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**VERSION HISTORY**

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| --- | --- | --- | --- | --- |
| **VERSION NUMBER** | **CHANGE REQUEST NUMBER, if applicable** | **REVISION DATE** | **AUTHOR** | **SUMMARY OF CHANGE** |
| .01 |  | 06/17/2013 | Ronda H. Arnold | Initial draft of document |
| .02 |  | 07/31/2013 | Ronda H. Arnold | Update to add requirements per updated CPW |
| .03 |  | 12/11/2013 | Ronda H. Arnold | Update to remove/add requirements per updated CPW |
| .04 |  | 12/17/2013 | Ronda H. Arnold | Update requirements per working sessions with Business team. |
| .05 |  | 01/02/2014 | Ronda H. Arnold | Update requirements per Business team. |
| .06 |  | 01/06/2014 | Ronda H. Arnold | Update to add Order Confirmation Letter requirements. |
| .07 |  | 01/8/2014 | Ronda H. Arnold | Update to add MOE DSL EBD requirements per Jeffrey Culberson. |
| .08 |  | 01/10/2014 | Ronda H. Arnold | Update requirements per JRD review session. |
| .09 |  | 01/13/2014 | Ronda H. Arnold | Update to combine 4.1.6.30 & 4.1.6.31 into one requirement.  Update to reword requirement 4.1.6.15 & 4.1.6.27  Update to descope/delete YPH CLH Code requirement 4.1.5.1 |
| .10 |  | 01/14/2014 | Ronda H. Arnold | CERTIFIED FOR USE |
| .11 |  | 01/16/2014 | Ronda H. Arnold | Updated per Business Team to change/clarify the following requirements: 4.1.1.7, 4.1.2.4, 4.1.4.2, 4.1.6.11, 4.1.6.15, 4.1.6.28, 4.1.6.29, 4.1.6.30, 4.1.6.32, 4.1.6.54, 4.1.7.2, 4.1.7.3, 4.1.7.4, 4.1.8.8, 4.1.8.1  New requirements: 4.1.1.8, 4.1.3.6, 4.1.4.10, 4.1.4.11, 4.1.6.60, 4.1.6.61, 4.1.7.5 – 4.1.7.10, 4.1.8.23, 4.1.8.24  Descoped/rejected requirements: 4.1.5.1, 4.1.6.31 |
| .12 |  | 01/28/2014 | Ronda H. Arnold | Updated per Business Team as follows:  New requirement: 4.1.8.25  Descoped/rejected: 4.1.8.22  Updated DSL requirements in section 4.1.7 to change ‘all regions’ to ‘MW, SE, SW, & W regions’.  Corrected requirement 4.1.8.2 to change ‘B1H’ to ‘1BH’ |
| .13 |  | 02/07/2014 | Ronda H. Arnold | Updated per SRD Review as follows:  Updated requirements: 4.1.6.18, 4.1.6.25, 4.1.7.2, 4.1.8.1, 4.1.8.2, 4.1.8.3, 4.1.8.11, 4.1.8.13, 4.1.8.15, 4.1.8.24, 4.1.8.25, 4.1.6.43, 4.1.6.45  Update section 4.1.2 to remove ‘Add a Line’  Added new requirements 4.1.1.9, 4.1.6.62, 4.1.6.63  Added new mapping document as Appendix 3 |

**NOTES:**

No changes to the document will be allowed when the document is pending approval.

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Project Description

* 1. OBJECTIVES

MOE (Mechanized Ordering Engine) delivered New and Add a Line POTS functionality in the June, August, October, & November2013 releases. However, during UAT it was discovered that USOCs need to be applied to MW service orders based on the State and in some instances the County. Without this data entered on the MW service orders, all orders will fail. These USOCs are automatically added to the service order based on the service address. This project will either replicate or access current tables so the appropriate USOC(s) can be automatically added to or changed on the MOE MW service orders.

This project will also implement the following MOE enhancements:

* PIC 0288 ALDR Fix for POTS New and Add a Line and the POTS/Centrex 'LD Calling Plan/PIC/LPIC Carrier and Freeze' screen
* MOE POTS Manual Address Validation
* RDS Worklist Enhancements
* MOE SE POTS New and Add a Line
* MOE POTS and DSL Enhancements
* MOE Reports
  1. CRITICAL SUCCESS FACTORS
* Midwest MOE New and Add a Line POTS orders will be placed in a more timely manner enabling flow through, decreasing cycle time and increasing customer satisfaction
* Continue to standardize processes across 22 states, where possible, and align with the One AT&T initiative.
* Increase MOE service order flow through
  1. SCOPE, IMPACTS & LIMITATIONS
* MOE MW POTS Enhancements
* MOE PIC 0288 ALDR Fix for POTS & Centrex
* RDS Worklist Enhancements
* MOE POTS Manual Address Validation enhancements
* MOE SE POTS New and Add a Line
* MOE POTS and DSL Enhancements
* MOE Reports
  1. PROCESS FLOW DIAGRAMS OR BUSINESS SCENARIOS

Process Flow Diagrams, if applicable:

Business Scenarios, if applicable:

*Note: "Contact(s)" and "Scope Traceability" are required table entries for projects using ReqPro. These specific table entries are optional for non-ReqPro projects. The tables below show 2 different examples for documenting business scenarios. Delete the tables that will not be used.*

| * + - * 1. Business Scenario | |
| --- | --- |
| Scenario Description: | |
| Expected Results: | |
| Contact(s): |  |
| Traced to Scope Item(s): |  |

| * + - * 1. Business Scenario | |
| --- | --- |
| Scenario Description: | |
| Expected Results: | |
| Contact(s): |  |
| Traced to Scope Item(s) |  |

