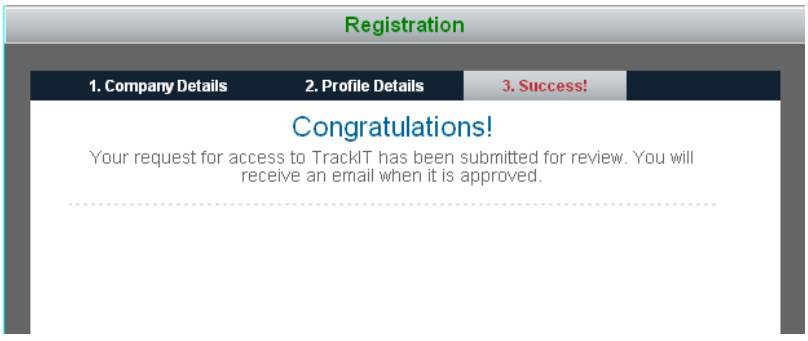
Once you click, **SUBMIT**, you have completed the registration process for Frontier's Customer Wholesale Portal.



Step 3: Success!

On this page, you should see a "Congratulation!" message. Your registration is now complete.

Once approved, your will receive the following email confirmation.



Welcome to the TrackIT

You have been approved as a User and now have access to TrackIT

Your User ID is ***username***

Your Password is ***Password***

Frontier TrackIT can be accessed at: http://trackit.frontier.com

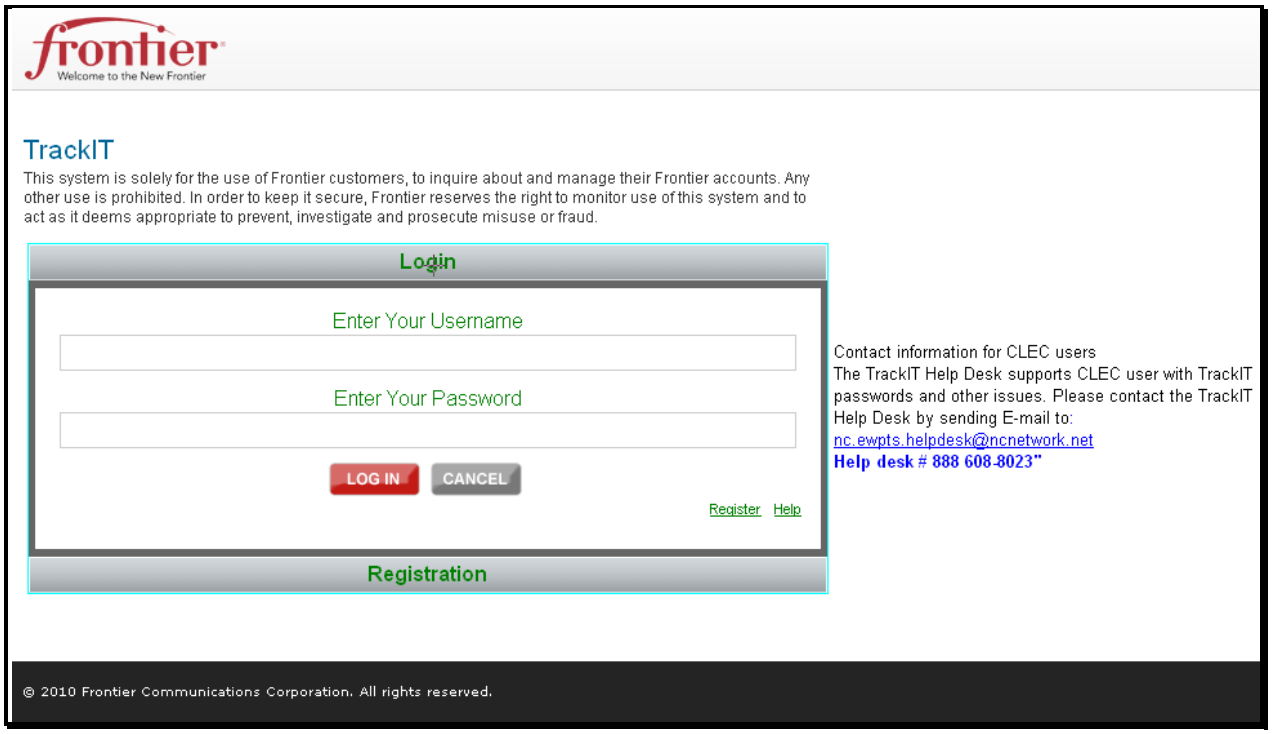
If you have questions, please contact us at: nc.ewpts.helpdesk@ncnetwork.net

Frontier Carrier Services

Logging into TrackIt

Step 1: To log in to TrackIt, open a web browser, enter http://trackit.frontier.com in the address bar, and click your [ENTER] key. The TrackIt Log in screen will appear.

Step 2: Enter your TrackIT user name and password.



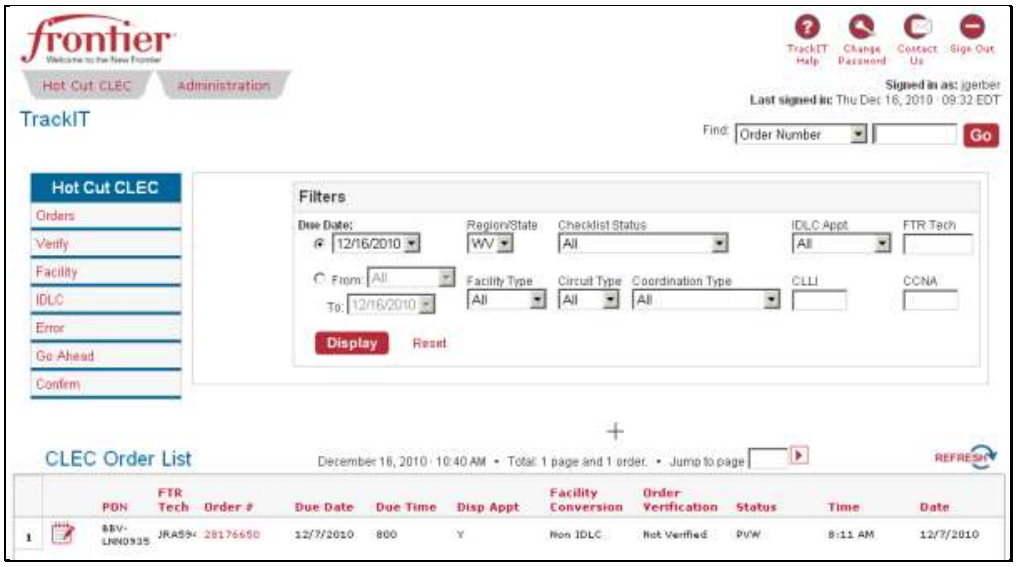
Step 3: Click the LOG IN button.

Home Page

Depending on your access level, after logging into the application the initial screen will be slightly different.

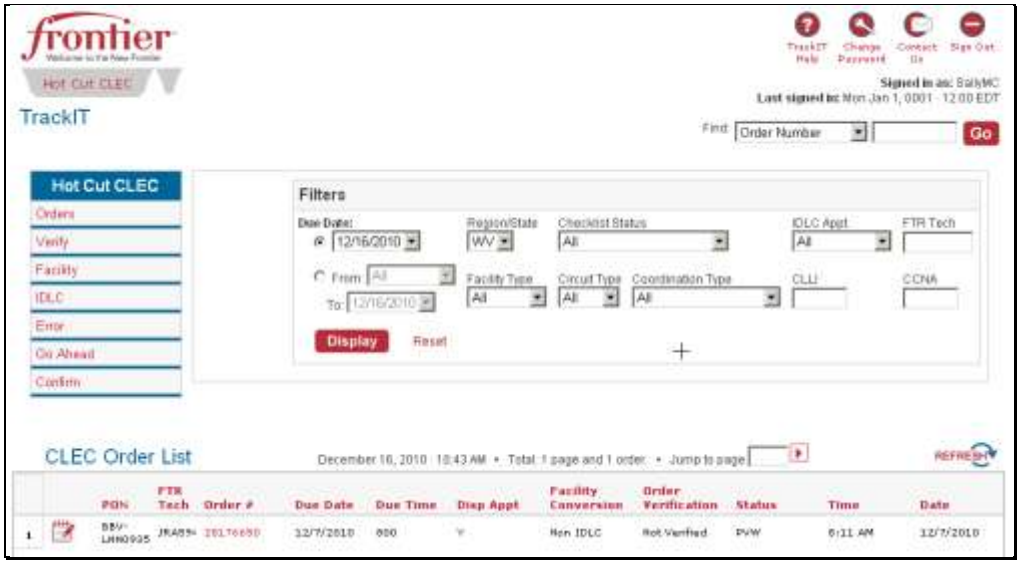
Super User Home Page

The main difference between the super user and the regular user is the **ADMINISTRATION** tab. All other Hot Cut features are the same.



Regular User Home Page

Below is the screen regular users see after logging into the application. Notice the **ADMINISTRATION** tab is missing.

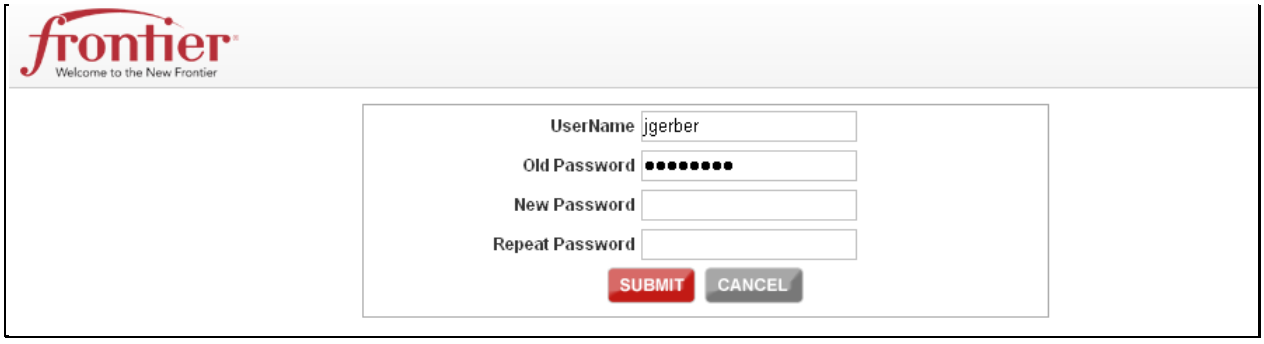


TrackIt Help

Click the **TRACKIT HELP** icon when you want to view this document while in the application.

Change Password

Click the **CHANGE PASSWORD** icon to change your password. Enter your new password twice and then click **SUBMIT**.



Contact Us

Click the **CONTACT US** icon to view Frontier contact information. Below is an example of what you will see.

Sign Out

Click the **SIGN OUT** icon to log off the application. When clicked, the following screen appears.

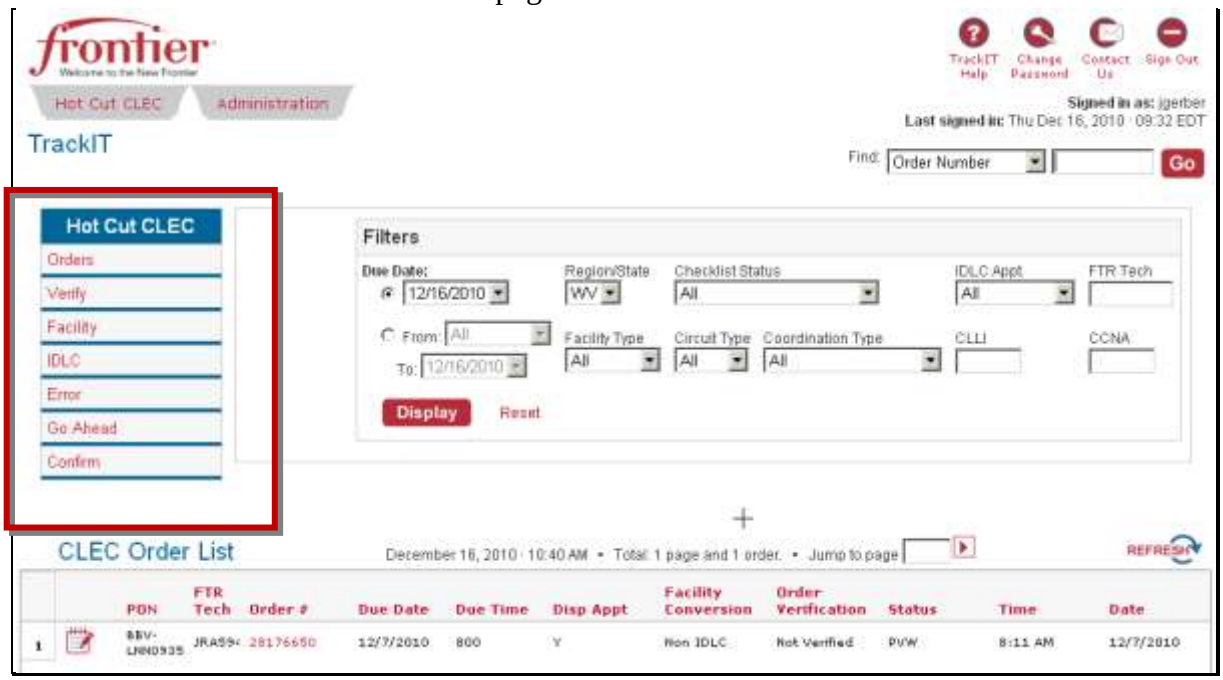
At this point you can close the browser page or click **LOG IN** to sign back into the application.

