



*Interconnect Mediated Access 31.0*

# **Facility-Based Directory Listings Guide**

*How to prepare, submit, and follow up on LSRs for directory listings*

**October 17, 2011**

# Document information

## Version notice

The versions of this guide for the current IMA software release are listed below.

Document date	Description
September 19, 2011 [draft]	Draft guide for CMP review posted at <a href="http://www.centurylink.com/wholesale/cmp/review.html">http://www.centurylink.com/wholesale/cmp/review.html</a>
September 26, 2011	Final guide posted at <a href="http://www.centurylink.com/wholesale/cmp/review_archivesystem.html">http://www.centurylink.com/wholesale/cmp/review_archivesystem.html</a>
October 17, 2011	Final guide posted at <a href="http://www.centurylink.com/wholesale/ima/gui/index.html">http://www.centurylink.com/wholesale/ima/gui/index.html</a>

You can obtain the latest version of this guide at <http://www.centurylink.com/wholesale/ima/gui/index.html>.

Prior versions of this guide are available at [http://www.centurylink.com/wholesale/cmp/review\\_archivesystem.html](http://www.centurylink.com/wholesale/cmp/review_archivesystem.html)

## Change log

Changes to IMA for this release are provided through CMP (change management process) at <http://www.centurylink.com/wholesale/cmp/index.html>.

CMP revisions specific to this guide are as follows:

- None.

Other changes for this release:

- This document has been rebranded from Qwest to CenturyLink.

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## 1

## Getting started

In this guide you will find procedures for Providers requesting Facility-Based Directory Listings (FBDL). As a Facility-Based Provider (including Independent Local Exchange Carriers (ILECs) and Enhanced Service Providers (ESPs)), you send requests to CenturyLink™ to establish, change, convert, or delete Directory Listings.

## Creating your personal profile

Before using IMA, you must create a personal profile that contains information CenturyLink uses to contact you. Your personal profile appears the first time you log in to IMA.

1. Log in to IMA.

Personal Profile - Windows Internet Explorer provided by Qwest Communications

Either an Email address or valid Fax Number is required as part of the User Profile information.

### Personal Profile

Name:

Telephone Number:

E-Mail Address:

Fax:

Street Address:

Floor:

Room/Mail Stop:

City:

State: AL

Zip/Postal Code:

2. Fill in the fields. (Floor and Room/Mail Stop are optional.)
  - Provide your e-mail address, fax number, or both to indicate how you want to receive system notifications.
  - For your telephone and fax numbers, use the format 555-555-5555.
3. Click **Update Database** > **Return to Main Menu**.

**Note:** Clicking **Logout** clears all data and returns you to the Interconnect Login window. You will need to create a personal profile at your next log in.

## IMA conventions

### Buttons

Several buttons appear on more than one window (and work the same way); not all buttons are active on every window.

To ...	Click ...
Save window information and return to the Order Information for a New LSR window	<b>OK</b>
Display the information in a separate browser window	<b>Print Preview</b>
E-mail the information in the window	<b>E-mail</b>
Open the PreOrder Listing Reconciliation Wizard	<b>LSTR</b>
Open the Listing RECAP Selection window	<b>RECAP</b>
Reset the current window or cancel the request	<b>Start Over</b>
Return to the previous window or task	<b>Previous</b>
Submit the information in the window	<b>Next</b>
Remove information from all fields in the window	<b>Clear or Reset</b>
Start over on a new listing request	<b>Cancel</b>
Display the IMA start window	<b>Finish</b>

### Repeating sections

The **Listing Forms** window allows you to add multiple listings for a single account. To add a new listing, click on the **Add** button. As you add listings, a counter updates to show how many listings you've added and which listing you're currently viewing. You can move from listing to listing by moving the slider bar below the **Add** button.

# Resources

## Websites

### Local Service Ordering Guidelines

<http://www.centurylink.com/wholesale/clecs/lsog.html>

### Products and Services

<http://www.centurylink.com/wholesale/pcat/interconnection.html>

### Wholesale Customer Contacts Business Procedure

This site provides a single source for customer contact information including telephone numbers and hours of operation.

<http://www.centurylink.com/wholesale/clecs/customercontacts.html>

### Wholesale Resources—IMA

<http://www.centurylink.com/wholesale/ima/gui/>

## Documents

In addition to this document, CenturyLink provides four other documents to help you use IMA.

These guides are available at:

<http://www.centurylink.com/wholesale/ima/gui/index.html>

- *CLEC System Administrator's Guide*—guidelines for CLEC system administrators.
- *Connection Guide*—guidelines for connecting to IMA.
- *IMA User's Guide*—guidelines on preparing, submitting, and following up on LSRs.
- *Facility Based Directory Listings Corrective Procedures and Confirmation/Error Codes*—guidelines for confirming and correcting submitted directory listings. This guide is located at <http://www.centurylink.com/wholesale/ima/xml/index.html>

## *Before preparing listing requests*

### Retrieving listing information

You should always retrieve listing information via LSTR PreOrder prior to submitting a request for a new listing or changing, converting, or deleting an existing listing(s). Retrieving the listing verifies that the listing information is correct for changing, converting, deleting, or that a Listed Telephone Number (LTN) is available for a new listing.

By using RECAP after LSTR PreOrder is complete, IMA uses the retrieved information to autopopulate fields on the Local Service Request (LSR) form End User (EU) form and the Directory Listing (DL) form. If you are requesting a new listing, see Chapter 3 Completing Listing Forms.

**Note:** LSTR does not retain special characters used for stylization or formatting in listings. Special characters include the \* (asterisk), // (double virgule), and (()) (double parentheses). You will need to include the special characters on any order using the RECAP function.

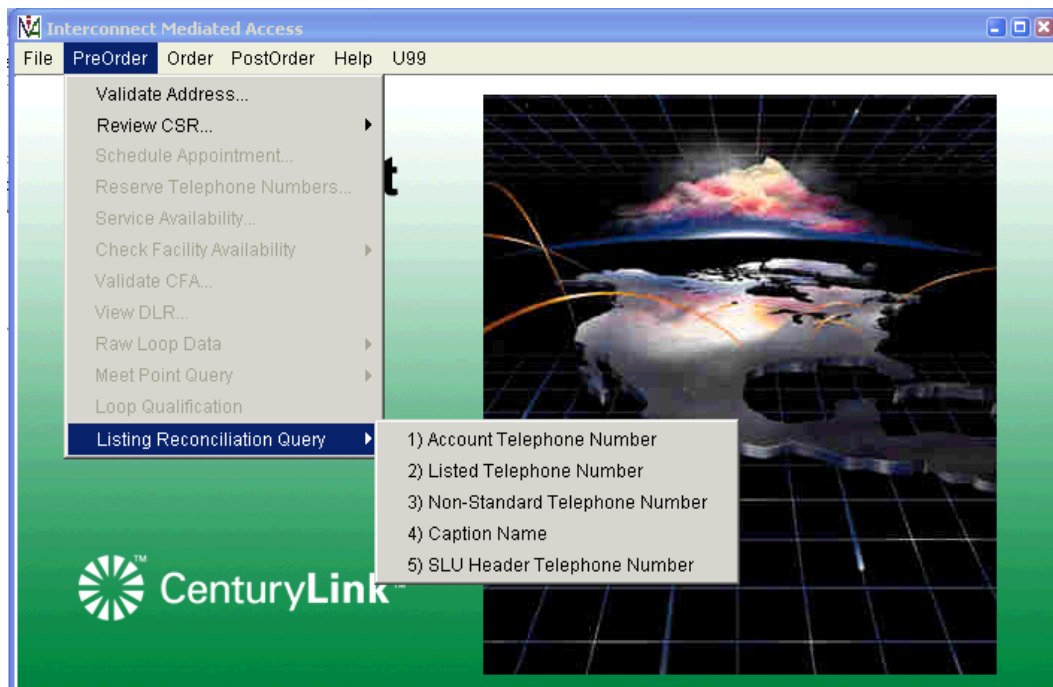
**Note:** LSTR does not retain the Listed Address FLOOR, ROOM/MAIL STOP and BLDG fields. You will need to include data for these fields on any order submitted using the RECAP function.

## To retrieve listing information

1. In the **Interconnect Functions** window, click **PreOrder/Order/PostOrder**.
2. In the **Interconnect Mediated Access** window, select **PreOrder > Listing Reconciliation Query**.

You have the option of retrieving listing information by:

- Account Telephone Number (AN)
- Listed Telephone Number (LTN)
- Non Standard Telephone Number (NSTN)
- Caption Name
- Straight Line Under (SLU) Header Telephone Number



## Account Number (AN) Query

The AN Query will return all Listed Telephone Numbers (LTNs) associated with the AN.

All required fields for an AN query are bolded. Use the following guidelines to assist you in populating the fields:

<p><b>AGAUTH</b>—Agency Authorization Status. Indicates that the CLEC is acting as an end user's agent and has authorization on file.</p> <p><b>Valid Entries:</b></p> <ul style="list-style-type: none"> <li>• Y = Authorization on file</li> <li>• N = No Authorization on file</li> </ul> <p><b>Usage:</b> Required</p> <p><b>Data Characteristics:</b> 1 alpha character</p> <p><b>Example:</b> Y</p>
<p><b>DATED</b>—Date of Agency Authorization. Identifies the date appearing on the agency authorization.</p> <p><b>Valid Entries:</b> Metric Format ccyyymmdd</p> <ul style="list-style-type: none"> <li>• Two Digit Century (00-99)</li> <li>• Two Digit Year (00-99)</li> <li>• Two Digit Month (01-12)</li> <li>• Two Digit Day (01-31)</li> </ul> <p><b>Usage:</b> Required</p> <p><b>Data Characteristics:</b> 8 numeric characters</p> <p><b>Example:</b> 20010818</p>
<p><b>AUTHNM</b>—Authorization Name. Identifies the end user who signed the authorization.</p> <p><b>Valid Entries:</b></p> <ul style="list-style-type: none"> <li>• Virgule (/) is not a valid character</li> </ul> <p><b>Usage:</b> Optional</p> <p><b>Data Characteristics:</b> 25 alphanumeric characters</p> <p><b>Example:</b> END USER NAME</p>
<p><b>AN</b>—Account Number. Identifies the main end user account number.</p> <p><b>Valid Entries:</b></p> <ul style="list-style-type: none"> <li>• AN must be 12 characters</li> </ul> <p><b>Usage:</b> Required</p> <p><b>Data Characteristics:</b> 12 alphanumeric characters</p> <p><b>Example:</b> 303-555-1212</p>

1. Click **Next**.

One of the following windows appears:

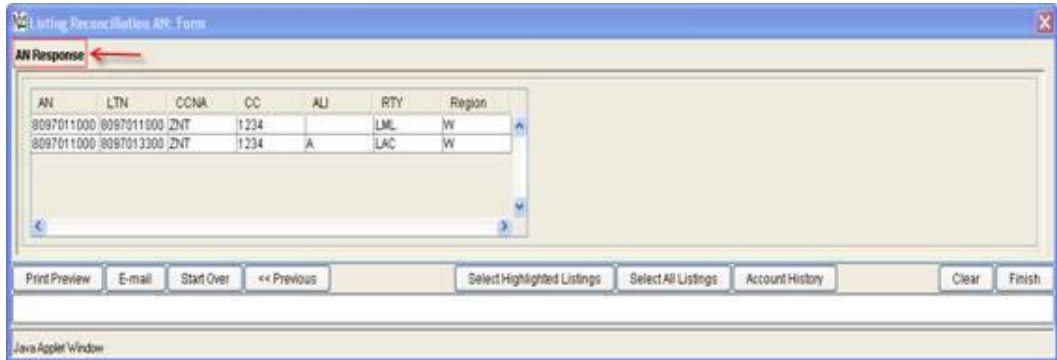
- **Error Message** or an obvious mismatch (Click **Previous** and check the information you entered for accuracy)

- **Multiple Matches Found. Select One** (See Selecting from multiple matches)
- **AN Response Screen** (Refer to the Check Listing Match section in this document to see Exact Match Response Screen fields.)

**Account Number (AN) Response Screen**

The **AN Response Screen** will always be returned regardless of whether there is one or multiple accounts found. You must select the desired listing(s) in order to retrieve the **Exact Match Response** screen.

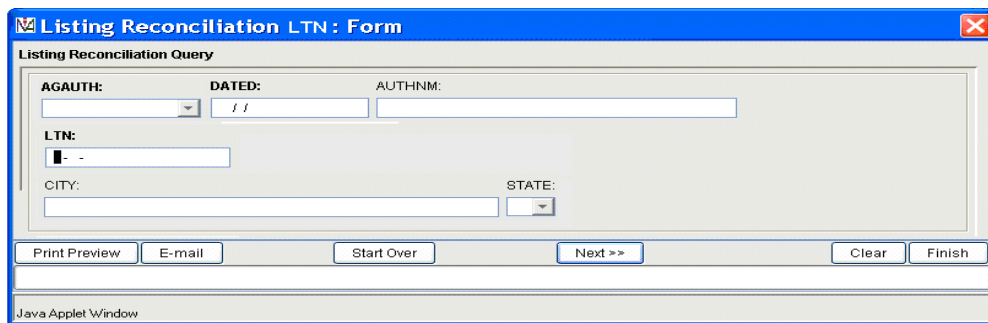
**AN Response Screen**



The following table provides field descriptions for the AN Response Screen.

<b>AN</b> —Account Number. Identifies the main end user account number.
<b>LTN</b> —Listed Telephone Number. Identifies the telephone number that may be included in the directory and/or quoted in Directory Assistance (DA).
<b>CCNA</b> —Customer Carrier Name Abbreviation. Identifies the Provider that currently owns the listing. <b>Note:</b> This field may be blank.
<b>CC</b> —Company Code. Identifies the Provider that currently owns the listing. <b>Note:</b> This field may be blank.
<b>ALI</b> —Alphanumeric Listing Identifier Code. Identifier assigned to each listing to uniquely identify each listing for a main telephone numeric from a customer.
<b>RTY</b> —Record Type. Identifies the type of listing being submitted with respect to pricing and tariffs.
<b>REGION</b> —Region. Identifies the Legacy Qwest region: <ul style="list-style-type: none"> <li>• C = Central</li> <li>• E = Eastern</li> <li>• W = Western</li> </ul>

**Listed Telephone Number Query**



You may refine your search by entering the City and State information.

When you enter a City name for a search, a City with a single mark in the name must be entered with two marks. For example, Coeur D’Alene must be entered as Coeur D’Alene.

All required fields for an LTN query are bolded. Use the following guidelines to assist you in populating the fields:

<p><b>AGAUTH</b>—Agency Authorization Status. Indicates that the CLEC is acting as an end user's agent and has authorization on file.</p> <p><b>Valid Entries:</b></p> <ul style="list-style-type: none"> <li>• Y = Authorization on file</li> <li>• N = No Authorization on file</li> </ul> <p><b>Usage:</b> Required</p> <p><b>Data Characteristics:</b> 1 alpha character</p> <p><b>Example:</b> Y</p>
<p><b>DATED</b>—Date of Agency Authorization. Identifies the date appearing on the agency authorization.</p> <p><b>Valid Entries:</b> Metric Format ccyyymmdd</p> <ul style="list-style-type: none"> <li>• Two Digit Century (00-99)</li> <li>• Two Digit Year (00-99)</li> <li>• Two Digit Month (01-12)</li> <li>• Two Digit Day (01-31)</li> </ul> <p><b>Usage:</b> Required</p> <p><b>Data Characteristics:</b> 8 numeric characters</p> <p><b>Example:</b> 20010818</p>
<p><b>AUTHNM</b>—Authorization Name. Identifies the end user who signed the authorization.</p> <p><b>Valid Entries:</b></p> <ul style="list-style-type: none"> <li>• Virgule (/) is not a valid character</li> </ul> <p><b>Usage:</b> Optional</p> <p><b>Data Characteristics:</b> 25 alphanumeric characters</p> <p><b>Example:</b> END USER NAME</p>
<p><b>LTN</b>—Listed Telephone Number. Identifies the telephone number that may be included in the directory and/or quoted in Directory Assistance (DA).</p> <p><b>Valid Entries:</b></p> <ul style="list-style-type: none"> <li>• LTN must be 12 numeric characters</li> </ul> <p><b>Usage:</b> Required</p> <p><b>Data Characteristics:</b> 12 numeric characters</p> <p><b>Example:</b> 201-981-3500</p>
<p><b>CITY</b>—City. The City, village, township, etc.</p> <p><b>Note:</b> The CenturyLink Community Name Tables are available as downloadable documents by the Legacy Qwest region on the CenturyLink Wholesale Web site and listed in the Table of Contents following the End User (EU) LSOG at <a href="http://www.CenturyLink.com/wholesale/clecs/lsog.html">www.CenturyLink.com/wholesale/clecs/lsog.html</a>.</p> <p><b>Usage:</b> Required</p> <p><b>Data Characteristics:</b> 25 alpha characters</p> <p><b>Example:</b> CEDAR RAPIDS</p>
<p><b>STATE</b>—State/Provinces. Identifies the abbreviation for the State or province.</p> <p><b>Usage:</b> Required</p> <p><b>Data Characteristics:</b> 2 alpha characters</p> <p><b>Example:</b> CO</p>

1. Click **Next**.

One of the following windows appears:

- **Error Message** or an obvious mismatch (Click **Previous** and check the information you entered for accuracy)
- **Multiple Matches Found.** (Refer to the Selecting from multiple matches section in this document)

- **Exact Match Response Screen** (Refer to the Check Listing Match section in this document to see Exact Match Response Screen Fields.)

**Non-Standard (NSTN) Telephone Number Query**

The NSTN must be entered exactly as the NSTN appears, including apostrophes, asterisks, hyphens and spaces. Alpha characters must be entered in upper case.

You may refine your search by entering the City and State information.

When you enter a City name for a search, a City with a single mark in the name must be entered with two marks. For example, Coeur D’Alene must be entered as Coeur D’’Alene.

All required fields for an NSTN query are bolded. Use the following guidelines to assist you in populating the fields:

<p><b>AGAUTH</b>—Agency Authorization Status. Indicates that the CLEC is acting as an end user’s agent and has authorization on file.</p> <p><b>Valid Entries:</b></p> <ul style="list-style-type: none"> <li>• Y = Authorization on file</li> <li>• N = No Authorization on file</li> </ul> <p><b>Usage:</b> Required</p> <p><b>Data Characteristics:</b> 1 alpha character</p> <p><b>Example:</b> Y</p>
<p><b>DATED</b>—Date of Agency Authorization. Identifies the date appearing on the agency authorization.</p> <p><b>Valid Entries:</b> Metric Format ccyyymmdd</p> <ul style="list-style-type: none"> <li>• Two Digit Century (00-99)</li> <li>• Two Digit Year (00-99)</li> <li>• Two Digit Month (01-12)</li> <li>• Two Digit Day (01-31)</li> </ul> <p><b>Usage:</b> Required</p> <p><b>Data Characteristics:</b> 8 numeric characters</p> <p><b>Example:</b> 20010818</p>
<p><b>AUTHNM</b>—Authorization Name. Identifies the end user who signed the authorization.</p> <p><b>Valid Entries:</b></p> <ul style="list-style-type: none"> <li>• Virgule (/) is not a valid character</li> </ul> <p><b>Usage:</b> Optional</p> <p><b>Data Characteristics:</b> 25 alphanumeric characters</p> <p><b>Example:</b> END USER NAME</p>

<p><b>NSTN</b>—Nonstandard Telephone Number. Identifies a telephone number which is not in the standard North American Numbering Plan format, e.g., vanity numbers, Enterprise, 911.</p> <p><b>Valid Entries:</b> 1st character cannot be a space</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• The NSTN entry must be entered exactly as the NSTN appears, including apostrophes, asterisks, hyphens and spaces. Alpha characters must be entered in upper case.</li> </ul> <p><b>Usage:</b> Required</p> <p><b>Data Characteristics:</b> 20 alphanumeric characters</p> <p><b>Example:</b> 303-896-C*A*S*H</p>
<p><b>CITY</b>—City. The City, village, township, etc.</p> <p><b>Note:</b> The Community Name Tables are available as downloadable documents by the Legacy Qwest region on the CenturyLink Wholesale Web site and listed in the Table of Contents following the End User (EU) LSOG at <a href="http://www.CenturyLink.com/wholesale/clecs/lisog.html">www.CenturyLink.com/wholesale/clecs/lisog.html</a>.</p> <p><b>Usage:</b> Optional</p> <p><b>Data Characteristics:</b> 25 alpha characters</p> <p><b>Example:</b> CEDAR RAPIDS</p>
<p><b>STATE</b>—State/Provinces. Identifies the abbreviation for the State or province.</p> <p><b>Usage:</b> Conditional (Required if City is entered)</p> <p><b>Data Characteristics:</b> 2 alpha characters</p> <p><b>Example:</b> CO</p>

1. Click **Next**.

One of the following windows appears:

- **Error Message** or an obvious mismatch (Click **Previous** and check the information you entered for accuracy)
- **Multiple Matches Found**. (Refer to the Selecting from multiple matches section in this document)
- **Exact Match Response Screen** (Refer to the Check Listing Match section in this document to see **Exact Match Response** Screen Fields.)

## Caption Name Query

You can search by a full or partial Caption Name. Providing more detail in your query may result in an Exact Match Response.

The screenshot shows a web browser window titled 'Listing Reconciliation Query'. The form contains the following fields:
 

- AGAUTE:** A dropdown menu with a right-pointing arrow.
- DATED:** A text input field containing '11'.
- AUTHNM:** A text input field.
- CAPTION NAME:** A large text input field.
- CITY:** A text input field.
- STATE:** A dropdown menu with a right-pointing arrow.

 At the bottom of the form are buttons for 'Print Preview', 'E-mail', 'Start Over', 'Next >>', 'Clear', and 'Finish'. The browser's status bar at the bottom indicates 'Java Applet Window'.

When you enter a City name for a search, a City with a single mark in the name must be entered with two marks. For example, Coeur D’Alene must be entered as Coeur D”Alene.

Caption names that include special characters, such as the & (ampersand) should not be entered as part of your query and will not be displayed in the Caption Multiple Matches Screen.

