Create Standard ASR - REQTYPE S

Scenario

You are Brandy Williams from ABC Telecom. Your end-customer, Kyle Lawson from Sumana Inc., agreed to purchase a 10GE LAN-PHY (10 Gbps) AT&T Dedicated Ethernet circuit to connect their headquarters location to your Point-of-Presence (POP) site.

Steps

#	Description	Example
1	Log in to CAFE.	
2	From the ASR menu, click Create ASR.	
3	On the Create ASR page, populate the following field:	
	As Request Type This identifies the type of service being requested. When one end of the circuit is connecting to a POP select Transport (REQTYP = S). Click Continue.	Transport (REQTYP = S)
4	On the ASR tab, go to the Administrative Section and populate:	
	PON (Purchase Order Number) Any unique number you choose to use for your company's internal records. Up to 16 alpha/numeric characters.	N423
	ICSC (Interexchange Customer Service Center) Four-character code associated to the state where the AT&T Dedicated Ethernet point to point (PTP) service will be established. Note: Some states have multiple codes (see list on the right). If you are still unsure, use the AT&T Facilities Check site to identify your LATA code, and then align it with its ICSC code using this document.	SB01 - GA

Code	State
SB03	Florida (North)
SB04	Florida (South)
SW02	California (South)
SW04	California (North)
SW30	Missouri (Kansas City)
SW40	Missouri (St Louis)
SW60	Texas (Dallas)
SW70	Texas (Houston)
SW80	Texas (San Antonio)

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Steps (continued)

#	Description	Example

DDD (Desired Due Date)
Choose the date you are expecting for billing commencement and service turn-up. AT&T will meet this date if possible, if not, a new date will be given.

Example: May 15 2018

PROJECT (Project Number)
This is an optional field to identify the AT&T Managed project with which this request is to be associated. If applicable, your AT&T Account Team will notify you of the project number.

CNO (Case Number)
A tracking number related to a special provisioning arrangement inquiry.
- For ADE ASR 1st this field is always blank.
- For ADE Service Inquiry it is the ASRITEMID. (ex: AD0XXXXXX)

REQTYP
The second field of REQTYP further identifies the type of service being requested. Always select D - Firm Order.

Example: D - Firm Order

ACT (Activity)
Identifies the type of activity being requested for the service request. Select N - New Installation as the activity type.

Example: New - New Installation

QSA (Quantity Service Address Location Information)
Identifies the total number of service address location information forms you are requesting. Enter 01 for REQTYP = S.

Example: 01

RTR (Response Type Requested)
Identifies the type of confirmation response you are requesting. Enter S for FOC and Design Layout Record (DLR).

Example: S - FOC and DLR

CUST (Customer Name)
Identifies the name of the company issuing this request.

Example: ABC Telecom

PIU (Percentage Interstate Usage)
Identifies the expected percentage of interstate usage to be carried on the circuit. Place value of 100 or 0.

Example: 100

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Steps (continued)

#	Description	Example
	QTY (Quantity) Identifies the number of circuits you are requesting. Always enter 1.	1
	BAN (Billing Account Number) Identifies the billing account to which the recurring and non-recurring charges will be billed. If you don't have the BAN number, you may place N for New or E for Existing.	123 N25-1000
	ACTL (Access Customer Terminal Location) Identifies the CLLI code of the customer's facility terminal location. ACTL is required only for Transport (REQTYP = S) requests.	ATLNGATLWZZ
	APOT (Additional Point of Termination) Further identifies the physical ACTL Point of Termination. This field is optional but when it is populated, it must match the ACTL.	ATLNGATLWZZ
	SPEC (Service and Product Enhancement Code) Identifies the product type. Always enter ADENET.	ADENET
	REMARKS A comment area which can be used to expand upon or clarify other information for this service request. It is good to always summarize the specific service and options you are ordering unless otherwise advised. Click Continue.	Establish 10GE LAN-PHY AT&T Dedicated Ethernet.

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Steps (continued)

#	Description	Example
5	On the ADM tab, go to the Bill Section and populate:	

BILLNM (Billing Name)
Identifies the name of company where the bill will be sent.

ABC Telecom

ACNA (Access Customer Name Abbreviation)
The abbreviated name of the company to which the bill is to be sent. Needs to be same as the ACNA on the contract.

XYZ

FUSF (Federal Universal Service Fee)
Identifies if the service being ordered should be either exempted or non-exempted from the Federal Universal Service Fee.
Enter E for Exempt and N for Non-Exempt.

E - Exempt FUSF

VTA (Variable Term Agreement)
Identifies the contract duration or term in months.
For example: 12, 24, 36, 48, 60, etc.