TrackIT Hot Cut Order Lists

The bottom of the page displays the Orders based on the Hot Cut CLEC view selected and filter setting. The default view is all Hot Cut Orders with due dates equal to the current date. However, you can search for specific orders or narrow the results using the filters. The first step is to select the TrackIT list view.

Selecting the TrackIT List View

On the left side of the Hot Cut CLEC page is the list of different views.



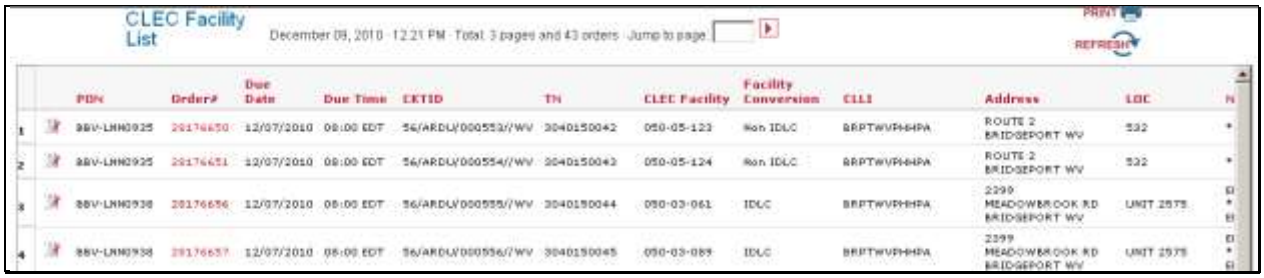
Select the list view by clicking the options in the Hot Cut CLEC menu box.

1. **ORDERS VIEW:** List all work by CLEC Purchase Order Number (PON) requiring a Hot Cut. The **ORDERS VIEW** provides the total number of orders, scheduled to be cut, on a specific day or a date range specified through the filter.

2. **VERIFY VIEW:** This view allows you to view orders that have not been reviewed and checked for accuracy. It provides the CLEC the ability to confirm the order's accuracy

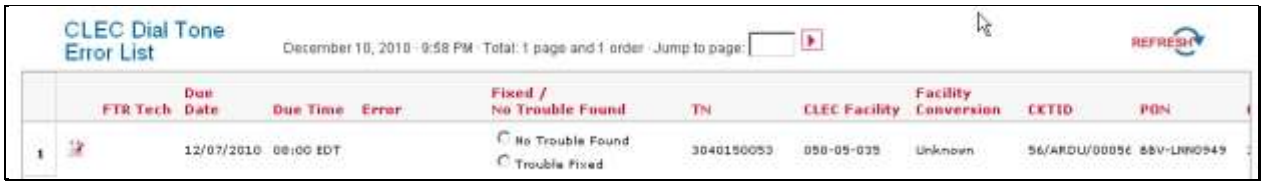
back to Frontier. This list must be checked daily for new orders. Click the Order # to view the Order details in Frontier's system and then click **VERIFY OK** or **PROBLEM** radio buttons to indicate if the data was entered accurately.

3. **FACILITY VIEW:** Displays a list of CLEC facilities and the associated telephone numbers (TN) and circuit ids. The **FACILITY VIEW** is for informational purposes.



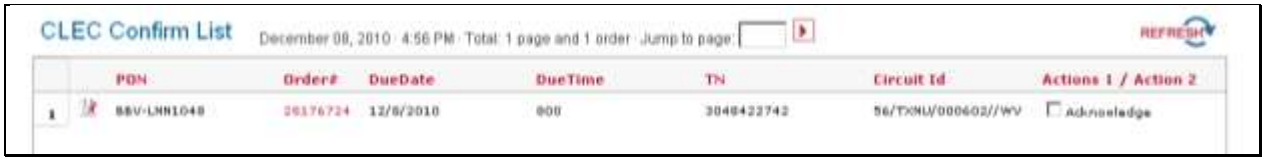
4. **IDLC VIEW:** Displays all orders that have the original facilities of IDLC, AML, DAML, RayNet, or Next Link. The view lists all integrated/IDLC conversions by order and circuit number.

5. **DT ERROR VIEW:** Lists all circuits in which the frame has found a dial tone problem such as No Dial Tone (NDT) and wrong Telephone Number (TN). It allows the CLEC to send a corrected status back by clicking the **NO TROUBLE FOUND** or **TROUBLE FIXED** radio button.



6. **GO AHEAD VIEW:** List all circuits ready for Hot Cut. The CLEC provides a **GO AHEAD** or **NO GO-RESCHEDULE** radio button.

7. **CONFIRM VIEW:** Displays all the completed orders that are ready for confirmation from the CLEC. The user clicks **ACKNOWLEDGE** to complete the process.



Below is a list of data provided in these views:

COLUMN HEADINGS	HOT CUT VIEWS						
	Order	Verify	Facility	IDLC	Error	Go Ahead	Confirm
PON	X	X	X	X	X	X	X
FTR Tech	X					X	
Order #	X	X	X	X	X	X	X
Due Date	X	X	X	X	X	X	X
Due Time	X	X	X	X	X	X	X
Dist Appt	X	X	X	X	X		
Actions 1 / Action 2		X	X		X	X	X
Ckt ID		X	X	X	X		X

COLUMN HEADINGS	HOT CUT VIEWS						
	Order	Verify	Facility	IDLC	Error	Go Ahead	Confirm
TN		X	X	X	X		X
CLEC Facility		X	X	X	X		
Facility Type		X	X	X	X		
CLLI		X	X	X	X		
Address		X	X	X	X		
LOC		X	X	X	X		
Name		X	X	X	X		
Facility Conversion	X						
Order Verification	X						
Status	X						
Date	X						

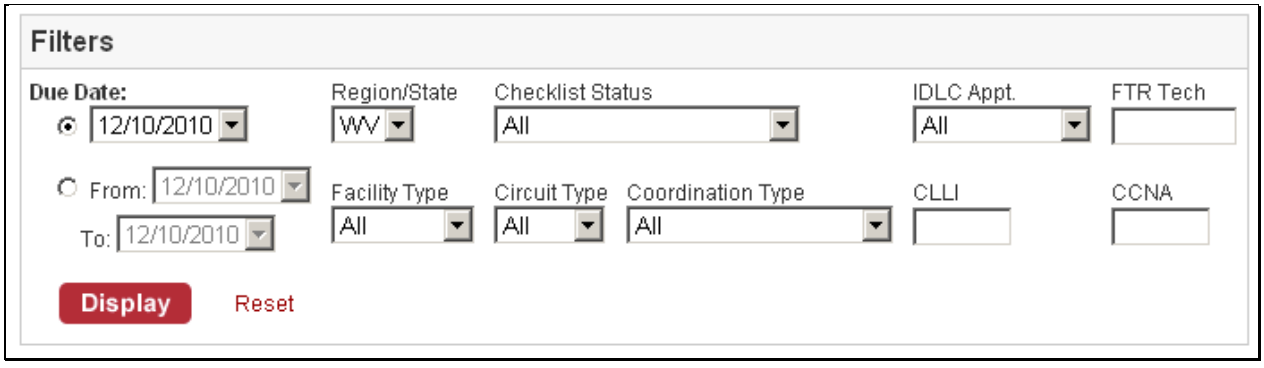
Column Headings and Definitions:

Column Heading	Description
PON	CLEC Purchase Order Number
Frontier Tech	Employee code of the Frontier Tech assigned to the order.
Order Number	Order Number. It also is a Hyperlink that can be clicked to display Binding Post (BP) & Terminal Address Information (TEA) information.
Due Date	Requested Due Date of service order
Due Time	The requested time for the Hot Cut to take place (DFDT)
Disp Appt	Indicates the CLEC appointment for IDLC orders
Verify Action 1 and Action 2	These columns contain radio buttons with status verification selections for the order. Orders should be reviewed and status updated immediately upon receipt onto the TrackIT system to insure timely delivery of service.

Column Heading	Description
CKTID	This is the Frontier circuit identifier.
TN	This is the Frontier telephone number that is to be ported.
CLEC Facility	This is the CLEC cable and pair that has been assigned to the telephone number being ported.
Facility Conversion	Indicates OUT and IN facilities. The IN facilities should always be copper or universal SLC Cable
CLLI	Common Language Location Identification code
Address	Customer/End User Address
LOC	Customer/End User Location
Name	Customer/End User Name
Order Verification	This column allows the CLEC to view the verification status of all orders at a glance. This column is only present on the Order view.
Status	Provides the current status of an order. See Appendix A for a list of statuses and the descriptions.
Time	Indicates the time of the last updated activity to the TrackIT system.
Date	Indicates the date of the last updated activity to TrackIT.

Filtering the List

After selecting the list view, you may want to narrow or expand the view using the filter.



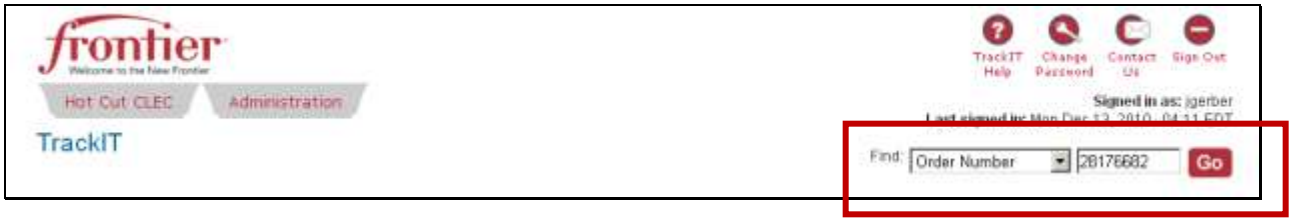
By default the filter will show orders with a Due Date equal to the current day. To expand this, click the **FROM** radio button and enter a new date range.

You can also choose to narrow the results by selecting one of these drop-down values or populating one of the text fields:

Filter Criteria	Description/Available Values
Region/State	Currently only West Virginia is supported.
Checklist Status	Select: Review Pending; Waiting 4 DT Check; DT ok: Waiting 4 Go; Waiting 4 Go; NDT: Waiting 4 Fix; CLEC Fixed, Retest; CUT OK: Notify CLEC; CUT FAILED; CLEC NTF, Chk Cage; CLEC Acknowledged Cut; CUT OK: CLEC Notified; Order Cancelled; Not Verified; Go Ahead Given; Cut Needs Confirmation; No Go Rescheduled; CLEC Verified Status OK
IDLC Appt.	AM Dispatch, PM Dispatch, Y Dispatch, N Dispatch
FTR Tech	Frontier Technician ID
Facility Type	IDLC, Non IDLC, Unknown
Circuit Type	ARDU, TXNU, TYNU, URXC, AQDU
Coordination Type	Large Job, Batch, or Basic
CLLI	Common Language Location Identifier
CCNA	Company Carrier Name Abbreviation

Search/Find

After you select your view, you can use the *Find* function to search for specific orders using the order number, telephone number, PON, or circuit ID (CKT ID) in that view.



NOTE: When searching by TN, only enter the numbers, NO hyphens.

Even if the ticket is not at that process step, it will still be viewable, but the action will be the value based on where the ticket is currently in the process.

Sorting the List

You can sort the order list by clicking any column heading. It will first go in ascending order but you can click it again to change it to descending order.