All required fields for Caption query are bolded. Use the following guidelines to assist you in populating the fields:

<p><b>AGAUTE</b>—Agency Authorization Status. Indicates that the CLEC is acting as an end user’s agent and has authorization on file.</p> <p><b>Valid Entries:</b></p> <ul style="list-style-type: none"> <li>• Y = Authorization on file</li> <li>• N = No Authorization on file</li> </ul> <p><b>Usage:</b> Required</p> <p><b>Data Characteristics:</b> 1 alpha character</p> <p><b>Example:</b> Y</p>
<p><b>DATED</b>—Date of Agency Authorization. Identifies the date appearing on the agency authorization.</p> <p><b>Valid Entries:</b> Metric Format ccyyymmdd</p> <ul style="list-style-type: none"> <li>• Two Digit Century (00-99)</li> <li>• Two Digit Year (00-99)</li> <li>• Two Digit Month (01-12)</li> <li>• Two Digit Day (01-31)</li> </ul> <p><b>Usage:</b> Required</p> <p><b>Data Characteristics:</b> 8 numeric characters</p> <p><b>Example:</b> 20010818</p>
<p><b>AUTHNM</b>—Authorization Name. Identifies the end user who signed the authorization.</p> <p><b>Valid Entries:</b></p> <ul style="list-style-type: none"> <li>• Virgule (/) is not a valid character</li> </ul> <p><b>Usage:</b> Optional</p> <p><b>Data Characteristics:</b> 25 alphanumeric characters</p> <p><b>Example:</b> END USER NAME</p>
<p><b>Caption Name</b>—Caption Name. Identifies the Caption Name.</p> <p><b>Usage:</b> Required.</p> <p><b>Data Characteristics:</b> 250 alphanumeric characters.</p> <p><b>Example:</b> John Elway Car Dealership</p>

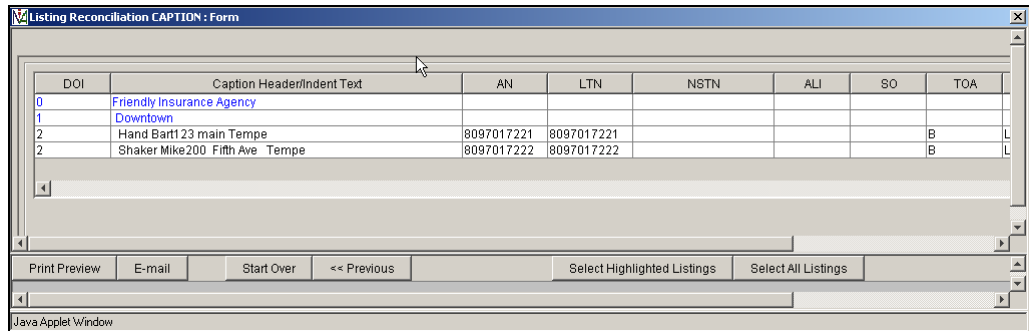
<p><b>CITY</b>—City. The City, village, township, etc.</p> <p><b>Note:</b> The City (Community) should reflect the Directory name.</p> <p><b>Note:</b> The CenturyLink Community Name Tables are available as downloadable documents by the Legacy Qwest region on the CenturyLink Wholesale Web site and listed in the Table of Contents following the End User (EU) LSOG at <a href="http://www.CenturyLink.com/wholesale/clecs/lsog.html">www.CenturyLink.com/wholesale/clecs/lsog.html</a>.</p> <p><b>Usage:</b> Required</p> <p><b>Data Characteristics:</b> 25 alpha characters</p> <p><b>Example:</b> CEDAR RAPIDS</p>
<p><b>STATE</b>—State/Provinces. Identifies the abbreviation for the State or province.</p> <p><b>Usage:</b> Required</p> <p><b>Data Characteristics:</b> 2 alpha characters</p> <p><b>Example:</b> CO</p>

1. Click **Next**.

One of the following windows appears:

- **Error Message** or an obvious mismatch (Click **Previous** and check the information you entered for accuracy)
- **Multiple Matches Found.** (Refer to the Selecting from multiple matches section in this document)
- **Caption Response Screen** – To view the entire Caption set
  - You may view one or multiple listings by highlighting the specific row and clicking Select Highlighted Listings and the Exact Match Response Screen will be returned. (Refer to the Check Listing Match section in this document to see Exact Match Response Screen Fields.)
  - You may view all listings by clicking Select All Listings and the Exact Match Response Screen will be returned. (Refer to the Check Listing Match section in this document to see Exact Match Response Screen Fields.)

**Caption Response Screen**



**Note:** CenturyLink Listing Instruction Codes (LICs) i.e., /DGN or special characters such as a + (plus sign) or a , (comma) denoting Titles, etc. may appear on the Caption or SLU Header Response Screen. The LICs will not be included in the RECAP function.

Caption Headers and Sub-Caption Headers will be displayed in blue text and cannot be selected. They are associated with an indent and can only be changed from an indent level. Erred Prior Level information will be displayed in red text to assist you in identifying error conditions. These listings are

referred to as Guideline listings. They are a type of placeholder and will not appear in Directory Assistance or in a published directory. The error condition that created the Guideline should be corrected as soon as possible to avoid published errors.

The following table provides field descriptions for the Caption Response Screen.

<b>DOI</b> —Degree of Indent. Identifies the degree of indentation for this listing.
<b>Caption Header/Indent Text</b> —Identifies the Caption Header and indent text.
<b>AN</b> —Account Number. Identifies the main end user account number.
<b>LTN</b> —Listed Telephone Number. Identifies the telephone number that may be included in the directory and/or quoted in Directory Assistance (DA).
<b>NSTN</b> —Nonstandard Telephone Number. Identifies a telephone number which is not in the standard North American Numbering Plan format, e.g., vanity numbers, Enterprise, 911.
<b>ALI</b> —Alphanumeric Listing Identifier Code. Identifier assigned to each listing to uniquely identify each listing for a main telephone numeric from a customer.
<b>SO</b> —Sequence Override – CenturyLink-Specific Field. Identifies that normal sequencing for an “indent” should be overridden.
<b>TOA</b> —Type of Account. Identifies the type of account for this listing.
<b>RTY</b> —Record Type. Identifies the type of listing being submitted with respect to pricing and tariffs.
<b>REGION</b> —Region. Identifies the Legacy Qwest region. <ul style="list-style-type: none"> <li>• C = Central</li> <li>• E = Eastern</li> <li>• W = Western</li> </ul>
<b>CC</b> —Company Code. Identifies the Provider that currently owns the listing.
<b>Note:</b> This field may be blank.

### Print Preview from the Caption Response Screen

The Print Preview option allows you to view an entire Caption and/or SLU set and print it for you records.

**Note:** The Caption Header, Sub-Caption Headers, and Guideline listings will not appear in a different color if you e-mail the Print Preview.

Listing Reconciliation Query										
AGAUTH:	DATED:	AUTHNM:								
Y - Authorization	2009/10/12									
CAPTION NAME										
john ehway										
CITY:										
mitchell										
STATE										
AZ										
DOI	Caption Header/Indent Text	AN	LTN	NSTN	ALI	SO	TOA	RTY	Region	CC
0	John Ehway AutoNation USA								W	1234
1	Corporate Office1001 Corporate Rd Mitchell	8095012222	8095012222				B	LML	W	1234
2	Open 9-5	8095012222			A		B	LXL	W	1234
2	Office Manager	8095012222	8095012323		B	A	B	LAM	W	1234
1	Sales Office								W	1234
2	Used Cars	8095012222	8095014441		C		B	LAL	W	1234
3	Financing	8095012222	8095014444		D		B	LAL	W	1234
3	Cash Sales	8095012222	8095012274			A	B	LAL	W	1234
4	Or Call	8095012222	8095013274		F		B	LAC	W	1234

## Straight Line Under (SLU) Header Telephone Number Query

You must search by using the Header Telephone Number of the SLU set. For a SLU query, the City and State fields are optional. If you enter a City name for a search, a City with a single mark in the name must be entered with two marks. For example, Coeur D'Alene must be entered as Coeur D''Alene.

The screenshot shows a Java Applet window titled "Listing Reconciliation SLU: Form". The main area is a form titled "Listing Reconciliation Query". It contains the following fields and controls:

- AGAUTH:** A dropdown menu with a blue background.
- DATED:** A text input field containing "11".
- AUTHNM:** A text input field.
- SLU Header Telephone Number:** A text input field.
- CITY:** A text input field.
- STATE:** A dropdown menu.

At the bottom of the form, there are four buttons: "Print Preview", "E-mail", "Start Over", and "Next >>". The window title bar indicates it is a "Java Applet Window".

All required fields for SLU Header Telephone Number query are bolded. Use the following guidelines to assist you in populating the fields:

<p><b>AGAUTH</b>—Agency Authorization Status. Indicates that the CLEC is acting as an end user's agent and has authorization on file.</p> <p><b>Valid Entries:</b></p> <ul style="list-style-type: none"> <li>• Y = Authorization on file</li> <li>• N = No Authorization on file</li> </ul> <p><b>Usage:</b> Required</p> <p><b>Data Characteristics:</b> 1 alpha character</p> <p><b>Example:</b> Y</p>
<p><b>DATED</b>—Date of Agency Authorization. Identifies the date appearing on the agency authorization.</p> <p><b>Valid Entries:</b> Metric Format ccyyymmdd</p> <ul style="list-style-type: none"> <li>• Two Digit Century (00-99)</li> <li>• Two Digit Year (00-99)</li> <li>• Two Digit Month (01-12)</li> <li>• Two Digit Day (01-31)</li> </ul> <p><b>Usage:</b> Required</p> <p><b>Data Characteristics:</b> 8 alphanumeric characters</p> <p><b>Example:</b> 20010818</p>
<p><b>AUTHNM</b>—Authorization Name. Identifies the end user who signed the authorization.</p> <p><b>Valid Entries:</b></p> <ul style="list-style-type: none"> <li>• Virgule (/) is not a valid character</li> </ul> <p><b>Usage:</b> Optional</p> <p><b>Data Characteristics:</b> 25 alphanumeric characters</p> <p><b>Example:</b> END USER NAME</p>
<p><b>SLU Header Telephone Number</b>—Identifies the SLU Header Telephone Number.</p> <p><b>Usage:</b> Required</p> <p><b>Data Characteristics:</b> 20 alphanumeric</p> <p><b>Example:</b> 809-701-0123</p>

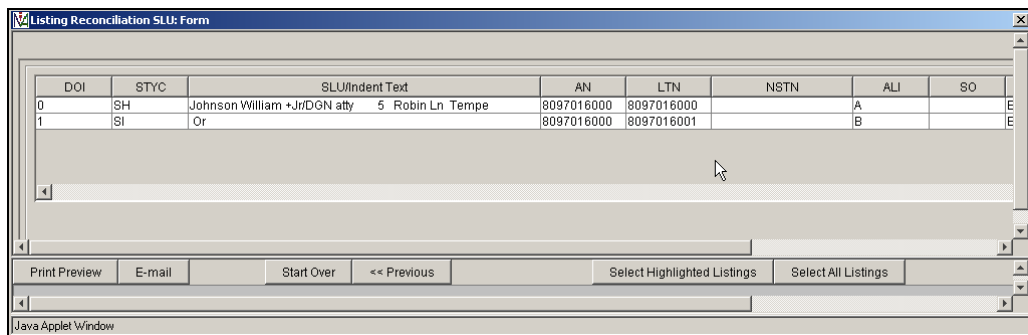
<p><b>CITY</b>—City. The City, village, township, etc.</p> <p><b>Note:</b> The City (Community) should reflect the Directory name.</p> <p><b>Note:</b> The Community Name Tables are available as a downloadable document by the Legacy Qwest region on the CenturyLink Wholesale Web site and listed in the Table of Contents following End User (EU) LSOG at <a href="http://www.CenturyLink.com/wholesale/clecs/lsog.html">www.CenturyLink.com/wholesale/clecs/lsog.html</a>.</p> <p><b>Usage:</b> Required</p> <p><b>Data Characteristics:</b> 25 alpha characters</p> <p><b>Example:</b> CEDAR RAPIDS</p>
<p><b>STATE</b>—State/Provinces. Identifies the abbreviation for the State or province.</p> <p><b>Usage:</b> Required</p> <p><b>Data Characteristics:</b> 2 alpha characters</p> <p><b>Example:</b> CO</p>

1. Click **Next**.

One of the following windows appears:

- **Error Message** or an obvious mismatch (Click **Previous** and check the information you entered for accuracy)
- **Multiple Matches Found.** (Refer to the Selecting from multiple matches section in this document)
- **SLU Response Screen** – To view entire SLU set
  - You may view one or multiple listings by highlighting the specific row and clicking **Select Highlighted Listings** and the Exact Match Response Screen will be returned. (Refer to the Check Listing Match section in this document to see Exact Match Response Screen Fields.)
  - You may view all listings by clicking **Select All Listings** and the Exact Match Response Screen will be returned. (Refer to the Check Listing Match section in this document to see Exact Match Response Screen Fields.)
  - You may click **Finish**. The listing information is retained for RECAP.

**SLU Response Screen**



**Note:** CenturyLink Listing Instruction Codes (LICs) i.e., /DGN or special characters such as a + (plus sign) or a , (comma) denoting Titles, etc. may appear on the Caption or SLU Header Response Screen. The LICs will not be included in the RECAP function.

Erred prior level information will be displayed in red text to assist you in identifying error conditions. These listings are referred to as Guideline listings. They are a type of placeholder and will not appear in Directory Assistance or

in a published directory. The error condition that created the Guideline should be corrected as soon as possible to avoid published errors.

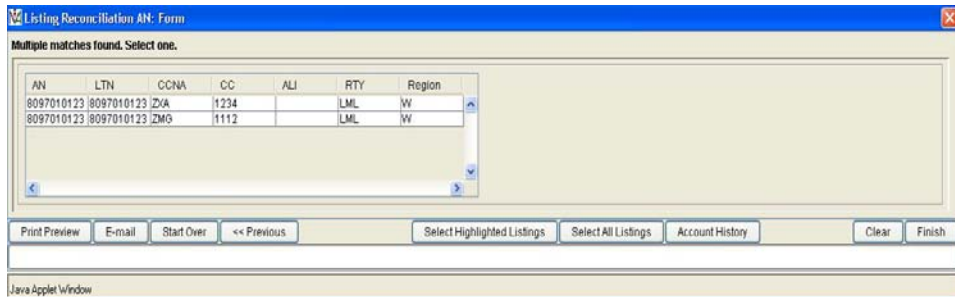
The following table provides field descriptions for the SLU Response Screen.

<b>DOI</b> —Degree of Indent. Identifies the degree of indentation for this listing.
<b>STYC</b> —Style Code. Identifies whether the listing format is straight line, Straight Line Under (SLU) header, or a caption/SLU indent.
<b>SLU Listname/Text</b> —Identifies the SLU Header and indent text.
<b>AN</b> —Account Number. Identifies the main end user account number.
<b>LTN</b> —Listed Telephone Number. Identifies the telephone number that may be included in the directory and/or quoted in Directory Assistance (DA).
<b>NSTN</b> —Nonstandard Telephone Number. Identifies a telephone number which is not in the standard North American Numbering Plan format, e.g., vanity numbers, Enterprise, 911.
<b>ALI</b> —Alphanumeric Listing Identifier Code. Identifier assigned to each listing to uniquely identify each listing for a main telephone numeric from a customer.
<b>SO</b> —Sequence Override – CenturyLink-Specific Field. Identifies that normal sequencing for an “indent” should be overridden.
<b>TOA</b> —Type of Account. Identifies the type of account for this listing.
<b>RTY</b> —Record Type. Identifies the type of listing being submitted with respect to pricing and tariffs.
<b>REGION</b> —Region. Identifies the CenturyLink region. <ul style="list-style-type: none"> <li>• C = Central</li> <li>• E = Eastern</li> <li>• W = Western</li> </ul>
<b>CC</b> —Company Code. Identifies the Provider that currently owns the listing.
<b>Note:</b> This field may be blank

## Selecting from Multiple Matches

When multiple matches are found, LSTR allows you to select one or more listings to be displayed. The Company Code will help you determine if you own the account/listing.

### Account Number Multiple Match Response Screen



Matches Found	No matches found
a) Select Finish  Or  b) Select and highlight the desired row(s) and click <b>Select Highlighted Listings</b> button Or click <b>Select All Listings</b> button	a) Click Previous b) Check for errors in the information you entered. <ul style="list-style-type: none"> <li>• If you find errors, correct them and repeat the procedure.</li> <li>• If there are still no matches, the listing you’re trying to retrieve isn’t in the CenturyLink database</li> </ul>

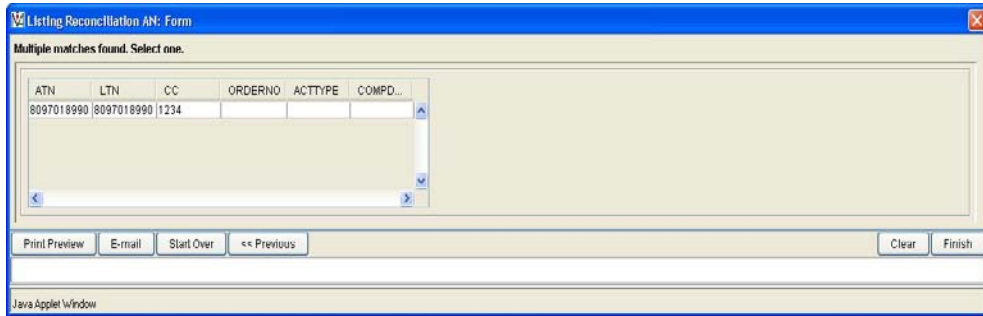
You may also view history for the Account by clicking on the **Account History** button.

The **Account History Response** Screen provides the following information:

- Account Number
- Listed Telephone Number
- Company Code
- Order Number (same as Purchase Order Number [PON] Field)
- Activity Type (same as the LSR Activity Field)
- Completion Date

The **Account History** Screen provides the last one or two transactions of the account's history.

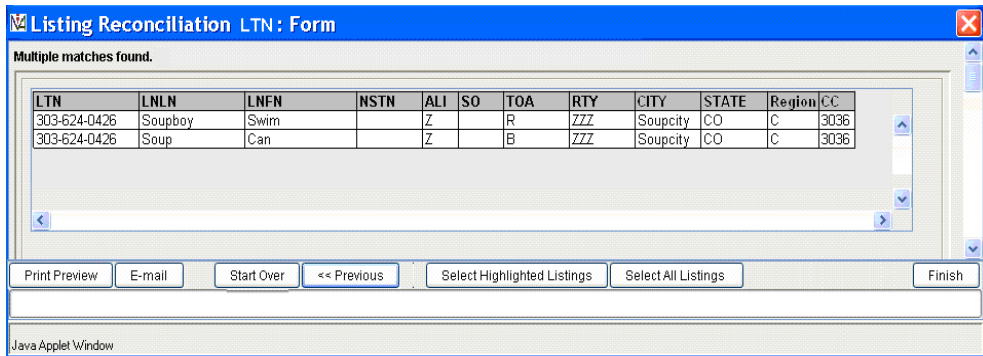
### Account History Response Screen



The following table provides field descriptions for the AN Response Screen.

<b>ATN</b> —Account Number. Identifies the main end user account number.
<b>LTN</b> —Listed Telephone Number. Identifies the telephone number that may be included in the directory and/or quoted in Directory Assistance (DA).
<b>CC</b> —Company Code. Identifies the Provider that currently owns the listing.
<b>Note:</b> This field may be blank
<b>ORDERNO</b> —Identifies the order number for the activity.
<b>ACTTYPE</b> —Identifies the activity type for the order.
<b>COMPDATE</b> —Identifies the completion date for the order.

### Listed Telephone Number Multiple Match Screen



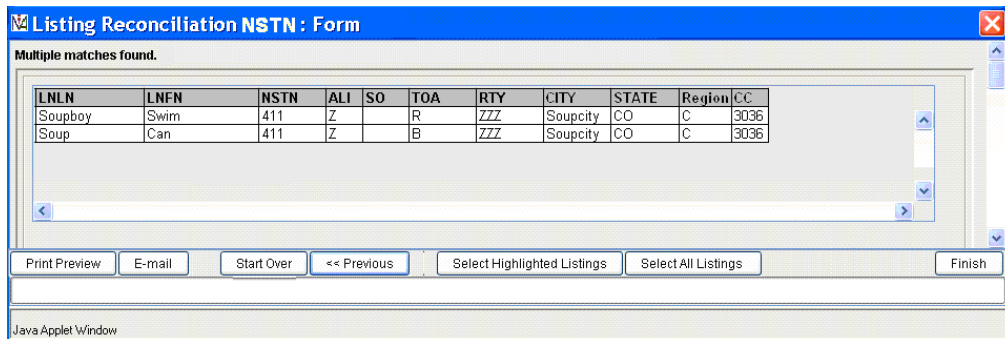
The following table provides field descriptions for the LTN Multiple Match Screen.

<b>LTN</b> —Listed Telephone Number. Identifies the telephone number that may be included in the directory and/or quoted in Directory Assistance (DA).
<b>LNLN</b> —Listed Name Last. Indicates the first word for business listings or the complete last name (surname) for residence listings.

<b>LNFN</b> —Listed Name First. Identifies the continuation of the name for Business and Government listings. For residence listings it identifies the first name(s), middle name(s) and initials.
<b>NSTN</b> —Nonstandard Telephone Number. Identifies a telephone number which is not in the standard North American Numbering Plan format, e.g., vanity numbers, Enterprise, 911.
<b>ALI</b> —Alphanumeric Listing Identifier Code. Identifier assigned to each listing to uniquely identify each listing for a main telephone numeric from a customer.
<b>SO</b> —Sequence Override – CenturyLink-Specific Field. Identifies that normal sequencing for an “indent” should be overridden.
<b>TOA</b> —Type of Account. Identifies the type of account for this listing.
<b>RTY</b> —Record Type. Identifies the type of listing being submitted with respect to pricing and tariffs.
<b>CITY</b> —City. The City, village, township, etc.
<b>Note:</b> The City (Community) will reflect the Directory name.
<b>STATE</b> —State/Provinces. Identifies the abbreviation for the State or province.
<b>REGION</b> —Region. Identifies the Legacy Qwest region. <ul style="list-style-type: none"> <li>• C = Central</li> <li>• E = Eastern</li> <li>• W = Western</li> </ul>
<b>CC</b> —Company Code. Identifies the Provider that currently owns the listing.
<b>Note:</b> This field may be blank

Matches Found	No matches found
<p>a) Select <b>Finish</b>.</p> <p>Or</p> <p>b) Select and highlight the desired row(s) and click <b>Select Highlighted Listings</b> button Or click <b>Select All Listings</b> button</p>	<p>a) <b>Click Previous</b></p> <p>b) <b>Check for errors in the information you entered.</b></p> <ul style="list-style-type: none"> <li>• If you find errors, correct them and repeat the procedure.</li> <li>• If there are still no matches, the listing you’re trying to retrieve isn’t in the CenturyLink database</li> </ul>

### Non Standard Telephone Number Multiple Match Screen



The following table provides field descriptions for the Non Standard Multiple Match Screen.

<b>LNLN</b> —Listed Name Last. Indicates the first word for business listings or the complete last name (surname) for residence listings.
<b>LNFN</b> —Listed Name First. Identifies the continuation of the name for Business and Government listings. For residence listings it identifies the first name(s), middle name(s) and initials.
<b>NSTN</b> —Nonstandard Telephone Number. Identifies a telephone number which is not in the standard North American Numbering Plan format, e.g., vanity numbers, Enterprise, 911.
<b>ALI</b> —Alphanumeric Listing Identifier Code. Identifier assigned to each listing to uniquely identify each listing for a main telephone numeric from a customer.

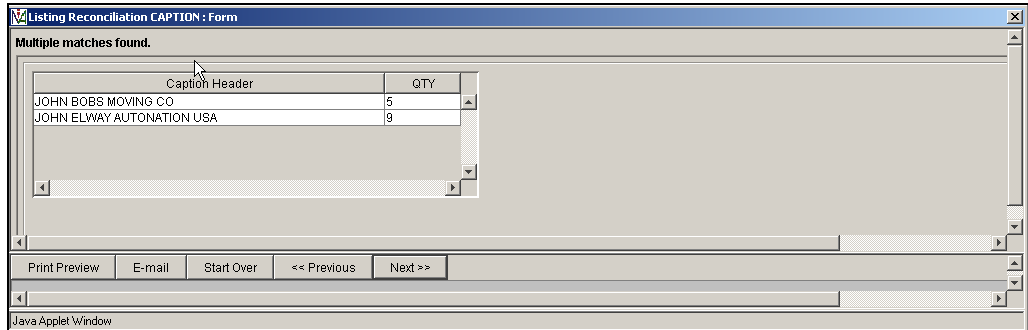
<b>SO</b> —Sequence Override – CenturyLink-Specific Field. Identifies that normal sequencing for an “indent” should be overridden.
<b>TOA</b> —Type of Account. Identifies the type of account for this listing.
<b>RTY</b> —Record Type. Identifies the type of listing being submitted with respect to pricing and tariffs.
<b>CITY</b> —City. The City, village, township, etc.  <b>Note:</b> The City (Community) will reflect the Directory name.
<b>STATE</b> —State/Provinces. Identifies the abbreviation for the State or province.
<b>REGION</b> —Region. Identifies the Legacy Qwest region. <ul style="list-style-type: none"> <li>• C = Central</li> <li>• E = Eastern</li> <li>• W = Western</li> </ul>
<b>CC</b> —Company Code. Identifies the Provider that currently owns the listing.  <b>Note:</b> This field may be blank.