*OR*

| * + - * 1. CSS Scenario: \*Scenario Name\* | | | | | | |
| --- | --- | --- | --- | --- | --- | --- |
| Scenario Description: | | | | | | |
| Author: | | | | | | |
| Scope Traceability: CPW-x.x.x, CPW-x.x.x, CPW-x.x.x, | | | | | | |
| Testing: BST=TBD, Post Production= TBD | | | | | | |
| Remarks: | | | | | | |
| **Step** | **Process Steps** | | Current/Proposed  **Doer** | **Current/Proposed**  **Helper** | **Impact**  Yes/No | **Requirement**  **Traceability** |
|  | SECTION | SALES |  |  |  |  |
|  | Do> |  |  |  |  |  |
|  | Do> |  |  |  |  |  |
|  | Do> |  |  |  |  |  |
|  | SECTION | ORDER READINESS |  |  |  |  |
|  | Do> |  |  |  |  |  |
|  | Do> |  |  |  |  |  |
|  | Do> |  |  |  |  |  |
|  | SECTION | DELIVERY |  |  |  |  |
|  | Do> |  |  |  |  |  |
|  | Do> |  |  |  |  |  |
|  | Do> |  |  |  |  |  |
|  | SECTION | SERVICE ASSURANCE |  |  |  |  |
|  | Do> |  |  |  |  |  |
|  | Do> |  |  |  |  |  |
|  | Do> |  |  |  |  |  |
|  | SECTION | BILLING |  |  |  |  |
|  | Do> |  |  |  |  |  |
|  | Do> |  |  |  |  |  |
|  | Do> |  |  |  |  |  |

1. Customer / User Profiles

| CUSTOMER / USER PROFILES | | | | |
| --- | --- | --- | --- | --- |
| Customer User Category | Description / Major Function | Major Benefits | Training Considerations | Geographic Location(s) |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

1. Assumptions, Constraints and Dependencies

| * 1. ASSUMPTIONS | | |
| --- | --- | --- |
| Assumption # | Description | Source |
|  |  |  |
|  |  |  |
|  |  |  |

| * 1. CONSTRAINTS & IMPOSED PRODUCT / PROJECT STANDARDS | | |
| --- | --- | --- |
| Constraint # | Description | Source |
|  |  |  |
|  |  |  |
|  |  |  |

| * 1. DEPENDENCIES, INTERNAL and / or EXTERNAL IMPACTS | | |
| --- | --- | --- |
| Dependency # | Description | Source |
|  |  |  |
|  |  |  |
|  |  |  |

2. Summary of Requirements

|  |
| --- |
| * 1. BUSINESS REQUIREMENTS IMPACTING IT DEVELOPMENT (IT UP): |

*Note: "Contact(s)" and "Scope Traceability" are required table entries for projects using ReqPro. These specific table entries are optional for non-ReqPro projects*

| * + 1. Requirements for MOE MW | | | | | |
| --- | --- | --- | --- | --- | --- |
| Req. ID | Description | Source | Factory Impact | Status | Traced to Scope Item(s) |
|  | JRD1 For MOE MW POTS New and Add a Line service orders, tariff billing city/county/state USOCs are required.  Currently these USOCs are based on the Address Information on the service order and are automatically added or changed on service orders that are created and submitted via the legacy ordering system.  The USOCs that are currently automatically added or changed on the service order by the legacy ordering system shall be automatically added or changed on service orders submitted through MOE. | Lorie Miller (lm2571) | R3 | Reviewed |  |
|  | JRD2 For the MW region MOE New, Add a Line, & Change POTS in the Packages & Promotions section, users shall be allowed to select Assurance in the Packages dropdown.  See Appendix 8 for order examples and USOCs associated with the Assurance package. | Lorie Miller (lm2571) | RDS  R3 | Reviewed |  |
|  | JRD3 For the MW region MOE New, Add a Line, & Change POTS in the Packages & Promotions section, users shall be allowed to select Essentials in the Packages dropdown.  See Appendix 9 for order examples and USOCs associated with the  Essentials package. | Lorie Miller (lm2571) | RDS  R3 | Reviewed |  |
|  | JRD4 For the MW region MOE POTS when a LV1C+ USOC is added to a service order, also add the USOC PMRTK. The PMRTK USOC shall be formatted as "I1 PMRTK/PB #####".  The PB values are as follows:   |  |  | | --- | --- | | **USOC** | **PMTRK/PB Value** | | LV1CB | 01955 | | LV1CC | 01956 | | LV1CD | 01957 | | LV1CE | 01958 | | LV1CF | 01959 | | LV1CG | 01960 | | LV1CH | 01961 | | LV1CJ | 01962 | | LV1CK | 01963 | | LV1CL | 01964 | | Lorie Miller (lm2571) | R3 | Reviewed |  |
|  | JRD5 For the MW region MOE POTS New, Add a Line, & Change, add a selection of 'Circular Hunt' to the Hunt Type dropdown.  Example of how circular hunt is formatted on the service order:  ---S&E  IHTG A 2800-2803/HTY SC/HTC | Lorie Miller (lm2571) | RDS  R3 | Reviewed |  |
|  | JRD6 For the MW region MOE POTS Change CSR Request if the Billing Address is not pulled back when validation is done, automatically select the checkbox 'Send this CSR to an alternate address?' and gray it out.  The user will be required to answer the next questions just as they are today when the 'Send this CSR to an alternate address?' checkbox is checked.  When the Billing Address fields are displayed require the following fields:   * Billing Name 1 * Street or P.O.Box * City * State * Zip   See Appendix 7 for screenshots. | Lorie Miller (lm2571) | RDS | Reviewed |  |
|  | JRD7 For the MW region on the MOE Disconnect screen, when Termination Fee checkbox is selected, the existing dropdown field BI shall be required and have an asterisk displayed.  Do not allow users to proceed to the next screen until a selection in the BI dropdown field has been selected.  See Appendix 13 for screenshot. | Lorie Miller (lm2571) | RDS | Reviewed |  |
|  | JRD117 For the MW region MOE POTS New, add a new field labeled “Customer Contact Email”. This field shall not be required. | Lorie Miller (lm2571) | RDS | Reviewed |  |
|  | JRD130 For the MW regions MOE POTS New when MOE receives a formatted request, MOE GUI fields will be pre-populated (mapped) with data from the upfront portals (ROME, BD eOrder, RDS Forms, and Enterprise att.com).  Reference Appendix 3 for fields on each of the upfront portals. See attachment MOE New Mapping Master document. | Lorie Miller (lm2571) | RDS | New |  |