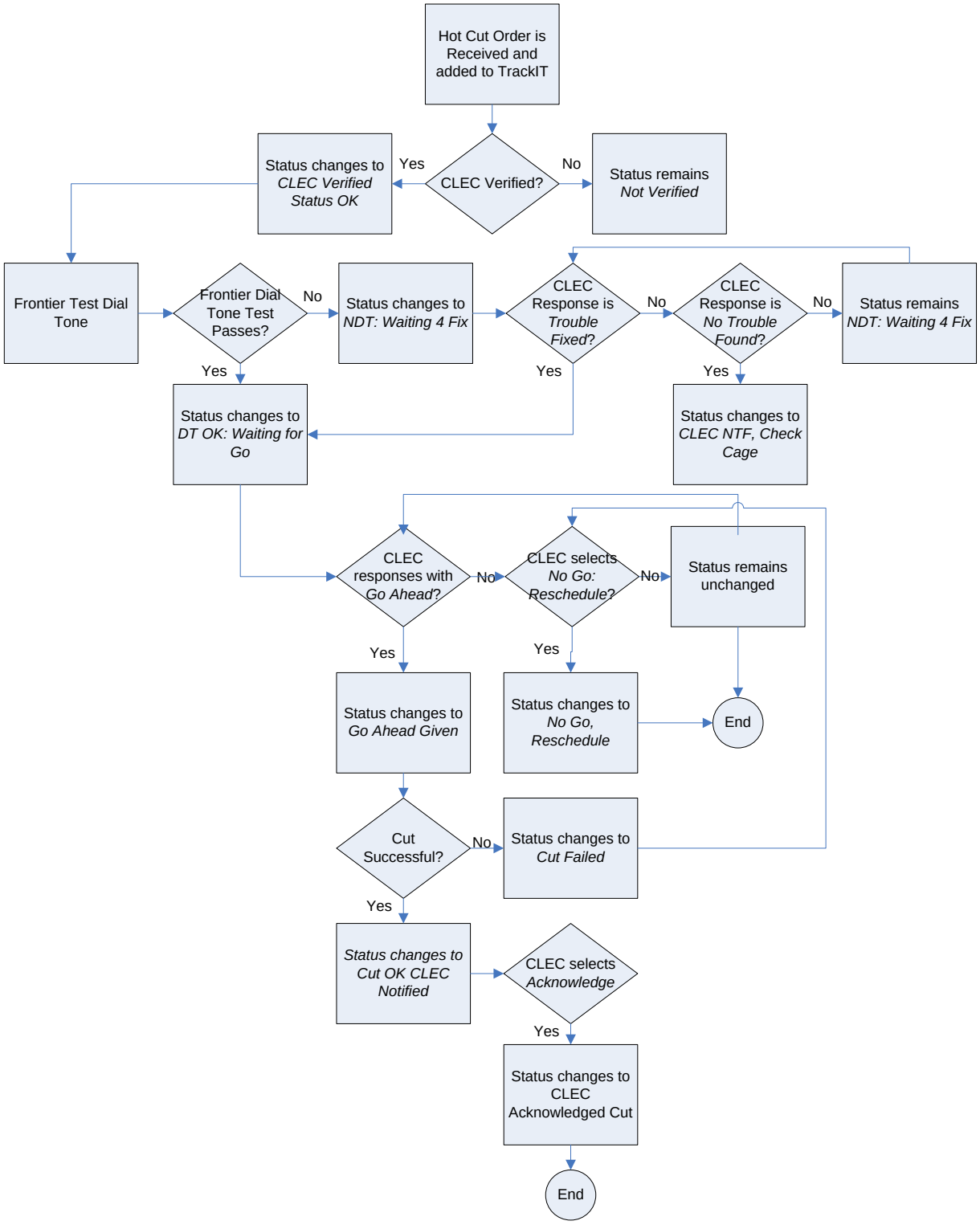
TrackIT Process Flow

TrackIT is designed to work with the typical process flow for Hot Cuts.

1. Order is submitted to Frontier. If it is a Hot Cut order it will be placed in the TrackIt tool.
2. CLEC sees the order in TrackIT and verifies the data entered on the order and indicates if it is **VERIFIED OK** or if there is a **PROBLEM**.
3. If no problem, status changes to *CLEC Verified Status OK* and then Frontier checks the dial tone.
4. If dial tone test is successful, then the order status changes to *DT OK: Awaiting for Go*.
5. CLEC provides either a **GO AHEAD** message or **NO GO: RESCHEDULE** message.
6. If the go message is received the status changes to *Go Ahead Given*.
7. Frontier completes the cut.
8. If the cut is successful the status changes to *Cut OK CLEC Notified*.
9. CLEC sends confirmation by clicking **ACKNOWLEDGED** and the status changes to *Acknowledged Cut*.

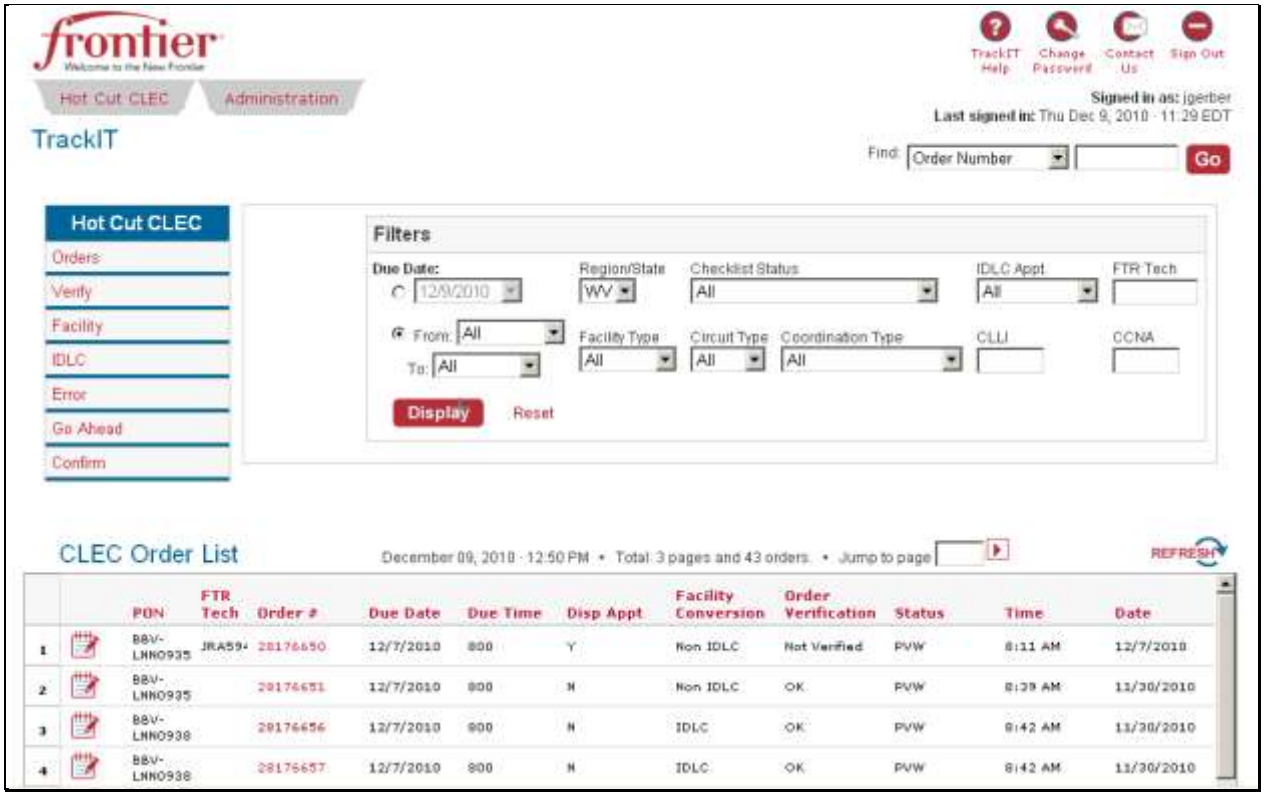
The following flow chart reviews this process, both the successful path and when there are failures in the process.

TrackIT Hot Cut CLEC Flow



Order View

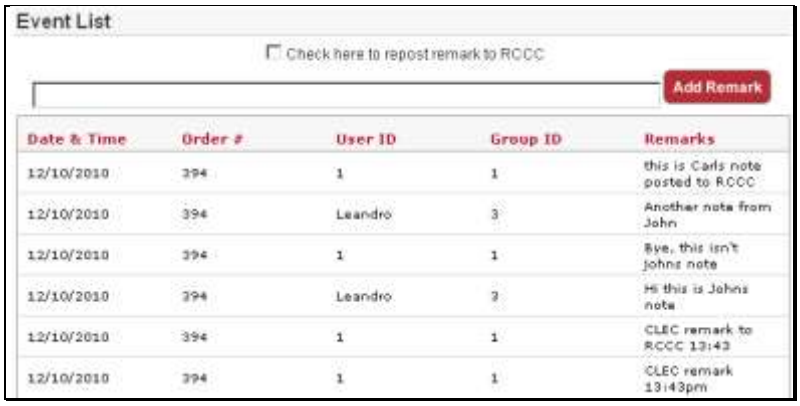
The Hot Cut CLEC home page defaults to the **ORDERS** view. This lists all the work by CLEC Purchase Order Number (PON) that are scheduled to be cut on that day, a specific day, or date range selected in the filter.



This is a view only screen, however, you can ask questions or provide information to the technician by clicking on the notes icon .

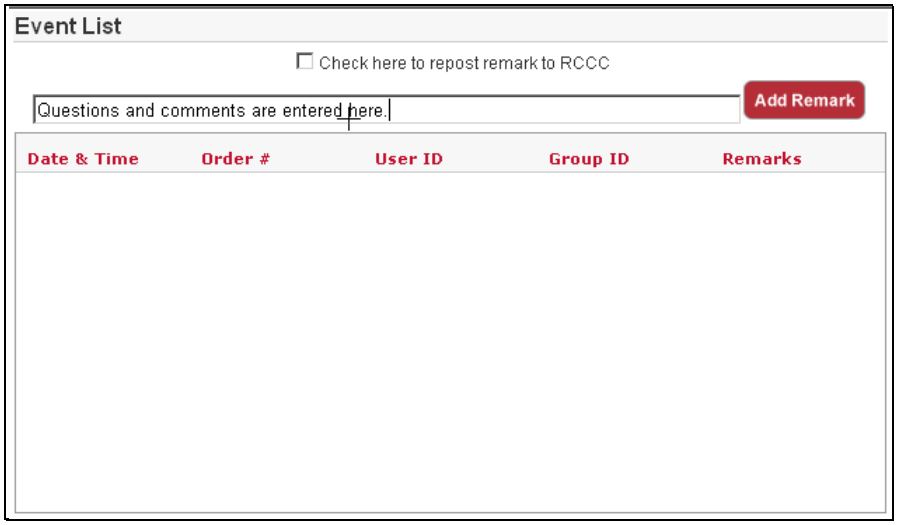
Viewing Notes

To view notes associated with the Order, click the note icon . All the notes are listed.



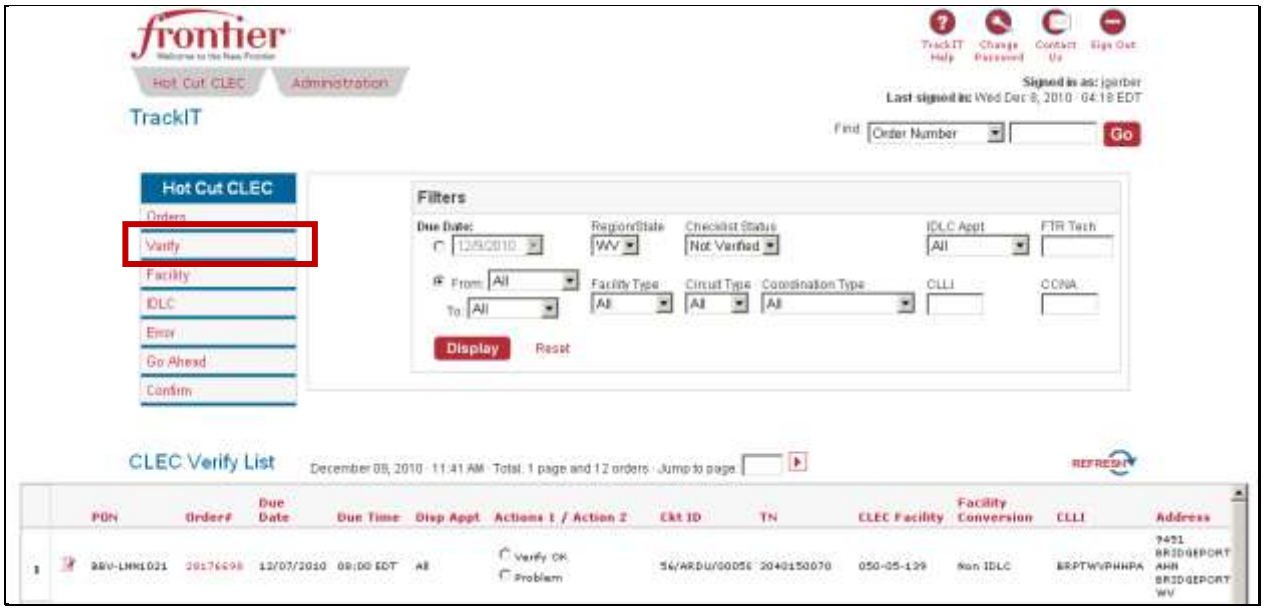
Creating Notes

To add notes, click the note icon . Enter your questions or comment and then click **ADD REMARKS**. Notes can be 140 alpha/numeric characters and be entered over 2 rows.