Matches Found	No matches found
a) Select <b>Finish</b> .  Or  b) Select and highlight the desired row(s) and click <b>Select Highlighted Listings</b> button Or click <b>Select All Listings</b> button	a) <b>Click</b> Previous b) <b>Check for errors in the information you entered.</b> <ul style="list-style-type: none"> <li>• If you find errors, correct them and repeat the procedure.</li> <li>• If there are still no matches, the listing you’re trying to retrieve isn’t in the CenturyLink database</li> </ul>

### Caption Multiple Match Response Screen

If a partial Caption name is entered, LSTR may return the Caption Multiple Response Screen. If the Caption Multiple Matches Screen is returned, all Caption Names with the keyword(s) are displayed and you can select the appropriate Caption.

The number in the QTY column following the Caption Header name indicates the number of indents associated with the Caption set.

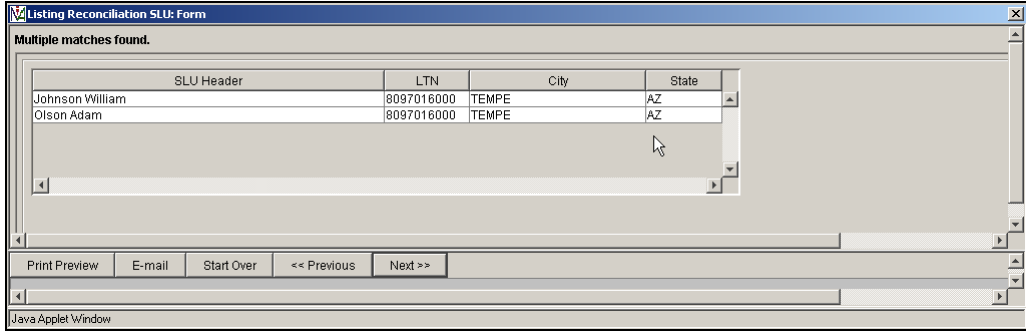


The following table provides field descriptions for the Caption Multiple Matches Screen.

<b>Caption Header</b> —Identifies the Caption Header.
<b>QTY</b> —Quantity. Indicates the number of indents associated with the caption set.

Matches Found	No matches found
a) Select <b>Finish</b>  Or  b) Select and highlight the desired row(s) and click <b>Select Highlighted Listings</b> button Or click <b>Select All Listings</b> button.	a) <b>Click Previous</b> b) <b>Check for errors in the information you entered.</b> <ul style="list-style-type: none"> <li>• If you find errors, correct them and repeat the procedure.</li> <li>• If there are still no matches, the listing you're trying to retrieve isn't in the CenturyLink database</li> </ul>

### Straight Line Under (SLU) Multiple Match Screen



The following table provides field descriptions for the SLU Multiple Match Screen.

<b>SLU Listname/Text</b> —Identifies the SLU Header and indent text.
<b>AN</b> —Account Number. Identifies the main end user account number.
<b>LTN</b> —Listed Telephone Number. Identifies the telephone number that may be included in the directory and/or quoted in Directory Assistance (DA).
<b>CITY</b> —City. The City, village, township, etc.
<b>Note:</b> The City (Community) will reflect the Directory name.
<b>STATE</b> —State/Provinces. Identifies the abbreviation for the State or province.

Matches Found	No matches found
a) <b>Select and highlight the desired row(s)</b> b) <b>Click Next</b> Or <b>Click Select Highlighted Listings button</b> Or <b>Click Select All Listings button</b>	a) <b>Click Previous</b> b) <b>Check for errors in the information you entered.</b> <ul style="list-style-type: none"> <li>• If you find errors, correct them and repeat the procedure.</li> <li>• If there are still no matches, the listing you're trying to retrieve isn't in the CenturyLink database</li> </ul>

### Checking the Exact Match Response Screen

If the data that you entered matches data in the listing database, the Exact Match Screen Response will be returned.

The following table provides field descriptions for the Exact Match Response Screen:

<b>Account Information</b>
<b>AN</b> —Account Number. Identifies the main end user account number.
<b>TOS</b> —Type of Service. Identifies the type of service for the line ordered.
Service Address
<b>SAPR</b> —Service Address Number Prefix. Identifies the prefix for the address number of the service address.

<b>SANO</b> —Service Address Number. Identifies the number of the service address.
<b>SASF</b> —Service Address Number Suffix. Identifies the suffix for the address number of the service address.
<b>SASD</b> —Service Address Street Directional Prefix. Identifies the street directional prefix for the service address.
<b>SASN</b> —Service Address Street Name. Identifies the street name of the service address.
<b>SATH</b> —Service Address Street Type. Identifies the thoroughfare portion of the street name of the service address.
<b>SASS</b> —Service Address Street Directional Suffix. Identifies the street directional suffix for the service address.
<b>SASD</b> —Service Address Street Directional Prefix. Identifies the street directional prefix for the service address.
<b>SASN</b> —Service Address Street Name. Identifies the street name of the service address.
<b>LD1</b> —Location Designator 1. Identifies additional specific information related to the address (e.g., room).
<b>LV1</b> —Location Value 1. Identifies the value associated with the first location designator of the address.
<b>LD2</b> —Location Designator 2. Identifies additional specific information related to the address.
<b>LV2</b> —Location Value 2. Identifies the value associated with the second location designator of the address.
<b>LD3</b> —Location Designator 3. Identifies additional specific information related to the address.
<b>LV3</b> —Location Value 3. Identifies the value associated with the third location designator of the address.
<b>CITY</b> —City. The City, village, township, etc.
<b>STATE</b> —State/Provinces. Identifies the abbreviation for the State or province.
<b>Directory Listings</b>
<b>Control</b>
<b>ALI</b> —Alphanumeric Listing Identifier Code. Identifier assigned to each listing to uniquely identify each listing for a main telephone numeric from a customer.
<b>CCNA</b> —Customer Carrier Name Abbreviation. Identifies the Provider that currently owns the listing.
<b>CC</b> —Company Code. Identifies the Exchange Carrier requesting service.
<b>RTY</b> —Record Type. Identifies the type of listing being submitted with respect to pricing and tariffs.
<b>LTY</b> —Listing Type. Identifies the type of listing with respect to publication and Directory Assistance (DA) appearance rules.
<b>STYC</b> —Style Code. Identifies whether the listing format is straight line, Straight Line Under (SLU) header, or a caption/SLU indent.
<b>TOA</b> —Type of Account. Identifies the type of account for this listing.
<b>DOI</b> —Degree of Indent. Identifies the degree of indentation for this listing.
<b>Indicators</b>
<b>DML</b> —Direct Mail List. Indicates whether this listing is to be omitted from any direct mail lists.
<b>NOSL</b> —No Solicitation Indicator. Indicates that this listing is not to be used for solicitation purposes.
<b>TMKT</b> —Telemarketing. Indicates that this listing is to be omitted from any telemarketing lists.
<b>BRO</b> —Business Residence Override. Identifies an override of the normal placement of business or residence listings.
<b>DIRNAME</b> – Directory Name. Identifies the name of a directory in which to place a foreign listing.
<b>Instruction</b>
<b>LTN</b> —Listed Telephone Number. Identifies the telephone number that may be included in the directory and/or quoted in Directory Assistance (DA).
<b>NSTN</b> —Nonstandard Telephone Number. Identifies a telephone number which is not in the standard North American Numbering Plan format, e.g., vanity numbers, Enterprise, 911.
<b>OMTN</b> —Omit TN. Indicates whether the telephone numeric is to be omitted from the listing.
<b>LNPL</b> —Letter Name Placement. Identifies the alphabetic placement of the listing based on the LNLN field.
<b>LNLN</b> —Listed Name Last. Indicates the first word for business listings or the complete last name (surname) for residence listings.
<b>LNFN</b> —Listed Name First. Identifies the continuation of the name for Business and Government listings. For residence listings it identifies the first name(s), middle name(s) and initials.

<b>DES</b> —Designation. Indicates the professional designation phrase of a business listing. Typically prints in the white pages and is used to identify the type of business when it is not inherently obvious from the name, (e.g., Bob Smith plmbr).
<b>TL</b> —Title of Lineage. Indicates a phrase used to designate a person's lineage, e.g., Jr, Sr, III.
<b>TITLE1</b> —Title of Address 1. Indicates a phrase used to address a listed person, e.g., Mr, Dr, Rev, Ms, Sgt, Col.
<b>NICK</b> —Nickname. Indicates the listed person's nickname.
<b>PLA</b> —Place Listing As. Identifies the special filing words that should be used instead of the listed name if the customer wishes to override the normal alphabetizing.
<b>ADI</b> —Address Indicator. Identifies that listing address elements should be omitted from directory assistance and published directories.
<b>LAPR</b> —Listed Address Number Prefix. Identifies the prefix for the address numeric of the listed address.
<b>LANO</b> —Listed Address Number. Identifies the numeric of the listed address.
<b>LASF</b> —Listed Address Number Suffix. Identifies the suffix for the address numeric of the listed address.
<b>LASD</b> —Listed Address Street Directional. Identifies the street directional prefix for the listed address.
<b>LASN</b> —Listed Address Street Name. Identifies the street name of the listed address.
<b>LATH</b> —Listed Address Street Type. Identifies the thoroughfare portion of the street name of the listed address.
<b>LASS</b> —Listed Address Street Directional Suffix. Identifies the street directional suffix for the listed address
<b>LALO</b> - Listed Address Location. Identifies additional location information about the listed address such as an apartment number, floor, room, suite, etc.
<b>LALOC</b> —Listed Address Locality. Identifies the locality, City, or community to be listed.
<b>LAST</b> —Listed Address State/Province. Identifies the abbreviation for the State or province of the listed address.
<b>HTN</b> —Header Telephone Number—CenturyLink Specific Field. Identifies the telephone numeric of the SLU header.
<b>HNSTN</b> —Header Non-Standard Telephone Number—CenturyLink Specific Field. Identifies the non-standard telephone numeric of the SLU header.
<b>SO</b> —Sequence Override – CenturyLink-Specific Field. Identifies that normal sequencing for an “indent” should be overridden.
<b>LTXTY</b> —Listing Text Type. Identifies the type of the associated text that will appear in the directory to assist the end user.
<b>LTEXT</b> —Line of Text. Identifies the descriptive, informative, or indent text that will appear in the directory and directory assistance.
<b>Caption/SLU</b>
<b>0 of 0 - Identifies the number of Caption/SLU sections</b>
<b>LVL</b> —Level of Indent. Identifies the degree of indent of the prior level being recapped or the level of the sub-caption header being established.
<b>PLINFO</b> —Prior Level Information. Identifies the first 100 characters of the information on the prior level.
<b>PLTN</b> —Prior Level Telephone Number. Identifies a telephone number on the prior level.
<b>PLNSTN</b> —Prior Level Non-Standard Telephone Number—CenturyLink-Specific Field. Identifies the non-standard telephone number for this prior level being recapped.
<b>SO</b> —Sequence Override. Identifies that normal sequencing in “captions” should be overridden for this listing.
<b>Delivery Address/Info</b>
<b>DIRQTYNC</b> —Number of Directories Delivered on New Connect. Identifies when an end user does not want directories delivered on a new connect.
<b>DDAPR</b> —Delivery Address Number Prefix. Identifies the prefix for the address number of the directory delivery address.
<b>DDANO</b> —Delivery Address Number. Identifies the number of the directory delivery address.
<b>DDASF</b> —Delivery Address Number Suffix. Identifies the suffix for the address number of the directory delivery address.
<b>DDASD</b> —Delivery Address Street Directional Prefix. Identifies the street directional prefix for the directory delivery address.
<b>DDASN</b> —Delivery Address Street Name. Identifies the street name of the delivery address.
<b>DDATH</b> —Delivery Address Street Type. Identifies the thoroughfare portion of the street name of the delivery address.
<b>DDASS</b> —Delivery Address Street Directional Suffix. Identifies the street directional suffix for the directory delivery address.

<b>LD1</b> —Location Designator 1. Identifies additional specific information related to the address (e.g., room).
<b>LV1</b> —Location Value 1. Identifies the value associated with the first location designator of the address.
<b>LD2</b> —Location Designator 2. Identifies additional specific information related to the address.
<b>LV2</b> —Location Value 2. Identifies the value associated with the second location designator of the address.
<b>LD3</b> —Location Designator 3. Identifies additional specific information related to the address (e.g., building).
<b>LV3</b> —Location Value 3. Identifies the value associated with the third location designator of the address.
<b>CITY</b> —City. Identifies the City, village, township, etc.
<b>STATE</b> —State/Provinces. Identifies the abbreviation for the State or province.
<b>ZIP</b> —ZIP/Postal Code. Identifies the ZIP code.

## Exact Match Response Screen

Listing Reconciliation LTN Form  
Listings Reconciliation Response

1 of 1

**Account Information**

AN: 809-701-9990 TOB:

**Service Address**

SAPR: SANO: SASF: SASD:  
899

SASN: Foster BATH: R8 SASS:

LD1: LV1: LD2: LV2: LD3: LV3:

CITY: Tempe STATE: AZ

**Directory Listings**

**Control**

ALI: CCNA: CC: RTYC: LTY:  
LAL - Local Main List

STYC: TOA: DOE:  
In - Straight Line B - Business

**Indicators**

DML: NOGL: TMCT: BRO: DIRNAME:  
Count Down

**Instruction**

LTN: 809-701-9990 NSTN: OMTN:  
Count Down

LNFL: LRLN:  
Most Recent

LNFN: In: DES: TL:

TITLE1: NICK: PLA: ADI:  
Count Down

LAPR: LANO: LASF: LASD:  
899 City - Equipment

LASN: Foster LATH: R8

LASS: LALO: (FLOOR & ROOM/MAIL STOP & BLDG)

LALOC(R): LAST:  
Tempe

HTN: HNSTN: SO: LTXTY:

LTEXT:

**Caption/SLU**

0 of 0

LVL: PLINFO:  
Count Down

PLTN: PLNSTN: SO:

**Delivery Address Info**

DIRGTWIC: DDAFR: DCANV: DDAF: DDASD:  
Count Down

DDASN: DCATH: DDASS:

LD1: LV1: LD2: LV2: LD3: LV3:

CITY: TEMPE STATE: AZ ZIP:

Print Preview E-mail Start Over Previous Listing History Clear Finish

# 3

## Preparing and submitting listing requests

This chapter provides guidelines for using IMA to prepare and submit FBDL requests. You can double-click any field name on the Local Service Request (LSR), End User (EU), and Directory Listing (DL) Forms form to view Help on filling in the fields.

### Creating a new LSR

1. In the **Interconnect Functions** window, click **PreOrder/Order/PostOrder**.
2. In the **Interconnect Mediated Access** window, select **Order > New LSR**.

Form Name	Required	Include
Local Service Request	Yes	Yes
End User	Yes	Yes
Listing Forms	Yes	Yes

**Note:** If you want to remove the field information, click **Clear** or **Reset**. Clicking **Reset** will not remove the information in the **PON** field.

3. Complete the fields in the **Order Information for New LSR** window using the following business rules:

<p><b>PON</b>—Purchase Order Number. Identifies the Provider’s unique purchase order or requisition number that authorizes the issuance of this request or supplement.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• Must be a minimum of 4 characters and a maximum of 16 characters. The last character must be numeric. Only numeric characters 0 through 9 and alpha characters A through Z in uppercase allowed.</li> <li>• This entry is CLEC generated and may be reused 2 years after initial request. This PON will be used for all forms associated with this request.</li> </ul> <p><b>Usage:</b> Required  <b>Data Characteristics:</b> 16 alphanumeric characters  <b>Example:</b> 824Z9</p>
<p><b>REQTYP</b>—Requisition Type and Status. Identifies the type of service being requested and the status of the request.</p> <p><b>Notes:</b></p> <ol style="list-style-type: none"> <li>1. The first character of REQTYP specifies the type of service.</li> <li>2. The second character of REQTYP specifies the status of the request.</li> </ol> <p><b>Valid Entries:</b> JB = Facility Based Directory Listings  <b>Usage:</b> Required  <b>Data Characteristics:</b> 2 alpha characters  <b>Example:</b> JB</p>
<p><b>ACT</b>—Activity. Identifies the activity involved in this service request.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• The LSR, EU, and DL forms are required for all activities.</li> <li>• LSR ACT = V for CLEC to CLEC full migration with listing changes must include order activity for every listing/Listed Telephone Number (LTN) on the Account Number being migrated.</li> <li>• Listings may be: <ul style="list-style-type: none"> <li>• Deleted DL.LACT = D</li> <li>• Changed DL.LACT = O/I</li> <li>• Added DL.LACT = N</li> <li>• Migrated as is DL.LACT = Z</li> </ul> </li> </ul> <p><b>Valid Entries:</b></p> <ul style="list-style-type: none"> <li>• N = New installation</li> <li>• C = Change</li> <li>• D = Disconnect of entire account</li> <li>• W = Conversion as is</li> <li>• T = Outside move</li> <li>• V = Conversion as specified</li> </ul> <p><b>Usage:</b> Required  <b>Data Characteristics:</b> 1 alpha character  <b>Example:</b> N</p>

**TOS**—Type of Service. Identifies the type of service for the line ordered.

**Business Rules:**

- Only the 1st character is required. The other three characters must be blank.

**Note 1:** The type of service identifies the end user account as business, residential, government or coin.

**Valid Entries:**

- 1st character (type)
- 1 = Business
- 2 = Residence
- 3 = Government

For Information Only – All applicable characters of the TOS should represent the end-State of the account.

**Usage:** Required

**Data Characteristics:** 1 numeric character

**Example:** 1

IMA automatically lists the required forms for your order.

4. To access a form, highlight the form name and click **Edit Form**.

## Completing the Local Service Request form

If you selected the Local Service Request form from the Order Information for New LSR window, IMA will auto-populate some of the fields with information you previously entered as well as information from your corporate end user profile.

1. Complete the fields at the top of the Administrative Section of the **LSR** form using the following business rules:

**CCNA**—Customer Carrier Name Abbreviation. Identifies the Customer Carrier Name Abbreviation assigned by CenturyLink and provided to the customer during the negotiation process.

**Business Rules:**

- This field is pre populated from the **Order Information for New LSR** window.

**PON**—Purchase Order Number. Identifies the Provider’s unique purchase order or requisition number that authorizes the issuance of this request or supplement.

**Note:** This field is pre populated from the **Order Information for New LSR** window.

<p><b>LOCQTY</b>—Location Quantity. Identifies the number of service locations for the service requested.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• If ACT = D, N, V, or W, LOCQTY = 1.</li> <li>• If ACT = T, LOCQTY = 2.</li> <li>• If ACT = C and there is no change of address, LOCQTY = 1.</li> <li>• If ACT = C or V and there is a change to the address, LOCQTY = 2.</li> </ul> <p><b>Usage:</b> Required</p> <ul style="list-style-type: none"> <li>• IMA XML/GUI: This field is populated by CenturyLink.</li> <li>• Manual/Fax: This field is required.</li> </ul> <p><b>Data Characteristics:</b> 3 numeric characters</p> <p><b>Example:</b> 001</p>
<p><b>AN</b>—Account Number. Identifies the main end user account number assigned by CenturyLink.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• AN must be 12 characters. Dashes are required in positions 4 and 8. The remaining positions must be numeric.</li> </ul> <p><b>Valid Entries:</b></p> <ul style="list-style-type: none"> <li>• AN and the EAN, on the EU form, cannot be the same value.</li> </ul> <p><b>Usage:</b> Required</p> <p><b>Data Characteristics:</b> 12 alphanumeric characters</p> <p><b>Example:</b> 303-555-1212</p>

### Completing the Admin tab

1. Click the **Admin** tab if the **Admin** tab is not already selected.
2. Complete the fields on the **Admin** tab of the **LSR** form using the following business rules.

