



# Account Restructure Changes Job Aid - with or without AC Field

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## General

### Purpose

The purpose of this document is to provide information about the restructure of an account in Ziplly Fiber’s database and to assist with LSR order entry of the AC field on the LSR form for DB and EB ReqType Orders.

### AC Field Description

The AC – Account Structure Change field is located on the LSR form.

Business rules allow the AC field to be completed only on Reqtypes DB and EB, with ACT C or V. Therefore, you can...

- Rearrange or restructure an account when migrating a Resale or Platform account, or
- Rearrange the billing structure within an existing account.

In either case, an account restructure may involve adding a new line, or disconnecting one.

#### AC Field Options

- A – Auxiliary line to Main Line
- B – Business Service to Residence Service
- C – Residence Service to Business Service
- D – Coin/PAL Service to Business Service
- E – Business Service to Coin/Pal Service

ADMINSECTION [Optional   Conditional]				
CCNA	PON	VER	LOCQTY	
BUL	ACFIELDTEST	01	001	
TOS	AC	SPEC	NC	
17M1	A		SNAL	

### Limitations

There are Business Rules restrictions that will prevent a PON from being submitted.

1. On DB/EB-C, when LNA = T, an account structure change is not accepted. This prompts you to submit an ACT T to move service, and perhaps a related PON to identify the new structure of lines that are NOT moving.



## BTN Disconnect and WTN Becomes New BTN (Reqtype DB/EB)

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### Reviewing the LSR

When disconnecting the BTN of an account, you must provide clear direction on how to handle the remaining TNs with respect to the providing the

- New BTN
- Directory Listing Changes
- Hunting Instructions and
- Operator Intercept

This can be accomplished on a single PON.

#### LSR Form

- ACT = C
- AC field = A (Aux to Main)
- ATN = the WTN that becomes the new BTN **Important!**
- LNA D on the BTN to be disconnected
- LNA Z on the WTN that becomes the new BTN
- LNA Z on all remaining phone numbers to be billed with the new BTN.  
The PON will reject if you don't account for all the members of the existing account.

#### Optional Forms

- HGI Form is not required when disconnecting a line(s.) It can be populated, at your discretion. When not populated, the hunt sequence is recalculated without the disconnected line(s.)
- DL Form is not required when disconnecting a line(s.) Additionally, it is not possible to add a new LML (main listing) on a DL form. You can use RTY = LAM to advise how the new WTN should be listed.

## LSR Screen Shots

When the main BTN is being disconnected, the LSR form should be populated with the new BTN in the ATN field **and** the AC field could be updated to letter A indicating the new BTN will be one of the auxiliary lines on the account.

ADMINSECTION [Optional   Conditional]						
CCNA	PON	VER	LOCQTY	HTQTY	AN	ATN
BUL	ACFIELDTEST	01	001			2815349606
REQTYP	P					
DB	--Select--					
SLI	ACT	ADET	SUP	APPTRESID		
S	C	--Select--	--Select--			
NNSP	ONSP	AENG	SCA	AGAUTH	SACTL	
		--Select--	--Select--	Y		
TOS	AC	SPEC	NC			
17M1	A		SNAL			

ADMINSECTION [Optional   Conditional]						
PQTY	6					
SERVICEDetailSECTION [ 1 ] [Optional   Conditional]						
LOCNUM	LNUM	NPI	LNA	LTOS	TNS	
001	00001	--Select--	D	17M1	2815349056	
SERVICEDetailSECTION [ 2 ] [Optional   Conditional]						
LOCNUM	LNUM	NPI	LNA	LTOS	TNS	
001	00002	--Select--	D	17M1	2815349072	
SERVICEDetailSECTION [ 3 ] [Optional   Conditional]						
LOCNUM	LNUM	NPI	LNA	LTOS	TNS	
001	00003	--Select--	Z	17M1	2813375673	
SERVICEDetailSECTION [ 4 ] [Optional   Conditional]						
LOCNUM	LNUM	NPI	LNA	LTOS	TNS	
001	00004	--Select--	Z	17M1	2815349059	
SERVICEDetailSECTION [ 5 ] [Optional   Conditional]						
LOCNUM	LNUM	NPI	LNA	LTOS	TNS	
001	00005	--Select--	Z	17M1	2815349062	
SERVICEDetailSECTION [ 6 ] [Optional   Conditional]						
LOCNUM	LNUM	NPI	LNA	LTOS	TNS	
001	00006	--Select--	Z	17M1	2815349606	

The new BTN

Continued on next page



## BTN Disconnect and New Install Becomes New BTN (Reqtype DB/EB)

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### Reviewing the LSR

When the BTN is disconnected, and a brand-new line becomes the new BTN, you must instruct that the new line becomes the new BTN by placing the newly installed number in the ATN field.

Follow the instruction in the ***BTN Disconnect and WTN Becomes New BTN section*** with the following LSR details that include ordering a new line LNA = N.

#### LSR Form

- ACT = C
- AC field = A (Aux to Main)
- ATN = the new line that becomes the new BTN **Important!**
- LNA N on the new install number (new BTN)
- LNA D on the BTN to be disconnected
- LNA Z on all remaining phone numbers to be billed with the new BTN. The PON will reject if you don't account for all the members of the existing account.