Verify View

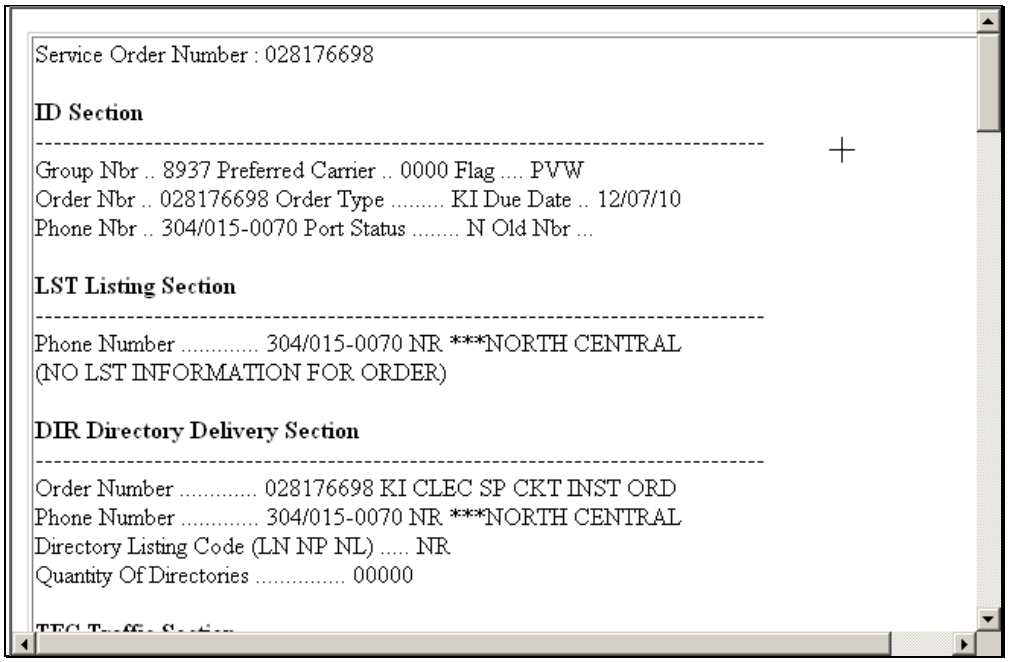
To view the PONs waiting for your verification, click **VERIFY** in the Hot Cut list. The filter changes to reflect today's orders awaiting verification. You can use the filter to expand the due date range or narrow the information presented.



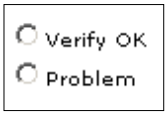
This is an action view. You will see two radio buttons next to each PON asking you to indicate if there is a **PROBLEM** with the information captured by Frontier or to indicate it was successfully **VERIFIED OK**.

Viewing Order Details

Click the ***ORDER#*** link to view the information Frontier has on the PON.

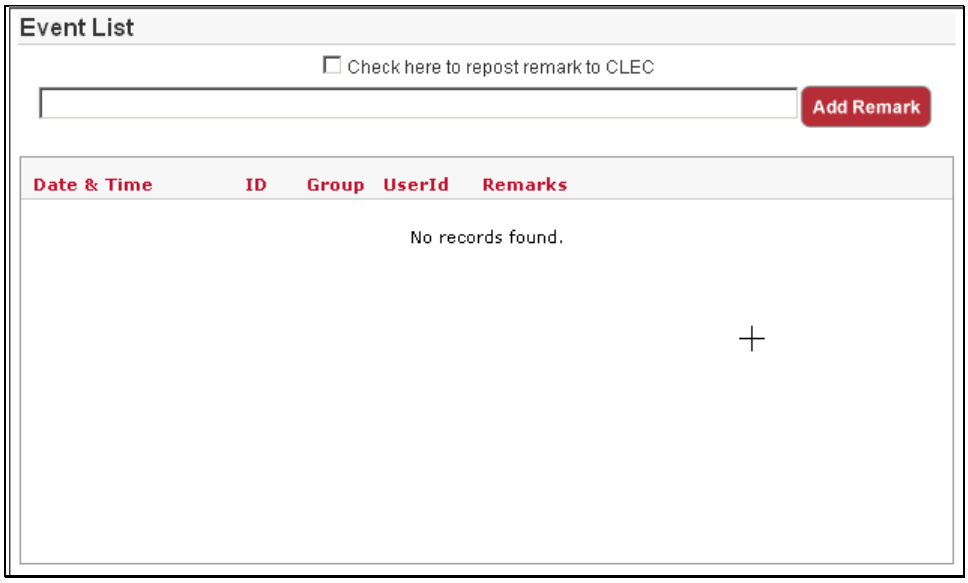


If you agree that the information is correct, click the **VERIFY OK** radio button.



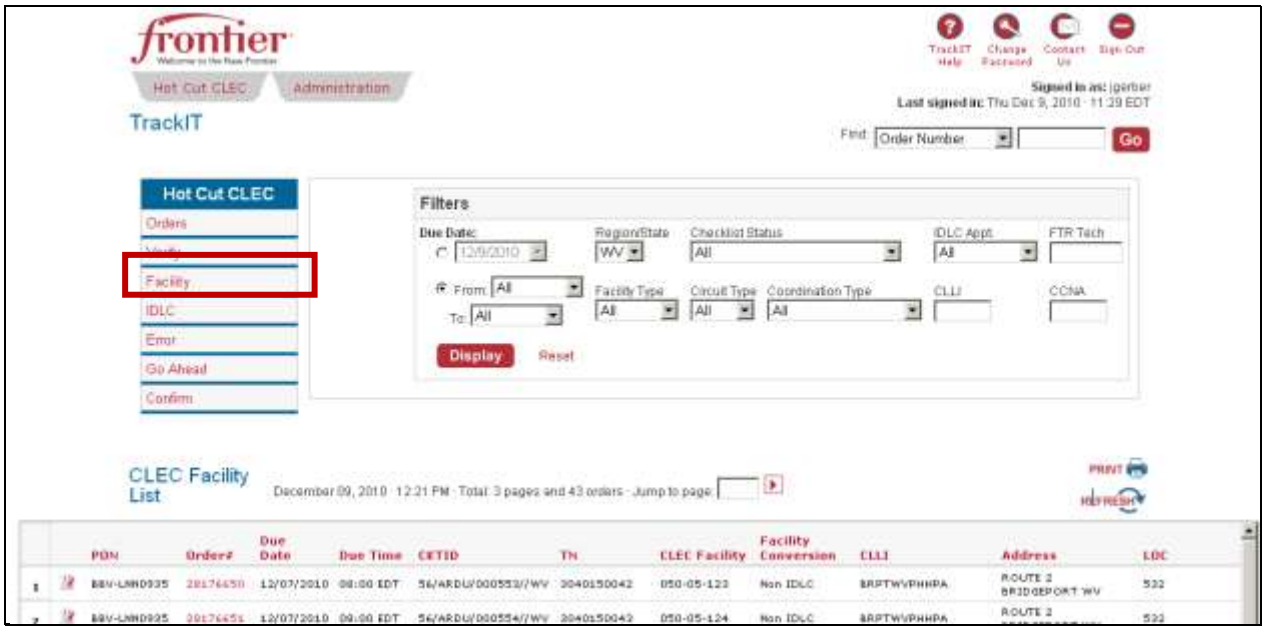
If there is a problem, click the **PROBLEM** radio button.

When problems exist, click the note icon and enter a message to the technician, listing the problem(s) with the order. Notes can be 140 alpha/numeric characters and be entered over 2 rows. Click **ADD REMARKS** to submit the note to the technician.



Facility View

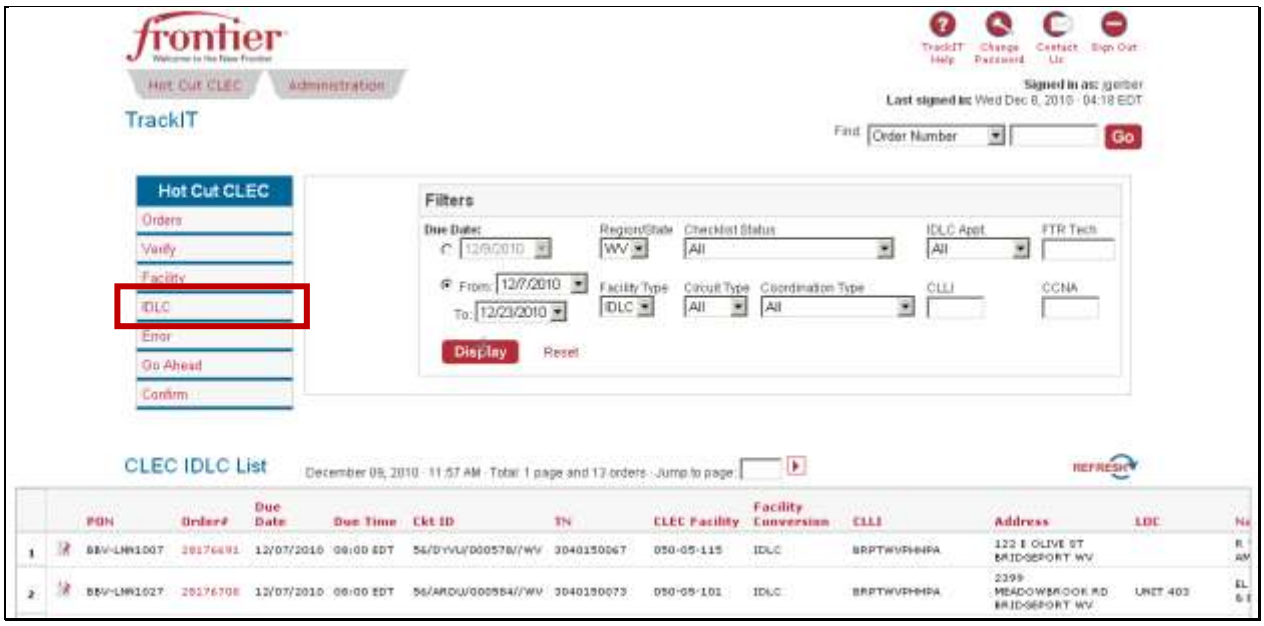
To view the CLEC facilities and the associated telephone numbers (TN) and circuit ids associated with the PONs, click **FACILITY** from the Hot Cut CLEC menu.



This displays a view only order list.

IDLC View

To view the PONs that have the original facilities of IDLC, AML, DAML, RayNet, or NextLink, select **IDLC** from the Hot Cut menu. The filter will default to orders due today with Facility Type IDLC.