<p><b>D/TSENT</b>—Date and Time Sent. Identifies the date and time that the Local Service Request is sent by the Provider.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• This field is pre populated by IMA.</li> </ul> <p><b>Valid Entries:</b> Military Format ccyyymmddhhminmin</p> <ul style="list-style-type: none"> <li>• Two Digit Century (00-99)</li> <li>• Two Digit Year (00-99)</li> <li>• Two Digit Month (01-12)</li> <li>• Two Digit Day (01-31)</li> <li>• Two Digit Hour (01-24)</li> <li>• Two Digit Minute (00-59)</li> </ul> <p><b>Usage:</b> Required</p> <p><b>Data Characteristics:</b> 12 alphanumeric characters</p> <p><b>Example:</b> 200108041433</p>
<p><b>DDD</b>—Desired Due Date. Identifies the Provider’s desired due date.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• DDD must equal Current (today’s) date.</li> </ul> <p><b>Note:</b> This field is pre populated by IMA. The date used is the date the request was opened.</p>
<p><b>REQTYP</b>—Requisition Type and Status. Identifies the type of service being requested and the status of the request.</p> <p><b>Note:</b> This field is pre populated from the <b>Order Information for New LSR</b> window.</p>
<p><b>ACT</b>—Activity. Identifies the activity involved in the service request.</p> <p><b>Note:</b> This field is pre populated from the <b>Order Information for New LSR</b> window.</p>

<p><b>OCCNA</b>—Old Customer Carrier Name Abbreviation. Identifies the old customer carrier name abbreviation. CenturyLink-specific field.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• For information only. This field must be populated with the ACNA (Access Carrier Name Abbreviation) of the company that owns the listing being converted.</li> <li>• When ACT is not W or V, this field is prohibited.</li> <li>• This field is auto populated when the RECAP option is used and the data exists on the listing database.</li> </ul> <p><b>Note:</b> If RECAP does not return data, field must be manually completed.</p> <p><b>Valid Entries:</b> All uppercase alpha characters.</p> <p><b>Usage:</b> Conditional</p> <p><b>Data Characteristics:</b> 3 alphanumeric characters</p> <p><b>Example:</b> ZXY</p>
<p><b>OCC</b>—Old Company Code. Identifies the old company code. CenturyLink-Specific field.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• For information only. OCC must be populated with the OCN (Operating Company Number) of the company that owns the listing being converted.</li> <li>• When ACT is not W or V, this field is prohibited.</li> <li>• This field is auto populated when the RECAP option is used and the data exists on the listing database.</li> </ul> <p><b>Note:</b> If RECAP does not return data, field must be manually completed.</p> <p><b>Usage:</b> Conditional</p> <p><b>Data Characteristics:</b> 4 alphanumeric characters</p> <p><b>Example:</b> 12A3</p>
<p><b>CC</b>—Company Code. Identifies the Provider requesting service.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• For Information Only – CC is required and must be populated with OCN.</li> <li>• Ownership of the account will be enforced for all activities except ACT = W or V.</li> </ul> <p><b>Valid Entries:</b></p> <p><b>Note 1:</b> Company Code - A four alphanumeric character code, which identifies providers in the United States and certain U.S. territories, maintained by NECA.</p> <p><b>Usage:</b> Required</p> <p><b>Data Characteristics:</b> 4 alphanumeric characters</p> <p><b>Example:</b> 9631</p>
<p><b>AGAATH</b>—Agency Authorization Status. Indicates that the CLEC is acting as an end user's agent and has authorization on file.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• AGAATH must = Y when ACT = W or V.</li> </ul> <p><b>Valid Entries:</b></p> <ul style="list-style-type: none"> <li>• Blank</li> <li>• Y = Authorization on file</li> <li>• N = No Authorization on file</li> </ul> <p><b>Usage:</b> Conditional</p> <p><b>Data Characteristics:</b> 1 alpha character</p> <p><b>Example:</b> Y</p>
<p><b>DATED</b>—Date of Agency Authorization. Identifies the date appearing on the agency authorization.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>• Required when AGAATH field is Y, otherwise optional.</li> </ul> <p><b>Valid Entries:</b> Metric Format ccyymmdd</p> <ul style="list-style-type: none"> <li>• Two Digit Century (00-99)</li> <li>• Two Digit Year (00-99)</li> <li>• Two Digit Month (01-12)</li> <li>• Two Digit Day (01-31)</li> </ul> <p><b>Usage:</b> Conditional</p> <p><b>Data Characteristics:</b> 8 alphanumeric characters</p> <p><b>Example:</b> 20010818</p>

<p><b>AUTHNM</b>—Authorization Name. Identifies the end user who signed the authorization.</p> <p><b>Note:</b> This field is pre populated from the PreOrder Inquiry.</p> <ul style="list-style-type: none"> <li>• Required when AGAUTH = Y.</li> </ul> <p><b>Valid Entries:</b></p> <ul style="list-style-type: none"> <li>• Virgule (/) is not a valid character</li> </ul> <p><b>Usage:</b> Conditional</p> <p><b>Data Characteristics:</b> 25 alphanumeric characters</p> <p><b>Example:</b> END USER NAME</p>
<p><b>TOS</b>—Type of Service. Identifies the type of service for the line ordered.</p> <p><b>Note:</b> This field is pre populated from the <b>Order Information for New LSR</b> window.</p>
<p><b>LSP AUTH</b>—Local Service Provider Authorization. Indicates the carrier code of the Local Service Provider that is providing existing service and has authorized the change to a new service provider or authorized another service provider to submit the request.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• This field contains the “Company Code” of the 3rd Party provider. For Example: End-user –LSP1 – LSP2/Service Bureau – CenturyLink. Where LSP2/Service Bureau is the 3rd Party vendor.</li> </ul> <p><b>Valid Entries:</b></p> <p>* Company Code - A four alphanumeric character code, which identifies provider in the United States and certain U.S. Territories, maintained by NECA.</p> <p><b>Usage:</b> Optional</p> <p><b>Data Characteristics:</b> 4 alphanumeric characters</p> <p><b>Example:</b> 1234</p>
<p><b>LSP AUTH DATE</b>—Local Service Provider Authorization Date. Identifies the date that appears on the LSP authorization previously provided to the new service provider.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• This field is required when LSP AUTH is populated.</li> </ul> <p><b>Valid Entries:</b> Metric Format:</p> <ul style="list-style-type: none"> <li>• Two Digit Century (00-99)</li> <li>• Two Digit Year (00-99)</li> <li>• Two Digit Month (01-12)</li> <li>• Two Digit Day (01-31)</li> </ul> <p><b>Usage:</b> Conditional</p> <p><b>Data Characteristics:</b> 10 alphanumeric characters (including 2 slashes)</p> <p><b>Example:</b> 2001/09/02</p>
<p><b>LSP AUTH NAME</b>—Local Service Provider Authorization. Identifies the name of the person who signed the authorization letter.</p> <p><b>Business Rule:</b></p> <ul style="list-style-type: none"> <li>• This field is optional</li> </ul> <p><b>Usage:</b> Optional</p> <p><b>Data Characteristics:</b> 15 alphanumeric characters</p> <p><b>Example:</b> Jane Smith</p>
<p><b>DLQTY</b>—Directory Listing Quantity. Identifies the number of listing detail sections (control, instructions and indicators) in the service request.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• This field is required if one or more DL forms is submitted with the request.</li> <li>• This field identifies the number of directory listings in this request. It must match the number of DL forms following or the request is rejected. This count does not include headers and sub-headers that are established on the same DL form with a caption indent. This count does include both the “out” and “in” action when a listing is being</li> <li>• The system calculates the number of listing detail sections used, and you do not have to populate this field.</li> <li>• Must equal the number of DL requests.</li> </ul> <p><b>Data Characteristics:</b> 3 numeric characters</p> <p><b>Example:</b> 12</p>

## Completing the Contact tab

1. Click the **Contact** tab.

2. These fields are pre-populated from the IMA User Profile. Confirm and/or correct information as necessary using the following business rules. Changes will only affect the order you are working on. Permanent changes should be made to your IMA User Profile.

<p><b>INIT</b>—Initiator Identification. Identifies the Provider’s representative who originated this request.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• The CLEC will provide the contact information for the order.</li> </ul> <p><b>Valid Entries:</b></p> <ul style="list-style-type: none"> <li>• Name Format</li> <li>• Virgule (/) and comma (,) are not valid characters</li> </ul> <p><b>Usage:</b> Required</p> <p><b>Data Characteristics:</b> 15 alphanumeric characters</p> <p><b>Example:</b> John Smith</p>
<p><b>TEL NO</b>—Telephone Number. Identifies the telephone number of the initiator.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• Dashes are required in position 4 and 8. A dash is required in position 13 when an extension is included.</li> </ul> <p><b>Usage:</b> Required</p> <p><b>Data Characteristics:</b> 17 alphanumeric characters</p> <p><b>Example:</b> 303-555-1212-1234</p>
<p><b>EMAIL</b>—Electronic Mail Address. Identifies the electronic mail address of the initiator.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• For Information Only – CLEC will provide an e-mail address for DSREDS sent subsequent to first DSRED.</li> </ul> <p><b>Usage:</b> Required</p> <p><b>Data Characteristics:</b> 60 alphanumeric characters</p> <p><b>Example:</b> ZJONES@NOTES.BELLCOMPANY.COM</p>

<p><b>FAX NO</b>—Facsimile Number. Identifies the fax number of the initiator.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• This field is not required</li> </ul> <p><b>Usage:</b> Conditional</p> <p><b>Data Characteristics:</b> 12 alphanumeric characters</p> <p><b>Example:</b> 303-555-1212</p>
<p><b>Street</b> – Street Address. Identifies the street address</p> <p><b>Note:</b> This field is auto populated from your Corporate Profile.</p>
<p><b>Floor:</b> - Identifies the floor.</p> <p><b>Note:</b> This field is auto populated from your Corporate Profile.</p>
<p><b>Room/Mail Stop</b> – Identifies the room or mail stop.</p> <p><b>Note:</b> This field is auto populated from your Corporate Profile.</p>
<p><b>City</b> – Identifies the City, village, township, etc.</p> <p><b>Note:</b> This field is auto populated from your Corporate Profile.</p>
<p><b>State</b> – State/Province. Identifies the abbreviation for the State or province.</p> <p><b>Note:</b> This field is auto populated from your Corporate Profile.</p>
<p><b>Zip</b> - Zip/Postal Code. Identifies the ZIP code, ZIP code + extension or postal code.</p> <p><b>Note:</b> This field is auto populated from your Corporate Profile.</p>

## Completing the Remarks tab

If you need to add additional information relevant to this order for your own records, click the **Remarks** tab and type the additional information.

The screenshot shows a Java Applet window titled "FBDL Local Service Request". Under the "Administrative Section", there are four input fields: CCNA, PON (containing "TEST1"), LSR NO, and LOCQTY. Below these is an "AN" field. A tabbed interface is present with three tabs: "Admin", "Contact", and "Remarks". The "Remarks" tab is selected and active, displaying a large, empty text area for entering remarks. At the bottom of the window, there are buttons for "OK", "Print Preview", "E-mail", "Clear", "Reset", and "Cancel".

**Remarks** - Identifies a free flowing field that can be used to expand upon and clarify other data on this form.

**Usage:** Conditional

**Data Characteristics:** 255 alphanumeric characters

## Completing the End-User form

If you selected the End User form from the **Order Information for New LSR** window the Administrative Section fields are pre-populated.

The screenshot shows a Java Applet window titled 'FBDL End User'. The 'Administrative Section' is active, displaying the following fields:

- PON:** SOUP
- AN:** - -
- Location Tabs:** 'Loc Access/Inside Wire' and 'Billing' are selected. 'One Location Tab' is selected.
- Location Selection:** 'First Location' and 'Second Location' tabs are visible.
- LOCNUM:** 001
- Validated Addresses:** 'No Validated Address' (dropdown), 'Select Supplemental' (button)
- SAPR:** (text field)
- SANO:** (text field)
- SASF:** (text field)
- SASD:** (dropdown)
- SASN:** (text field)
- SATH:** (text field)
- SASS:** (dropdown)
- LD1:** (dropdown)
- LV1:** (text field)
- LD2:** (dropdown)
- LV2:** (text field)
- LD3:** (dropdown)
- LV3:** (text field)
- CITY:** (text field)
- STATE:** (dropdown)

Buttons at the bottom include: OK, Print Preview, E-mail, Clear, Reset, Cancel.

<p><b>PON</b>—Purchase Order Number. Identifies the Provider’s unique purchase order or requisition number that authorizes the issuance of this request or supplement.</p>
<p><b>Note:</b> This field is pre populated from the <b>Order Information for New LSR</b> screen.</p>
<p><b>AN</b>—Account Number. Identifies the main end user account number.</p>
<p><b>Note:</b> This field is pre populated from the <b>Order Information for New LSR</b> screen.</p>

## Completing the Loc Access/Inside Wire tab

Select the First Location tab on the **Loc Access/Inside Wire** tab to enter your end user's Service Address information.

If you performed an LSTR Query and used RECAP on the DL form for your Local Main Listing, IMA will auto-populate this tab. If you are changing your end user's Service Address, you will need to select the Second Location tab in addition to the First Location Tab.

**Caution:** Navigation should be done using the **First Location** and **Second Location** tabs. If you move from **Second Location** back to **First Location** using the **One Location Tab** button, you will lose the information you entered in both locations.

Complete the fields on the **LOC Access/Inside Wire** tab of the **EU** form using the following business rules:

<p><b>LOCNUM</b>—Location Number. Identifies this service location number for the service requested.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• The first occurrence of the Location and Access Section is always identified as LOCNUM = 1. Subsequent occurrences of the Location and Access Section are sequentially numbered as LOCNUM = 2, 3, etc.</li> <li>• If ACT = N, D, or W, the first occurrence of the Location and Access Section is required. LOCNUM must = 1 for this occurrence. This section is the first section entered and contains the end user location.</li> <li>• If ACT = T, then the first occurrence of the Location and Access Section is required LOCNUM must = 1 for this occurrence. This section is the first section entered and contains the old end user address or "O" location. The second occurrence of the Location and Access Section is required LOCNUM must = 2. This section is the second section entered and contains the new end user address or "I" location.</li> <li>• If ACT = C or V, then the first occurrence of the Location and Access Section is required. LOCNUM must = 1 for this occurrence. If changes are needed on the address, then LOCNUM must = 2 for the new end user address.</li> </ul> <p><b>Note:</b> IMA pre populates this field.</p> <p><b>Usage:</b> Required</p> <p><b>Data Characteristics:</b> 3 numeric characters</p> <p><b>Example:</b> 001</p>
<p><b>Validated Addresses – Not supported for FBDL.</b></p> <p><b>SAPR</b>—Service Address Number Prefix. Identifies the prefix for the address number of the service address.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Usage:</b> Optional</p> <p><b>Data Characteristics:</b> 5 alphanumeric characters</p> <p><b>Example:</b> 25W</p>

<p><b>SANO</b>—Service Address Number. Identifies the number of the service address.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• This field must be populated when the service address contains a house number. When service address does not contain a house number, then SANO should be left blank.</li> <li>• No special characters allowed.</li> </ul> <p><b>Usage:</b> Conditional</p> <p><b>Data Characteristics:</b> 8 alphanumeric characters</p> <p><b>Example:</b> 450</p>
<p><b>SASF</b>—Service Address Number Suffix. Identifies the suffix for the address number of the service address.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• This field can only be populated if SANO is populated.</li> </ul> <p><b>Valid Entries:</b></p> <p>The following special characters are allowed</p> <ul style="list-style-type: none"> <li>• / (virgule)</li> <li>• - (hyphen) preceding the fractional number (e.g. 102-1/2 main) where SANO = 102, SASF = -1/2 and SASN = Main</li> </ul> <p><b>Usage:</b> Conditional</p> <p><b>Data Characteristics:</b> 4 alphanumeric characters (including a hyphen and slash)</p> <p><b>Example:</b> -1/2</p>
<p><b>SASD</b>—Service Address Street Directional Prefix. Identifies the street directional prefix for the service address.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• This field is optional when SASN is populated.</li> </ul> <p><b>Valid Entries:</b></p> <ul style="list-style-type: none"> <li>• N = North</li> <li>• S = South</li> <li>• E = East</li> <li>• W = West</li> <li>• NE = Northeast</li> <li>• NW = Northwest</li> <li>• SE = Southeast</li> <li>• SW = Southwest</li> </ul> <p><b>Usage:</b> Optional</p> <p><b>Data Characteristics:</b> 2 alphanumeric characters</p> <p><b>Example:</b> SW</p>
<p><b>SASN</b>—Service Address Street Name. Identifies the street name of the service address.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• This field can only be populated if SANO is populated.</li> </ul> <p><b>Valid Entries:</b></p> <ul style="list-style-type: none"> <li>• * Asterisk: Special character for irregular capitalization.</li> <li>• &amp; Ampersand: Special character used in place of "and".</li> <li>• ' Apostrophe: Valid if it is part of the address name (i.e., Saint Mary's Rd).</li> </ul> <p><b>Usage:</b> Required</p> <p><b>Data Characteristics:</b> 50 alphanumeric characters</p> <p><b>Example:</b> One City Center</p>

<p><b>SATH</b>—Service Address Street Type. Identifies the thoroughfare portion of the street name of the service address.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Note:</b> Recommended abbreviations are contained in the United States Postal Service Publication 28, Postal Addressing Standards, Street Suffix Abbreviations Section: <a href="http://pe.usps.gov/text/pub28/pub28apc_002.htm">http://pe.usps.gov/text/pub28/pub28apc_002.htm</a>.</p> <p><b>Usage:</b> Optional</p> <p><b>Data Characteristics:</b> 10 alphanumeric characters</p> <p><b>Example:</b> LN</p>
<p><b>SASS</b>—Service Address Street Directional Suffix. Identifies the street directional suffix for the service address.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database. Business Rules:</p> <ul style="list-style-type: none"> <li>• This field is optional when SASN is populated.</li> </ul> <p><b>Valid Entries:</b></p> <ul style="list-style-type: none"> <li>• N = North</li> <li>• S = South</li> <li>• E = East</li> <li>• W = West</li> <li>• NE = Northeast</li> <li>• NW = Northwest</li> <li>• SE = Southeast</li> <li>• SW = Southwest</li> </ul> <p><b>Usage:</b> Conditional</p> <p><b>Data Characteristics:</b> 4 alphanumeric characters</p> <p><b>Example:</b> NW</p>
<p><b>LD1</b>—Location Designator 1. Identifies additional specific information related to the address.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• This field repeats up to two times when ACT = C or T.</li> <li>• Required when LV1 is populated, otherwise prohibited.</li> </ul> <p><b>Valid Entries:</b></p> <ul style="list-style-type: none"> <li>• APT = Apartment</li> <li>• LOT = Lot</li> <li>• RM = Room</li> <li>• SLIP = Slip</li> <li>• SUIT = Suite</li> <li>• UNIT = Unit</li> </ul> <p><b>Usage:</b> Conditional</p> <p><b>Data Characteristics:</b> 4 alpha characters</p> <p><b>Example:</b> SUIT</p>
<p><b>LV1</b>—Location Value 1. Identifies the value associated with the first location designator of the address.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• This field repeats up to two times when ACT = C or T.</li> <li>• Required when LD1 is populated, otherwise prohibited.</li> </ul> <p><b>Usage:</b> Conditional</p> <p><b>Data Characteristics:</b> 10 alphanumeric characters</p> <p><b>Example:</b> 23A</p>

<p><b>LD2</b>—Location Designator 2. Identifies additional specific information related to the address.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• This field repeats up to two times when ACT = C or T.</li> <li>• Required when LV2 is populated, otherwise prohibited.</li> </ul> <p><b>Valid Entries:</b> FLR = Floor</p> <p><b>Usage:</b> Conditional</p> <p><b>Data Characteristics:</b> 4 alpha characters</p> <p><b>Example:</b> FLR</p>
<p><b>LV2</b>—Location Value 2. Identifies the value associated with the second location designator of the address.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• This field repeats up to two times when ACT = C or T.</li> <li>• Required when LD2 is populated, otherwise prohibited.</li> </ul> <p><b>Usage:</b> Conditional</p> <p><b>Data Characteristics:</b> 10 alphanumeric characters</p> <p><b>Example:</b> 12</p>
<p><b>LD3</b>—Location Designator 3. Identifies additional specific information related to the address.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• This field repeats up to two times when ACT = C or T.</li> <li>• Required when LV3 is populated, otherwise prohibited.</li> </ul> <p><b>Valid Entries:</b></p> <ul style="list-style-type: none"> <li>• BLDG = Building</li> <li>• PIER = Pier</li> <li>• WNG = Wing</li> </ul> <p><b>Usage:</b> Conditional</p> <p><b>Data Characteristics:</b> 4 alpha characters</p> <p><b>Example:</b> WNG</p>
<p><b>LV3</b>—Location Value 3. Identifies the value associated with the third location designator of the address.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• This field repeats up to two times when ACT = C or T.</li> <li>• Required when LD3 is populated, otherwise prohibited.</li> </ul> <p><b>Usage:</b> Conditional</p> <p><b>Data Characteristics:</b> 10 alphanumeric characters</p> <p><b>Example:</b> 2</p>

<p><b>CITY</b>—City. The City, village, township, etc.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Note</b> We recommend that the community name always be spelled in full. The directory publisher determines whether to print the community name in the directory</p> <p><b>Note:</b> The CenturyLink Community Names Tables are available as downloadable documents by the Legacy Qwest region on the CenturyLink Wholesale Web site and listed in the Table of Contents following the End User (EU) LSOG at <a href="http://www.CenturyLink.com/wholesale/clecs/lsoq.html">www.CenturyLink.com/wholesale/clecs/lsoq.html</a>.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• This field repeats up to two times when ACT = C or T.</li> <li>• Consecutive spaces are not allowed.</li> </ul> <p><b>Usage:</b> Required</p> <p><b>Data Characteristics:</b> 25 alpha characters</p> <p><b>Example:</b> CEDAR RAPIDS</p>
<p><b>STATE</b>—State/Provinces. Identifies the abbreviation for the State or province.</p> <p><b>Note:</b> This field may be auto populated when the LSTR inquiry is complete, the Recap option is selected, and information is available in the listing database.</p> <p><b>Usage:</b></p> <ul style="list-style-type: none"> <li>• This field repeats up to two times when ACT = C or T.</li> </ul> <p><b>Data Characteristics:</b> 2 alpha characters</p> <p><b>Example:</b> CO</p>

The **Second Location** option under the **LOC Access/Inside Wire** tab is conditional and not filled in. Its default value is blank. All of the fields associated with **Second Location** are identical to **First Location**. The **Second Location** tab is used only when you are changing the end user’s service address.

**Note:** The CenturyLink Community Name Tables may include grandfathered abbreviated community names. Going forward, only fully-spelled, postal valid community names will be added to the CenturyLink Community Name Tables. Abbreviated community names will still be allowed in the LALOC field on the Directory Listing form.

## Completing the Billing tab

1. Click the **Billing** tab.

2. Use the following guidelines to assist you in populating the **EAN** field.

**EAN**—Existing Account Telephone Number. Identifies the end user’s existing account telephone number.

**Business Rules:**

- EAN must be 12 characters in length. Dashes are required in positions 4 and 8. The remaining positions must be numeric
- Allowed only when ACT = C or T.
- Required when changing the AN. The old AN would be in this field. The new AN would be in the AN field. When AN is changing, the EAN must match the Out LTN of the O/I pair on the DL form.
- EAN and AN cannot be the same value.
- All directory listings must be included on a number change order. If the directory listings are not changing DL.LACT = Z should be used to recap the listing.

**Usage:** Conditional

**Data Characteristics:** 12 alphanumeric characters

## Completing Listing Forms

If you selected the Listings Form from the **Order Information for New LSR** window, the Administrative Section fields are pre-populated.

At this point, you have 3 options to proceed:

- Click **Add** to activate a Listing Form.  
**Note:** The counter updates to show the current number of Listing Forms. You can move from Listing Form to Listing Form by moving the slider bar below the **Add** button.
- Click **RECAP** to retrieve PreOrder query data.  
Refer to the Using the RECAP function section in this document.
- Click **LSTR** to perform a query in order to subsequently execute RECAP.  
Refer to the Using the RECAP function section in this document.

The screenshot shows a Java Applet window titled "Facility Based Directory Listing Request". At the top, there are fields for CCNA (U99), PON (123), LSR NO., and AN (NNN-XXX-9999-999). Below these are buttons for "Add", "Delete Current", "Clear Current", and "Delete All". The main area contains a form with several tabs: "Control", "Indicators", "Instruction", "Caption/SLU", "Delivery Address/Info", and "Remarks". The "Control" tab is active, showing fields for LACT, ALI, FBDLCCNA, FBDLCC, RTY, LTY, STYC, TOA, DLNUM, and DDOTY. At the bottom of the window are buttons for "OK", "Print Preview", "E-mail", "LSTR", "RECAP", "Clear", "Reset", and "Cancel".

