



IMA 26.0 Overview

CLEC Training Materials

Version 2

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Wholesale Markets – Training & Development

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Version History

Revisions of this document are listed in chronological order.

Document Release	Date
Version Draft	09-14-09
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CMP CR Mapping

CMP CR #	Vote Order	Description	CMP CR Owner	Page #
SCR010709-01	2	FBDL Community Name Validation	Qwest	1
SCR010709-03	1	IMA Listing Reconciliation (LSTR) Enhancement	Qwest	2

NOTE: The page number shown will assist you in locating a specific CMP CR# in this document.

Changes by Product & Region

Candidate Name	Product & Product Number																														Region																		
	System Change Only	All	All Design Products	1 POTS Resale	3 PAL - CLEC	4 Unbundled Loop	5 Local Num. Portability	6 Interim Num. Portability	7 Loop / Num. Portability	8 BRI ISDN Resale	9 Centrex Plus/Centron	9a Centrex 21	10 PBX	11 Analog Line Side Port	12 Digital Line Side Port	13 Listings Only	14 Facility Based Directory Listings	15 Resale Frame Relay	16 DID In Only Trunks	17 Designed Trunks Resale	18 Unbundled Analog DID/PBX Trunk Port	19 Unbundled DS1 DID/PBX Trunk Port Facility	20 Unbundled DS1 DID/PBX Trunk	21 Qwest DSL	22 Unbundled Feeder Loop	23 Unbundled Dist. Loop	23a Unbundled Dist. Loop with NP	24 Shared Loop	25 UNE POTS (P or STAR) QPP	28 PRI ISDN Resale Trunks	29 UNE-P ISDN BRI	30 UNE Centrex (P or STAR)	31 UNE Centrex 21 (P or STAR)	33 UNE-P PRI ISDN Trunk	34 UNE-P PBX DID In Only Trunk	35 UNE-P PBX Designed Trunk	37 UNE-P DSS Trunk	38 UNE POTS (P or STAR) Split	39 UNE-P PBX Designed Trunk Split	40 UNE Centrex 21 (P or STAR) Split	41 Unbundled Loop Split	42 UBL Split / Number Portability	43 Bulk Disconnects and Suspends (GUI Only)	Western	Central	Eastern			
SCR010709-01						X										X																												X	X	X			
SCR010709-03						X										X																															X	X	X
																																														X	X	X	

SCR010709-01 - FBDL Community Name Validation

Deployment Date: October 19, 2009

Multi-Release: No

Overview

IMA will begin validating the End User (EU) Service Address City for all Facility Based Directory Listings (FBDL) orders.

The Qwest Community Name Tables are available as downloadable documents, by region, on the Qwest Wholesale web site www.qwest.com/wholesale/clecs/lsog.html. The tables are listed in the LSOG Table of Contents following the End User (EU) LSOG link.

Impacts

Provider Impact

The FBDL community/city name validation for FBDL requires an exact match and is formatted to comply with U.S. Postal Standards. Providers will need to enter postal valid data in the "CITY" field on the End User (EU) form to match Qwest Community Name Tables. If Qwest is unable to find an exact Community/City name match, your request will be rejected.

If you believe the Community/City name rejected is valid, contact the Listing Operations Center (contact information is available in the [Wholesale Customer Contacts](#)) to discuss it. They will determine if the Community/City name can be added to the Qwest Community Name Tables.

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

SCR010709-03 - IMA LSTR (Listing Reconciliation) Enhancement

Deployment Date: October 19, 2009

Multi-Release: No

Overview

Listing Reconciliation (LSTR) is a Pre-Order function for Facility-Based Directory Listings (FBDL). Since FBDLs are not maintained on Qwest CSRs, the LSTR process allows you to view your end-user listings as part of the ordering process for FBDL.