| * + 1. Requirements for MOE Address Manual Validation | | | | | |
| --- | --- | --- | --- | --- | --- |
| Req. ID | Description | Source | Factory Impact | Status | Traced to Scope Item(s) |
|  | JRD8 For MOE POTS New in all regions, with the initial pass of processing the service order, remove the checkbox 'Please check here if this address has been manually validated.' under the Customer Address Information and Billing Information sections.  See Appendix 1 for screenshot. | Joy Bullard (jy2357) | RDS | Reviewed |  |
|  | JRD9 For MOE POTS New in all regions and the address validates and the address is not displayed or presented as the user expected, the user will choose the "Modify" button from the 'Add to List' box.  When the user clicks the 'Modify' button, the checkbox 'Please check here if this address has been manually validated.' will be displayed. | Joy Bullard (jy2357) | RDS | Reviewed |  |
|  | JRD10 For MOE POTS New in all regions if the user checks the checkbox for 'Please check here if this address has been manually validated.', display a pop-up with the following message with Yes and No selections:  "Are you choosing to manually validate this address? If YES, please note that you will be required to enter regionally specific information. If NO, you will proceed with the address presented as is." | Joy Bullard (jy2357) | RDS | Reviewed |  |
|  | JRD11 For MOE POTS New in all regions when 'Yes' is selected for the pop-up message "Are you choosing to manually validate this address?", allow the user to enter or correct all address information including the following region specific data.  Also the following region specific fields shall be displayed only when Manual Validation has been selected.   * **Exchange/Community** - Located in the Customer Address Information section and shall be required for all regions. * **Tar Code** - Located in the Billing Address Information section and shall be required for the SW, SE, and MW regions.   If the address is validated, the Exchange/Community and TAR Code shall be automatically sent downstream for order processing. | Joy Bullard (jy2357) | RDS | Reviewed |  |
|  | JRD12 For MOE POTS New in all regions if No is selected for the pop-up message "Are you choosing to manually validate this address?", proceed with the service order with the address as displayed. | Joy Bullard (jy2357) | RDS | Reviewed |  |

| * + 1. Requirements for MOE PIC ALDR Fix | | | | | |
| --- | --- | --- | --- | --- | --- |
| Req. ID | Description | Source | Factory Impact | Status | Traced to Scope Item(s) |
|  | JRD13 For the following MOE functions in all regions:   * MOE POTS New * MOE POTS Change Add a Line * MOE POTS Change LD Calling Plan/PIC/LPIC Carrier Freeze * MOE CENTREX Change LD Calling Plan/PIC/LPIC Carrier Freeze   When the selected PIC and/or LPIC is 0288, provide a required pop-up on the PIC/LPIC screen with the following message:  'Inward activity has been detected on PIC/LPIC of 0288. Please take action and assign the WTN(s) to the appropriate existing LD plan via the RDS National Plan (Switched Outbound) form if applicable.  Has this verification been completed?  If completed, then select Yes.  If this is a move order or a TN change where the PIC/LPIC is not changing from 0288, also select Yes.  Note: If Yes is selected, a tracking FID of ALDR will be added to the Unfielded Ident Section of the service order.' | Joy Bullard (jy2357) | RDS | Reviewed |  |
|  | JRD14 When 'Yes' is selected for the pop-up message 'Inward activity has been detected on PIC/LPIC of 0288. ……', add the FID 'ALDR' in the Unfielded Ident section of the service order for all regions.  See Appendix 2 for the ALDR job aid which includes order examples. | Joy Bullard (jy2357) | RDS  R3 | Reviewed |  |
|  | JRD15 When 'No' is selected for the pop-up message 'Inward activity has been detected on PIC/LPIC of 0288. ……' and the pop-up in the Legacy ordering system is displayed for that region, allow the order to flow even though it may cause an error since the Rep chose 'No'. | Joy Bullard (jy2357) | RDS  R3 | Reviewed |  |
|  | JRD16 When a formatted POTS or Centrex request is received and the selected PIC and/or LPIC is 0288, attempt flowthrough and if successful, automatically add the ALDR FID in the Unfielded section of the service order and:   1. Create a split work item and route the item to the user that would have received the original request 2. The split work item will advise the user that a POTS or Centrex order has been submitted with inward activity of PIC/LPIC 0288 and the user will need to determine if the WTN(s) need to be added to an existing Legacy T LD Calling Plan via the RDS National Plan (Switched Outbound) form. | Joy Bullard (jy2357) | RDS  R3 | Reviewed |  |
|  | JRD17 A new report shall report on the splits that are created due to the PIC/LPIC of 0288 and the ALDR FID. The report will report on if the user Auto Closed the work item or actually completed the National Plan (Switched Outbound) form.  If the item was Auto Closed, then include the Notes from the Data Collection screen on the report. | Joy Bullard (jy2357) | RDS | Reviewed |  |
|  | JRD18 When the split work item is created due to the PIC/LPIC of 0288 and the ALDR FID and the user initiates the National Plan (Switched Outbound) form, data from the original request shall map into fields on the National Plan form.  See Appendix 12 for field mappings. | Joy Bullard (jy2357) | RDS | Reviewed |  |