## Completing the Control tab

1. Complete the fields on the **Control** tab of the **Listing Form** using the following business rules.

**LACT**—Listing Activity Indicator. Identifies the activity involved for this listing request.

**Business Rules:**

- When LACT = D, Z, or O, the listing fields in this section must match the data retained in CenturyLink’s listings database for the corresponding listing. No changes will be allowed to the listing.
- When LACT = I, listing must have a change to the data retained in CenturyLink’s listings database for the corresponding listing.
- LSR.ACT = V for CLEC to CLEC full migration with listing changes must include order activity for every listing/Listed Telephone Number (LTN) on the Account Number being migrated.
- Listings may be:
  - Deleted DL.LACT = D
  - Changed DL.LACT = O/I
  - Added DL.LACT = N
  - Migrated as is DL.LACT = Z

**Valid Entries:**

- N = New listing
- D = Delete listing
- I = Change listing (new data to be inserted)
- O = Change listing (old data)
- Z = No change to listing

When ACT field on LSR is:	And RTY field on DL is:	Then LACT must equal:
N	(any entry)	N
C, V or T	LML	I, O, or Z
C, V or T	Not = LML	I, O, Z, N, or D
D	(any entry)	D
W	(any entry)	Z and LSR.AGAUTH is required

- When LACT = Z, listings should remain as they exist in CenturyLink’s records, however, DL forms are always required to ensure accuracy and completeness of conversion.
  - Note: Inadvertent listing updates may occur when LACT = Z is used and the data recapped does not have an exact match with the CenturyLink listing data. Users should always validate the LACT = Z information that is recapped on the DL matches the CenturyLink listing data.
  - Note: If a Main listing is deleted, all additional listings at that telephone number will automatically be disconnected, however, Provider should always issue DL forms to officially disconnect all listings.
- Note:** This field is auto populated when the RECAP option is used and the data exists on the listing database

**Usage:** Required

**Data Characteristics:** 1 alpha character

**Example:** N

<p><b>ALI</b>—Alphanumeric Listing Identifier Code. Identifier assigned to each listing to uniquely identify each listing for a main telephone number from a customer.</p> <p><b>Note:</b> This field may be auto populated when the LSTR inquiry is complete, the Recap option is selected, and information is available in the listing database.</p> <p><b>Note:</b> Allows for multiple listings for the same TN from a single customer.</p> <p><b>Note:</b> Unique for life of listings and spans requests.</p> <p><b>Note:</b> Used to relate listing request to confirmation and error detail.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• This field is required if RTY is other than LML.</li> <li>• On conversions, when the listing stays as is, the existing CenturyLink ALI code must be used.</li> <li>• First character of the ALI code must be an alpha character.</li> <li>• For new listings set up by the Provider, the code should start with “A” or the Provider’s desired alpha code.</li> <li>• An ALI code that is already in use for an account cannot be reused. An</li> <li>• ALI code associated with a listing to be deleted cannot be used in the same request.</li> <li>• Alphanumeric ALI codes i.e., A1, AA1, etc. are allowed in Central and Western regions only. Eastern region supports alpha only ALI codes.</li> <li>• When LACT is I or O, a DL form with the corresponding LACT (either I or O) and a matching ALI must be included.</li> <li>• If DIRNAME is changing, the respective ALI code must change.</li> <li>• If ALI is blank and RTY is not LML, then the order will be rejected.</li> <li>• If LACT = N, D or Z and a duplicate ALI is found on any DL Form, then the request will be rejected.</li> </ul> <p><b>Data Characteristics:</b> 6 alphanumeric characters</p> <ul style="list-style-type: none"> <li>• ALI value must be unique on an account. The ALI can be duplicated across different account, but not on the same account.</li> <li>• Should start with A, B, AA, BB, AAA, BBB etc.</li> <li>• The first character of all ALI codes must be an alpha character.</li> <li>• Possible formats:                      Single Alpha: A, B, C, Z                      Double Alpha: AA, BZ, CF, ZZ                      Triple Alpha: AAA, BCD, ZZZ                      Alphanumeric: A1, A2, B1, Z9</li> <li>• For Information Only; the preferred ALI code format is 1-3 alpha characters.</li> </ul> <p><b>Usage:</b> Conditional  <b>Example:</b> AQ</p>
<p><b>FBDL CCNA</b>—Facility Based Directory Listing Customer Carrier Name Abbreviation. Identifies the customer submitting the listing request and receiving the confirmation.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• This field is required for Local Number Portability (LNP) with listings.</li> <li>• The CCNA provided must be for the Facility Based Directory Listing.</li> <li>• When ACT = V, this field is required on the first DL form only.</li> </ul> <p><b>Note:</b> This field will not be pre populated when recapping and the information must be provided by the Provider.</p> <p><b>Usage:</b> Required (ACT = V only)  <b>Data Characteristics:</b> 3 alpha characters  <b>Example:</b> ABC</p>
<p><b>FBDL CC</b>—Facility Based Directory Listing Company Code. Identifies the Exchange Carrier requesting service.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• This field is required for Local Number Portability (LNP). It is prohibited for all other products.</li> <li>• The CC provided must be for the Facility Based Directory Listing.</li> <li>• When ACT = V, this field is required on the first DL form only.</li> </ul> <p><b>Note:</b> This field will not be pre populated when recapping and the information must be provided by the Provider.</p> <p><b>Usage:</b> Required  <b>Data Characteristics:</b> 4 alphanumeric characters  <b>Example:</b> 1234</p>

**RTY**—Record Type. Identifies the type of listing being submitted with respect to pricing and tariffs.

**Note:** This field is auto populated when the RECAP option is used and the data exists on the listing database

**Note:** A cross-reference listing specifies the referral name. The LTXTY field must contain the value of "CR" and the LTEXT field contains the name being referenced

**Valid Entries:**

1st Character (Area)

F = Foreign. A foreign listing is a listing that appears in a directory other than its primary directory. For example, if a Phoenix customer wanted to appear in the Denver directory, the listing would be a foreign listing.

L = Local. A local listing is for appearance in a primary directory.

2nd and 3rd Characters (Type of Listing)

AC = Alternate Call listing—CenturyLink-specific. This is an extra listing line with the telephone number. These are listings such as:

- If Busy Call
- After Hours Call
- After Business Hours Call

These listings are always indented under another listing. Addresses never appear on Alternate Call listings. ADI = Omit is required.

AL = Additional listing. This listing is in addition to the primary listing and does not meet the criteria of an AM, AC, CR.

AM = Additional main listing. This is used when the LTN is not the same as the ATN but is entitled to a "main/primary" listing. This Listing qualifies for a complimentary Yellow Page listing.

AS = Answering service. This is a listing for the patron of an answering service. This listing qualifies for a complimentary Yellow Page listing.

AU = Alternate user listing. This listing is for a business customer who shares the same address and telephone number for the primary listing, but maintains a separate business from the listed name listing. (If the listing is the same business as the listed name, the RTY would be AL, not AU.) An example would be if two small businesses such as a floral shop and a craft shop share the same telephone service and are located at the same address. AU is not available in IA, MT, NM or SD.

CM = Client Main listing. This identifies the client's main listing for each patron or client of a reseller or shared tenant provider. This listing qualifies for a complimentary Yellow Page listing. Available in AZ CO ID MT NM UT WY and IA only

CR = Cross reference listing. This listing refers customers to another listing. A cross reference may not be used for advertising purposes. On a SEE cross reference, the telephone number does not print with the listing and must always be omitted by use of the OMTN field. Addresses never appear on Cross Reference listings. ADI = Omit is required.

- Al's Gas & Goods See Superamerica Stores  
On a CALL cross reference, the telephone number does print with the listing
- Texas Bar Call Alamo Grill 555-2222

**Note:** On caption and SLU indents, cross reference listings will be identified as RTY = CR and the LTXTY = ITX (please refer to the LTXTY and LTEXT fields for further information).

EM = E-mail address listing (offered for Residence only)—CenturyLink-specific. This identifies the residence customer's electronic mail address. No address or telephone number is printed with these listings and must always be omitted by use of the ADI and OMTN fields. They are always indented listings.

**Note:** CenturyLink no longer supports business EM listings. Any existing business EM listing on a Provider account will remain until the end user moves and/or changes are required to the actual EM Listing. At this time, the EM listing will be discontinued.

E-mail Address Listings are available through Dex. For more information, please contact the Dex Customer Service

(<http://www.centurylink.com/wholesale/clecs/customercontacts.html>). Please note that Dex EM listings will not appear in the CenturyLink Directory Assistance Database.

EN = Enterprise listing (only valid if first character = F). This identifies special reverse long distance and always contains two indented phrases; "No charge to calling party" and "Ask operator for." EN listings are always foreign listings and require a DIRNAME.

**Note:** Not available in AZ and CO.

ML = Main listing (only valid if first character = L). This is the primary listing for a telephone number. This listing qualifies for a complimentary Yellow Page listing.

UL = Internet address listing (offered for Residence only)—CenturyLink-specific. This identifies the residence customer's Universal Internet address, which describes resources on the Internet's World Wide Web. No address or telephone number is printed with these listings and must always be omitted by use of the ADI and OMTN fields. They are always indented listings.

**Note:** CenturyLink no longer supports business UL listings. Any existing business UL listing on a Provider account will remain until the end user moves and/or changes are required to the actual UL listing. At this time, the UL listing will be discontinued.

Internet address listings are available through Dex. For more information, please contact the Dex Customer Service

(<http://www.centurylink.com/wholesale/clecs/customercontacts.html>). Please note that Dex UL listings will not appear in the CenturyLink Directory Assistance Database.

WS = WATS listing (only valid if first character = F)—CenturyLink-specific. Listings for 800/866/877/888 numbers are always foreign listings and require a DIRNAME. For listings with 800 type numbers, the LTXTY = TNL and an indented phrase is always required in the LTEXT field, however, the phrase may contain, addresses or departments, and non promotional words. A WATS line must have only one indented phrase.

Jones Plastics

Toll Free Dial 1 and Then 800-555-1205

A WATS listing in a caption or indented under a straight-line must have one but not more than two indented phrases at the same degree of indent. An address will print only if there are two phrases.

US Government 123 Bryant St

Tax Department

Toll Free Dial 1 & Then 888-555-8308

XL = Extra line of information—CenturyLink-specific. Extra line information is informational listing material that the end user wants to provide to their customers. It is in addition to their listing-name, address, and telephone number-information. It is non promotional in nature. Examples of extra line information are suite numbers, business hours, and location. The extra line information is always indented information. A straight-line listing is indented under the name, address, and telephone number and on a line by itself. In a caption arrangement, it appears as a caption indent. Extra line information never prints an address or telephone number and must always be omitted by use of the ADI and OMTN fields. The following are examples of the published appearance of extra line listings:

Johnson's Chevrolet 44 Main St.....555-1344

Open 9 am - 5 pm

Main & Main Attys 4455 Pine.....555-3333

Located At Pine & Orchard

**Business Rules:**

- One DL form is required for each listing line (except when establishing caption headers and sub-headers, which are set up in conjunction with a caption indent on the same DL form).
- For partial migrations, the Record Type may change from the existing CenturyLink account to the new Provider account. For example, a listing may be an additional listing for the CenturyLink account, but a Main Listing for the migrated Provider account.
- For the first DL form, RTY must = LML.
- If LACT = N, D, or Z only one DL with RTY = LML is allowed per LSR.
- If LACT = I and O, two DLs with RTY=LML entries are allowed per LSR.
- RTY = LLI not valid.
- For all requests, the first DL must have TRY=LML
- For listings with 800 type numbers (e.g. 800, 866, 877, etc.) the LTXTY=TNL and a phrase may be included (i.e., Toll Free Dial 1 and Then) in the LTEXT field.
- If RTY is LAM, must always have a different LTN than the LML LTN.
- If RTY is LXL, FXL, then must have OMTN = O and ADI = O.
- If RTY is LEM, FEM, then must have OMTN = O and ADI = O.
- If RTY is LUL, FUL, then must have OMTN = O and ADI = O.
- If RTY is LCR, FCR, for a cross reference with "SEE" OMTN = O and ADI = O.
- If RTY is LCR, FCR, for a cross reference with "CALL" ADI = O.
- IF RTY is AC, EM listings are always indented.
- For Listings with 800 type numerics (e.g., 800, 866, 888, etc.) the LTXTY = TNL

<p>and a phrase may be included in the LTEXT field. These types of listings are always foreign.</p> <ul style="list-style-type: none"> <li>• If RTY is LEM, FEM, LUL or FUL and TOS is 1 then LACT may only be D or Z.</li> </ul> <p><b>Usage:</b> Required  <b>Data Characteristics:</b> 3 alpha characters  <b>Example:</b> LML</p>
<p><b>LTY</b>—Listing Type. Identifies the type of listing with respect to publication and Directory Assistance (DA) appearance rules</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database Valid Entries:</p> <ul style="list-style-type: none"> <li>• 1 = Listed—appears in DA and the directory</li> <li>• 2 = Non Listed—appears only in DA</li> <li>• 3 = Non-pub—does not appear in the directory and telephone number does not appear in DA</li> </ul> <p><b>Note:</b> Valid entries are generic and may have different interpretations in different jurisdictions.</p> <p><b>Note:</b> Valid entries “3” will not display the number in DA. The listing may not appear at all based on local tariffs/practices.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• All Non-pub residence and business listings are passed to directory assistance.</li> <li>• Indent listings (STYC = CI or SI) cannot be non-pub (LTY = 3).</li> <li>• The following listing types cannot be Non-pub (LTY = 3): <ul style="list-style-type: none"> <li>Additional main—RTY = LAM</li> <li>Alternate call—RTY = LAC</li> <li>Alternate user—RTY = LAU</li> <li>Answering service—RTY = LAS</li> <li>Client main—RTY = LCM</li> <li>Cross reference—RTY = LCR</li> <li>E-mail address—RTY = LEM</li> <li>Extra line—RTY = LXL</li> <li>Foreign listings—RTY = F</li> <li>Internet address—RTY = LUL</li> </ul> </li> <li>• LTY must equal 3 when LSR TOS 1st character is 2 and TOA is RP</li> </ul> <p><b>Usage:</b> Required  <b>Data Characteristics:</b> 1 numeric character</p>
<p><b>STYC</b>—Style Code. Identifies whether the listing format is straight line, Straight Line Under (SLU) header, or a caption/SLU indent.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Valid Entries:</b></p> <ul style="list-style-type: none"> <li>• CI = Caption indent</li> <li>• SH = Straight line header (SLU)</li> <li>• SI = Straight line indent (SLU)</li> <li>• SL = Straight line</li> </ul> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• A caption header is initially set up through definition of a caption indent.</li> <li>• STYC = CI or SI may not be Non-Pub (LTY = 3).</li> <li>• If STYC = CI or SI and DOI = 2 or greater, the Caption/SLU indent section is required.</li> </ul> <p><b>Usage:</b> Required  <b>Data Characteristics:</b> 2 alpha characters  <b>Example:</b> SL</p>

**TOA**—Type of Account. Identifies the type of account for this listing.

**Note:** This field is auto populated when the RECAP option is used and the data exists on the listing database.

**Note:** Determines placement in split directories and directory assistance.

Valid Entries:

- B = Business
- C = County government
- F = Federal government
- L = Local or City government
- R = Residence
- S = State government
- BP = Business type of service, personal name
- PO = Port
- RE = Regional
- RP = Residence type of service, business name (non-profit organizations only)
- SC = School
- SD = Special district
- TR = Tribal
- TW = Township

**Note:** TOA valid entries are generic and may have different interpretations in different jurisdictions.

**Note:** A valid entry of BP or RP may cause listings to appear in both business and residence sections of split directories and directory assistance.

**Note:** TOA=SC data is ignored.

**Business Rules:**

- If TOS 1st character = 1, TOA must be one of the following:
  - B - Business
  - BP - Business Type of Service, personal name
  - C - County Government
  - F - Federal Government
  - L - Local Government
  - S - State Government
  - PO - Port
  - RE - Regional Government
  - SC - School
  - SD - Special District
  - TR - Tribal Government
  - TW - Township
- If TOS 1st character = 2, TOA must be one of the following:
  - R - Residence
  - RP - Residence Type of Service Business Name

For Information Only: If TOS 1stchara=2 and TOA=RP then LTY must be 3.

- If TOS 1st character = 3, TOA must be one of the following:
  - C - County Government
  - F - Federal Government
  - L - Local Government
  - S - State Government
  - PO - Port
  - RE - Regional Government
  - SC - School
  - SD - Special District
  - TR - Tribal Government
  - TW - Township
- **Note:** When TOS = 3, all listings associated with that account must have the same TOA value.

**Usage:** Required

**Data Characteristics:** 2 alpha characters

<p><b>DOI</b>—Degree of Indent. Identifies the degree of indentation for this listing.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Valid Entries:</b> 0-7</p> <p><b>Note:</b> Straight-line listings and SLU headers are always zero (0). Caption headers are not a listing on their own and would never have a DOI.</p> <p><b>Note:</b> SLU indents, caption indents and caption sub-headers must be greater than zero (0).</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• The Provider must positively provide the level of indent (Default =0).</li> <li>• If STYC = SH or SL, then DOI must = 0.</li> <li>• If STYC = SI, then DOI can = 1 or 2.</li> <li>• If STYC = CI, then DOI can = 1 through 7.</li> <li>• If DOI is greater than 1, the Caption/SLU indent section is required.</li> <li>• Listings must be nested, beginning at DOI = 0 and going to a maximum of 7. For example, a straight line is considered at DOI = 0. The indent listings must then be at DOI = 1. A listing indented under a DOI = 1 listing would indent at DOI = 2.</li> <li>• You cannot indent at DOI = 2 under a DOI = 0.</li> </ul> <p><b>Usage:</b> Required</p> <p><b>Data Characteristics:</b> 1 numeric character</p>
<p><b>DLNUM</b>—Directory Listing Number. Identifies each listing within a request with a unique number.</p> <p><b>Note:</b> Once DLNUM is generated, it cannot be changed and is retained through completion of the request.</p> <p><b>Note:</b> The values are to be assigned consecutively and must be unique throughout the request at the PON level.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• This field is generated by the IMA system for you.</li> <li>• DLNUM must be unique within a single request/PON and sequential on the initial order starting with 001.</li> </ul> <p><b>Usage:</b> Required</p> <p><b>Data Characteristics:</b> 4 numeric characters</p> <p><b>Example:</b> 0004</p>
<p><b>DDQTY</b>—Number of Delivery Segments. Identifies the number of delivery address/information segments in this service request.</p> <p><b>Valid Entries:</b></p> <ul style="list-style-type: none"> <li>• 1 = Delivery address or DIRQTYNC are being added or removed.</li> <li>• 2 = Delivery address or DIRQTYNC are changing.</li> <li>• Blank = No Delivery Address or DIRQTYNC information.</li> </ul> <p><b>Note:</b> Required when any delivery address/information segments are different from the service address or when directories are to be delivered to multiple addresses, otherwise optional.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• DDQTY field is required when any field in the Delivery Address section is populated.</li> </ul> <p><b>Note:</b> Delivery Address Information is only required when it is different from the Service Address.</p> <p><b>Usage:</b> Conditional</p> <p><b>Data Characteristics:</b> 2 numeric characters</p>

## Completing the Indicators tab

1. Click the **Indicators** tab in the **Listing Form**.

The screenshot shows a Java Applet window titled "Facility Based Directory Listing Request". At the top, there are input fields for "CCNA" (value: U99), "PON" (value: 123456), "LSR NO.", and "AN (NNN-XXX-9999-999)". Below these are buttons for "Add", "Delete Current", "Clear Current", and "Delete All". The main area has a tabbed interface with "Indicators" selected. Under the "Indicators" tab, there are fields for "DML" (with a dropdown menu showing "Don't Omit"), "NOBL", "TMKT", "BRO:", and "DIRNAME:". At the bottom of the window are buttons for "OK", "Print Preview", "E-mail", "LSTR", "RECAP", "Clear", "Reset", and "Cancel".

2. Complete the fields on the **Indicators** tab of the **Listing Form** using the following business rules.

**DML**—Direct Mail List. Indicates whether this listing is to be omitted from any direct mail lists.

**Note:** This field is auto populated when the RECAP option is used and the data exists on the listing database

**Valid Entries:**

- O = Omit
- Do Not Omit.

**Business Rules:**

- End-users who want their listings omitted from any directory lists (mail lists or telemarketing lists) sold by CenturyLink may request omission on a per listing basis. There are no account level options.

**Usage:** Optional

**Data Characteristics:** 1 alpha character

<p><b>NOSL</b>—No Solicitation Indicator. Indicates that this listing is not to be used for solicitation purposes.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Note:</b> May cause an identifying mark to be shown in published directory.</p> <p><b>Valid Entries:</b></p> <ul style="list-style-type: none"> <li>• Y = Place NOSL symbol in directory</li> <li>• Blank = No NOSL.</li> </ul> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• This field puts a “no solicitation” note in directory. This is at a per listing, not per account, level. This field is optional only in Arizona when TOA = R or RP. This is at a per listing, not per account, level.</li> </ul> <p><b>Usage:</b> Optional</p> <p><b>Data Characteristics:</b> 1 alpha character</p>
<p><b>TMKT</b>—Telemarketing. Indicates that this listing is to be omitted from any telemarketing lists.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Valid Entries:</b></p> <ul style="list-style-type: none"> <li>• O = Omit</li> <li>• Do Not Omit</li> </ul> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• For all other states, use the DML field.</li> </ul> <p><b>Usage:</b> Optional</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• This field allows a customer to request listing omission from telemarketing lists and address telephone directories, but be available to direct mail lists. This option applies per listing, not per account.</li> <li>• If the DML field is used, then TMKT is not necessary.</li> </ul> <p><b>Data Characteristics:</b> 1 alpha character</p>

**BRO**—Business/Residence Placement Override. Identifies an override of the normal placement of business or residence listings.

**Note:** This field is auto populated when the RECAP option is used and the data exists on the listing database

**Note:** Overrides placement that would normally happen based on the value of the TOA field.

**Business Rules:**

CenturyLink's default placement in residence or business sections is determined by the combination of TOS and TOA:		
When TOS is:	And TOA is:	Section Appearance is:
1	B	Business
1	BP	Business and Residence
2	R	Residence
2	RP (valid only for non-profit organizations)	Residence and Business Note: BRO=RP listings require LTY=3, therefore they do not print in a directory.
3	C, F, L, S, PO, RE, SD, TR, TW, SC	Business or Government (dependent upon whether publisher includes a government section)

**Valid Entries:**

- B = Place listing only in the business section in directory and DA
- R = Place listing only in the residence section in directory and DA
- Not populated = No override required. (Default listing placement based on rules above)

**Usage:** Optional

**Business Rules:**

- This field is optional when the Business Name is a person's name (TOA = BP).
- This field is not valid when TOA = R or RP.

**Data Characteristics:** 1 alpha character

**DIRNAME**—Directory Name. The name of a directory in which to place a foreign listing.

**Note:** This field is auto populated when the RECAP option is used and the data exists on the listing database

**Valid Entries:** Directory name (English version)

**Business Rules:**

- English version of directory name and State code (preceded by a space and a comma). Example: DENVER, CO
- The CenturyLink Foreign Directory Name Table is available as a downloadable document on the CenturyLink Wholesale Web site listed in the Table of Contents following Directory Listing (DL) at [www.CenturyLink.com/wholesale/clecs/lsog.html](http://www.CenturyLink.com/wholesale/clecs/lsog.html).

**Usage:** Conditional

**Business Rules:**

- Directory Name identifies the name of a directory in which to place a Foreign Listing. Book/Book Section name and State name (preceded by a comma and space) are required in this field.
- This field is required if the first character of RTY = F or if NSTN is populated.

**Data Characteristics:** 35 alphanumeric characters

**Example:** Grand Junction, CO

## Completing the Instruction tab

In the **Instruction** tab, enter listing data for the customer as it is to appear in the published directory and DA records.

1. Click the **Instruction** tab in the **Listings Form**.

The screenshot shows a Java Applet window titled "Facility Based Directory Listing Request". At the top, there are fields for CCNA (U99), PON (123456), LSR NO., and AN (NNN-XXX-9999-999). Below these are buttons for "Add", "Delete Current", "Clear Current", and "Delete All". The main area is a tabbed interface with tabs for "Control", "Indicators", "Instruction", "Caption/SLU", "Delivery Address/Info", and "Remarks". The "Instruction" tab is active, showing a form with the following fields: LTN, NSTN, OMTN (with a "Don't Email" dropdown), LNPL, LNLE, LNFN, HS, HTN, HNSTN, DES, TL, TITLE1, NICK, PLA, SO, FAINFO, FATN, FANGTN, LTXTY, LTEXT, ADI (with a "Don't Email" dropdown), LAPR, LANO, LASF, LASD, LASN, LATH, LASS, FLOOR, ROOMMAIL STOP, BLDO, LALOC(City), and LAST. At the bottom of the form are buttons for "OK", "Print Preview", "E-mail", "LSTR", "RECAP", "Clear", "Reset", and "Cancel".

