

# WBSA Changes, Disconnects, Suspends, and Restores Job Aid

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## Job Aid Overview

WBSA services may be changed, suspended, restored, and disconnected once the install has completed. This job aid will cover those requests.

## LSR Requirements

There are some LSR requirements unique to WBS orders. They are required on all activity types.

- Order Number (PON) must begin with DSL (ex: DSLxxxxxxx)
- WBS Project ID must be populated in the PROJECT field (ex: CWSxxxxxBSA)
- PROJINDR field must be populated with B
- REMARKS1 field is required

## Change Orders

### Overview

Once the New Install has been issued, most requests other than a Move or Disconnect will be issued as a Change LSR. While all EASE Resale orders are similar, there are some differences from the New Install when issuing a Change. This document discusses some of those differences.

Change orders vary depending on the request. Some examples include:

- Upgrades/Downgrades
- Adding/removing Static IPs
- Ordering new modem

### Determining the Existing Services on the Account

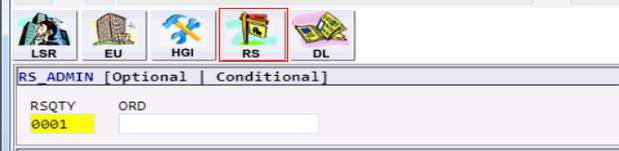
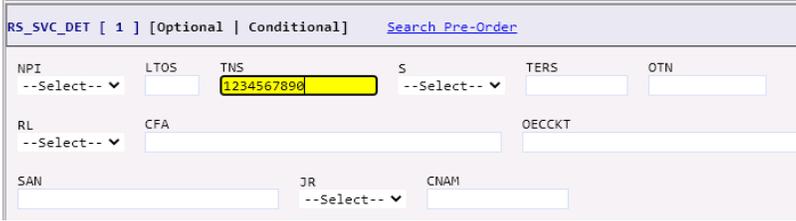
Issuing a change order requires knowledge of the existing services on the account. Since those services will be changing, it is important to know what codes currently exist as they may need to be removed to allow for the new request.

	<b>How to find existing feature codes</b>
	<ul style="list-style-type: none"><li>• Find and open an LSR issued on the TN.</li><li>• View Existing Services to find the products currently on the TN (EASE searches the internal systems to provide accurate information).</li><li>• The codes that may need to be deleted prior to adding the new desired codes are listed in Existing Services along with their descriptions, see order steps below.</li></ul> <p><b>Note:</b> A Customer Service Inquiry may also be performed, but it provides the products as opposed to the Feature Codes.</p>

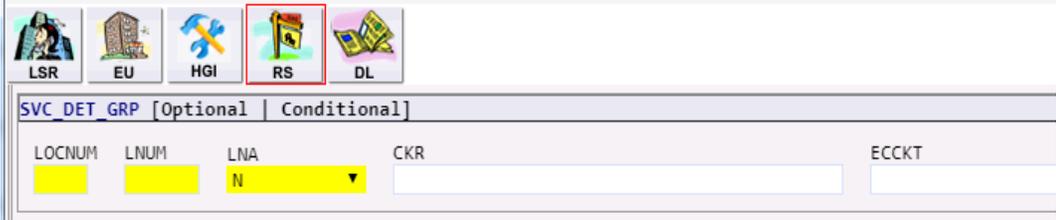
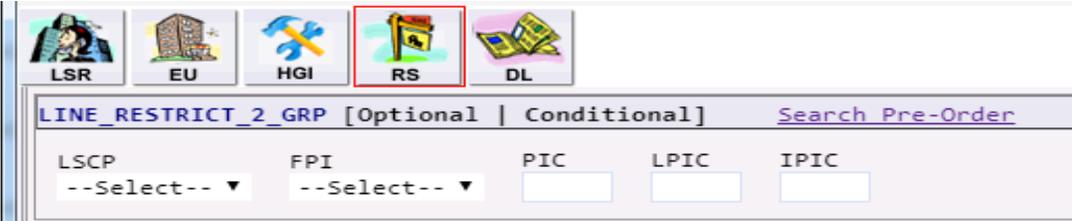
## Creating the Change Order

Once the existing services have been obtained and the decision has been made as to which ones need changed, the LSR can be issued.