| * + 1. Requirements for RDS Worklist | | | | | |
| --- | --- | --- | --- | --- | --- |
| Req. ID | Description | Source | Factory Impact | Status | Traced to Scope Item(s) |
|  | JRD19 When "Auto Close" is clicked on the Data Collection screen, automatically clear out the order quantities. | Ronda Arnold (ra6177) | RDS | Reviewed |  |
|  | JRD20 For RDS work items created from ROME requests, disable the "Auto Close" function on the Data Collection screen.  However, if a ROME request is split, do not disable the Data Collection “Auto Close” function on the split request. | Ronda Arnold (ra6177) | RDS | Reviewed |  |
|  | JRD21 On the RDS Worklist, the status of the Multiple Master Tracking Number (MTN) shall automatically change based on the status of the associated Individual Tracking Numbers (ITNs). See below for how the MTN status shall change:   * If all ITNs are in Claimed status, change the MTN to Claimed. * If all ITNs are in Pending status, change the MTN to Pending. * If all ITNs are in Issued status, change the MTN to Issued. * If all ITNs are in Rejected status, change the MTN to Rejected. * If all ITNs are in Completed status, change the MTN to Completed. * If a combination of the ITNs' status includes Assigned, the MTN status shall be Assigned. * If a combination of the ITNs' status does NOT include Assigned but does include Claimed, the MTN status shall be Claimed. * If a combination of the ITNs' status does NOT include Assigned or Claimed but does include Pending, the MTN status shall be Pending. * If a combination of the ITNs' status does NOT include Assigned or Claimed or Pending but does include Issued, the MTN status shall be Issued. * If a combination of the ITNs' status does NOT include Assigned or Claimed or Pending or Issued but does include Rejected or Completed, the MTN status shall be Completed. | Eileen Mitchell (em8212) | RDS | Reviewed |  |
|  | JRD22 A button shall be added to the Multiple Master Tracking # interactive page titled 'Take Ownership Letter' which will allow the user to bulk send the 'Take Ownership' touchpoint letter. | Eileen Mitchell (em8212) | RDS | Reviewed |  |
|  | JRD23 On work items generated from ROME when a new line is being added, do not display the line on the RDS Worklist as 'Line 1-OVMNQD' for example but instead list it as 'Line 1', 'Line 2', etc. as is done for RDS Forms work items.  Also, change the 'Line Tag: xxxx' to display as 'Line Tag: Line 1 or Line 2, etc.' as is done for RDS Forms work items. | Eileen Mitchell (em8212) | RDS | Reviewed |  |
|  | JRD24 On work items generated from ROME, the 'Service Availability TN' shall not be displayed on the RDS Worklist. | Eileen Mitchell (em8212) | RDS | Reviewed |  |
|  | JRD25 When an order number entered on the Order Confirmation and Order Confirmation Issued letters is one of the following, the Non Validation checkbox shall be automatically checked.   * Begins with a 'R' * Begins with a number and the second character is a 'R' | Joy Bullard (jy2357) | RDS | Reviewed |  |
|  | JRD26 When the Order Confirmation and Order Confirmation Issued letters are successfully sent and then the status on a validated order number changes (i.e. order is canceled), do not add a yellow 'V' to the work item.  The yellow 'V' shall only be used to indicate a problem with validation when sending the Order Confirmation or Order Confirmation Issued letters.  The yellow 'V' used for ISDN PRI Automation (SFF) shall be changed to a different color other than blue, red, or green. | Joy Bullard (jy2357) | RDS | Reviewed |  |
|  | JRD27 When the order status changes for an order number that was validated on a successfully sent Order Confirmation or Order Confirmation Issued letter, add a different unique indicator in the Automation column of the work item.  Example of work item with a yellow V after the Order Confirmation Letter was successfully sent. 110413OBI55815IO  There will be no change to the status of the work item.  The new indicator hover over message shall display the reason the indicator was added to the work item. | Joy Bullard (jy2357) | RDS | Reviewed |  |
|  | JRD118 The “Solution Provider Indicator” on the RDS work items shall be added to the existing RDS Flat Files. | Jackie Thomas (jt0544) | RDS | Reviewed |  |
|  | JRD119 The “Exempt from Take Ownership” indicator on the Company Information profiles in RDS shall be added to the existing RDS Flat Files. | Jackie Thomas (jt0544) | RDS | Reviewed |  |

| * + 1. Requirements for YPH Classified Heading Code | | | | | |
| --- | --- | --- | --- | --- | --- |
| Req. ID | Description | Source | Factory Impact | Status | Traced to Scope Item(s) |
|  | JRD28 ~~A new admin table shall be created with the following information:~~   * ~~Region~~ * ~~Yellow Page Heading~~ * ~~Structure 4 Code~~ * ~~SIC Code~~   ~~An initial table shall be provided by the Business to have uploaded to the new YPH admin table. After the initial upload, the Business shall update and maintain the new YPH table.~~  ~~The new table shall be used by MOE to send the Structure 4 Code to R3 for order processing~~. | ~~Derick Guerrero (fg2854)~~ | ~~RDS~~  ~~R3~~ | Rejected |  |