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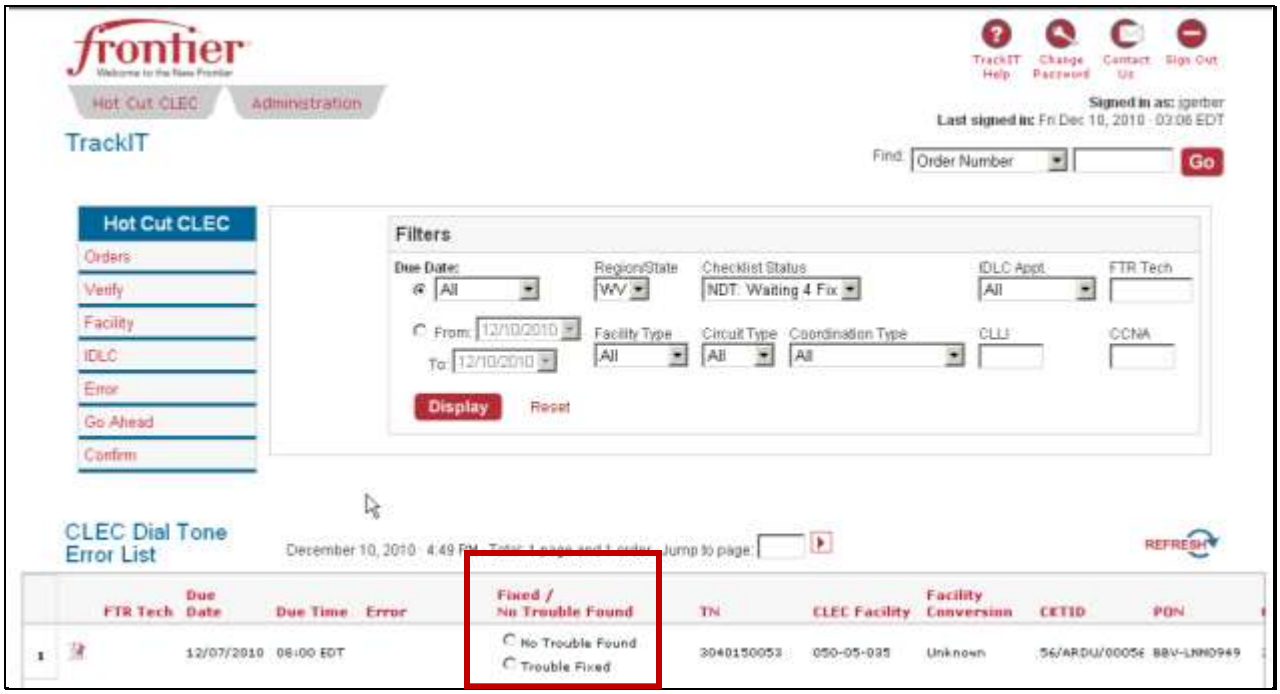
This is a view only screen and no functions, other than entering or viewing notes or viewing the order details are available.

Error View

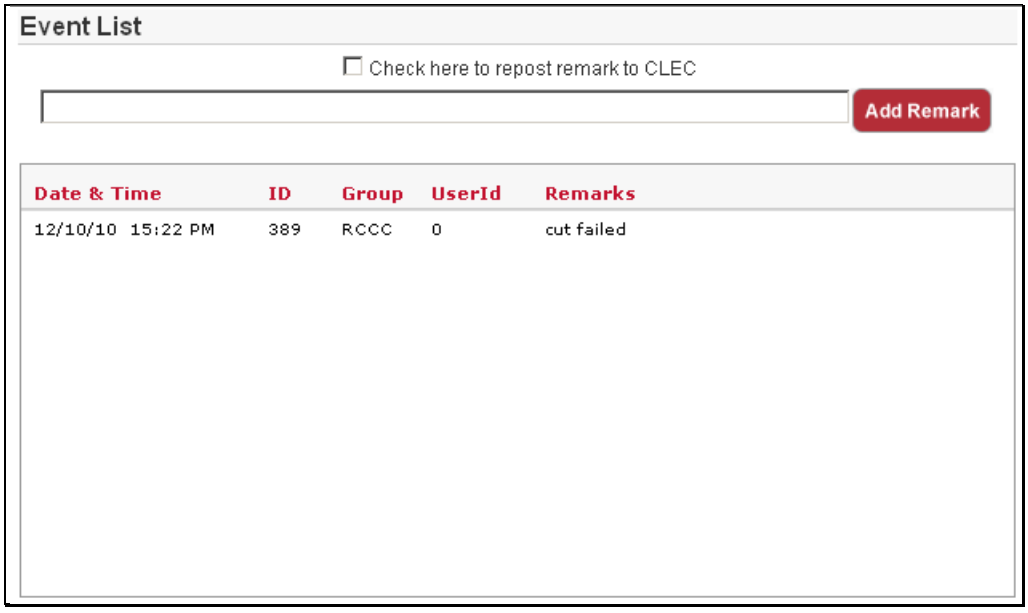
To view orders with error status, No Dial Tone (NDT): waiting for fix errors, select **ERROR** from the Hot Cut CLEC menu.



Go Ahead View

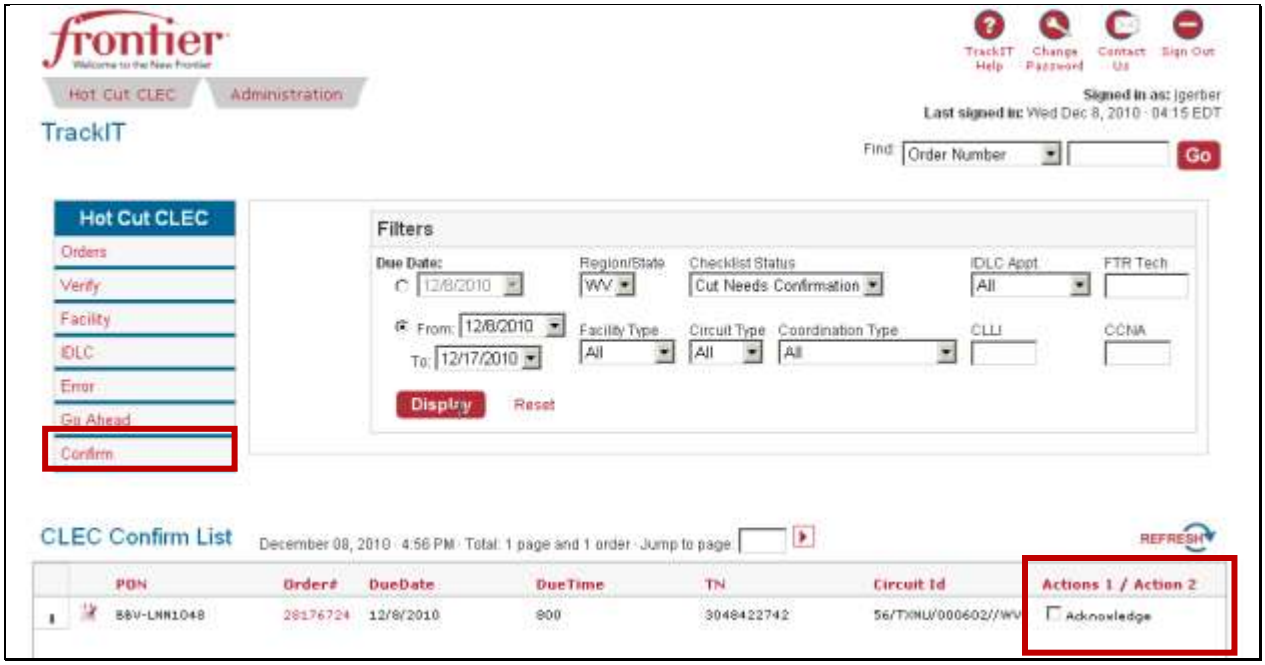
To view orders Frontier is ready to cut, select **GO AHEAD** from the Hot Cut CLEC menu and select **GO AHEAD** to give Frontier permission to proceed with the cut or **NO GO: RESCHEDULE** button to stop it. It is recommended that you enter a note explaining why you are stopping the hot cut.

Click the note to enter a note or to get more information if you only see **NO GO: RE-SCHEDULE** listed.



Confirm View

To view the PONs waiting to be confirmed, select **CONFIRM** from the Hot Cut CLEC list. To confirm the hot cut is complete, click the **ACKNOWLEDGE** check box. This is the last step in the process.

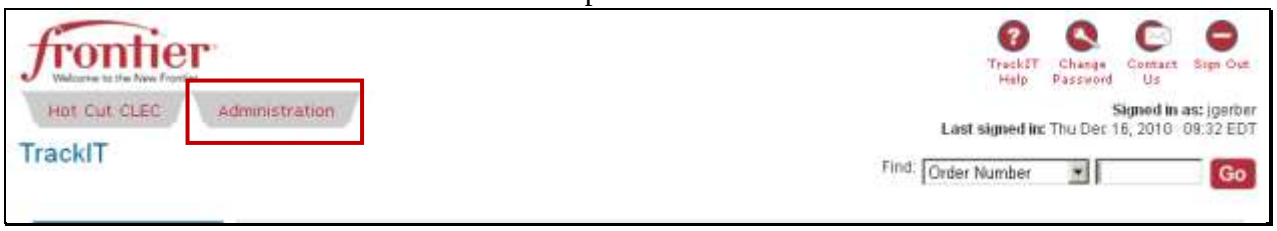


Super User Functions

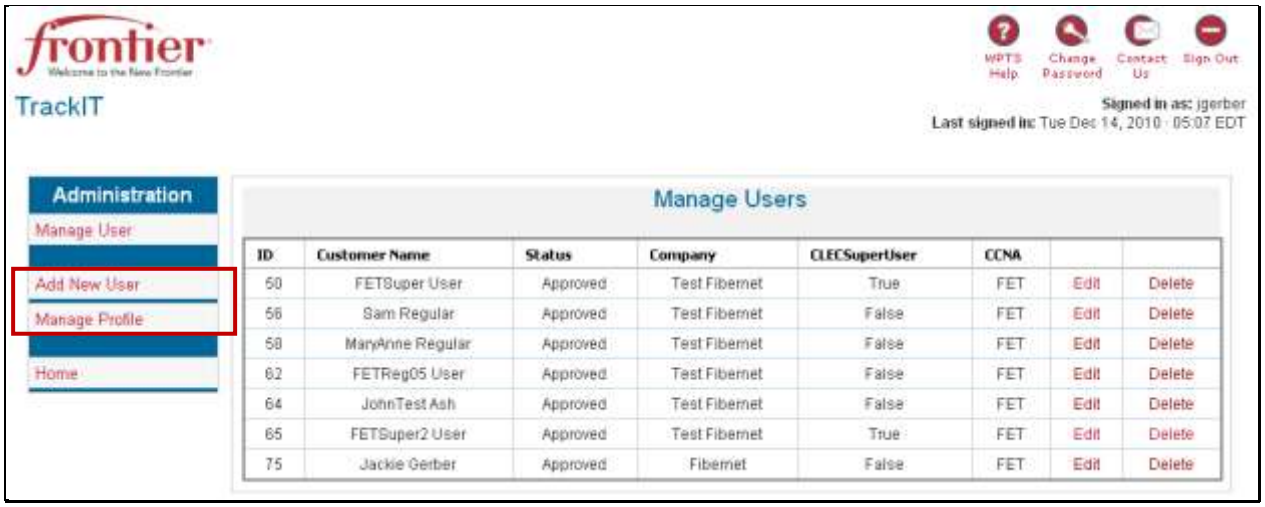
The administrative page for a super user has two tabs along the top of the page:

1. **HOT CUT CLEC**
2. **ADMINISTRATION**

Click the **ADMINISTRATION** tab to access the super user functions.



The **MANAGE USER** view is displayed.



Super users can manage the existing users, **ADD NEW USER**, or **MANAGE PROFILE**. This guide will review each of these functions in detail.

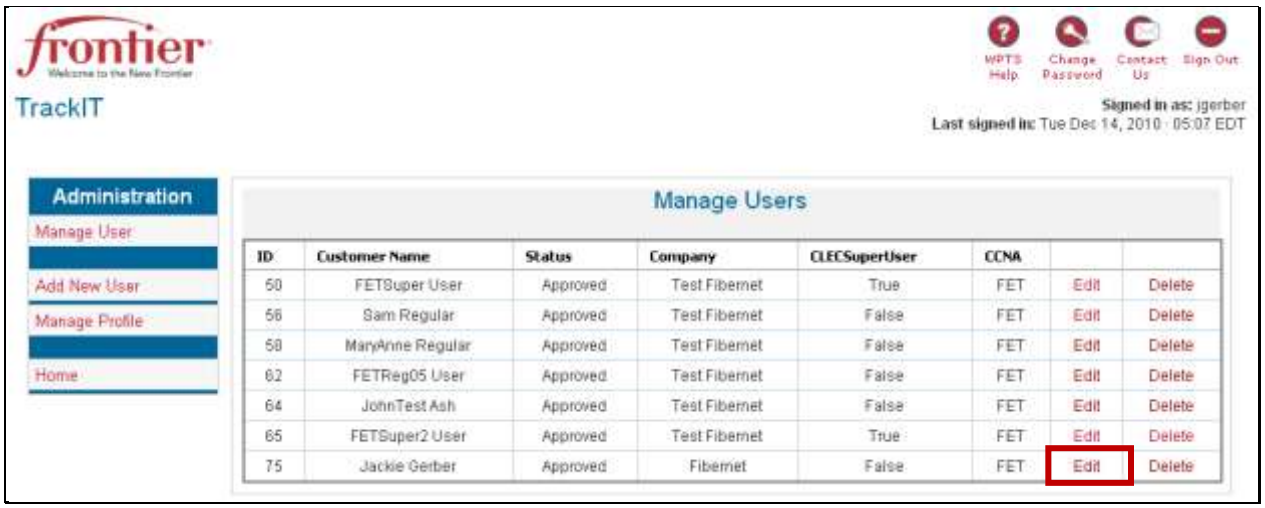
NOTE: It is important to use the **CANCEL** button after viewing an Administration functions you do not want to save. Clicking another Administration function does not clear the previous action started. You must click **CANCEL**.