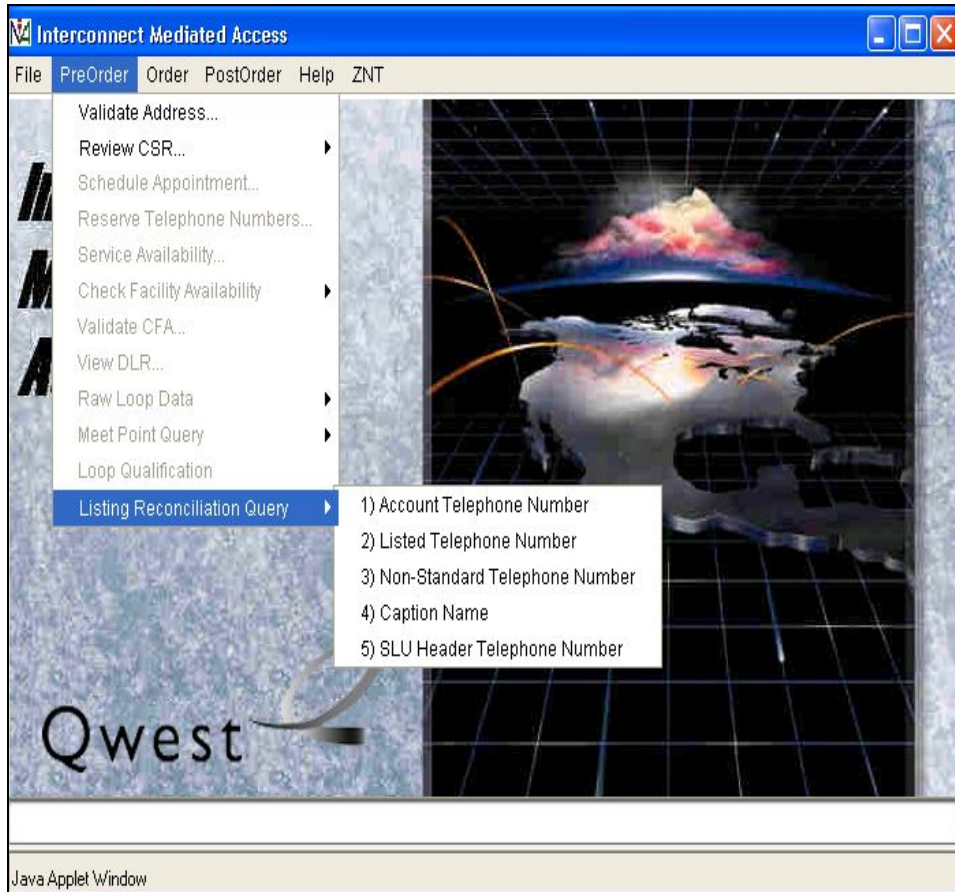
You can begin an inquiry in either the Pre-Order Listing Reconciliation Screen or in Order from the LSTR option on the DL form. Once there, you will have 5 different options to choose from to start your query.

IMA LSTR PreOrder and LSTR on the DL form within Order will be enhanced to support the following Listing Queries:

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

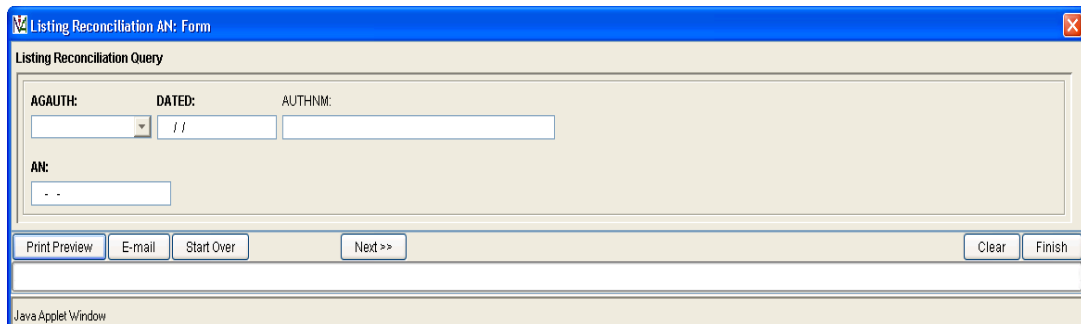
Let's take a look at these screens.

Interconnected Mediated Access Screen



Account Telephone Number (AN) Query Screen-

When using the AN Query, all Listed Telephone Numbers (LTNs) associated with the AN will be returned.



AN Response Screen

The **AN Response Screen** will always be returned, regardless of whether there is one or multiple accounts found. The **AN Response Screen** will also display all LTNs associated with a given AN. Once you receive the Response screen, you can select **Finish** or select a row to view an **Exact Match Response**. In order to view the **Exact Match Response Screen** for a given number, you must highlight the desired AN/LTN row(s).

AN	LTN	C.CNA	C.C	ALI	RTY	Region
5551234567	5551234567	Test	1234		LML	W
5551234567	5551234444	Test	1234	A	LAC	W

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

Listed Telephone Number (LTN) Query Screen-

The LTN Query will return an **Exact Match** or **Multiple Match Response Screen**, depending on how many listings are on the database matching your query.