2. Complete the fields on the **Instruction** tab of the **Listing Form** using the following business rules.

<p><b>LTN</b>—Listed Telephone Number. Identifies the telephone number that may be included in the directory and/or quoted in Directory Assistance (DA).</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Note:</b> The usage is based on the LTY, RTY and STYC field entries.</p> <p><b>Valid Entries:</b></p> <ul style="list-style-type: none"> <li>• Field must be numeric and 12 characters with dashes in positions 4 and 8.</li> <li>•</li> </ul> <p><b>Usage:</b> Conditional</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• This field is required if NSTN is blank.</li> <li>• If RTY = LML and LACT = O and EAN is present, then LTN must = EAN entry from LSR Form.</li> <li>• If RTY = LML and LACT = I or Z, then LTN must = AN entry from LSR Form.</li> <li>• If DL RTY = LML, and LSR ACT = N, V, D, or W, then DL LTN must equal the LSR AN data.</li> <li>• When RTY = LAM and the LACT = N, the LAM LTN cannot be equal to the LTN of the LML when the LACT of the LML = I, N, or Z on the same LSR request.</li> <li>• When RTY = LAM and the LACT = I or Z, the LAM LTN cannot be equal to the LTN of the LML when the LACT of the LML = I or Z on the same LSR request.</li> </ul> <p><b>Note:</b> Required when the NSTN field is not populated and there is to be a listed, non listed or non pub telephone number, otherwise optional.</p> <p><b>Data Characteristics:</b> 12 alphanumeric characters.</p> <p><b>Example:</b> 201-981-3500</p>
<p><b>NSTN</b>—Nonstandard Telephone Number. Identifies a telephone number which is not in the standard North American Numbering Plan format, e.g., vanity numbers, Enterprise, 911.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Note:</b> When NSTN is a vanity number, the numeric equivalent is required in the LTN field.</p> <p><b>Valid Entries:</b> 1st character cannot be a space.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• This field is required if LTN = blank.</li> <li>• Not applicable for XL (RTY = LXL or FXL).</li> <li>• Used for telephone numbers with alpha characters (upper and lower case) such as Vanity listings (not available in Eastern regions).</li> <li>• Asterisk may be used for reverse stylization.</li> <li>• DIRNAME always required when NSTN used.</li> <li>• If LTN present, then NSTN must be blank.</li> <li>• NSTN is not allowed when RTY = LML.</li> </ul> <p><b>Usage:</b> Conditional</p> <p><b>Data Characteristics:</b> 20 alphanumeric characters</p> <p><b>Example:</b> 303-896-C*A*S*H</p>
<p><b>OMTN</b>—Omit TN. Indicates whether the telephone number is to be omitted from the listing.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Note:</b> This field should be set when LTXTY is XL, EM, UL, or CR with LTEXT containing the See verbiage.</p> <p><b>Valid Entries:</b></p> <ul style="list-style-type: none"> <li>• O = Omit</li> <li>• Do Not Omit</li> </ul> <p><b>Usage:</b> Conditional</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• This field is required if RTY = LCR or FCR and the LTEXT field begins with the word "See."</li> <li>• Required when RTY=LXL, LEM, LUL, FXL, or FUL</li> <li>• If Main listing (RTY = LML), the TN cannot be omitted (OMTN is not applicable).</li> </ul> <p><b>Data Characteristics:</b> 1 alpha character</p>

**LNPL**—Letter Name Placement. Identifies the alphabetic placement of the listing based on the LNLN field.

**Note:** This field is auto populated when the RECAP option is used and the data exists on the listing database.

**Note:** Listing placement will default to word placement unless "L" (letter placement) is specified. LNLN = ABC with letter placement would file as A B C. LNLN = ABC without letter placement would file as Abc. Both would print as ABC.

**Valid Entries:**

- L = Letter placement

**Business Rules:**

- This field overrides the default of word placement with letter placement for business listings that have an acronym or single letters for their legal business name. For example, "TWA" would be placed in the book using all three letters as word placement. Using letter placement, only the letter "T" would be used for placement in the book. If the field is left blank, word placement will be used.
- LNPL can only be populated when TOA i= B

**Usage:** Optional

**Data Characteristics:** 1 alpha character

**Example:** L

**LNLN**—Listed Name Last. Indicates the first word for business listings or the complete last name (surname) for residence listings.

**Note:** This field is auto populated when the RECAP option is used and the data exists on the listing database.

**Business Rules:**

- For Residence, this is the last name. If the residential listing consists of one name only, CenturyLink may request legal proof of the end user's name.
- For Business, this is the first word only of the business name (TOA=B).
- For indented listings, this field is used to recap/define the Straight Line Header or Caption Header.
- CenturyLink may request the end user's State business license to ensure that the listing accurately identifies the business end user as it is publicly known and registered.
- Consecutive spaces are not allowed.

**Valid Entries:**

The following special characters are allowed in this field:

- & (ampersand): Replaces the word "and" in business listings (TOA = B). It is not used for alphabetizing. Requires PLA if used for alphabetizing. Spaces are not allowed before and after the ampersand. Note: Not valid when TOA=R. The character following the ampersand will appear in upper case.
- ' (apostrophe): will capitalize next letter unless it is a terminal s (e.g., Hardee's). Note: An S is only terminal when it is followed by a space. If the apostrophe S is followed by anything else, such as a hyphen, parenthesis, etc., it is not considered terminal. An asterisk would be required for reverse stylization.
- \* (asterisk): Used for reverse capitalization and must be followed by an alpha character. Does not appear in a listing
- ! (exclamation point): Valid as first or other character and can only be used in business listings (TOA = B). Valid in central and western regions only and requires PLA if used for alphabetizing. Will capitalize a letter following an exclamation point.
- - (hyphen): Not valid as first character and must be preceded by and followed by a number or letter. Will capitalize a letter following a hyphen and requires PLA to alphabetize as one word.
- # (number sign): May be used as substitute for the word "number" and may not be used as the first character. If the word number is used for a business listing, PLA is required.
- % (percentage): May not be used as first character in a listing in Eastern region. Can only be used in business listings (TOA = B) in Eastern region. Requires PLA if used for alphabetizing. Will not capitalize a letter following a percentage.
- . (period/dot/point): Not valid as first character and must be preceded and followed by a number or letter. Can only be used in business listings (TOA = B), e.g., radio call numbers (98.6 FM). Requires PLA if used for alphabetizing. Will not capitalize a letter following a period.
- / (virgule): Must be preceded and followed by a letter or number. Two virgules are required for a single virgule to appear in the LNLN and can only be used in

business listings (TOA = B). Valid in eastern and western regions only. Capitalizes letter following a virgule.

The following special characters are not allowed in this field:

- @ at sign
- \ back slash
- : colon
- , comma
- -- consecutive hyphens
- \$ dollar sign
- = equal sign
- ( parenthesis - open
- ) parenthesis - close
- + plus sign
- ? question mark
- " quotation mark
- ; semicolon
- \_ underscore

If one of these characters is inadvertently sent, rules for alphabetizing or stylization will not be invoked.

**Usage:** Required

**Data Characteristics:** 50 alphanumeric characters

**Examples:**

- American
- Kiley-Smith
- Saint James

**LNFN**—Listed Name First. Identifies the continuation of the name for Business and Government listings. For residence listings it identifies the first name(s), middle name(s) and initials.

**Note:** This field is auto populated when the RECAP option is used and the data exists on the listing database.

**Business Rules:**

- This field is required for a residence, unless the person legally has no first name or initial. If the residential listing consists of one name only, CenturyLink may request legal proof of the end user's name.
- For business, this is the rest of the business name.
- This is used to define the listing text for listings that are not indented.
- For indented listings, this field is used to recap/define the Straight Line Header or Caption Header.
- CenturyLink may request the end user's State business license to ensure that the listing accurately identifies the business end user as it is publicly known and registered.
- Consecutive spaces are not allowed.
- The LNFN is required when the TOA = R or BP
- For dual name listings, the TL, TITLE, or DES for the first name should be included in the LNFN field, including stylization. For example:
- LNFN: Tom I\*I\*I & Mary
- LNFN: Anne m\*d & Jack
- A nickname for the first name of a dual name listing should be enclosed in double parenthesis.
- LNFN: Robert ((Bobby)) & Sue

**Valid Entries:**

The following special characters are allowed in this field:

- & (ampersand): Required for residential dual name listings (TOA = R) and may replace the word "and" in business listings (TOA = B). A space is preferred before or after the ampersand. If a space does not follow the ampersand, the following character will appear in upper case.
- ' (apostrophe): will capitalize next letter unless it is a terminal s (e.g., Hardee's). Note: An S is only terminal when it is followed by a space. If the apostrophe S is followed by anything else, such as a hyphen, parenthesis, etc., it is not considered terminal. An asterisk would be required for reverse stylization.
- \* (asterisk): used for reverse capitalization and must be followed by a letter. Does not appear in a listing.
- : (colon): Used for time of day e.g., 5:30 and can only be used in business listings (TOA = B).
- \$ (dollar sign): not valid as first character and requires PLA if to be used for

alphabetizing.

- ! (exclamation point): Valid as first or other character and can only be used in business listings (TOA = B). Valid in central and western regions only and requires PLA if used for alphabetizing followed by a letter. Will capitalize the letter following an exclamation point.
- - (hyphen): Not valid as first character and must be preceded by and followed by a letter or number. Capitalizes a letter following a hyphen and requires PLA to alphabetize as one word.
- () (parentheses): First letter following a parenthesis will be capitalized. Double parentheses are required for a single set of parentheses to appear in the LNFN. If a space does not follow the closed parenthesis, the subsequent character will appear in lower case.
- % (percentage): Can only be used in business listings (TOA = B) in eastern region. Requires PLA if used for alphabetizing. Will not capitalize the letter following a percentage sign.
- . (period/dot/point): Not valid as first character and must be preceded and followed by a letter or number. Can only be used in business listings (TOA = B), e.g., radio call numbers (98.6 FM) and will not capitalize a letter following a period. Requires PLA if used for alphabetizing.
- # (number sign): may be used as a substitute for the word “number” and may not be used as the first character. If the word number is used for a business listing, PLA is required.
- ? (question mark): Requires PLA if used for alphabetizing.
- ‘(quotation mark): A space must precede the left mark and follow the right mark. A character must follow the left mark and precede the right mark.
- / (virgule): Must be preceded and followed by a letter or number. Two virgules are required for a single virgule to appear in the LNFN and can only be used in business listings. Valid in eastern and western regions only. Capitalizes the letter following the virgule and requires PLA to alphabetize as one word.

The following special characters are not valid and will not print in a directory, even though you may see them on a CenturyLink Customer Service Record (CSR):

- @ At Sign
- \ Back Slash
- , Comma
- -- Consecutive Hyphens
- = Equal Sign
- + Plus Sign
- ; Semicolon
- \_ underscore

If one of these characters is inadvertently sent, rules for alphabetizing or stylization will not be invoked.

**Usage:** Conditional

**Data Characteristics:** 100 alphanumeric characters

**Examples:** Red Cross

Anne m\*d & Jack

**HS**—Header Status – CenturyLink Specific Field. Identifies whether the caption or SLU header is new or existing.

**Business Rules:**

- This field will always equal E when STYC = SI (The SLU header must always be established on its own DL Form). Field is required when DOI is greater than zero, otherwise not applicable.

**Valid Entries:**

- E = existing
- N = New

**Usage:** Conditional

**Data Characteristics:** 1 alpha character

**Examples:** N

<p><b>HTN</b>—Header Telephone Number—CenturyLink—Specific Field. Identifies the telephone number of the SLU header.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Valid Entries:</b></p> <ul style="list-style-type: none"> <li>• Telephone number</li> <li>• Blank</li> </ul> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• This field is required if STYC = SI and HNSTN is blank, otherwise not applicable.</li> <li>• If HNSTN is present then HTN must be blank.</li> <li>• Dashes are required in positions 4 and 8.</li> <li>• Remaining positions must be numeric.</li> </ul> <p><b>Usage:</b> Conditional</p> <p><b>Data Characteristics:</b> 12 alphanumeric characters</p> <p><b>Example:</b> 307-777-1234</p>
<p><b>HNSTN</b>—Header Non-Standard Telephone Number—CenturyLink-Specific Field. Identifies the non-standard telephone number of the SLU Header.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• This field is required if STYC = SI and HTN is blank, otherwise not applicable.</li> <li>• If HTN is present then HNSTN must be blank.</li> </ul> <p><b>Usage:</b> Conditional</p> <p><b>Data Characteristics:</b> 20 alphanumeric characters</p> <p><b>Example:</b> 303-Joe-Padi</p>
<p><b>DES</b>—Designation. Indicates the professional designation phrase of a business listing. Typically prints in the white pages and is used to identify the type of business when it is not inherently obvious from the name, (e.g., Bob Smith plmbr).</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Valid Entries:</b></p> <ul style="list-style-type: none"> <li>• CenturyLink does not have a list of valid designations to use. By using the first 3 letters of the word and all subsequent consonants, you create abbreviations to use in this field. It is important that the abbreviation be understandable. This field is not used to describe products or to gain competitive advantage.</li> </ul> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• Entries are always printed in “lower case” unless an asterisk (*) precedes a letter to be capitalized.</li> <li>• More than one DES can be defined in this field with a space between.</li> <li>• A Residence listing may have a DES only when it is necessary to distinguish between two “like” listings (e.g., Smith, John Smith, John atty).</li> <li>• For a dual name listing, e.g., Smith Tom &amp; Melissa, the DES will apply to the second name. Example: Smith Tom &amp; Melissa atty</li> <li>• The DES for the first name of a dual name should be included in the LNFN field.</li> </ul> <p><b>Usage:</b> Optional</p> <p><b>Data Characteristics:</b> 25 alphanumeric characters</p> <p><b>Examples:</b> plmbr          conslnt          *M*F*S*C</p>

<p><b>TL</b>—Title of Lineage. Indicates a phrase used to designate a person’s lineage, e.g., Jr, Sr, III.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Valid Entries:</b></p> <ul style="list-style-type: none"> <li>Alpha, numeric and allow an asterisk (*) for reverse capitalization. Entries reviewed by CenturyLink for reasonableness.</li> </ul> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>First letter of this field will be capitalized in the white page directory. Subsequent letters will appear in lower case letters, unless an asterisk (*) precedes the letter to be capitalized.</li> <li>More than one title can be defined in this field with a space between them.</li> <li>For a dual name listing, i.e., Smith Melissa &amp; Tom, the TL will apply to the second name. Example: Smith Melissa &amp; Tom Jr</li> <li>The TL for the first name of a dual name should be included in the LNFN field</li> </ul> <p><b>Usage:</b> Optional</p> <p><b>Data Characteristics:</b> 12 alphanumeric characters</p> <p><b>Examples:</b> I*I*I Jr</p>
<p><b>TITLE1</b>—Title of Address 1. Indicates a phrase used to address a listed person, e.g., Mr, Dr, Rev, Ms, Sgt, Col.</p> <p><b>Valid Entries:</b></p> <ul style="list-style-type: none"> <li>Alpha, numeric and allow an asterisk (*) for reverse capitalization. Entries reviewed by CenturyLink for reasonableness.</li> </ul> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>This field may include multiple titles, as long as they are separated by a space, but synonymous titles should be avoided, e.g., Dr PhD.</li> <li>The first letter of a title will be capitalized in a directory; subsequent letters will be in lower case unless an asterisk (*) precedes the letter.</li> <li>For a dual name listing, i.e., Smith Melissa &amp; Tom, the TITLE1 will apply to the second name. Example: Smith Melissa &amp; Tom Jr</li> <li>The TITLE1 for the first name of a dual name should be included in the LNFN field. <ul style="list-style-type: none"> <li>(bottom two Business Rules are listed twice in the LSOG)</li> </ul> </li> </ul> <p><b>Usage:</b> Optional</p> <p><b>Data Characteristics:</b> 12 alphanumeric characters</p> <p><b>Examples:</b> Dr Pastor Maj</p>
<p><b>NICK</b>—Nickname. Indicates the listed person’s nickname.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Note 1:</b> This is in addition to the Listed Name Fields (LNLN, LNFN).</p> <ul style="list-style-type: none"> <li>Printed appearance in a directory will be enclosed in parenthesis, e.g., Doe John (Slim)</li> <li>Entries to be reviewed by CenturyLink to determine if nickname is reasonable.</li> </ul> <p><b>Usage:</b> Optional</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>The NICK for the first name of a dual name should be enclosed in double parenthesis and included in the LNFN field.</li> </ul> <p><b>Data Characteristics:</b> 12 alphanumeric characters</p> <p><b>Example:</b> Slim</p>

**PLA**—Place Listing As. Identifies the special filing words that should be used instead of the listed name if the customer wishes to override the normal alphabetizing.

**Note:** This field is auto populated when the RECAP option is used and the data exists on the listing database.

**Note 1:** This is used in particular, for words that are numeric, e.g., 1040 Tax could file as One Zero Forty Tax, Ten Forty Tax, One Zero Four Zero Tax.

**Note 2:** May be in upper or lower case. The result will be the same.

**Valid Entries:**

- \* is not allowed in this field
- ; is not allowed in this field

**Usage:** Optional

**Business Rules:**

- This field represents the correct alphabetical sequence when more than one alphabetical sequence could apply to a listing and/or when special characters and numbers are part of the LNLN/LNFN. Examples:

1040 Tax Service	PLA = Ten Forty Tax Service
William The X*V*I Apartments	PLA= William The Sixteenth Apartments
777 Corp	PLA = Three Sevens Corp
AAA Services	PLA = Triple A Services
1st Place Autos	PLA = First Place Autos
More \$ Investments	PLA = More Money Investments

- PLA required for business (TOA = B) listings that contain a single number with a suffix, e.g., 1st, 2nd, etc., or multiple numbers in the LNLN/LNFN fields. PLA is not required for business listings with a single number.
- PLA is not allowed on residential listings (TOA = R).
- PLA is not required on non-pub (LTY=3).
- PLA should be entered when a listing contains a special character used for alphabetizing.

**Data Characteristics:** 80 alphanumeric characters

**Example:** Ten Forty Tax Service

**SO**—Sequence Override – CenturyLink-Specific Field. Identifies that normal sequencing for an “indent” should be overridden.

**Note:** This field is auto populated when the RECAP option is used and the data exists on the listing database.

**Valid Entries:**

- A = File “after” (same as (FOL) on CenturyLink service record)
- F = File “first” (same as (PRE) on CenturyLink Service Record)

**Usage:** Optional

**Business Rules:**

- This field is only applicable when STYC = CI or SI.
- SO is only valid when LACT = N or O and I.
- Special sequencing should not be included on a “recapped” listing (LACT = Z) or a listing being deleted (LACT = D).

**Data Characteristics:** 1 alpha character

**Example:** F

**FAINFO**—File After Information. CenturyLink-Specific Field. Identifies up to the first 100 characters of the text on the indent or sub-caption Header being filed after at the same level of indent.

**Business Rules:**

- If LACT is either I or N and SO = A, then this field is required.
- Not required if SO = F.

**Usage:** Conditional

**Data Characteristics:** 100 alphanumeric characters

**Example:** Service Dept

<p><b>FATN</b>—File After Telephone Number. CenturyLink-Specific Field. Identifies the telephone number on the “file after” indent listing.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• Required when FAINFO populated with text and has a telephone number, otherwise not applicable.</li> <li>• Not allowed if FANSTN is populated.</li> <li>• If LACT is either I or N and SO = A, this field is required when text being followed has a telephone number.</li> <li>• If SO = F, then this field is prohibited.</li> </ul> <p><b>Usage:</b> Conditional</p> <p><b>Data Characteristics:</b> 12 alphanumeric characters; dashes are required in positions 4 and 8; the rest of the positions should be numeric.</p> <p><b>Example:</b> 303-234-5556</p>
<p><b>FANSTN</b>—File After Non-Standard Telephone Number. CenturyLink-Specific Field. Identifies the non-standard telephone number on the “file after” indent listing.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• If LACT is either I or N and SO = A, then this field is required when text to be followed has a non-standard telephone number.</li> <li>• Not allowed if FATN is populated.</li> </ul> <p><b>Usage:</b> Conditional</p> <p><b>Data Characteristics:</b> 20 alphanumeric characters</p> <p><b>Example:</b> 602-C*A*C*T*U*S*U</p>
<p><b>LTXTY</b>—Listing Text Type. Identifies the type of the associated text that will appear in the directory to assist the end user.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Note 1:</b> This is associated with an LTEXT field.</p> <p><b>Valid Entries:</b></p> <ul style="list-style-type: none"> <li>• CR = Cross reference</li> <li>• EM = E-mail text</li> <li>• ITX = Indent text</li> <li>• TNL = TEL NO text left</li> <li>• TNR = TEL NO text right</li> <li>• URL = Internet address</li> <li>• XL = Line of Information—CenturyLink-specific</li> </ul> <p><b>Note:</b> “CR” is valid only if positions 2 and 3 of the RTY field are “CR”</p> <p><b>Note:</b> “TN:” and “TNR” are only valid if associated with a listing that has a telephone number and the OMTN field is not “O”</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• Required if DOI is greater than 0 except if listing is an address indent.</li> <li>• Required when LTEXT is present, otherwise not applicable.</li> <li>• LTXTY = TNL should be used for listings with a toll free phrase (which is entered in the LTEXT field).</li> </ul> <p><b>Note:</b> If LTXTY=TNL exists on an Address Indent - there are two options for listed appearance:</p> <ol style="list-style-type: none"> <li>1) Create a separate TNL indent.</li> <li>2) Contact the LOC for manual handling and the TNL will be added to the Address Indent</li> </ol> <ul style="list-style-type: none"> <li>• LTXTY = TNR should be used for Foreign Exchange listings for the Tel No phrase (which is entered in the LTEXT field).</li> <li>• If RTY = LCR or FCR, then LTXTY must = CR.</li> <li>• If RTY = LEM or FEM, then LTXTY must = EM.</li> <li>• If RTY = LXL or FXL, then LTXTY must = XL.</li> <li>• If RTY = LUL or FUL, then LTXTY must = URL.</li> <li>• If LTXTY = ITX, then DOI cannot = 0 and STYC must = SI or CI.</li> <li>• If LTXTY=TNR, then LAST is allowed</li> </ul> <p><b>Usage:</b> Conditional</p> <p><b>Data Characteristics:</b> 3 alpha characters</p> <p><b>Example:</b> XL</p>

**LTEXT**—Line of Text. Identifies the descriptive, informative, or indent text that will appear in the directory and directory assistance.

For Information Only: Address indents or address data should not be entered as LTEXT. Refer to the Listed Address fields to determine address indent rules.

**Note:** This field is auto populated when the RECAP option is used and the data exists on the listing database.

**Note:** This is associated with a listing line.

**Note:** Contains the text for listing text types defined in the LTXTY field.

**Note:** Required when an indent has text other than address and/or telephone number.

**Valid Entries:**

The following special characters are allowed in this field:

- & Ampersand: A space is preferred before and after the ampersand. If a space does not follow the ampersand, the following character will appear in upper case.
- ' (apostrophe): will capitalize next letter unless it is a terminal s (e.g., Hardee's). Note: An S is only terminal when it is followed by a space. If the apostrophe S is followed by anything else, such as a hyphen, parenthesis, etc., it is not considered terminal. An asterisk would be required for reverse stylization.
- \* Asterisk: Used for reverse capitalization and must be followed by a letter. Does not appear in a listing.
- @ At Sign: Only valid when LTXTY = EM (E-mail text) otherwise not allowed.
- : Colon: Used for time of day e.g., 5:30 and can only be used in business listings (TOA = B)
- ! Exclamation Point: Valid as first or other character and can only be used in business listings (TOA = B). Valid in central and western regions only. Will capitalize the letter following an exclamation point.
- - Hyphen: Not valid as first character and must be preceded by and followed by a letter or number. Capitalizes a letter following a hyphen.
- # Number Sign: May be used as a substitute for the word "number" and may not be used as the first character. If the word number is used for a business listing, PLA is required.
- () Parentheses: Double parentheses are required for a single set of parentheses to appear and must be preceded and followed by a number or letter. First letter following a parenthesis will be capitalized. If a space does not follow the closed parenthesis, the subsequent character will appear in lower case.
- % Percentage: May not be used as first character and can only be used in business listings (TOA = B) in eastern region. Requires PLA. Will not capitalize the letter following a percentage sign.
- . Period/Dot/Point: Not valid as first character and must be preceded and followed by a letter or number. Can only be used in business listings (TOA = B), e.g., radio call numbers (98.6 FM) and will not capitalize a letter following a period.
- + Plus Sign: only valid when LTXTY is URL (Internet address) otherwise not allowed.
- \_ Underscore: Only valid when LTXTY=EM (E-mail text) or LTXTY=URL (Internet Address) otherwise not allowed.
- / Virgule: Two virgules are required for a single virgule to appear and must be preceded and followed by a letter or number. Can only be used in business listings (TOA = B). Valid in eastern and western regions and only valid in central when LTXTY is ITX. Capitalizes the letter following the virgule.