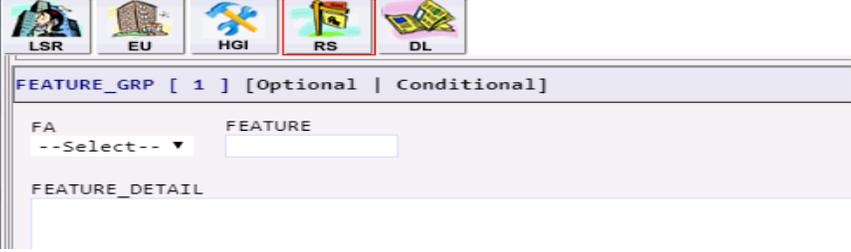
The table below provides high level steps for issuing a Change LSR.

Step	Action
1	Create the LSR using the same steps found in the <b>LSR New Install</b> section of the WBSA EASE VFO document. <ul style="list-style-type: none"> <li>Use <b>ACTIVITY C</b> instead of N</li> </ul>
2	Populate the <b>LSR</b> and <b>EU</b> forms of the LSR using the instructions in the <b>LSR New Install</b> section of the WBSA EASE VFO Brightspeed region documents. <ul style="list-style-type: none"> <li>Skip any steps that require searching a preorder</li> <li>Manually populate the DDD using the calendar to the right of the field</li> <li>Manually populate the address instead of using the pre-order instructions</li> <li>Skip the Ship ADDR GRP step, if present</li> </ul>
3	Click on the <b>RS</b> form. <p><b>RS ADMIN</b> section:</p> <ul style="list-style-type: none"> <li>Enter 0001 in <b>RSQTY</b> field.                </li> <li>Populate the telephone number for the service being changed in the <b>TNS</b> field.                </li> </ul>

Creating the Change Order, cont.

Step	Action
<p><b>3,</b> <b>cont</b></p>	<p><u>SVC DET GRP section:</u></p> <ul style="list-style-type: none"> <li>• Enter 01 in LOCNUM field.</li> <li>• Enter 01 in LNUM field.</li> <li>• Enter C in LNA field.</li> </ul>  <p><u>LINE RESTRICT 2 GRP:</u></p> <ul style="list-style-type: none"> <li>• Enter NONE in PIC field.</li> <li>• Enter NONE in LPIC field.</li> </ul>  <p><u>FEATURE GRP Section:</u></p> <ul style="list-style-type: none"> <li>• Enter the number of codes to be removed and added in section(s).</li> <li>• Click Add.</li> </ul>  <p>Result: There are now additional Feature fields available to be populated.</p>

## Creating the Change Order, cont.

Step	Action
<b>3,</b> <b>cont</b>	<p><u>FEATURE_GRP [1] or [2] Section:</u></p> <ul style="list-style-type: none"> <li>• Enter D in <b>FA field</b>.</li> <li>• Enter undesired Feature Code in <b>FEATURE</b> field.</li> <li>• Repeat in blank fields until all undesired codes have been entered.               <ul style="list-style-type: none"> <li>○ Existing codes being replaced need to be deleted, ex: upgrading speed requires removing the existing speed code before adding the new one.</li> </ul> </li> </ul> <p><u>FEATURE_GRP [1] or [2] Section:</u></p> <ul style="list-style-type: none"> <li>• Enter N in <b>FA field</b>.</li> <li>• Enter desired code/USOC in <b>FEATURE</b> field.</li> <li>• Repeat until all desired codes have been entered.</li> </ul> 
<b>4</b>	Save, Validate, and Submit the order as normal.

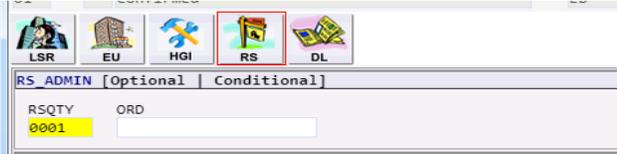
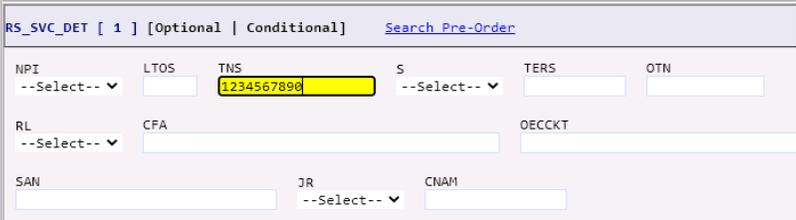
## Disconnect Orders

### Overview

WBSA services will be disconnected by issuing a Disconnect LSR in EASE. While all EASE Resale orders are similar, there are some differences from the New Install when issuing a Disconnect. This document discusses some of those differences.