LTN Multiple Matches Screen

Once you receive the **Multiple Matches Found Screen**, you can select **Finish** or select a row to view an **Exact Match Response**. In order to view an **Exact Match Response Screen** for a given listing, you must highlight the desired listing(s).

LTN	LNLN	LNFN	NSTN	ALI	SO	TOA	RTY	CITY	STATE	Region	CC
303-624-0426	Soupboy	Swim		Z		R	ZZZ	Soupcity	CO	C	3036
303-624-0426	Soup	Can		Z		B	ZZZ	Soupcity	CO	C	3036

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

LTN Exact Match Response Screen

The **Listed Telephone Exact Match Response Screen** will display specific listing detail for each listing returned. There will be an indicator in the upper left corner showing how many listings were returned. You will be able to scroll through each listing by using the scroll bar under the number indicator.

The screenshot displays the 'Exact Match Response' window. At the top left, a red box highlights a '1 of 2' indicator with a red arrow pointing to it. The window is divided into several sections:

- Account Information:** AN: 809-701-0123, TOS: 2
- Service Address:** SAPR: 723, SANO: , SASF: , SASD: ; SASN: Balda, SATH: Dr, SASS: ; LD1: , LV1: , LD2: , LV2: , LD3: , LV3: ; CITY: TEMPE, STATE: AZ
- Directory Listings:**
 - Control:** ALI: ZMO, CCNA: 1112, CC: LML - Local Match List, RTY: 1 - Listed, LTY: ; STYC: SL - Straight Line, TOA: R - Residence, DOI: 0
 - Indicators:** DML: Count Over, NOGL: Count Over, TMKT: , BRO: , DIRNAME:
 - Instruction:** LTN: 809-701-0123, NSTN: , OMTN: Count Over; LNPL: Word placement, LNLN: McDonald; LNPN: Bob + Racy, DES: , TL: ; TITLE1: , NICK: , PLA: , ADI: Count Over; LAFR: 723, LANO: , LASF: , LASD: ; LASN: Balda, LATH: Dr; LASS: , LALO: (FLOOR & ROOMMAIL STOP & BLDG); LALOC(CRM): Tempe, LAST: ; HTN: , HNSTN: , SO: , LTXTY: ; LTEXT:
 - Caption/STU:** 0 of 0; LVL: PLINFO: ; PLTN: , PLNSTN: , SO:
- Delivery Address Info:** DIRQTYNC: , DDAPR: , DDANO: , DDASF: , DDASD: ; DDASN: , DDATH: , DDASS: ; LD1: , LV1: , LD2: , LV2: , LD3: , LV3: ; CITY: , STATE: , ZIP:

At the bottom of the window, there are navigation buttons: Print Preview, E-mail, Start Over, << Previous, Listing History, and C.

Non-Standard Telephone Number (NSTN) Query Screen-

The NSTN Query will return an **Exact Match** or **Multiple Match Response Screen**, depending on how many listings are on the database for your query. 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.

NSTN Multiple Matches Screen

Once you receive the Response Screen, you can select **Finish** or select a row to view an **Exact Match Response**. In order to view an **Exact Match Response** for a given listing, you must highlight the desired listing(s).

LNLN	LNFN	NSTN	ALI	SO	TOA	RTY	CITY	STATE	Region	CC
Soupboy	Swim	411	Z		R	ZZZ	Soupcity	CO	C	3036
Soup	Can	411	Z		B	ZZZ	Soupcity	CO	C	3036

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

NSTN Exact Match Response Screen

The **NSTN Telephone Exact Match Response Screen** will display specific listing detail for each listing returned. There will be an indicator in the upper left corner showing how many listings were returned. You will be able to scroll through each listing by using the scroll bar under the number indicator.

The screenshot displays the 'Exact Match Response' screen with the following sections:

- Account Information:** AN: 809-701-0123, TOB: 2.
- Service Address:** SAPIR: 723, SASF, SASD, SASN: Sabita, SATH, SASS, LD1-LV3, CITY: TEMPE, STATE.
- Directory Listings:** Control (ALI: ZMG, CCNA: 1112, RTY: Local Main List, LTY: Local), STYC: Straight Line, TOA: Residence, DOI.
- Indicators:** DML, NOSL, TMKT, BRO, DIRNAME.
- Instruction:** LTN: 809-701-0123, NSTN, OMTN, LNLN: McDonald, LNFN: Bob & Razy, DES, TL, TITLE1, NICK, PLA, ADE, LAPR: 723, LASF, LASD, LASH: Sabita, LATH: Di, LALOC(City): Tempe, LAST, HTN, HNGTN, SO, LTXTY, LTEXT.
- Caption:SLU:** 0 of 0, LVL, PLINFO, FLTH, PLNSTN, SO.
- Delivery Address Info:** DIRQTYNC, DDAPR, DDANO, DDAF, DDASD, DDAIN, DDATH, DDASS, LD1-LV3, CITY, STATE, ZIP.