36

PNUM (Promotion Number)
Identifies the pricing plan promotion. Place the Broadband (BSA) contract number in this field. This field is optional

PCBX654321

The number starts with a three-letter regional code:
- PCB = Southeast
- PCS = Southwest
- PCW = West
- PCM = Midwest
- PCL = Out-of-Region

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Steps (continued)

#	Description	Example
6	On the same ADM tab, go to the Contact Section and populate:	
	INIT (Request Initiator) Identifies the name of the person who initiated this request.	Brandy Williams
	TEL NO Enter the requester initiator's phone number.	770-454-4444
	INIT EMAIL Enter the local contact's email address.	brandy.williams@ abctelecom.com
	DSGCON (Design/Engineering Contact) Identifies the name of the design and engineering contact. Could be the same person as the request initiator.	Kyle Lawson
	TEL NO Enter the design/engineering contact's phone number.	770-321-3333
	DSG EMAIL Enter the design/engineering contact's email address.	kyle.lawson@ sumana.com
	DRC (Design Routing Code) Identifies the design routing code specified for the delivery option for routing your DLR. DRC is a 3-character code pre-determined for your company. Note: DRC is only required when you enter S in the Response Type Requested (RTR) field.	WEB
	SITECON (Site Contact) Identifies the site contact name for access when the customer utilizes an ACTL or a carrier hotel as the primary location.	Kyle Lawson
	TEL NO Enter the site contact's phone number.	770-321-3333

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Steps (continued)

#	Description	Example
	SITECON EMAIL Enter the site contact's email address.	kyle.lawson@sumana.com
	IMPCON (Implementation Contact) Identifies the name of the employee that is responsible for implementation control at the end-customer's location.	Kyle Lawson
	TEL NO Enter the implementation contact's phone number.	770-321-3333
	Click Continue.	
7	On the NC VAL tab, populate the following fields:	
	NC (Network-Channel Code) Identifies the network channel provided by AT&T point to point from one customer's location to the other customer's location. Reference the AT&T Dedicated Ethernet Ordering Guide for the proper NC code.	KGL-
	NCI (Network Channel Interface) Identifies the interface characteristics on the circuit at the primary customer location. Reference the AT&T Dedicated Ethernet Ordering Guide for the proper NCI code.	02LNF.A02
	SECNCI (Secondary Network Channel Interface) Identifies the interface characteristics on the circuit at the secondary customer location. Reference the AT&T Dedicated Ethernet Ordering Guide for the proper SECNCI code.	02LNF.A02
	ICSC (Interexchange Customer Service Center) Four-character code associated to the state where the port will be established.	SB01 - GA
	Click Validate All. If you get a successful transaction status, click Continue.	
8	On the CFA VAL tab, click Continue to bypass.	

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Steps (continued)

#	Description	Example
9	On the EUS tab, go to the Circuit Detail Section and populate: **S25 (Surcharge Status)** Identifies whether a surcharge is applicable (non-exempt) or non-applicable (exempt) for the number of circuits ordered between two customer locations. For this example, the surcharge status for ABC Telecom is A. Populate the proper surcharge status code for your company. **SECLOC (Secondary Location)** Identifies the secondary or terminating end of the circuit. Enter E for End-User Customer. Click Continue.	A E
10	On the ADD VAL tab, go to the Address section and populate: **Street Number, Street Name, T/F, City, State, Zip** These fields identify the physical address where the service is terminating. The physical address information must exactly match the termination location E911 address. Click Validate. Note: Do not continue until you get a green validation confirmation. Do not bypass a partial matched address. Carefully read the results to identify what address elements may be missing.	2200 Northlake Pkwy Suite 100 Tucker, GA 30084
11	On the SALI tab, go to the Address Detail Section and populate: **EUNAME (End User Name)** Identifies the end user name associated with the termination location.	Sumana Inc.

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Steps (continued)

#	Description	Example
	JS (Jack Status) Identifies whether the access service is to terminate at a new or existing registered jack or demark. Always enter D for Demark.	D - New Demarc
	LCON (Local Contact's Name) Identifies the local contact's name who will help provide access at time of installation. Also, enter the local contact's telephone number and e-mail address in the appropriate fields.	Kyle Lawson
	ACTEL Enter the local contact's phone number.	770-222-3333
	LCON EMAIL Enter the local contact's email address.	kyle.lawson@sumana.com
	Click Continue.	
	Click Continue to submit your ASR to EXACT.	
12	On the ASR Confirmation page, you should get the ASR successfully submitted message. This screen confirms your request has been submitted to the Service Center.	

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Order Status

We recommend you check your order status every 24 hours by logging into the CAFE Site (if you are already logged in, click mainmenu in the upper right corner of the site to refresh)

Status Type	Description
PARTIAL	You started the request but have not yet submitted it to the Service Center.
RECEIVED	Request has been received by Center, order is pending.
CLARIFICATION	Request has been received by Center, but you need to clarify something. Click on the status link to open a window displaying the details.
JEOPARDY	Request has been received by Center, but there are major issues with your request. Click on the status link to open a window displaying the details.
CONFIRMED	The Firm Order Confirmation (FOC) information is now available. Highlight the confirmed ASR from the main menu, and then click "View Feedback".
COMPLETED	All work has been completed.
SUPP IN PROGRESS	A change request has been started, but not yet completed.
SUPP RECEIVED	A change request has been received, order is pending.

Note: You need to manually check status, an e-mail alert will not be sent.
Note: For support, contact AT&T Access Ordering Helpdesk (Phone: 214-268-1399)

Firm Order Confirmation (FOC)

Once your request is completed by the Service Center (CONFIRMED status), you will receive a Firm Order Confirmation (FOC). To access the feedback screen, highlight the confirmed ASR from the main menu, and then click "View Feedback".