Manage Users

All the users in your company with TrackIT access are listed in the Manage User section of TrackIT. As a super user, you can edit a user information or delete a user from the system.

Edit Users

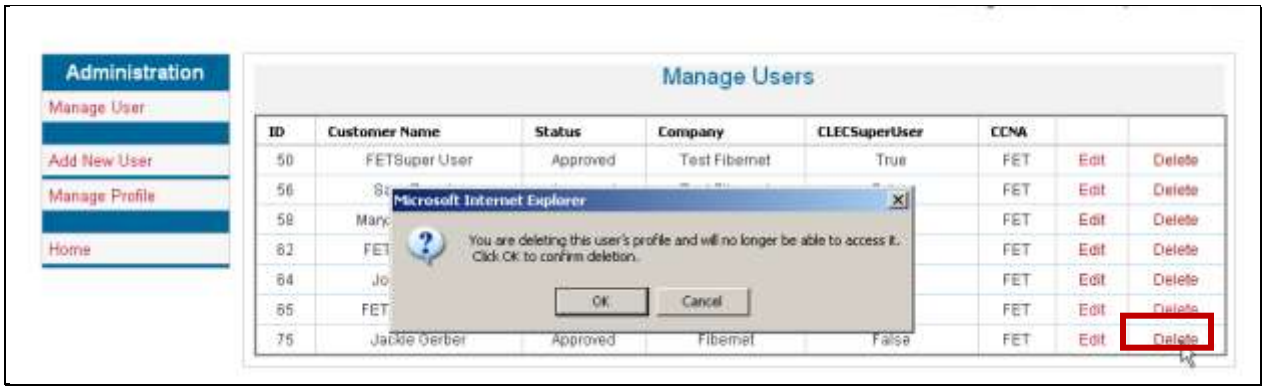
Click **EDIT** next to the name you want to modify.



You can modify the supervisor's information and/or the user's address, phone number, email, username, and password. Click **SUBMIT** to send the changes to the TrackIT database.

Delete Users

If you need to delete a user, click the **DELETE** link next to his/her name. A pop-up message appears to confirm this action.

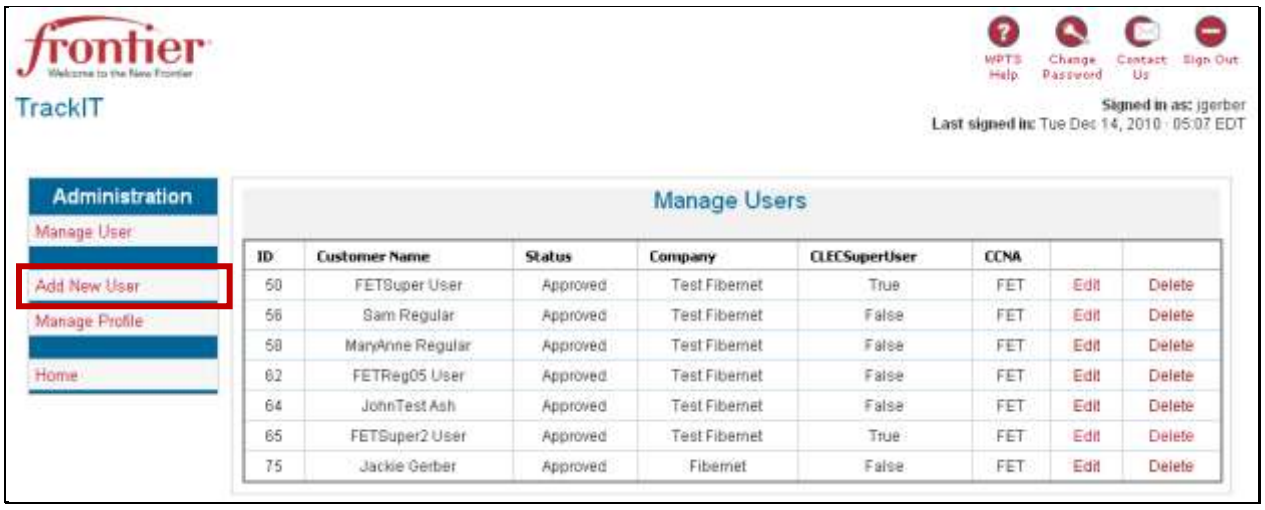


Click **OK** to confirm the delete and the name will be removed from the list.

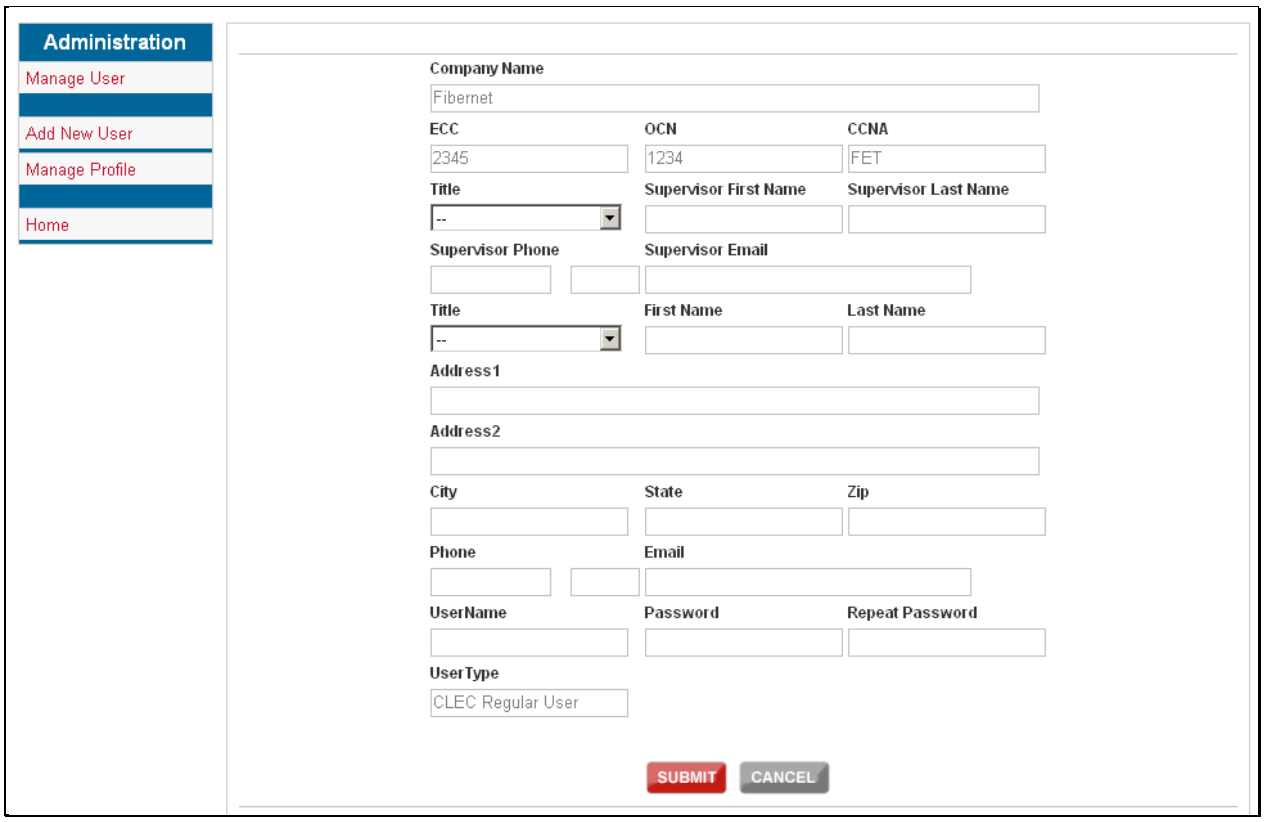
Adding New User

Super users need to register through the TrackIT tool to become super users, however super users can create regular users through the application.

Click **ADD NEW USER**.

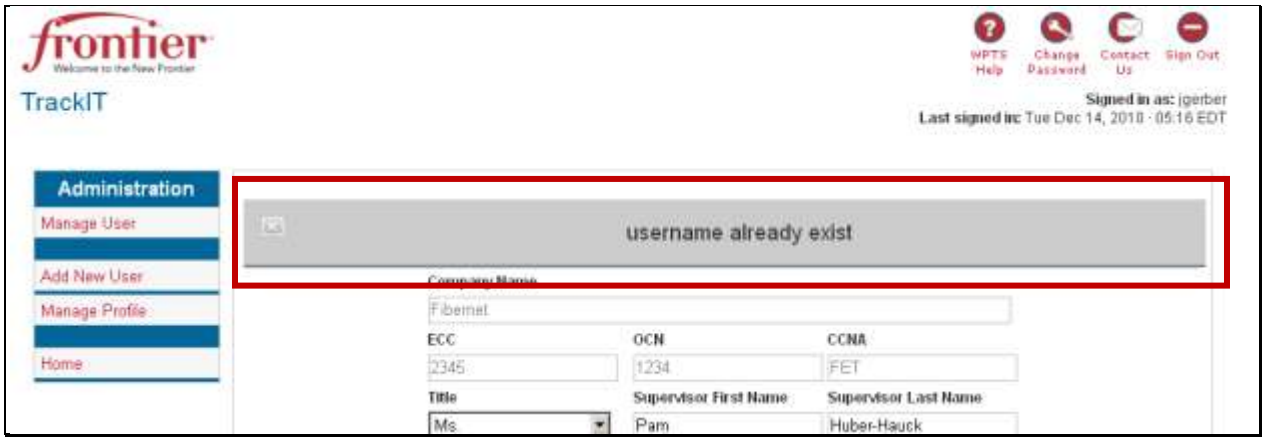


Enter the user's supervisor's information, the regular user's information, including username and password.



Click **SUBMIT**.

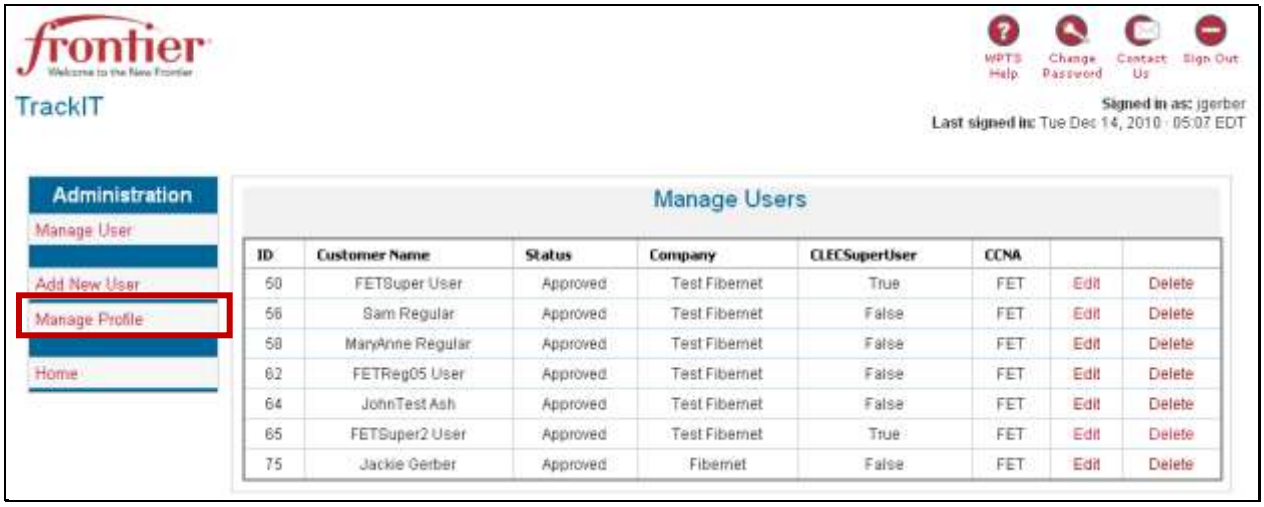
If the username is already taken or there is an issue with the password, you will get a message from TrackIT.



Correct any errors returned and submit it again. When it is accepted by Frontier, the system will return you to the Manage Users screen with the new name added.

Manage Profile

You can modify your own information by clicking **MANAGE PROFILE**.