At the top left, a '1 of 2' indicator is shown with a red arrow pointing to it. The bottom of the screen features a navigation bar with 'Print Preview', 'E-mail', 'Start Over', '<< Previous', and 'Listing History' buttons.

Caption Name Query Screen-

The Caption Name Query will return an **Exact Match** or **Multiple Match Response Screen**. You can search by a full or partial caption name. Providing more detail in your query may result in an Exact Match Response. If the Caption Name you are querying includes special characters such as the & (ampersand) or – (hyphen) they should not be entered as part of your query and will not display in the **Caption Multiple Matches Screen**. For a Caption query, you must include a City and State. 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.

Listing Reconciliation CAPTION : Form

Listing Reconciliation Query

AGAUTH: [dropdown] DATED: [text: //] AUTHNM: [text]

CAPTION NAME: [text]

CITY: [text] STATE: [dropdown]

Print Preview E-mail Start Over Next >> Clear Finish

Java Apple\Window

Caption Multiple Matches Screen

The number in the QTY column following the Caption Header name indicates the number of indents associated with the Caption set. Highlight the desired caption and click **Next**.

Listing Reconciliation CAPTION : Form

Multiple matches found.

Caption Header	QTY
FRIENDLY INSURANCE AGENCY	4
FRIENDLY USED CARS GUI	3

Print Preview E-mail Start Over << Previous Next >> Clear Finish

Java Apple\Window

Caption Response Screen

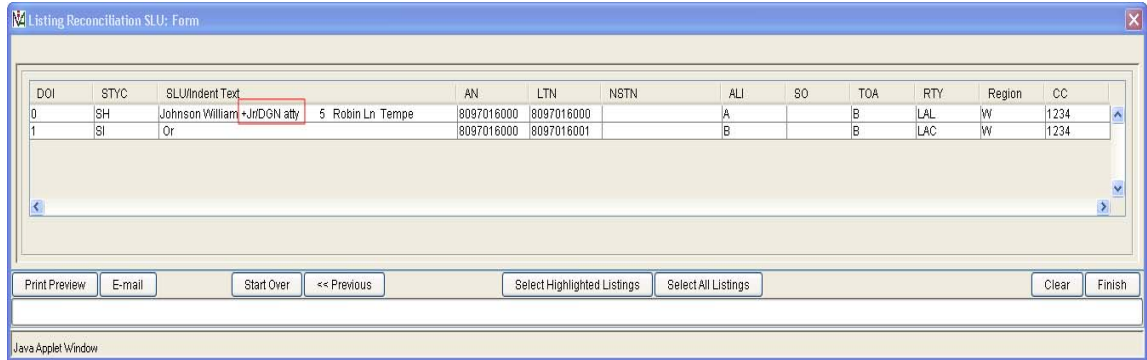
Caption Headers and Sub-Caption Headers will be displayed in blue text and can not be selected. They are associated with an indent and can only be changed from an indent level. Erred Prior Level information will be displayed in red text to assist you in identifying error conditions. These listings are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

Once you receive the Response Screen, you can select **Finish** or select a row to view an **Exact Match Response**. In order to view an **Exact Match Response** for a given listing, you must highlight the desired listing(s).

DOI	Caption Header/Indent Text	AN	LTN	NSTN	ALI	SO	TOA	RTY	Region	CC
0	AAA New & Used Cars								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

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

Note: Qwest 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.