| * + 1. Requirements for MOE SE POTS New & Add a Line | | | | | |
| --- | --- | --- | --- | --- | --- |
| Req. ID | Description | Source | Factory Impact | Status | Traced to Scope Item(s) |
|  | JRD29 For the SE region, provide users the ability in MOE to add a POTS line to an existing account and submit the request downstream.  When adding a POTS line to an existing account, the user shall have the ability to add features, blocking, hunting, VM/UM, PIC/LPIC, Long Distance, and Packages and Promotions to the new line on the same request.  The user shall also have the ability in MOE to make changes to existing lines on the existing account. | Vicki Purcell (vp2902) | RDS  R3 | Reviewed |  |
|  | JRD30 For the SE region, provide users the ability in MOE to initiate a request for a NEW POTS line at a new location and submit the request downstream.  When initiating a NEW POTS, the user shall have the ability to add multiple lines, features, blocking, hunting, VM/UM, PIC/LPIC, Long Distance, and Packages/Promotions on the same request. | Vicki Purcell (vp2902) | RDS  R3 | Reviewed |  |
|  | JRD31 For the SE region provide the ability in MOE to display available due dates (per network) and allow users to select an available due date and apply it to the request.  The calendar displayed to the user shall indicate the days that are closed for the affected central office including holidays. The CO Intervals shall also be displayed to the user. | Vicki Purcell (vp2902) | RDS  R3 | Reviewed |  |
|  | JRD32 For the SE region provide users the ability in MOE to request, select and reserve telephone numbers for POTS New and Add a Line. | Vicki Purcell (vp2902) | RDS  R3 | Reviewed |  |
|  | JRD33 For the MOE SE region, allow users to return unwanted TNs back to the TN Reservation "pool/inventory". Once the TNs are returned to the TN Reservation pool/inventory, add a worklist Note to the tracking number with the following information:   * Date & Timestamp * The following TN(s) that were not used have been returned to the TN Reservation pool: (List TNs) | Vicki Purcell (vp2902) | RDS  R3 | Reviewed |  |
|  | JRD34 For SE MOE POTS New and Add a Line when a user submits a request, validate that the selected due date is the current date or a date in the future.  If the selected due date is a date in the past, display an error message to the user "Please validate your due date." | Vicki Purcell (vp2902) | RDS  R3 | Reviewed |  |
|  | JRD35 For POTS in the SE region when MOE receives a formatted request for a new or add a line, MOE GUI fields will be pre-populated (mapped) with data from the upfront portals (ROME, BD eOrder, RDS Forms, and Enterprise att.com).  Reference Appendix 3 for fields on each of the upfront portals. See attachment MOE New Mapping Master document. | Vicki Purcell (vp2902) | RDS | Reviewed |  |
|  | JRD36 For the SE region MOE POTS New & Add a Line add the following selections to the feature list:   * Equipment Maintenance Plan (EMP1X) * Equipment Maintenance Plan Credit (EMP1S) * Hunting (HTG)   These shall be included in the Additional feature list displayed for Package & Promotions. | Vicki Purcell (vp2902) | RDS | Reviewed |  |
|  | JRD37 For the SE region MOE New POTS, the Service Address shall be validated using the Street Address Guide validation. | Vicki Purcell (vp2902) | RDS  R3 | Reviewed |  |
|  | JRD38 For the SE region MOE New POTS, the Billing Address shall be validated using the US Postal Service validation. | Vicki Purcell (vp2902) | RDS  R3 | Reviewed |  |
|  | JRD39 For the SE region MOE New POTS, Copy functionality of TN  The validated existing account number(s) shall be displayed in the ‘Copy Service Information from’ and ‘Copy Credit Information from’ to allow the user to make a selection.  Once an account is selected, the service address and credit information fields on the MOE New request shall be populated with the service address and credit information from the validated account. | Vicki Purcell (vp2902) | RDS | Reviewed |  |
|  | JRD40 For the SE region MOE New POTS, Copy functionality of TN  The validated existing account number(s) shall be displayed in the 'Copy Billing Information from' to allow the user to make a selection.  Once an account is selected, populate the Billing Name 1, Billing Name 2, Billing Address Line 1, Billing Address Line 2, Billing City, Billing State, and Billing Zip fields.  The ZAEN field shall be auto-populated with the 'Copy Billing Information from' selected account number plus customer code (Format as xxx xxx-xxxx-xxx) | Vicki Purcell (vp2902) | RDS | Reviewed |  |
|  | JRD41 For the SE region MOE New POTS, change the following selection under 'Specify MOE New Option'.  Change from:  This order is for an existing AT&T Customer at a New Service Location  Change to:  This order is for a New or Existing AT&T Customer at a New Service Location | Vicki Purcell (vp2902) | RDS | Reviewed |  |
|  | JRD42 For the SE region MOE New POTS, when the user selects either option under 'Specify MOE New Option', the next screen to display shall be the MOE NEW POTS Location LIST screen. | Vicki Purcell (vp2902) | RDS | Reviewed |  |
|  | JRD43 For the SE region MOE New POTS, require the user to input a service address and billing address. RDS will validate both of the addresses.  If there is not an exact match on the addresses, present near or multiple matches to the user. Allow the user to select one of the near or multiple matches. If the user selects one of the near or multiple matches and clicks Add to List and then Save and Continue, the address will be revalidated.  If a near or multiple match is not displayed or the ones displayed are not a match, allow the user to manually validate the address.  **NOTE:** See requirements in Section 4.1.2 in regards to Manual Address Validation. | Vicki Purcell (vp2902) | RDS | Reviewed |  |
|  | JRD44 For the SE region MOE New POTS Customer Address Information  Add a new field labeled Address Type with 2 selections:   * Numbered Address * Route Address | Vicki Purcell (vp2902) | RDS | Reviewed |  |
|  | JRD45 For the SE region MOE New POTS in the Customer Address Information section, remove the existing AHN indicator. | Vicki Purcell (vp2902) | RDS | Reviewed |  |