The following special characters are not allowed:

- \ Back Slash
- , Comma
- -- Consecutive Hyphens
- \$ Dollar Sign
- = Equal Sign
- ? Question Mark
- " Quotation Mark
- ; Semicolon

If one of these characters is inadvertently sent, rules for alphabetizing or stylization will not be invoked.

**Business Rules:**

- Required if DOI is greater than zero and LALOC is not populated, otherwise not required.
- For Foreign Exchange listings, the LTXTY = TNR and a Tel No phrase must be

<p>included (i.e., Denver Tel No) in the LTEXT field.</p> <ul style="list-style-type: none"> <li>• Cross Reference Listing (LTXTY = LCR or FCR) text begins with the words “See” or “Call.” When “See” is used, no address or telephone number is printed in the directory, but entries are required in the LTN field and omit entries in the OMTN fields and ADI fields. When “Call” is used, no address is printed in the directory, but telephone number must be included in the LTN field, and omit entries in the ADI field.</li> <li>• If LTEXT = one of the telecommunications relay listing phrases then LTXTY must = ITX.</li> <li>• The only valid Telecommunications Relay Listing phrases are: TDD only, TTY only, TDD and Voice, TTY and Voice, TDD Only-Voice Callers Use Telecommunications Relay Service, TTY Only-Voice Use Telecommunications Relay Service or Voice Callers Use Telecommunications Relay Service.</li> <li>• Consecutive spaces are not allowed.</li> </ul> <p><b>Usage:</b> Conditional  <b>Data Characteristics:</b> 100 alphanumeric characters  <b>Example:</b> Call between 9 and 5</p>
<p><b>ADI</b>—Address Indicator. Identifies that listing address elements should be omitted from directory assistance and published directories.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.  <b>Note:</b> This field should only be used when omitting the entire address from Directory Assistance and published directories.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• Can be used for residence, business and government end user listings.</li> </ul> <p><b>Valid Entries:</b></p> <ul style="list-style-type: none"> <li>• O = Omit address in DA and directory</li> </ul> <p><b>Usage:</b> Conditional  <b>Note:</b> Required when positions 2 and 3 of the RTY field are “CR”, otherwise optional.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• This field is required when RTY = LXL, LCR, LEM, LUL, FXL, FCR, FEM, FUL, otherwise not required.</li> <li>• When ADI= Blank, LALOC entry is required.</li> <li>• When ADI = O, the listing address fields are not allowed.</li> </ul> <p><b>Data Characteristics:</b> 1 alpha character</p>
<p><b>LAPR</b>—Listed Address Number Prefix. Identifies the prefix for the address number of the listed address.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• This field can only be populated when LANO is present, otherwise it is not applicable.</li> <li>• This field is not allowed when ADI = O.</li> </ul> <p><b>Usage:</b> Conditional  <b>Data Characteristics:</b> 5 alphanumeric characters  <b>Example:</b> 25W</p>
<p><b>LANO</b>—Listed Address Number. Identifies the number of the listed address.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Valid Entries:</b></p> <ul style="list-style-type: none"> <li>• No special characters allowed</li> </ul> <p><b>Usage:</b> Conditional  <b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• This field is not allowed when ADI = O.</li> <li>• This field is required when LAPR or LASF are populated.</li> </ul> <p><b>Data Characteristics:</b> 8 alphanumeric characters  <b>Example:</b> 450</p>

<p><b>LASF</b>—Listed Address Number Suffix. Identifies the suffix for the address number of the listed address.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• This field can be populated only if LANO is present, otherwise it is not applicable.</li> <li>• This field is not allowed when ADI = 0.</li> </ul> <p><b>Usage:</b> Conditional</p> <p><b>Data Characteristics:</b> 4 alphanumeric characters</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• Special characters are allowed for fractional addresses:</li> <li>• / virgule/slash which must be preceded and followed by a numeric, e.g., ½</li> <li>• - hyphen – which must be preceded and followed by a numeric, e.g., 450-½</li> </ul> <p><b>Example:</b> -½</p>
<p><b>LASD</b>—Listed Address Street Directional. Identifies the street directional prefix for the listed address.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Valid Entries:</b></p> <ul style="list-style-type: none"> <li>• E = East</li> <li>• W = West</li> <li>• N = North</li> <li>• S = South</li> <li>• NE = Northeast</li> <li>• NW = Northwest</li> <li>• SE = Southeast</li> <li>• SW = Southwest</li> </ul> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• This field can be populated only if LASN is present, otherwise it is not applicable.</li> <li>• This field is not allowed when ADI = 0.</li> </ul> <p><b>Usage:</b> Conditional</p> <p><b>Data Characteristics:</b> 2 alpha characters</p> <p><b>Example:</b> SW</p>
<p><b>LASN</b>—Listed Address Street Name. Identifies the street name of the listed address.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• Required when LANO is populated, otherwise optional.</li> <li>• This field is not allowed when ADI = 0.</li> <li>• This field is required when LASD, LATH, or LASS are populated.</li> </ul> <p><b>Usage:</b> Conditional</p> <p><b>Data Characteristics:</b> 50 alphanumeric characters</p> <p>The following special characters are allowed:</p> <ul style="list-style-type: none"> <li>• Asterisk *: reverses capitalization</li> <li>• Ampersand &amp;: used in place of word “and”</li> </ul> <p><b>Example:</b> Camino Ramon</p>

<p><b>LATH</b>—Listed Address Street Type. Identifies the thoroughfare portion of the street name of the listed address.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Note:</b> Recommended abbreviations are contained in the United States Postal Service Publication 28, Postal Addressing Standards, Street Suffix Abbreviations Section or on their Web site at: <a href="http://pe.usps.gov/text/pub28/pub28apc_002.htm">http://pe.usps.gov/text/pub28/pub28apc_002.htm</a>.</p> <p><b>Usage:</b> Conditional</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• If this field is populated only if LASN is present, otherwise it is not applicable. This field is not allowed when ADI=O</li> </ul> <p><b>Data Characteristics:</b> 10 alphanumeric characters</p> <p><b>Example:</b> LN</p>
<p><b>LASS</b>—Listed Address Street Directional Suffix. Identifies the street directional suffix for the listed address</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Valid Entries:</b></p> <ul style="list-style-type: none"> <li>• E = East</li> <li>• W = West</li> <li>• N = North</li> <li>• S = South</li> <li>• NE = Northeast</li> <li>• NW = Northwest</li> <li>• SE = Southeast</li> <li>• SW = Southwest</li> </ul> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• This field can be populated only if LASN is present, otherwise it is not applicable.</li> <li>• This field is not allowed when ADI = O.</li> <li>•</li> </ul> <p><b>Usage:</b> Conditional</p> <p><b>Data Characteristics:</b> 2 alpha characters</p> <p><b>Example:</b> NW</p>
<p><b>FLOOR</b>—Floor of Listed Address – CenturyLink Specific Field. Identifies the floor number to be included in the listed address.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• This field is not allowed when ADI = O.</li> <li>• This field is only valid for the states of Oregon or Washington</li> </ul> <p><b>Usage:</b> Conditional</p> <p><b>Data Characteristics:</b> 15 alphanumeric characters</p> <p><b>Example:</b> 13</p>

**ROOM/MAIL STOP**—Room/Mail Stop—CenturyLink-Specific Field. Identifies the room number of the listed address.

**Valid Entries:**

- Designator portion of the ROOM/MAIL STOP (example Apt or Rm) must have 1st character capitalized and each additional character lower case.
- The value of the designator, everything after the 1st space, may be letters, numbers, hyphen, parenthesis, space, or virgule (example 3F, 32, 3FF, A 100)
- All letters must be capitalized  
Example: Apt 3F, Slip AA,

The following characters are valid in this field:

- Alpha — A - Z
- Numeric — 0 - 9
- Hyphen -
- Parenthesis ( )
- Virgule/Slash /
- Space

The following characters are not valid in this field:

- \* asterisk
- = equal sign
- ; semi-colon

The valid entry must precede the ROOM/MAIL STOP entry.

**Usage:**

- This entry is used for Apt, Lot, Rm, Room, Slip, Unit, Ste and Suite
- This field is not allowed when ADI=0
- This field is only valid within the states of Oregon and Washington
- 

**Data Characteristics:** 15 alphanumeric characters

**Example:** Apt 21B

**BLDG**—Building—CenturyLink-Specific Field. Identifies the building name of the listed address.

**Valid Entries:**

- This entry is used for BLDG, WNG, and PIER, which is the first piece of data entered in this field.
- The first piece of data is followed by one space and then at least one and up to 10 additional valid characters.
- The first character must be capitalized.
- The remaining characters can be either upper or lower case.
- The first piece of data cannot be immediately followed by more than one space.
- The following characters are valid in this field.
- Alpha — A - Z
- Numeric — 0 - 9
- Parenthesis ( )
- Space

**Usage:**

- This field is conditional for Facility Based Directory Listings (FBDL) and Local Number Portability (LNP).

**Data Characteristics:** 15 alphanumeric characters

**Example:** WNG West

**LALOC**—Listed Address Locality. Identifies the locality, City, or community to be listed.

**Note:** This field is auto populated when the RECAP option is used and the data exists on the listing database.

**Note:** Publishing appearance of the locality is determined by local practices.

**Note:** The CenturyLink Community Name Tables are available as downloadable documents by region on the CenturyLink Wholesale Web site and listed in the Table of Contents following the End User (EU) LSOG at [www.CenturyLink.com/wholesale/clecs/lisog.html](http://www.CenturyLink.com/wholesale/clecs/lisog.html)

**Usage:** Conditional

**Business Rules:**

- Required when ADI is blank.
- This field is required when LASN is populated, otherwise optional.

**Note:** Publisher may elect to omit

- This field is required when DOI > 0 and LTEXT is blank.
- This field is not allowed when ADI = O.
- This field will show community name.
- We recommend that the Community name should always be spelled in full.
- No editing done.
- May be a different community than Service Address.
- Consecutive spaces are not allowed.
- 

**Data Characteristics:** 35 alphanumeric characters

**Example:** Phoenix

**LAST**—Listed Address State/Province. Identifies the abbreviation for the State or province of the listed address.

**Note:** This field is auto populated when the RECAP option is used and the data exists on the listing database.

**Business Rules:**

- This field is only applicable to foreign listings (1st character of RTY = F) or Foreign Exchange listings (LTXTY=TNR). Otherwise, to have the LAST printed in the book, an Extra Line listing (RTY=LXL) would have to be ordered.
- The State or province is not printed in a directory for local listings (first character of RTY = L). If the end user wants to have this information printed, an Extra Line listing (RTY = LXL) would have to be ordered.
- This field is not allowed when ADI = O.

**Usage:** Conditional

**Data Characteristics:** 2 alpha characters

**Example:** MN

## Completing the Caption/SLU tab

1. Do one of the following:
  - If you are requesting indented listings (STYC= CI or SI and DOI= greater than 1) click the **Caption/SLU** tab and continue with step 2.
  - If you are not requesting indented listings, skip to the **Delivery Address/Info** tab.

2. Click **Add** in the **Caption/SLU** tab to activate the tab or to add a new Caption/SLU section (for Prior Level information).
3. Complete the fields on the **Caption/SLU** tab of the **Listing Form** using the following business rules:

**LVL**—Level of Indent. Identifies the degree of indent of the prior level being recapped or the level of the sub-caption header being established.

**Note:** This field is auto populated when the RECAP option is used and the data exists on the listing database.

**Valid Entries:** 1 through 6

**Business Rules:**

- Required when DOI is greater than 1.
- This field repeats up to six times (DOI minus 1 number of times).

**Usage:** Conditional

- Required when the DOI field is 2 or greater, otherwise prohibited

**Data Characteristics:** 1 numeric character

<p><b>PLS</b>—Prior Level Status. Identifies whether the prior level is new or is a recap of an existing indent or sub-caption header supplied to define placement within the caption set.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Valid Entries:</b></p> <ul style="list-style-type: none"> <li>• E = Existing indent or sub-caption header</li> <li>• N = New sub-caption header</li> </ul> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• Required when LVL is present.</li> <li>• This field repeats up to six times (DOI minus 1 number of times).</li> </ul> <p><b>Usage:</b> Conditional</p> <p><b>Data Characteristics:</b> 1 alpha character</p> <p><b>Example:</b> N</p>
<p><b>PLINFO</b>—Prior Level Information. Identifies the first 100 characters of the information on the prior level.</p> <p><b>Note:</b> This field may be auto populated when the LSTR inquiry is complete, the Recap option is selected, and information is available in the listing database.</p> <p><b>Note:</b> This may be text, or whereon text is present, the indent address.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• If PLS is present then required, otherwise not applicable.</li> <li>• This field repeats up to six times (DOI minus 1 number of times).</li> </ul> <p><b>Usage:</b> Conditional</p> <p><b>Data Characteristics:</b> 100 alphanumeric characters</p> <p><b>Example:</b> 125 Main Walnut Grove</p>
<p><b>PLTN</b>—Prior Level Telephone Number. Identifies a telephone number on the prior level.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• This field only applies if PLS is populated. Provider must use this field if the recapped Prior Level listing has a listed TN.</li> <li>• If this field is populated, PLNSTN must be blank.</li> <li>• PLTN is not allowed when PLS = N.</li> <li>• This field repeats up to six times (DOI minus 1 number of times).</li> </ul> <p><b>Usage:</b> Conditional</p> <p><b>Note:</b> Required when the prior level has a telephone number, otherwise prohibited.</p> <p><b>Data Characteristics:</b> 12 alphanumeric characters</p> <p><b>Example:</b> 562-123-4321</p>
<p><b>PLNSTN</b>—Prior Level Non-Standard Telephone Number—CenturyLink-Specific Field. Identifies the non-standard telephone number for this prior level being recapped.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• Only applies if PLS is present. Provider must use this field if the recapped listing has a NSTN.</li> <li>• If this field is present, then PLTN must be blank</li> <li>• PLTN is not allowed when PLNSTN = N.</li> <li>• This field repeats up to six times (DOI minus 1 number of times).</li> </ul> <p><b>Usage:</b> Conditional</p> <p><b>Data Characteristics:</b> 20 alphanumeric characters</p> <p><b>Example:</b> 801-FUN-FISH</p>

<p><b>SO</b>—Sequence Override. Identifies that normal sequencing in “captions” should be overridden for this listing. This field does not apply to straight line indents/SLU indents.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Valid Entries:</b></p> <ul style="list-style-type: none"> <li>• A = File “after” (same as (FOL) on CenturyLink service record)</li> <li>• F = File “first” (same as (PRE) on CenturyLink service record)</li> </ul> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• This field repeats up to six times (DOI minus 1 number of times).</li> <li>• This field only applies if PLS = N, otherwise this field is not applicable.</li> </ul> <p><b>Usage:</b> Optional</p> <p><b>Data Characteristics:</b> 1 alpha character</p>
<p><b>FAINFO</b>—File After Information. Identifies the first 100 characters of the text on the indent or sub-caption header being filed after at the same level.</p> <p><b>Note:</b> This may be text, or where no text is present, the indent address.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• If LACT is either I or N and SO = A, then this field is required.</li> <li>• If SO = F, then this field is not required.</li> <li>• This field repeats up to six times (DOI minus 1 number of times).</li> </ul> <p><b>Usage:</b> Conditional</p> <p><b>Data Characteristics:</b> 100 alphanumeric characters</p> <p><b>Example:</b> 125 Main Walnut Grove</p>
<p><b>FATN</b>—File After Telephone Number. Identifies a telephone number on the file after indent</p> <p><b>Valid Entries:</b></p> <ul style="list-style-type: none"> <li>• Dashes are required in positions 4 and 8. The remaining positions should be numeric.</li> </ul> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• If LACT is either I or N and SO = A, then this field is required when text to be followed has a telephone number</li> <li>• If SO = F, then this field is prohibited.</li> <li>• Not allowed if FANSTN is populated</li> <li>• This field repeats up to six times (DOI minus 1 number of times).</li> </ul> <p><b>Usage:</b> Conditional</p> <p><b>Data Characteristics:</b> 12 alphanumeric characters</p> <p><b>Example:</b> 562-123-4321</p>
<p><b>FANSTN</b>—File After Non-Standard Telephone Number.—CenturyLink-Specific Field. Identifies the non-standard telephone number on the file after indent.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• If LACT is either I or N and SO = A, then this field is required when text to be followed has a non-standard telephone number.</li> <li>• Not allowed if FATN is populated.</li> <li>• This field repeats up to six times (DOI minus 1 number of times).</li> </ul> <p><b>Usage:</b> Conditional</p> <p><b>Data Characteristics:</b> 20 alphanumeric characters</p> <p><b>Example:</b> 406-M*O*N*T*A*N*A</p>

## Completing the Delivery Address/Info tab

**Note:** With an ACT=V or W, the **Delivery Address** section will not be auto-populated via **LSTR RECAP**.

**Note:** With an ACT=V, if a change/addition/deletion to any field in this section is required, the Provider must enter the appropriate fields, including the DACT.

1. Do one of the following:
  - Click the **Delivery Address/Info** tab if the end user has a Delivery Address different from the Service Address.
  - Otherwise, skip to the **Remarks** tab.

The screenshot displays the 'Facility Based Directory Listing Request' application window. At the top, there are input fields for CCNA (U99), PON (123456), LSR NO., and AN (NNN-X99-999-999). Below these are buttons for 'Add', 'Delete Current', 'Clear Current', and 'Delete All'. The main area features a tabbed interface with 'Control', 'Indicators', 'Instruction', 'Caption/SLU', 'Delivery Address/Info', and 'Remarks'. The 'Delivery Address/Info' tab is active, showing a form with the following fields: DELNUM, DACT, DDAPR, DDANO, DDASF, DDASD, DDASN, DDATH, DDASS, LD1, LV1, LD2, LV2, LD3, LV3, AHN, ROUTE, BOX, CITY, STATE, ZIP, and DIRQTYNC. At the bottom of the window are buttons for 'OK', 'Print Preview', 'E-mail', 'LSTR', 'RECAP', 'Clear', 'Reset', and 'Cancel'. The status bar at the very bottom indicates 'Java Applet Window'.

2. Click **Add** to activate the **Delivery Address/Info** tab or to add a new section (used when changing the Delivery Address).

3. Complete the fields on the **Delivery Address/Info** tab of the **Listing Form** using the following business rules:

<p><b>DELNUM</b>—Delivery Reference Number. Identifies the delivery address/information segment and each additional delivery address/information segment with a unique number.</p> <p><b>Note:</b> The DELNUM is customer assigned.</p> <p><b>Note:</b> The values are to be assigned consecutively and must be unique throughout the request at the PON level.</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• This field repeats up to the number (value) in the DDQTY field only when ACT = C or T.</li> <li>• If DACT = N or D, then DELNUM must = 1.</li> <li>• If DACT = O/I, then DELNUM must = 1 for DACT = O and DELNUM = 2 for DACT = I.</li> </ul> <p><b>Usage:</b> Conditional</p> <p><b>Note:</b> Required when the Delivery Section is populated.</p> <p><b>Note:</b> Optional when the RTY field is "LML," otherwise prohibited.</p> <p><b>Data Characteristics: 4 numeric characters</b></p> <p><b>Example:</b> 0100</p>
<p><b>DACT</b>—Delivery Activity. Identifies the delivery activity for this request.</p> <p><b>Valid Entries:</b></p> <ul style="list-style-type: none"> <li>• N = New delivery address and/or DIRQTYNC</li> <li>• D = Delete account and/or DIRQTYNC</li> <li>• I = Insert new address and/or DIRQTYNC</li> <li>• O = Remove old address and/or DIRQTYNC</li> </ul> <p><b>Usage:</b> Conditional</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• DACT is only allowed for RTY = LML</li> <li>• <b>Note:</b> When changing the Directory Delivery Address or the DIRQTYNC field, two Directory Delivery Address/Info sections are required, one with DACT = O (old data) and one with DACT = I (new data) and must be associated with the first DL form.</li> <li>• If DDQTY = 2, then the DACT must be I or O.</li> <li>• This field repeats up to the number (value) in the DDQTY field only when ACT = C or T.</li> </ul> <p><b>Data Characteristics: 1 alpha character</b></p> <p><b>Example:</b> N</p>
<p><b>DDAPR</b>—Delivery Address Number Prefix. Identifies the prefix for the address number of the directory delivery address.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Usage:</b> Optional</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• Only valid if DDANO is present.</li> <li>• This field repeats up to the number (value) in the DDQTY field only when ACT = C or T.</li> </ul> <p><b>Data Characteristics: 5 alphanumeric characters</b></p> <p><b>Example:</b> 25W</p>

<p><b>DDANO</b>—Delivery Address Number. Identifies the number of the directory delivery address.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Usage:</b> Conditional</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• Required if the delivery address is numbered.</li> <li>• Required if the DDAPR or DDASF fields are populated.</li> <li>• Only valid if DDASN is present.</li> <li>• This field repeats up to the number (value) in the DDQTY field only when ACT = C or T.</li> </ul> <p><b>Data Characteristics:</b> 8 alphanumeric</p> <p><b>Example:</b> 450</p>
<p><b>DDASF</b>—Delivery Address Number Suffix. Identifies the suffix for the address number of the directory delivery address.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Usage:</b> Conditional</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• Only valid if DDANO is present.</li> <li>• This field is optional, however, if this field is populated, it will be validated against valid entries.</li> <li>• This field repeats up to the number (value) in the DDQTY field only when ACT = C or T.</li> </ul> <p><b>Data Characteristics:</b> 4 alphanumeric characters</p> <ul style="list-style-type: none"> <li>• Special characters are allowed for suffixed or fractional addresses:</li> <li>• virgule/slash must be preceded and followed by a numeric, e.g., ½</li> </ul> <p><b>Example:</b> -½</p>
<p><b>DDASD</b>—Delivery Address Street Directional Prefix. Identifies the street directional prefix for the directory delivery address.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Valid Entries:</b></p> <ul style="list-style-type: none"> <li>• N = North</li> <li>• S = South</li> <li>• E = East</li> <li>• W = West</li> <li>• NE = Northeast</li> <li>• NW = Northwest</li> <li>• SE = Southeast</li> <li>• SW = Southwest</li> </ul> <p><b>Usage:</b> Conditional</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• The directional is always capitalized.</li> <li>• This field is optional; however, if this field is populated, it will be validated against Valid Entries.</li> <li>• This field repeats up to the number (value) in the DDQTY field only when ACT = C or T.</li> </ul> <p><b>Data Characteristics:</b> 2 alpha characters</p> <p><b>Example:</b> SW</p>