Print Preview from a Caption Exact Match Response

The Print Preview option allows you to view an entire Caption and/or SLU set and print it for your records. 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: **Y - Authorization** DATED: **2009/10/12** AUTHNM:

CAPTION NAME: **AAA New & Used Cars**

CITY: **mittell** STATE: **AZ**

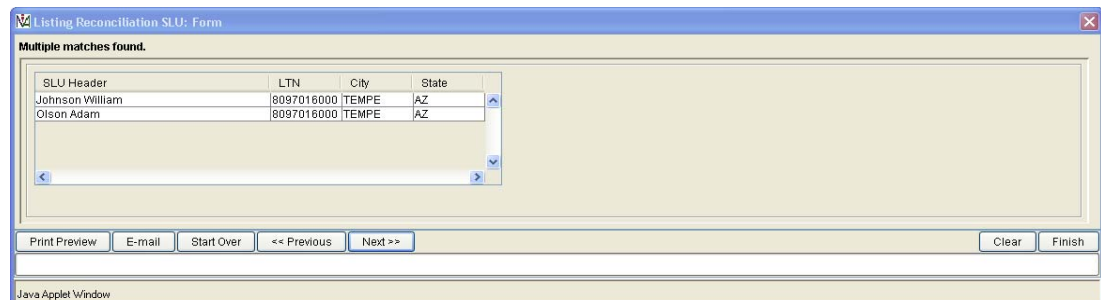
DOI	Caption Header/Indent Text	AN	LTN	NSTN	ALI	SO	TOA	RTY	Region	CC
0	AAA New & Used Cars								W	1234
1	Corporate Office 1001 Corporate Rd Mitchell	8095012222	8095012222				B	LML	W	1234
2	Open 9-5	8095012222			A		B	LXL	W	1234
2	Office Manager	8095012222	8095012323		B	A	B	LAM	W	1234
1	Sales Office								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

SLU (Straight Line Under) Header Telephone Number Query Screen

The SLU Header Telephone Number Query will return an Exact Match or Multiple Match Response Screen. 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.

SLU Multiple Matches Screen

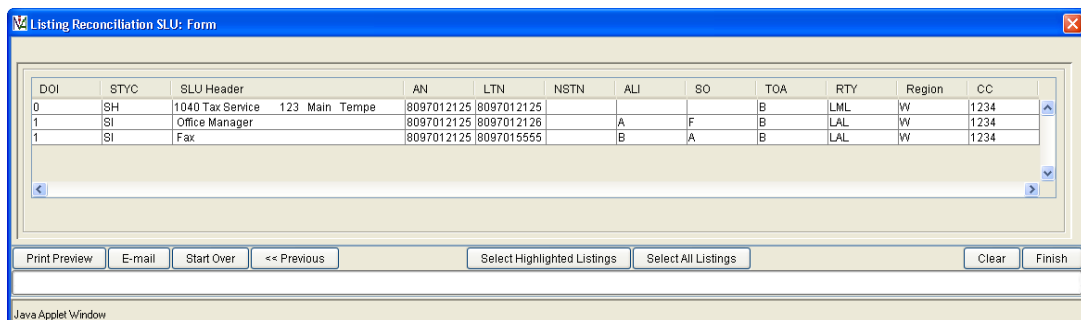
When multiple matches are found, LSTR allows you to select one or more listings to be displayed. The Company Code column will help you determine if you own the account/listing. Highlight the desired SLU set and click **Next**.



SLU Exact Match Response Screen

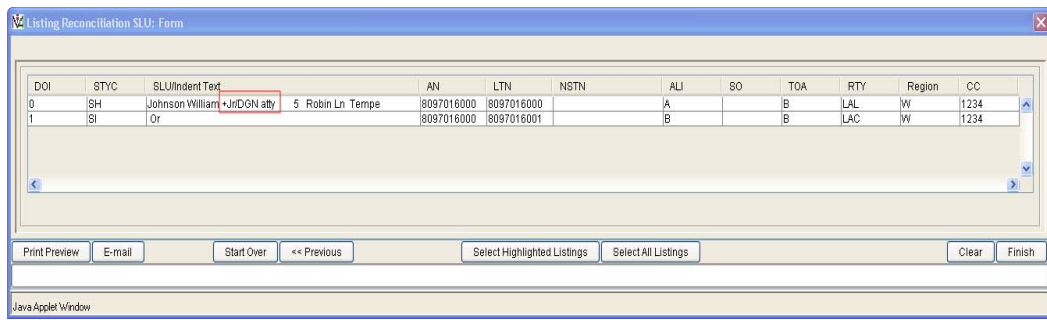
On the **SLU Exact Match Response Screen**, erred Prior Level information will be displayed in red text to assist you in identifying error conditions. These listings are referred to as Guideline listings. They are a type of placeholder and will not appear in Directory Assistance or in a published directory. The error condition that created the Guideline should be corrected as soon as possible to avoid published errors.

Once you receive the Response Screen, you can select **Finish** or select a row to view an **Exact Match Response**. In order to view an **Exact Match Response** for a given listing, you must highlight the desired listing (s). In order to view an **Exact Match Response** screen for a given listing, you must highlight the desired listing(s).