|  | JRD46 Customer Location Name Information section  For the SE region MOE New POTS, when the Address Type selected is ‘Numbered Address’, display following fields:   * Number Prefix * Number (required) * Number Suffix * Street Directional Prefix * Street Name (required) * Thoroughfare (allow a blank to be entered in case there is no thoroughfare identified) * Street Directional Suffix * Unit Type * Unit Value * Floor * Floor Value * Building Type * Building Value * FCTN (SE only: FCTN (Former Customer TN) Field shall allow 4-27 characters and allow alpha, numeric, and symbol characters.) * City (required) * State (dropdown) (required) * Zip (required) * Retain the CENT, ACNA, and other region specific entry points that are currently displayed for the SE region.   FCTN requirements:   1. Do not require the FCTN prior to validating the customer address 2. FCTN data shall be returned when the address is validated and be auto-populated 3. After the customer address is validated, the FCTN shall be required before the user can continue to the next MOE screen. | Vicki Purcell (vp2902) | RDS | Changed |  |
|  | JRD47 Customer Location Name Information section  For the SE region MOE New POTS, the Thoroughfare dropdown shall be updated with the selections in the Name column displayed on the spreadsheet included as Appendix 4.  The data in the Abbreviation column will need to be sent downstream for order processing. | Vicki Purcell (vp2902) | RDS | Reviewed |  |
|  | JRD48 Customer Location Name Information section  For the SE region MOE New POTS, change the Unit Type text box to a dropdown to display the information in the Name column listed below. The data in the Abbreviation column will need to be sent downstream for order processing.  **Abbreviation / Name**   * APT / Apartment * LOT / Lot * RM / Room * SLIP / Slip * SUIT / Suite * UNIT / Unit | Vicki Purcell (vp2902) | RDS | Reviewed |  |
|  | JRD49 Customer Location Name Information section  For the SE region MOE New POTS, remove the following fields:   * Structure Type * Structure Value | Vicki Purcell (vp2902) | RDS | Reviewed |  |
|  | JRD50 Customer Location Name Information section  For the SE region MOE New POTS, add the following fields:   * Floor (dropdown) * Floor Value (10 characters) * Building Type (dropdown) * Building Value (10 characters) | Vicki Purcell (vp2902) | RDS | Reviewed |  |
|  | JRD51 Customer Location Name Information section  For the SE region MOE New POTS, the Floor dropdown field shall be a dropdown and display the information in the Name column listed below. The data in the Abbreviation column will need to be sent downstream for order processing.  **Abbreviation / Name**   * FLR / Floor | Vicki Purcell (vp2902) | RDS | Reviewed |  |
|  | JRD52 Customer Location Name Information section  For the SE region MOE New POTS, the Building Type dropdown field shall be a dropdown and display the information in the Name column listed below. The data in the Abbreviation column will need to be sent downstream for order processing.  **Abbreviation / Name**   * BLDG / Building * PIER / Pier * WNG / Wing | Vicki Purcell (vp2902) | RDS | Reviewed |  |
|  | JRD53 Customer Location Name Information section  For the SE region MOE New POTS, when the Address Type is 'Route Address', display the following fields:   * Route (required) * Box (required) * AHN * Unit Type * Unit Value * Floor * Floor Value * Building Type * Building Value * FCTN – see requirement 4.1.6.18 above for FCTN requirements * City (required) * State (required) * Zip (required) | Vicki Purcell (vp2902) | RDS | Changed |  |
|  | JRD54 For the SE region MOE New POTS telephone number fields, allow the user to enter a telephone number in any format (i.e. xxx-xxx-xxxx, xxxxxxxxxx, xxx.xxx.xxxx, (xxx) xxx-xxxx etc.). | Vicki Purcell (vp2902) | RDS | Reviewed |  |
|  | JRD55 For the SE region MOE New POTS when the Service Address is validated, the TAR CODE and EXCH shall be passed downstream for order processing.  **NOTE:** See requirement 4.1.2.4 regarding displaying and requiring the EXCH and TAR CODE fields when performing manual address validation. | Vicki Purcell (vp2902) | RDS  R3 | Reviewed |  |
|  | JRD56 For the SE region MOE New POTS Billing Section when the user selects the radio button for ‘Is Billing Address same as the Customer Address?’, populate the information as follows:  Billing Address Line 1: Number Prefix, Number, Number Suffix, Street Directional Prefix, Street Name, Thoroughfare, Street Directional Suffix, Route, Box (If Route or Box are populated, then populate Route and Box with their values in the Billing Address.)  Billing Address Line 2: Unit Type, Unit Value, Floor, Floor Value, Building Type, Building Value | Vicki Purcell (vp2902) | RDS | Reviewed |  |
|  | JRD57 For the SE region MOE New POTS Customer Address Information section and the Main Listing Information section, add a new required field ‘Listing Address same as Location Address?’ with radio buttons for Yes or No. Default to No.  If Yes is selected, populate the following fields (in the order listed) into the Main Listing Listed Address field: Number Prefix, Number, Number Suffix, Street Directional Prefix, Street Name, Thoroughfare, Street Directional Suffix, (comma), City  If the Listed Address is populated with the Customer Address data, continue to allow the user to edit the information in the Main Listing Listed Address field(s).  If No is selected, the user will be required to manually enter data in the Main Listing Listed Address field(s). | Vicki Purcell (vp2902) | RDS | Reviewed |  |
|  | JRD58 For the SE region MOE New POTS in the Main Listing Information section:   * Require the Main Listing Type, Main Listed Name, Listed Address, City, State, Zip, Yellow Page Heading, Yellow Page Heading Code, and Standard Industrial Classification Code * Do not require Yellow Page Heading or Yellow Page Heading Code when the selected Main Listing Type is Non-Pub.   Provide the user the ability to search for a particular Yellow Page Heading in order to filter the displayed list to the user.  The list of Yellow Page Headings shall be pulled from the YPH Table located in CPC.  Auto-populate the Standard Industry Code and Yellow Page Heading Code fields once a selection from the table is made. | Vicki Purcell (vp2902) | RDS | Reviewed |  |