## Creating the Disconnect Order

The table below provides high level steps for issuing a Disconnect LSR.

Step	Action
1	<p>Create the LSR using the same steps found in the <b>LSR New Install</b> section of the WBSA EASE VFO LSR document.</p> <ul style="list-style-type: none"> <li>• Use <b>ACTIVITY D</b> instead of N</li> </ul>
2	<p>Populate the <b>LSR</b> and <b>EU</b> forms of the LSR using the instructions in the <b>LSR New Install</b> section of the WBSA EASE VFO LSR document.</p> <ul style="list-style-type: none"> <li>• Skip any steps that require searching a preorder</li> <li>• Manually populate the DDD using the calendar to the right of the field</li> <li>• Manually populate the address instead of using the pre-order instructions</li> <li>• Skip the Ship ADDR GRP step, if present</li> </ul>
3	<p>Click on the <b>RS</b> form.</p> <p><u>RS ADMIN section:</u></p> <ul style="list-style-type: none"> <li>• Enter 0001 in <b>RSQTY</b> field.</li> </ul> 
3, cont	<p><u>RS SVC DET section:</u></p> <p>Populate the telephone number(s) for the service being disconnected in the TNS field(s).</p> 
4	<p>Save, Validate, and Submit the order as normal.</p>

# Suspend and Restore Orders

## Overview

Wholesale Broadband Service (WBS) allows for temporary service suspension and subsequent restoral. This job aid does not cover Seasonal Suspension.

Suspension must be issued prior to Restoral.

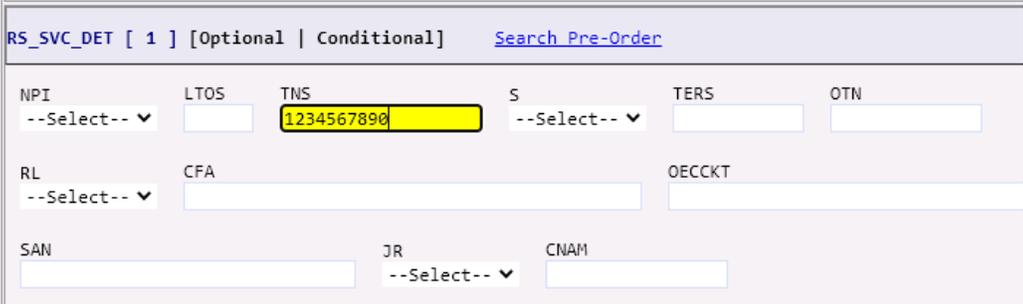
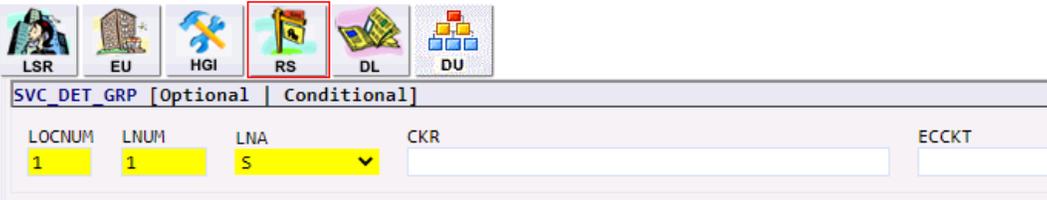
## Suspension and Restoral

### Suspend

The table below provides steps for issuing a Suspend LSR.

Step	Action
1	Create the LSR using the same steps found in the <b>LSR New Install</b> section of the WBSA EASE VFO LSR document. <ul style="list-style-type: none"><li>Use <b>ACTIVITY S</b> instead of N</li></ul>
2	Populate the <b>LSR</b> and <b>EU</b> forms of the LSR using the <b>LSR New Install</b> instructions in the WBSA EASE VFO LSR document. <ul style="list-style-type: none"><li>Skip any steps that require searching a preorder</li><li>Manually populate the DDD using the calendar to the right of the field</li><li>Manually populate the address instead of using the pre-order instructions</li></ul>
3	Click on the <b>RS</b> form.  RS ADMIN section: <ul style="list-style-type: none"><li>Enter 0001 in <b>RSQTY</b> field.</li></ul> 