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

Note: Qwest 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.



Performing an Account History and Listing History Query

- **Account History** – The Account History Query can be accessed from the AN Response Screen. It will return the following data: Account Number, Listed Telephone Number, Company Code, Order Number, Activity Type, and Completion Date. It will display the last two order activities that were performed against the Account.
- **Listing History** – The Listing History Query can be accessed from the Exact Match Response Screen. It will return the following data: Account Number, Listed Telephone Number, Company Code, Listing Activity Type, and Completion Date. It will display the last two order activities that were performed against a given telephone number.

Account Number History – Query Screen

ATN	LTN	CC	ORDERNO	ACTTYPE	COMPDATE
8097010123		1234	SCENARIO06	C	10/9/2009
8097010123		1234	FBKAV9R98	C	10/9/2009

Exact Match Listing History – Query Screen

ATN	LTN	CC	ORDERNO	ACTTYPE	COMPDATE
8095012222	8095012222	1234	FBKA9KA9	C	10/8/2009
8095012222	8095012222	1234	CMC20090811162021000032	N	10/31/2006

LSTR verifies that the AN, LTN, NSTN, Caption Name, or SLU entered is valid within the Qwest directory listing database.

The inquiry may result in an exact match or a multiple match (if the AN, LTN, NSTN, Caption Name, or SLU resides on the Qwest listing database) or a no match condition:

- An exact match is returned when there is a one-to-one match between the LTN, NSTN, Caption Name, or SLU of the inquiry and the LTN, NSTN, Caption Name, or SLU resides on the Qwest listing database. Remember, the AN Query will always return the **AN Response** screen regardless if there is a one-to-one match.
- Multiple matches are returned when there are one-to-many matches between the AN, LTN, NSTN, Caption Name, or SLU of the inquiry and the AN, LTN, NSTN, Caption Name, or SLU resides on the Qwest listing database. You will need to select the individual listing(s) that you want to modify.
- LSTR may also return a message indicating there were no matches for the AN, LTN, NSTN, Caption Name, or SLU when a listing does not exist in the database. This is your indication that a new listing can be established at the respective AN, LTN, NSTN, Caption Name, or SLU. Make sure you are using the correct Query option. For example, if you try using the AN query to search for an LTN that is not an AN, you will get a “No Match Found” response.
- LSTR allows you to perform an Account History inquiry from the **AN Response Screen** and an LTN query from the **Exact Match Screen**. The LSTR History screen provides the last one or two transactions for the account or listing’s history.

After a LSTR inquiry is performed, you have the option of using the Recap function in Order for changes, conversions and deletes. Recap takes the listing information from the LSTR inquiry and auto populates many of the fields on the End User and Directory Listing forms.

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 special characters on any order submitted via the Recap function.

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

Impacts

Forms/Screens Impact

The following PreOrder LSTR Screens are new or modified:

- Account Telephone Number (AN) Query and Multiple Match Screens
- Listed Telephone Number (LTN) Query Screen (also used for '800' type number queries).
- Non Standard Telephone Number (NSTN) Query and Multiple Match Screens
- Caption Name Query, Multiple Match and Response Screens
- Straight Line Under (SLU) Header Telephone Number Query, Multiple Match and Response Screens
- Account Number History Query Screen
- Listed Telephone Number History Query Screen

The LSTR Response Screen for an exact match has been enhanced to display listing data in a fielded format, similar to the IMA Order (LSR, EU and DL) Screens.

PreOrder Impact

- LSTR PreOrder transactions now support AN, LTN, NSTN, Caption Name and SLU Header Telephone Number queries.
- The AN, LTN and NSTN queries can return multiple match data sets.
- The Caption Name and SLU queries can return multiple match and selection data sets.
- The Caption Name and SLU queries will return erred (Guideline) listings.
- Exact Match responses have been improved to display listings in fielded format assisting in Order construction.
- AN History transactions are available from the AN Multiple Match Response Screen.
- Listing History transactions are available from the Exact Match Response Screen.

Order Impact

All PreOrder LSTR functionality is also available in IMA GUI Order via the Directory Listing (DL) form.

Recap functionality has been extended to support all LSTR transactions.

Provider Impact

For all IMA LSTR transactions, in both PreOrder and Order, the Provider can request various types of queries. GUI users can select all or specific listing information from those queries to be recapped for Order provisioning.

For additional detail and information, GUI users may refer to the IMA FBDL Guide found on the Wholesale Operation Support Systems web site:

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