|  | JRD59 For the SE region MOE New POTS on the Service Address Validation screen when the validation has been completed, remove the Close button at the bottom of this screen and add buttons for 'Save' and 'Save and Continue'.  When 'Save and Continue' is clicked, the next screen to be displayed shall be the Request New Telephone Numbers screen. | Vicki Purcell (vp2902) | RDS | Rejected |  |
|  | JRD60 For the SE region MOE New POTS, update the MOE indicator in the Automation column on the RDS worklist to indicate the status of Address Validation.  When Address Validation (customer address & billing address) has been completed and the user clicks on the MOE yellow X indicator in the automation column:  1. If there is an exact match for both the customer address and billing address, the MOE POTS TN Reservation screen shall be displayed.  2. If there is not an exact match for either the customer address or the billing address, the MOE POTS address screen shall be displayed.  NOTE: See requirement 4.1.6.15 for more information on the address validation process. | Vicki Purcell (vp2902) | RDS | Reviewed |  |
|  | JRD61 For the SE region update the MOE indicator in the Automation column on the RDS worklist to indicate the status of Telephone Number reservation.  The MOE indicator shall remain Red until the TN reservation is returned.  The MOE indicator shall change to Yellow when TN Reservation is completed.  When the MOE indicator is red or yellow for Telephone Number reservation status and the user clicks on the indicator, display the TN reservation screen to the user. When the TN reservation screen is displayed and the indicator is:   * Red - The TN column in the Current Order View will be blank * Yellow - The reserved telephone number(s) shall be displayed to the user in the TN column in the Current Order view | Vicki Purcell (vp2902) | RDS | Reviewed |  |
|  | JRD62 For the SE region MOE New POTS on the Telephone Number screen, change the row of TN entries from 2 rows to 1 row for both 'Enter the range of TNs' and 'Enter the individual TNs'.  Allow the user to add additional rows if needed. | Vicki Purcell (vp2902) | RDS | Reviewed |  |
|  | JRD63 For the SE region MOE New POTS, allow the user to select the Assignable Line USOC for each TN. The user shall also be allowed to select the Main BTN and Class of Service.  For MOE POTS New, the Main BTN, Assignable Line USOC and COS shall be required entries.  Also display the Label field name from the MOE COS Admin tool in the COS dropdown. | Vicki Purcell (vp2902) | RDS | Proposed |  |
|  | JRD64 For the SE region MOE New POTS menu screen, remove the hyperlinks for the selections and add a checkbox for each selection to allow the user to make one or more selections.  When the user makes a selection only display the selected screen to the user.  When the user makes multiple selections display the selected screens to the user in the hierarchy order as indicated on Appendix 5. | Vicki Purcell (vp2902) | RDS | Reviewed |  |
|  | JRD65 For the SE region MOE New and Change POTS, add a selection of NONE and UNDC to the PIC and LPIC dropdowns when "Yes - to non-AT&T" for New is selected and "Change to non-AT&T" for Change is selected. | Vicki Purcell (vp2902) | RDS | Proposed |  |
|  | JRD66 For the SE region MOE New POTS in the New PIC/LPIC Information Section, remove the selections 'No PIC' and 'No LPIC'. | Vicki Purcell (vp2902) | RDS | Reviewed |  |
|  | JRD67 For the SE region MOE New POTS, remove the PIC Scenario and LPIC Scenario fields. | Vicki Purcell (vp2902) | RDS | Reviewed |  |
|  | JRD68 For the SE region MOE New POTS, remove the 'Remove' option for PIC Freeze and LPIC Freeze and add a new option of 'No Freeze'.  Default value will be 'No Freeze'. | Vicki Purcell (vp2902) | RDS | Reviewed |  |
|  | JRD69 For the SE region MOE New POTS, the following options are not applicable:  Add/Remove BTN Information section:   * Do not display the Move Account and Remove Account options * In the Current Order View, remove columns   + Retain Billing Name/Addr   + New Billing Name   + New Billing Address   + BIR * Add 'Continue with No Changes' button at the bottom of this screen. | Vicki Purcell (vp2902) | RDS | Reviewed |  |
|  | JRD70 For the SE region MOE New POTS, remove the field 'Do you want to waive the Termination Charges?' located in the Package Information Section. | Vicki Purcell (vp2902) | RDS | Reviewed |  |
|  | JRD71 For the SE region MOE New POTS Package/Promotion screen, display BLC as the only Package option. | Vicki Purcell (vp2902) | RDS | Changed |  |
|  | JRD72 For the SE region MOE New POTS on the Package & Promotions screen, the field "Term End" shall not be displayed. | Vicki Purcell (vp2902) | RDS | Reviewed |  |
|  | JRD73 For the SE region MOE New POTS Package and Promotion section when the action is 'Add', display the fields in the following order:   * Please select the Package you wish to add * Select the Package Term Length * Package/TAC FID you wish to add - If multiple BTNs are selected, do not display this option. If a single BTN is selected, this option will be displayed. * Other Packages/USOC you wish to add * Contract #/ECATS   Provide a hyperlink for the Package/TAC FID selection labeled 'View TAC FID selections' which will open the TAC FID table. | Vicki Purcell (vp2902) | RDS | Changed |  |
|  | JRD74 For the SE region MOE New POTS Package and Promotion section, if a 'BLC 20+' option is selected by the user and the Term is NOT Month to Month, display the following question "Does this customer have a Multiple BTN Agreement?" with Yes and No options.  Provide a hover over of this question which states "This question is asked with regard to whether or not Yes/No TAC FIDS will be sent with this order. If Yes is selected, TAC FIDs are not sent or added on the order. If No is selected, TAC FIDs shall be sent and added on the order."  If Yes is selected, TAC FIDs are not sent or added on the order.  If No is selected, TAC FIDs shall be sent and added on the order. | Vicki Purcell (vp2902) | RDS | Reviewed |  |
|  | JRD75 For the SE region MOE New POTS, BLC is only available on the following Class of Services:  **SE (AL, FL, GA, LA, MS, KY, TN, NC, SC)**   * 1FB, FRL, 1FBCL, FRLCL | Vicki Purcell (vp2902) | RDS | Reviewed |  |