#### Optional Forms

- HGI Form is not required when disconnecting a line(s.) It can be populated, at your discretion. When not populated, the hunt sequence is recalculated without the disconnected line(s.)
  - DL Form is not required when disconnecting a line(s.) Additionally, it is not possible to add a new LML (main listing) on a DL form. You can use RTY = LAM to advise how the new WTN should be listed.
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## Migrations and the AC Field (Rectype DB/EB)

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### Reviewing the LSR

When the BTN-to-WTN billing structure of the account will not be the same as the existing account after the account is migrated- the number in the EATN field is the **existing** account BTN, but the number in the ATN field displays the number that **will become** the new account BTN.

#### LSR Form

- ACT = V
- AC field = A (Aux to Main)
- ATN = the WTN that becomes the new BTN **Important!**
- EATN = the BTN of the existing account
- LNA V on all existing numbers the new install number (new BTN)
- LNA D on any TN to be disconnected
- LNA N on any new line installations.

#### Optional Forms

- HGI Form is required when a hunting is requested on the migration.
- DL Form is required when you choose to provide the listings for the migrated account (ELT E, P.) When ELT = A, the DL form is not required. The listings on the accounts will remain as they are, even if that means the only line with a listing is a WTN and not the new BTN.

## BTN Disconnect and WTN Becomes New BTN (Reqtype AB)

### AB ReqType Not Supported

The AC field is **not supported**. RPONs are required to disconnect the BTN and establish the WTN as the new BTN.

To disconnect the BTN and keep WTNs, an RPON is required to establish the new BTN.

#### Related PONs

ORDER	PREORDER	ADMINISTRATION						
	PON	Ver	Customer	Code	DDD	Owner	Svctyp	Act Status
<input type="checkbox"/>	<a href="#">ABNEWBTN-RPONX2</a>	01	PAB		10/22/2018	att_admin	AB - Loop	N <a href="#">Acknowledged-Accept</a>
<input type="checkbox"/>	<a href="#">ABBTNDISCX2</a>	01	PAB		10/22/2018	att_admin	AB - Loop	C <a href="#">Acknowledged-Accept</a>

#### AB-C LNA D (Disconnect BTN)

REMARKS  
Disconnect loop. Work with related PON ABNEWBTN-RPON to make 3100006588 the new BTN.

#### AB-N (Establish WTN as new BTN)

REMARKS  
Related PON to establish left behind loop 3100006588 as new BTN. Work with related PON ABBTNDISC.





# Centrex Account Restructures (Reqtype PB)

## BTN Disconnect – WTN Becomes the BTN

In this scenario, the BTN is entirely disconnected and a WTN becomes the new account BTN. Related PONs (RPON) are required.

PON A disconnects the billing structure of the existing account  
PON B restructures the account in which a WTN becomes the new account BTN

Scenario	PON A	PON B
Resale Centrex BTN to WTN Change (with BTN disconnect)	PB-D	PB-N

Why this doesn't mirror the "EB" resale restructure process

1. The AC field is not supported when the Reqtype is PB
2. LNA Z is not a valid line activity on the CRS form

### LSR ENTRY

PON A (ACT D)

- NOR, RPON, RPONVER are required
- EATN = BTN of existing Centrex account
- LSR Remarks explains the RPONS involved and provides an overview of the account restructure

PON B (ACT N)

- NOR, RPON, RPONVER are required
- ATN = BTN of new Centrex account (this is a WTN of the former account)
- LSR Remarks explains the RPONS involved and provides an overview of the account restructure
- LNA N for each TN retained on the new account
- FA N and Feature for each TN (as per tariff)
  - Include term indicator, when applicable
  - DL form for new listed number



Billing  
 Restructure –  
 Resale Centrex  
 Keeping all  
 numbers  
 (RPON)

In this scenario, all account numbers are staying with the account. However, the BTN becomes a WTN and a WTN becomes the new BTN. Related PONs (RPONs) are required.

PON A disconnects the billing structure of the existing account  
 PON B restructures the account BTN and WTN as indicated on the ACT N

Scenario	PON A	PON B
Resale Centrex BTN to WTN Change	PB-D	PB-N

1. Why this doesn't mirror the "EB" resale restructure process
  3. The AC field is not supported when the Reqtype is PB
  4. LNA Z is not a valid line activity on the CRS form
- 2.
3. **LSR ENTRY**
- 4.
5. PON A (ACT D)  
 NOR, RPON, RPONVER are required  
 EATN = BTN of existing Centrex account  
 LSR Remarks explains the RPONS involved and explains all TNs are being retained and restructured. Provide an overview of the account restructure.
- 6.
7. PON B (ACT N)
  - NOR, RPON, RPONVER are required
  - ATN = BTN of new Centrex account (this is a WTN of the former account)  
 LSR Remarks explains the RPONS involved and explains all TNs are being retained and restructured. Provide an overview of the account restructure.
  - LNA N for each TN retained on the new account
  - FA N and Feature for each TN (as per tariff)
    - Include term indicator, when applicable
  - DL form for new listed number



## Change Log

Date	Page Number	Change
09/22/2020	9-10	Add Centrex Account Restructure Reqtype PB