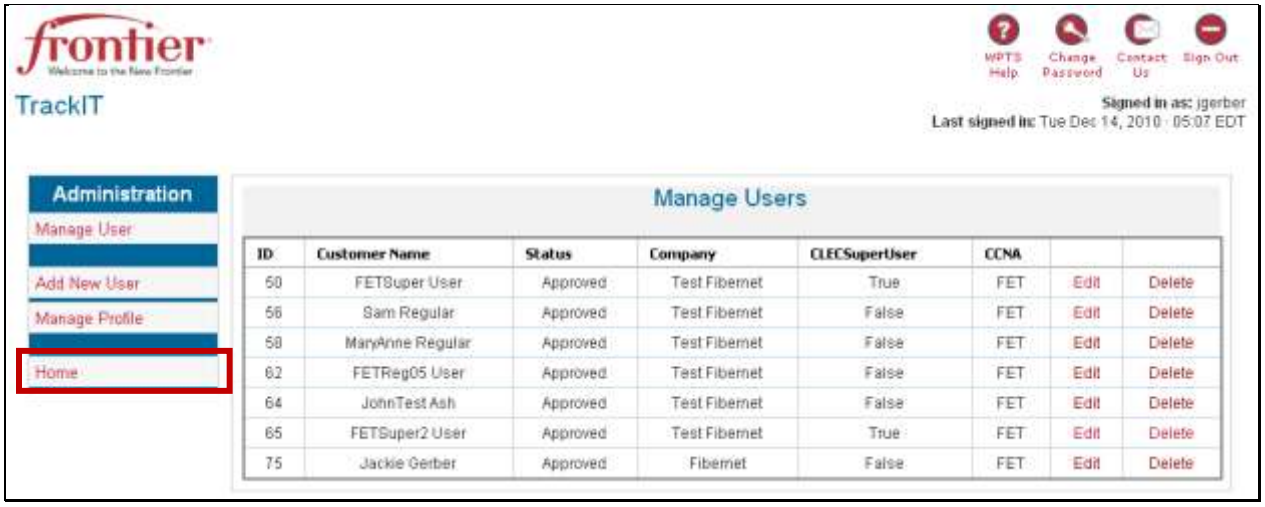


You can modify your supervisor's information and/or your address, phone number, email, username, and password from this screen.

Click **SUBMIT** to send the changes to the TrackIT database. If you decide not to make a change, click **CANCEL**.

Return to Hot Cut List

Click **HOME** from the Administration tab to return to the Hot Cut Order List.



Appendix A: Order Statuses

Status	Description	Details
***	INITIAL STAGE	SO/TT in process of being entered.
A	REPAIR	
ACC	Access Management	
ADT	SWITCH BLG AUDIT	Used for audit purposes
AIN	AIN Features	
AL1	Monroeville	
AL2	Southland	
ASN	Reassigned (VNET)	
AUD	SWITCH AUDIT ORD-EAST	
B	EG Assignment	EG Assignment
BAZ	ARIZONA ASSIGN	EG Assignment
BBQ	BURNSVL QUALITY	Burnsville Business Quality Control
BCA	CALIFORNIA ASSIGN	EG Assignment
BCL	ASSIGMENT –PA CLEC	PA CLEC Assignment
BIA	IA Assignment	
BID	ASSIGNMENT – ID	EG Assignment
BIL	ILLINOIS ASSIGN	IL Assignment
BIN	IN Assignment	
BMI	MI Assignment	
BMN	MINNESOTA ASSIGN	MN Assignment
BMT	ASSIGNMENT – MT	EG Assignment
BNE	NEBRASKA ASSIGN	NE Assignment
BNJ	Ready to Assign – Navajo (AZ, NM & UT)	EG Assignment
BNV	ASSIGNMENT – NV	EG Assignment
BNY	NY Assignment	
BOG	NY Ogden Assignment	
BOR	ASSIGNMENT – OR	EG Assignment
BPA	ASSIGNMENT - PA ILEC	Dallas
BPB	ASSIGNMENT - PA ILEC	Clarks Summit
BPC	ASSIGNMENT - PA ILEC	Tunkhannock
BPD	ASSIGNMENT - PA ILEC	Conyngham
BPE	ASSIGNMENT - PA ILEC	Shickshinny
BPF	ASSIGNMENT - PA ILEC	Towanda
BPG	ASSIGNMENT - PA ILEC	Montrose
BPH	ASSIGNMENT - PA ILEC	Wellsboro
BPJ	ASSIGNMENT - PA ILEC	Bangor
BPL	ASSIGNMENT - PA ILEC	Leesport
BPM	ASSIGNMENT - PA ILEC	Elizabethville

BPN	ASSIGNMENT - PA ILEC	Lewisberry
BPP	ASSIGNMENT - PA ILEC	Pocono Lake
BPQ	ASSIGNMENT - PA ILEC	Quarryville
BQC	BUS RES/BUS QC	Used for orders closed by Call Center Rep
BRH	Rochester Held	Rochester
BRO	Rochester Assignment	Rochester
BSE	AL, FL, GA, & MS Assignment	
BSW	BSW B4 SERVICE	AZ
BTN	TN Assignment	
BUR	BURNEY	CA
BUT	ASSIGNMENT – UT	EG Assignment
BVW	VZN WV Assignment	
BWF	WFM ASSIGNMENT PENDING	
BWF	VNET Assignment Pending	
BWI	WI Assignment	
BWR	WI Assignment	Rhinelander
BWV	WV Assignment	
C91	Conversion 911	
CA	ALTURAS OSP	CA
CAC	Conv Access Management	
CAN	CANCEL VNET ORDER	
CB	BURNEY OSP	CA
CBC	Conv Bus Call Center	
CBU	Conv Buried Drop	
CC	COMMON CAUSE	Common cause trouble
CCB	Conv Cent Assignment	
CCC	Corrections Completed	
CCC	Conv Res Call Center	
CCD	Conv Central HSI Asg	
CCF	Conv Cent Dispatch	
CCH	CEN Ckt Assign Held	
CCJ	Conv Cent Fac Cutwrt	
CCL	Conv Central Eng	
CCN	Contract Construction – NORTH	CA
CCN	Conv Cent # Porting	
CCO	Conv Cent Ofc Switch	
CCP	Conv Cent Circuits	
CCR	Conv CXR Service	
CCS	Contract Construction – SOUTH	CA
CCS	Conv Cent SAM Needed	
CCT	Conv Cent SW Tech CM	

CCV	Conv Cent VM	
CDH	Conv HSI Held Orders	
CDI	Conv Directory	
CDI	DISPATCHED	
CE	Construction–ELK GROVE	CA
CEB	Conv East Assignment	
CED	Conv East HSI Assignment	
CEF	Conv East Dispatch	
CEJ	Conv East Fac Cutwrt	
CEL	Conv East Eng	
CEN	SPECIAL CKT RDY ASSG	
CEN	Conv East # Porting	
CEO	Conv East Off Switch	
CEP	Conv East Circuits	
CES	Conv East SAM	
CF	FERNDALE OSP	CA
CHL	Conv Held Orders	
CHO	Choice One Loops	
CIN	Call Intercept	
CIP	Conv Iowa Proj Group	
CMI		
CNC	CANCELED GTE POF	
CNV	CARS Converted	
CNY	CNV Orders Dispatch	
COA	CO ALTURAS	CA
COB	CO BURNEY	CA
COC	CO CHESTER	
COF	CO FERNDALE	CA
COG	CONV Ogden All	
COL	COLLECTIONS	Referred to Collections
COM	COMPLETE	VNET
CON	Conversion	
COP	CO PALO CEDRO	CA
COS	CO SUSANVILLE	CA
CP	Const PALO CEDRO	CA
CPA	Central Office Hold – PA ILEC	Held for central office
CPA	Conversion PA All	
CQC	RES/BUS QC	CA
CQC	Conversion QC	
CQC	CLEC QC	
CQP	Conversion QC	
CRO	Cnv Orders Assignment	

CS	Const SUSANVILLE	CA
CSC	Carrier Service Center	
CSH	Cashier	
CSO	Conversion SOA	
CSR	Conv Local Svc Req	
CTB	Conv Cent Ckt Bus	
CTC	Port Out Asgn Change	
CTN	Conversion-TN Assignment	
CTP	Conv 3rd Pty Verification	
CTR	Conv Translations	
CV	CONVERSION	
CVH	Converted Held	
CVV	CARS Converted VNET	
CVT	CARS Converted TC	
CWA	CUSTOMER WILL ADVISE	Hold for customer action
CWV	Conversion-WV Assignment	
DAZ	AZ HSI orders, Facility check	Assignment- AZ
DBA	DATABASE ADMIN	Referred to NOC
DCL	DSL ASSIGNMENT – PA CLEC	DSL Assignment
DEP	Waiting for Deposit	
DHD	DSL/HSI Held Order	
DIA	IA HSI Assignment	
DIL	IL HSI Assignment	
DIN	IN HSI Assignment	
DIR	DIR OFF-LINE	Referred to Offline Directory in Johnstown, NY
DIS	DISPATCH (VNET)	
DMI	MI HSI Assignment	
DMN	DSL MN ENGR	
DMN	MN HSI Assignment	
DNE	DSL NE ENGR	
DNY	NY HSI Assignment	
DPA	DSL ASSIGNMENT – PA ILEC	DSL Assignment
DPR	DSL PRIORITY EAST	
DPS	DATA NOC	
DRO	Rochester Dial Administration	Rochester
DSL	DSL PENDING ORDER	
DSE	AL, FL, GA, & MS HSI Assignment	
DSO	DSL RDY 4 DISPATCH	
DS2	DSL EQUIP HOLD	
DS3	DSL Out of Loop	
DTN	DSL TN Engr	

DVW	VZN HSI Assignment	
DWI	WI HSI Assignment	
DWR	WI HSI Assignment	Rhinelander
DWV	DSL WV Engr	
D01-08	DSL CONTRACTOR	
E	FERNDALE	CA
EC	EAST COAST/N-R HOLD	
EDI	ELEC CRAG ORDER ONLY	Orders generated via electronic interface – for CRAG only
EMC	Need Line Card Built	Rochester
EPA	SPLICER/CABLE HOLD – PA ILEC	Held for splicer/cable
ESC	ESCALATION E-MAIL NOTIFYS	
F	KEY PBX	
FHO	FRED Hold BAO	Rochester
FSR	WAITING FOR FSR (NY)	
GA1	Statesboro	
GA2	Fairmount	
HFS	Hold for Storm	
HNA	High Speed No Access	
IPG	Iowa Project Group	
HSI	HSI Provisioning	Rochester
IQC	INTEGRATION QC	
IXC	Long Distance Trbl	
JAZ	AZ ASGN FACILITY CHECK	
JIA	IA Req Facility Check	
JIL	IL Req Facility Check	
JIN	IN Req Facility Check	
JMI	MI Req Facility Check	
JMN	MN Req Facility Check	
JNY	NY Req Facility Check	
JPA	PA Req Facility Check	
JRO	Roc Req Facility Check	
JSE	AL, FL, GA, & MS Req Facility Check	
JTN	TN Req Facility Check	
JVW	VZN WV Facility Check	
JWI	WI Req Facility Check	
JWR	WIR Req Facility Check	
JWV	WV Req Facility Check	
KAC	RDY DISP ALLENTOWN – PA CLEC	Pending dispatch PA CLEC
KAZ	Dispatch	Arizona
KBH	704, 754, 758, 763 I&R	Bullhead City, AZ Exchanges
KBC	Ready Dispatch BLM/BEW/WLPY – PA	Pending dispatch

	CLEC	
KCA	Dispatch	California- All
KEY	KEY/PBX SYSTEM	
KFC	Ready Dispatch 1st Class	Pending dispatch
KHC	Ready Dispatch Harrisburg – PA CLEC	Pending dispatch
KIC	Ready Dispatch– PA ILEC	Pending dispatch
KID	Ready- Dispatch	Idaho
KKG	692, 718, 753, 757 I&R	Kingman, AZ Exchanges
KLC	Ready Dispatch Lancaster – PA CLEC	Pending dispatch
KLK	453, 505, 680, 855	Lake Havasu City, AZ Exchanges
KMT	Dispatch	Montana
KMT	Ready Dispatch-Maint – PA ILEC	Pending dispatch
KNJ	Dispatch	Navajo
KNV	Dispatch	Nevada
KOR	Dispatch	Oregon
KPA	Ready Dispatch – I&R	Pending dispatch
KPK	Lakewood Dispatch	
KPO	Oswayo Dispatch	
KPT	Canton Dispatch	
KPW	New Holland Dispatch	
KPZ	Breezewood Dispatch	
KRC	Ready Dispatch Reading – PA CLEC	Pending dispatch
KSC	Ready Dispatch Scranton – PA CLEC	Pending dispatch
KUT	Dispatch	Utah
KWC	Ready Dispatch Wilkes Barre – PA CLEC	Pending dispatch
KYC	Ready Dispatch York – PA CLEC	Pending dispatch
KZC	Ready Dispatch Hazelton – PA CLEC	Pending dispatch
K2	DISPATCH – 711	AZ EAST
L	Central Office	MN, NE and IL exchanges
LAZ	ENG HELD FACILITY AZ	
LCA	ENG HELD FACILITY – CA	
LGA	GA Engineering	
LID	ENG HELD FACILITY – ID	
LIL	IL Engineering	
LIN	IN Engineering	
LLE	ENG LINE EXTENSION	Referred for line extension work
LMI	MI Engineering	
LMN	MN Engineering	
LMT	ENG HELD FACILITY MT	
LNE	NORTH ENG	CA
LNM	ENG HELD FACILITY NM	
LNV	ENG HELD FACILITY – NV	