## Suspend, cont

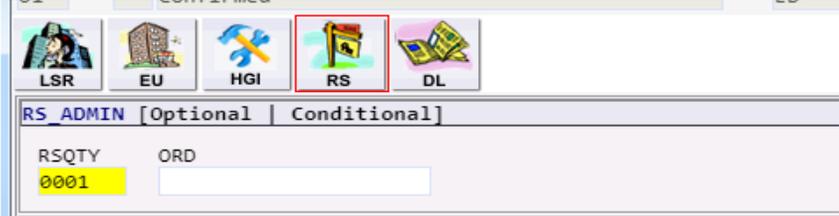
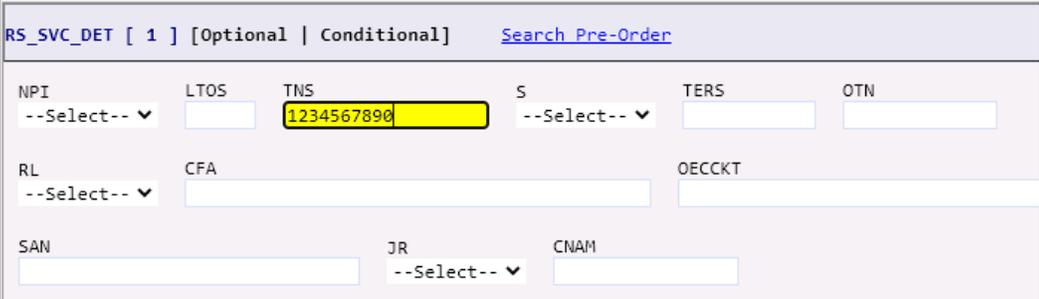
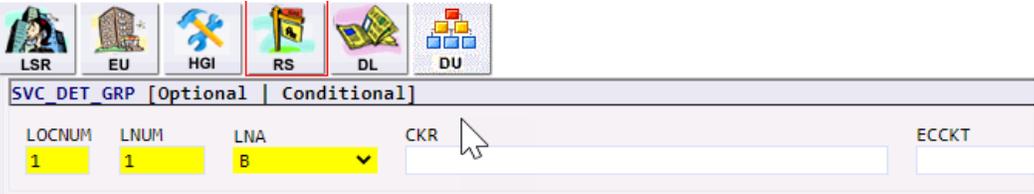
Step	Action
3, cont	<ul style="list-style-type: none"> <li>Populate the telephone number for the service being suspended in the TNS field.</li> </ul>  <p>SVC DET GRP section:</p> <ul style="list-style-type: none"> <li>Enter <b>01</b> in <b>LOCNUM</b> field.</li> <li>Enter <b>01</b> in <b>LNUM</b> field.</li> <li>Enter <b>S</b> in <b>LNA</b> field.</li> </ul> 
4	Save, Validate, and Submit the order as normal.

## Restore

The table below provides steps for issuing a Restore LSR.

Step	Action
1	<p>Create the LSR using the same steps found in the <b>LSR New Install</b> section of the WBSA EASE VFO LSR document.</p> <ul style="list-style-type: none"> <li>Use <b>ACTIVITY B</b> instead of N</li> </ul>
2	<p>Populate the <b>LSR</b> and <b>EU</b> forms of the LSR using the <b>LSR New Install</b> instructions in the WBSA EASE VFO LSR document.</p> <ul style="list-style-type: none"> <li>Skip any steps that require searching a preorder</li> <li>Manually populate the DDD using the calendar to the right of the field</li> <li>Manually populate the address instead of using the pre-order instructions</li> </ul>

Restore, cont

Step	Action
<p><b>3</b></p>	<ul style="list-style-type: none"> <li>Click on the <b>RS</b> form.</li> <li><u>RS ADMIN</u> section:</li> <li>Enter 0001 in <b>RSQTY</b> field.</li> </ul>  <ul style="list-style-type: none"> <li>Populate the telephone number(s) for the service being suspended in the TNS field(s).</li> </ul>  <ul style="list-style-type: none"> <li><u>SVC DET GRP</u> section:</li> <li>Enter <b>01</b> in <b>LOCNUM</b> field.</li> <li>Enter <b>01</b> in <b>LNUM</b> field.</li> <li>Enter <b>B</b> in <b>LNA</b> field.</li> </ul> 
<p><b>4</b></p>	<p>Save, Validate, and Submit the order as normal.</p>