<p><b>DDASN</b>—Delivery Address Street Name. Identifies the street name of the delivery address.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Note:</b> If no street name exists, this entry may be a rural route, general delivery or other description for this directory delivery address.</p> <p><b>Usage:</b> Conditional</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• For Information Only: Required when DDQTY = 2 and DIRQTYNC fields are not = 0.</li> <li>• This field repeats up to the number (value) in the DDQTY field only when ACT = C or T.</li> </ul> <p><b>Data Characteristics:</b> 50 alphanumeric characters The following special characters are allowed:</p> <ul style="list-style-type: none"> <li>• Asterisk *: reverses capitalization</li> <li>• Ampersand &amp;: used in place of the word “and”</li> </ul> <p><b>Example:</b> Camino Ramon</p>
<p><b>DDATH</b>—Delivery Address Street Type. Identifies the thoroughfare portion of the street name of the delivery address.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Note:</b> Recommended abbreviations are contained in the United States Postal Service Publication 28, Postal Addressing Standards, Street Suffix Abbreviations Section or on their Web site at: <a href="http://pe.usps.gov/text/pub28/pub28apc_002.htm">http://pe.usps.gov/text/pub28/pub28apc_002.htm</a></p> <p><b>Usage:</b> Optional</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• This field repeats up to the number (value) in the DDQTY field only when ACT = C or T.</li> </ul> <p><b>Data Characteristics:</b> 10 alphanumeric characters</p> <p><b>Example:</b> Ln</p>
<p><b>DDASS</b>—Delivery Address Street Directional Suffix. Identifies the street directional suffix for the directory delivery address.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Valid Entries:</b></p> <ul style="list-style-type: none"> <li>• N = North</li> <li>• S = South</li> <li>• E = East</li> <li>• W = West</li> <li>• NE = Northeast</li> <li>• NW = Northwest</li> <li>• SE = Southeast</li> <li>• SW = Southwest</li> </ul> <p><b>Usage:</b> Conditional</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• This field is optional; however, if this field is populated, it will be validated against Valid Entries.</li> <li>• This field repeats up to the number (value) in the DDQTY field only when ACT = C or T.</li> <li>•</li> </ul> <p><b>Data Characteristics:</b> 4 alphanumeric characters</p> <p><b>Example:</b> NW</p>

<p><b>LD1</b>—Location Designator 1. Identifies additional specific information related to the address (e.g., room).</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Note:</b> This instance of the LD1 field is used for the directory delivery address.</p> <p><b>Note:</b> Recommended abbreviations are contained in the United States Postal Service Publication 28, Postal Addressing Standards, Street Suffix Abbreviations Section or on their Web site.</p> <p><b>Valid Entries:</b></p> <ul style="list-style-type: none"> <li>• APT = Apartment</li> <li>• LOT = Lot</li> <li>• RM = Room</li> <li>• SLIP = Slip</li> <li>• SUIT = Suite</li> <li>• UNIT = Unit</li> </ul> <p><b>Usage:</b> Conditional</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• Required when LV1 is populated, otherwise prohibited.</li> <li>• This field repeats up to the number (value) in the DDQTY field only when ACT = C or T.</li> </ul> <p><b>Data Characteristics:</b> 4 alpha characters</p> <p><b>Example:</b> SUIT</p>
<p><b>LV1</b>—Location Value 1. Identifies the value associated with the first location designator of the address.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database</p> <p><b>Note:</b> This instance of the LV1 field is used for the directory delivery address.</p> <p><b>Usage:</b> Conditional</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• Required when LD1 is populated, otherwise prohibited.</li> <li>• This field repeats up to the number (value) in the DDQTY field only when ACT = C or T.</li> </ul> <p><b>Data Characteristics:</b> 10 alphanumeric characters</p> <p><b>Example:</b> 23 A</p>
<p><b>LD2</b>—Location Designator 2. Identifies additional specific information related to the address.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database</p> <p><b>Note:</b> This instance of the LD2 field is used for the directory delivery address.</p> <p><b>Note:</b> Recommended abbreviations are contained in the United States Postal Service Publication 28, Postal Addressing Standards, Street Suffix Abbreviations Section or on their Web site.</p> <p><b>Valid Entries:</b></p> <ul style="list-style-type: none"> <li>• FLR = Floor</li> </ul> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• Required when LV2 is populated, otherwise prohibited.</li> <li>• This field repeats up to the number (value) in the DDQTY field only when ACT = C or T.</li> </ul> <p><b>Usage:</b> Conditional</p> <p><b>Data Characteristics:</b> 4 alpha characters</p> <p><b>Example:</b> FLR</p>

<p><b>LV2</b>—Location Value 2. Identifies the value associated with the second location designator of the address.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Note:</b> This instance of the VL2 field is used for the directory delivery address.</p> <p><b>Usage:</b> Conditional</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• Required when LD2 is populated, otherwise prohibited.</li> <li>• This field repeats up to the number (value) in the DDQTY field only when ACT = C or T.</li> </ul> <p><b>Data Characteristics:</b> 10 alphanumeric characters</p> <p><b>Example:</b> 12</p>
<p><b>LD3</b>—Location Designator 3. Identifies additional specific information related to the address (e.g., building).</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Note:</b> This instance of the LD3 field is used for the directory delivery address.</p> <p><b>Note:</b> Recommended abbreviations are contained in the United States Postal Service Publication 28, Postal Addressing Standards, Street Suffix Abbreviations Section or on their Web site.</p> <p><b>Valid Entries:</b></p> <ul style="list-style-type: none"> <li>• BLDG = Building</li> <li>• PIER = Pier</li> <li>• WNG = Wing</li> </ul> <p><b>Usage:</b> Conditional</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• Required when LV3 is populated, otherwise prohibited.</li> <li>• This field repeats up to the number (value) in the DDQTY field only when ACT = C or T.</li> </ul> <p><b>Data Characteristics:</b> 4 alpha characters</p> <p><b>Example:</b> WNG</p>
<p><b>LV3</b>—Location Value 3. Identifies the value associated with the third location designator of the address.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Note:</b> This instance of the LV3 field is used for the directory delivery address.</p> <p><b>Usage:</b> Conditional</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• Required when LD3 is populated, otherwise prohibited.</li> <li>• This field repeats up to the number (value) in the DDQTY field only when ACT = C or T.</li> </ul> <p><b>Data Characteristics:</b> 10 alphanumeric characters</p> <p><b>Example:</b> 2</p>
<p><b>CITY</b>—City. Identifies the City, village, township, etc.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Note:</b> This instance of the CITY field is used for the directory delivery address.</p> <p><b>Note:</b> The community name must be spelled out in full.</p> <p><b>Usage:</b> Conditional</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• Required if DDASN is present.</li> <li>• This field repeats up to the number (value) in the DDQTY field only when ACT = C or T.</li> <li>• Consecutive spaces are not allowed.</li> </ul> <p><b>Note:</b> Required when the delivery address differs from the service address, otherwise optional.</p> <p><b>Data Characteristics:</b> 32 alphanumeric characters</p> <p><b>Example:</b> Albuquerque</p>

<p><b>STATE</b>—State/Provinces. Identifies the abbreviation for the State or province.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Note:</b> This instance of the STATE field is used for the directory delivery address.</p> <p><b>Note:</b> Recommended abbreviations are contained in the United States Postal Service Publication 28, Postal Addressing Standards, Street Suffix Abbreviations Section or on their Web site.</p> <p><b>Usage:</b> Conditional</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• Required if DDASN is present.</li> <li>• This field repeats up to the number (value) in the DDQTY field only when ACT = C or T.</li> </ul> <p><b>Data Characteristics:</b> 2 alpha characters</p> <p><b>Example:</b> WY</p>
<p><b>ZIP</b>—ZIP/Postal Code. Identifies the ZIP code.</p> <p><b>Note:</b> This field is auto populated when the RECAP option is used and the data exists on the listing database.</p> <p><b>Note:</b> This instance of the ZIP field is used for the directory delivery address.</p> <p><b>Usage:</b> Conditional</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• Required if DDASN is present.</li> <li>• This field repeats up to the number (value) in the DDQTY field only when ACT = C or T.</li> </ul> <p><b>Data Characteristics:</b> 5 numeric characters</p> <p><b>Example:</b> 07039</p>
<p><b>DIRQTYNC</b>—Number of Directories Delivered on New Connect. Identifies when an end user does not want directories delivered on a new connect.</p> <p><b>Valid Entries:</b></p> <ul style="list-style-type: none"> <li>• 0 (zero) = means end user requested no directory; otherwise CenturyLink always provides one directory.</li> <li>• Additional copies are negotiated directly with the publisher.</li> <li>• Not populated = 1 directory delivered</li> </ul> <p><b>Usage:</b> Conditional</p> <p><b>Business Rules:</b></p> <ul style="list-style-type: none"> <li>• Populated if customer does not want any phone books delivered.</li> <li>• For information only: Required when DDQTY = 1 or 2 and DDASN is blank.</li> <li>• This field repeats up to the number (value) in the DDQTY field only when ACT = C or T.</li> <li>• DIRQTYNC valid for ACT=V when listings are present.</li> <li>• DIRQTYNC valid for ACT = N or T only. Data in this field for any other ACT may be ignored by Publishers.</li> </ul> <p><b>Data Characteristics:</b> 5 numeric characters</p> <p><b>Example:</b> 0</p>

## Completing the Remarks tab

Information input in the **Remarks** tab will not be passed to flow-through processing.

The screenshot displays a Java Applet window titled "Facility Based Directory Listing Request". At the top, there are input fields for "CCNA" (containing "U99"), "PON" (containing "123456"), "LBR NO", and "AN (NNN-XXX-9999-999)". Below these fields are buttons for "Add", "Delete Current", "Clear Current", and "Delete All". The main area of the window is a tabbed interface with tabs for "Control", "Indicators", "Instruction", "Caption/SLU", "Delivery Address/Info", and "Remarks". The "Remarks" tab is currently selected and contains a large, empty text area for entering remarks. At the bottom of the window, there are buttons for "OK", "Print Preview", "E-mail", "LSTR", "RECAP", "Clear", "Reset", and "Cancel". The status bar at the very bottom indicates "Java Applet Window".

1. When all the forms are complete, click **Submit** then **Commit**. Refer to Submitting a listing request section in this document.

## Using the RECAP function

IMA uses information entered in the PreOrder LSTR to fill out many of the Order fields. This helps you create your order.

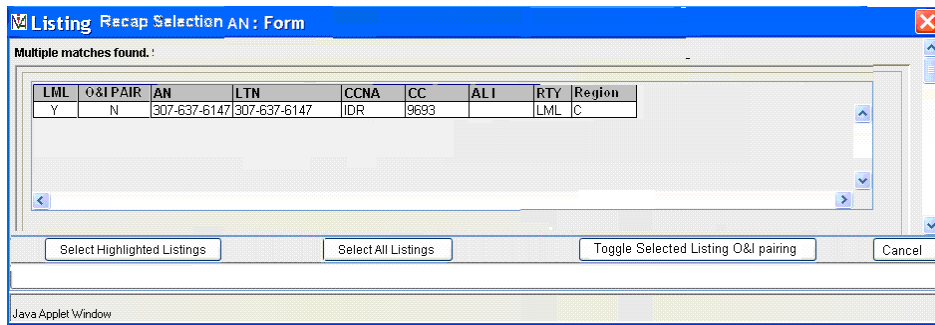
**Note:** LSTR does not retain special characters used for stylization or formatting in listings. Special characters include the \* (asterisk), // (virgule), and [()] (parentheses). You will need to include the special characters on any order using the RECAP function.

**Note:** LSTR does not retain the Listed Address FLOOR, ROOM/MAIL STOP and BLDG fields. You will need to include data for these fields on any order submitted using the **RECAP** function.

1. In the **Listing Forms** window, click the **RECAP** button.

If one or more listings have been retained from the LSTR inquiry, the **Listing Recap Selection** window appears and all listings will be displayed. The Listing Recap Selection window retains the same fields and information from the PreOrder and Order inquiry with the addition of O&I PAIR.

### Account Number Screen Shot Example

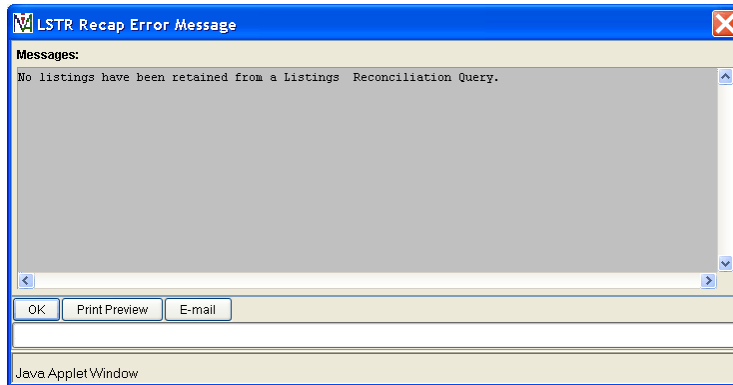


2. Do any of the following:

To ...	Do the following ...
Pass data for one or more listings to Order.	Highlight one or more entries and click <b>Select Highlighted Listings</b> .
Pass data for all listings to Order.	Click <b>Select All Listings</b> .
Pass data for a change to one or more listings to Order. Change the O&I pair value from N to Y.	Highlight one or more entries and click <b>Toggle Selected Listings O&amp;I Pair</b> . Click <b>Select Highlighted Listings</b>
Close the window without passing any listing data.	Click <b>Cancel</b> . Does not clear memory of listing(s) retained from LSTR.

**Note:** The first Listing Form must be the Local Main Listing (LML). When the LML LTN is present from a PreOrder query, indicated by LML value of Y, the LML LTN will always be recapped and placed on the first Listing Form, even if the LML listing was not selected. Otherwise, IMA will generate a blank Listing Form as the first Listing Form that must be completed manually.

- If no listings have been retained from the LSTR inquiry, the **LSTR RECAP Error Message** window displays.



- Click **OK** to return to the **Listing Forms** window.
- Click the **LSTR** button to access the **Listing Reconciliation Query** window. The same query options are available as in PreOrder. Refer to the Retrieving Listing Information section in this document for instructions.

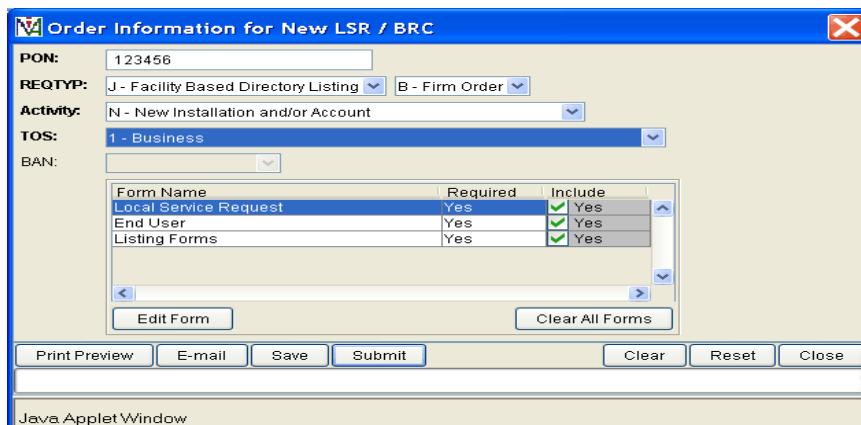
## Saving listing requests

IMA allows you to save any un-submitted request as long as you have filled in the minimum required information. When you save a request, all the data on the forms (complete, partially complete, and not started), including pre-populated data, is saved.

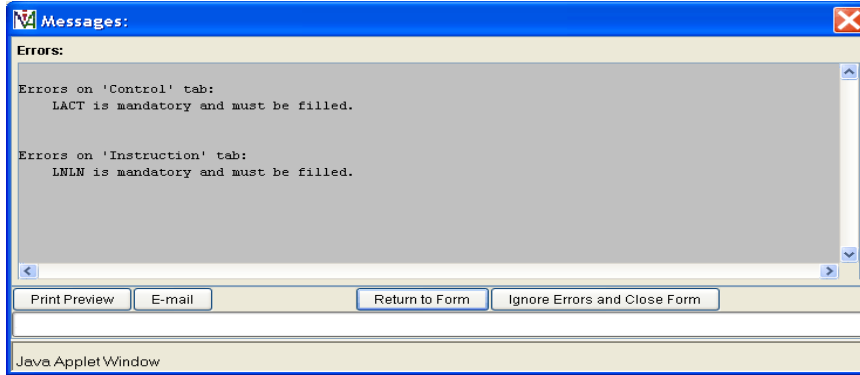
After you retrieve a saved request, you can modify any data on the forms.

### To save a request

- When you have finished completing all the required information, click **OK**.
- Do one of the following:
  - If the following window appears, skip to step 5.



- If this window appears, continue with step 3.



3. Do one of the following:

To ...	Click ...
Return to the form and correct errors	<b>Return to Form</b>
Save the form without correcting errors	<b>Ignore Errors and Close Form</b>

4. Repeat steps 1–3 until you have corrected all the errors.
5. Click **Save** to save the request.

## Saving a listing request without submitting it

At any time while preparing forms, you can save your work, even if you have not completely filled out the forms.

### To save a request without submitting it:

1. On any form that you're working on, click **Cancel**.
2. On the window that appears, click **Save**.  
A message indicates that the request has been saved in Pending status. The message also indicates errors in the request. Anyone in your company can view, edit, submit, resave, or purge the request.
3. Click **OK**.  
The **Order Information for new LSR** window reappears.
4. Do one of the following

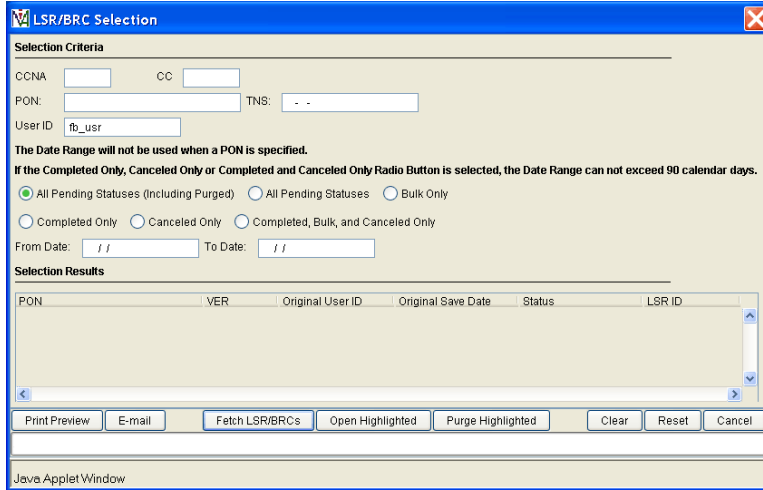
To ...	Click ...
Create a new request reusing information	<b>Clear All Forms</b>
Create a new request using different information	<b>Clear</b>
Go on to other tasks	<b>Close</b>

## Managing saved requests

If you have saved a request without submitting it, you can view it, revise it, resave it, submit it, or delete (purge) it.

### To work with a saved request:

1. In the **Interconnect Mediated Access** window, select **Order > Open LSR**.



2. If you know the PON for the LSR you want, enter it to find the LSR directly. If you don't know the PON, find the LSR that you want by specifying the criteria you want to search by and clearing the fields that you don't want to search by

To search for ...	Do the following ...
A specific LSR	Enter its PON (and version number if it has one)
LSRs prepared by a specific user	Enter their User ID. Your user ID appears by default.
LSRs with a specific status	Select the status
LSRs submitted in a specific date range	Fill in the From Date and To Date fields
Purged orders	Click the All Pending Statuses (Including Purged) box
All requests	Leave the PON field blank
All saved requests	Leave the User ID field blank

3. Click **Fetch LSRs** button to retrieve LSRs Matching Search Criteria.
4. Select **PON** and click **Open Highlighted** button to view.
5. Do any of the following:

To	Do the following.
Purge a request	Highlight request and click Purge Highlighted
View additional requests	Click Clear or Reset
Go on to other tasks	Click Cancel

# Submitting a listing request

Once you've filled in the forms and corrected any errors, you can submit the request.

**Note:** When you submit requests after normal business hours, they are placed in a queue until IMA reopens for business.

If necessary, you can also save the request without submitting it. See Saving a listing request without submitting it. If you have saved the request without submitting it, follow the guidelines in Managing saved requests.

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**Important:** If you want to keep a copy of the request, be sure to print it or e-mail it before you submit it.

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## To submit a request:

1. In the **Order Information for New LSR** window, click **Submit**.
1. Do the following:
  - If the following window appears, skip to step 7.

Form Name	Required	Include
Local Service Request	Yes	Yes
End User	Yes	Yes
Listing Forms	Yes	Yes

2. Click **OK**.
- The **Order Information for New LSR** window reappears.

Form Name	Required	Include
Local Service Request	Yes	Yes
End User	Yes	Yes
Listing Forms	Yes	Yes

The window displays the basic information you provided for your request.

3. Click **Edit Form**.
4. Correct the errors.
5. Repeat steps 1–5 until you have corrected all the errors.
6. Click **Submit**.

The window identifies the request.

7. Click **Commit**

The window displays the request information, your LSR ID number, and a message indicating the type of request and success of submission.

8. To go on to other tasks, click **Close**.

# 4

## After submitting requests

### Viewing notices for an LSR

The LSR Notice Inquiry lets you view Directory Service Confirmation and Error Detail (DSRED) Notices for submitted orders. The Notice Types are:

LSR Notice Type	Description
COMPLETED - ULOATOC	Occurs after successful processing to the Listing Database for the LSR, EU and all associated DLs.
ISSUED - ULOACOC	Occurs after processing to the Listing Database and error conditions or advice error conditions were encountered on the LSR, EU and or the DL(s) form. CenturyLink follow up is required.
COMPLETED_W_ERRORS - ULOADOC	Occurs after processing to the Listing Database and error conditions or advice error conditions were encountered on the LSR, EU and or all associated DL(s) form. Provider follow up is required.
REJECTED - ULORFOF	Occurs after processing to the Listing Database and fatal error conditions were encountered on the LSR, EU and or the DL(s). Provider follow up is required. <b>Note:</b> This order can be resubmitted using the same PON.
CANCELLED - ULORFOF	Occurs on a Subsequent DSRED when the Listing Operations Center (LOC) identifies fatal error conditions on the LSR, EU and or the DL(s) form. Provider follow up is required.

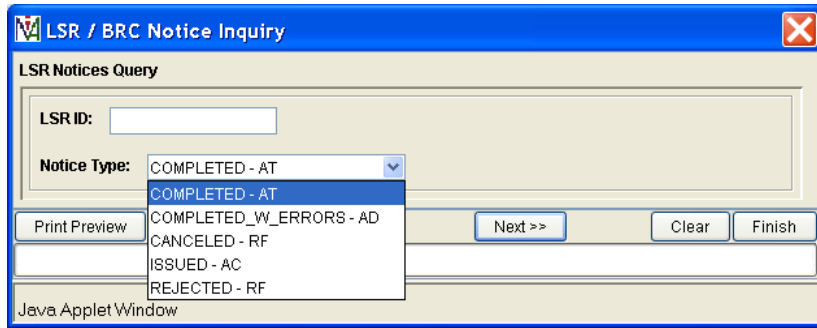
If you receive an initial DSRED with an RF status, you need to:

1. Open the LSR.
2. Make the necessary corrections.
3. Resend/resubmit the order.
4. Complete within 10 calendar days.

**To view a DSRED notice**

1. In the **Interconnect Functions** window, click **PreOrder/Order/PostOrder**.

- In the **Interconnect Mediated Access** window, select **PostOrder > LSR Notice Inquiry**.



- Type the **LSR ID**.
- Select the **Notice Type** using the drop-down menu.
- Click **Next** to view the LSR Notice.

An example of the **DSRED Completed - AT Summary** window is shown below.