LNY	NY Engineering	
LOR	ENG HELD FACILITY – OR	
LPA	PA Engineering	
LPA	CKT ENGINEERING	Circuit Engineering
LPV	ENG DSO REVIEW	Referred for DSO review
LRW	ENG DSO R/W	
LSE	SOUTH ENG	CA
LSP	ENG PENDING SAP	Pending SAP entry
LSR	BURNSV LOCAL SVC REQ	
LTN	TN Engineering	
LUT	ENG HELD FOR FACILITY	
LVW	VZN WV Engineering	
LWI	WI Engineering	
LWO	DSO ENG W/O	DSO Work Order
LWO	Held Order	
LWR	??	
LWV	WV Engineering	
M	CABLE SPLICER	
MCL	REFER TO MANAGER – PA CLEC	
MN1	MINNESOTA	McGregor exchange
MN2	MINNESOTA	Ely exchange
MN3	MINNESOTA	Milaca exchange
MN4	MINNESOTA	Mound exchange
MN5	MINESOTA	Blooming Prairie exchange
MQC	MTN RES/BUS QC	MTN states QC
MS1	MidSouth	
MS2	Lamar County	
MTN	MOUNTAIN DISPATCH	MTN states Dispatch
MWV	MASONTOWN WVA	Masontown, West Virginia
N	FACILITY ASSIGNMENT	
NAZ	FACILITY TECH AZ	
NBC	NON-REG BILL CENTER	
NCA	FACILITY TECH - CA	
NCB	NUISANCE CALL BUREAU	
L	Central Office	MN, NE and IL exchanges
LAZ	ENG HELD FACILITY AZ	
LCA	ENG HELD FACILITY – CA	
LGA	GA Engineering	
LID	ENG HELD FACILITY – ID	
LIL	IL Engineering	
LIN	IN Engineering	
LLE	ENG LINE EXTENSION	Referred for line extension work

LMI	MI Engineering	
LMN	MN Engineering	
LMT	ENG HELD FACILITY MT	
LNE	NORTH ENG	CA
LNM	ENG HELD FACILITY NM	
LNV	ENG HELD FACILITY – NV	
LNY	NY Engineering	
LOR	ENG HELD FACILITY – OR	
LPA	PA Engineering	
LPA	CKT ENGINEERING	Circuit Engineering
LPV	ENG DSO REVIEW	Referred for DSO review
LRW	ENG DSO R/W	
LSE	SOUTH ENG	CA
LSP	ENG PENDING SAP	Pending SAP entry
LSR	BURNSV LOCAL SVC REQ	
LTE	ENG TRANSMITION ENG	
LTN	TN Engineering	
LUT	ENG HELD FOR FACILITY	
LVW	VZN WV Engineering	
LWI	WI Engineering	
LWO	DSO ENG W/O	DSO Work Order
LWO	Held Order	
LWR	??	
LWV	WV Engineering	
M	CABLE SPLICER	
MCL	REFER TO MANAGER – PA CLEC	
MN1	MINNESOTA	McGregor exchange
MN2	MINNESOTA	Ely exchange
MN3	MINNESOTA	Milaca exchange
MN4	MINNESOTA	Mound exchange
MN5	MINESOTA	Blooming Prairie exchange
MQC	MTN RES/BUS QC	MTN states QC
MS1	MidSouth	
MS2	Lamar County	
MTN	MOUNTAIN DISPATCH	MTN states Dispatch
MWV	MASONTOWN WVA	Masontown, West Virginia
N	FACILITY ASSIGNMENT	
NAZ	FACILITY TECH AZ	
NBC	NON-REG BILL CENTER	
NCA	FACILITY TECH - CA	
NCB	NUISANCE CALL BUREAU	
NDW	ND FACILITY ASSIGN	North Dakota Facility Assignment

NE1	NEBRASKA	Kearney exchange
NE2	NEBRASKA	Columbus exchange
NID	FACILITY TECH ID	
NIL	IL FACILITY ASSIGN	Illinois Facility Assignment
NMN	MN FACILITY ASSIGN	Minnesota Facility Assignment
NMT	??	
NNE	NE FACILITY ASSIGN	Nebraska WEST Facility Assignment
NNM	FACILITY TECH – NM	
NNV	FACILITY TECH – NV	
NOC	NOC Programming – PA	
NOR	FACILITY TECH - OR	
NQC	NY QUALITY CONTROL	NY
NRO	Non-Reg Orders – NY	
NTN	TN Facility Assignment	
NUT	FACILITY TECH UT	
NWV	WV Facility Assignment	
NTT	NON-REG TBL TKT	
NY	SHERBURNE SVC CENTER	
NY1	Monroe North	
NY2	Monroe Goshen	
NY3	Monroe South	
NY4	Monroe Orange County	
NY5	NY RLEC	
NY6	Ausable	
NY7	Seneca-Gorham	
NY8	Sylvan Lake	
OFC	PA BUS/FC OFFLINE	
OFF	PA RES OFFLINE	
ONE	Frontier 1	
ORO	Roch Switch Prog	
OT	TESTBOARD ORDER	TESTBOARD
OTA	ORD TST AUTO	CTS
P	ASGMT DSL	Special Circuit Assignment-DSL
PAZ	ASGMT SPEC CKT	Special Circuit Assignment-AZ
PBN	Burnsville Circuits	
PCA	ASGMT SPEC CKT	Special Circuit Assignment-CA
PCL	SPL CKT ASGN – PA CLEC	Special Circuit Assignment-PA
PCO	PLANT CONTROL OFC	
PFR	PREFIELD REQUIRED	
PIA	IL Spcl Ckt Assignment	
PID	ASGMT SPEC CKT – ID	
PIL	IL SPL CKT ASSIGN	Illinois Special Circuit Assignment

PIN	IN Spcl Ckt Assignment	
PMI	MI Spcl Ckt Assignment	
PMN	MN SPL CKT ASSIGN	Minnesota Special Circuit Assignment
PMT	ASGMT SPEC CKT - MT	
PND	PENDING VNET	
PNE	NE SPL CKT ASSIGN	Nebraska Special Circuit Assignment
PNJ	ASGMT SPEC CKT – NJ	
PNM	ASGMT SPEC CKT – NM	
PNV	ASGMT SPEC CKT – NV	
PNY	NY Spcl Ckt Assignment	
POR	ASGMT SPEC CKT – OR	
POW	POWELL TENNESSEE	TN
POW	Port POUT	
PPA	SPL CKT ASGN- PA ILEC	Special Circuit Assignment-PA
PRB	Problem Ref Business	
PRD	PRIORITY DSL	
PRI	PRIORITY ORDERS	
PRO	Roc Spcl Ckt Assgnmt	Rochester Special Circuit Assignment
PSE	AL, FL, GA, & MS Spcl Ckt Assignment	
PTN	TN Special Circuit Assignment	
PUT	ASGMT SPEC CKT – UT	
PVW	VZN WV Spec Ckt Asgn	
PWI	WI Spcl Ckt Assignment	
PWR	WI Spcl Ckt Assignment	Rhinelander
PWV	WV Special Circuit Assignment	
Q	COE ENGINEERING	
QC	Service Orders with Heat Ticket	
QCB	VNET QC BLG CHANGES	VNET Quality Control Billing Changes
QCN	NAVAJO NR QC	Navajo Non-Reg Quality Control
R	DISPATCHED	
RAD	REMOTE ACCESS DEVICE	Used by Burnsville Commercial Center for orders needing equipment.
RAD	De-Reg Equipment	
RCH	Roch Ckt Assign Held	Rochester Circuit Assignment Held
RCV	Recent Change	Rochester
RFC	Dispatched	
RFD	Ready for Dispatch	
RQC	RES QC	Used for orders closed by Call Center Rep
S	NEW HOUSE	New House/facility (field check)
SAZ	NEW HOUSE – AZ	AZ New House/facility (field check)
SCA	NEW House – CA	CA New House/facility (field check)

SCL	NEW HOUSE – PA CLEC	
SH	SHERBURNE DAC	NY
SIA	NEW HOUSE IOWA	Iowa new house
SIL	NEW HOUSE ILLINOIS	Illinois new house
SIN	IN New House	
SKO	SPECIAL CIRCUITS	
SLS	SALES QC – KINGMAN	
SMI	MI New House	
SMN	NEW HOUSE MINNESOTA	Minnesota new house
SNE	NEW HOUSE NEBRASKA	Nebraska new house
SNY	NY New House	
SOA	Service Order Admin	
SQC	SAVES QC	
SRO	Roch New House	Rochester New House
SPA	NEW HOUSE – PA ILEC	
SSE	AL, FL, GA, & MS New House	
SS1	FRO 1 Assignment	
STN	TN New House	
SUS	SUSPEND IN VNET	
SVL	SUSANVILLE	CA
SVW	VZN WV New House	
SWI	WI New House	
SWR	WI New House	Rhinelander
SWV	WV New House	
T	CONSTRUCTION/ CUTS	
TBH	Testboard Hold	
TBL	TBL TKT / EG ASGMNT	
TBS	Held for TBS Entry	Burnsville circuit order pending entry into TBS
TBS	Central Ckt Bus Team	
TBS	Roch Ckt Bus Team	
TC	Switch Provisioning	
TEN	TECH IN ROUTE (VNET)	
TN	TN Dispatched	
TN1	TN – Cookville	
TN2	TN – Powell	
TN3	TN – Crossville	
TN4	TN – Martin	
TOS	Tech On Site - VNET	
TRO	Roch HSI Prov	
UAZ	ASGMT CENTREX - AZ	Assignment – Centrex - AZ
UCA	ASGMT CENTREX – CA	Assignment – Centrex - CA

UCL	ASSIGNMENT 1ST CLS - PA CLEC	
UIA	IA Assignment – Centrex	
UIL	IL CENTREX ASSIGN	Illinois CENTREX Assignment
UIN	IN Assignment – Centrex	
UMI	MI Assignment – Centrex	
UMN	MN CENTREX ASSIGN	Minnesota CENTREX Assignment
UND	ND CENTREX ASSIGN	North Dakota EAST CENTREX Assignment
UNE	NE CENTREX ASSIGN	Nebraska CENTREX Assignment
UNK	GO Giants	
UNY	NY Assignment – Centrex	
UPA	ASSIGNMENT 1ST CLS - PA ILEC	
USE	AL, FL, GA, & MS Assignment – Centrex	
UTN	TN Assignment - Centrex	
UVW	VZN WV Centrex Assn	
UWI	WI Assignment – Centrex	
UWR	WI Assignment – Centrex	Rhinelander
UWV	WVAssignment - Centrex	
VAC	VACATION	AZ Customer phone suspended (vacation)
VIA	Voice Mail - IA	
VIL	Voice Mail – IL	
VMN	Voice Mail – MN	
VWI	Voice Mail – WI	
VWR	Voice Mail – WI	Rhinelander
W	QC NEEDS MORE INFO	More information required
WCH	Wireless Hold	Wireless Voice CC Hold
WDP	Wireless Deposit	Wireless Voice Hold for Landline Deposit
WFM	WFM ASSIGNMENT PENDING	
WP	Wireless Provisioning	Wireless Voice Provisioning
WSF	Wireless Fulfillment	Wireless Voice fulfillment
WV	WV Dispatch	
WV1	WV-Charlestown	
WV2	WV-Romney	
WV3	WV-Petersburn	
WV4	WV-Hundred	
WV5	WV-Worthington	
WV6	WV-St Marys	
WV7	WV-Cowen	
WV8	WV-Marlington	
WV9	WV-Clay	

Y	Trouble Ticket Post	
YN	PENDING ORD – NAVAJO	
001-099	TECH Routing ID#	Assigned to a technician and used for routing. Three digit number assigned to each tech
9QC	NPA 928/520 QC	
911	911 Validation	