|  | JRD76 For the SE region MOE New POTS Package and Promotion section BLC requests, auto-populate the TAC FID based on the number of lines the customer has on inventory and the Package Term Length.  TAC FIDs are entered when establishing a new agreement (new or existing service) including:   * For renewal * Converting to another plan (not BLC) * Changing from BLC 1-19 lines' USOCs to 20+ lines' USOCs * Changing Term Length   TAC FIDs are not entered when:   * Adding or removing lines on the account   + The TAC FID should reflect the number of lines originally established for the BLC account * Changing the line options - i.e. changing from Unlimited A to Unlimited B * For Multi-BTN agreements * Month To Month Term | Vicki Purcell (vp2902) | RDS | Reviewed |  |
|  | JRD77 For the SE region MOE New POTS BLC requests, all lines on a BTN must be of the same BLC family -  1-19 lines or 20+ lines.  WTNs under a BTN can have different packages. For example: Line 1 has BLC Unlimited A 1-19 Line package and Line 2 has BLC Unlimited B 1-19 Line package. | Vicki Purcell (vp2902) | RDS | Reviewed |  |
|  | JRD78 For the SE region MOE New POTS Package and Promotion section for BLC requests list the CORE features first, then the OPTIONAL, then BOLT ON and then the extra ADDITIONAL Features (from Features MOE activity) that are not a part of BLC.  When Adding BLC, CORE features for that package shall be automatically selected and greyed out except for the following when applicable:   * *Caller ID – The user shall be required and allowed to select only one of the Caller ID options.* * *Call Forwarding & Remote Access Call Forwarding – The user shall be required to select one but can’t select both.*   Change Remote Access Call Forwarding (GCZ) to display beneath Call Forwarding (ESM). | Vicki Purcell (vp2902) | RDS | Reviewed |  |
|  | JRD79 For the SE region MOE New POTS on the Package and Promotion screen, move the following order level field under “Action:” and only allow an entry to be selected one time.   * Select the Package Term Length   Do not display the following field for SE MOE New POTS   * Term Begin (mm/dd/yyyy) | Vicki Purcell (vp2902) | RDS | Reviewed |  |
|  | JRD80 For the SE region MOE New POTS on the Package and Promotion screen, provide a new dropdown labeled 'Promotion Qualifier'. This new field shall become required when a Promotion is selected.  The Promotion Qualifier field shall allow the user to select TAC FIDs for the qualifying products.  Allow multiple TAC FID qualifiers to be selected. | Vicki Purcell (vp2902) | RDS | Reviewed |  |
|  | JRD81 For the SE region MOE New POTS when the Red X is displayed for MOE validations, display which validation stage is in progress (i.e. Address Validation, TN Validation, Due Date Validation, etc.) when the user hovers over the Red X. | Vicki Purcell (vp2902) | RDS | Reviewed |  |
|  | JRD82 For the SE region MOE New POTS at the first appearance of the Customer Contact Information fields and the user enters data into these fields, this data shall be carried over to subsequent screens where the same Customer Contact Information fields are displayed and auto-populate.  However, the Customer Contact Information fields shall remain editable and allow the user to overwrite the pre-populated data if necessary.  A new field for Customer Contact Email shall be added for the SE region. This field shall not be required. | Vicki Purcell (vp2902) | RDS | Reviewed |  |
|  | JRD83 For the SE region MOE New POTS, display the following as the last step before the Due Date screen is displayed.  Does this order require:   * CO Work Only? * Tech to be dispatched?   Each option will be displayed with a radio button and a selection will be required before the next screen will be displayed. This field will not have a default selection.   * If 'CO Work Only' is selected, display the Due Date screen and the normal due date calendar to the user (not the DSAP/Verigate calendar). * If 'Tech to be dispatched' is selected and a jack has **not** been previously selected, display the Jack screen to require the user to select a jack from the Jack Type dropdown. When the user has selected a Jack and clicks Save & Continue, then display the Due Date screen with the DSAP/Verigate due date calendar to the user. * If 'Tech to be dispatched' is selected and a jack has been previously selected, display the Due Date screen with the DSAP/Verigate due date calendar to the user. | Vicki Purcell (vp2902) | RDS | Reviewed |  |
|  | JRD84 For the SE region MOE New POTS on the Add Jacks screen, change the selection in the 'Please select the Jack Type' of NW1 - Network Interface to NW1 - Network Interface (Send Tech - No Jack Needed). | Vicki Purcell (vp2902) | RDS | Reviewed |  |
|  | JRD85 For the SE region MOE New POTS when the DSAP/Verigate Due Date calendar is displayed and the user selects a blocked date, require the checkbox labeled 'Override Due Date'.  If the user checks the checkbox labeled 'Override Due Date', display and require a text box labeled 'Override Authorization'.  The 'Override Due Date' and 'Override Authorization' fields will be required to have entries before allowing the user to submit the request with a blocked due date selected. | Vicki Purcell (vp2902) | RDS | Reviewed |  |
|  | JRD86 For the SE region MOE New POTS, the selections in the Promotion dropdown on the Packages & Promotions screen shall be as follows:   * All For Less - Basic 1 YR (1AFL) * All For Less - Basic 2 YR (2AFL) * All For Less - Standard 1 YR (1AFL) * All For Less - Standard 2 YR (2AFL) * All For Less - Premium 1 YR (1AFL) * All For Less - Premium 2 YR (2AFL) * Save A Line (KSTG7) – Lead Offer (SAL8) * Save A Line – Refuser Offer (SAL6) Save A Line (KSTG7) * Other | Vicki Purcell (vp2902) | RDS | Reviewed |  |
|  | JRD87 For the SE region MOE New POTS on the LD Calling Plan/PIC/LPIC Carrier Freeze screen, add the following selections to the AT&T Calling Plan dropdown:   * BSLBA - AT&T Business Unlimited Calling V PROMO - 1 Line * BSLBB - AT&T Business Unlimited Calling V PROMO - 2 Lines * BSLBC - AT&T Business Unlimited Calling V PROMO - 3 Lines * BSLBD - AT&T Business Unlimited Calling V PROMO - 4 Lines * BSLBE - AT&T Business Unlimited Calling V PROMO - 5 Lines * BSLBF - AT&T Business Unlimited Calling V PROMO - 6 Lines * BSLBG - AT&T Business Unlimited Calling V PROMO - 7 Lines * BSLBH - AT&T Business Unlimited Calling V PROMO - 8 Lines * BSLBJ - AT&T Business Unlimited Calling V PROMO - 9 Lines * BSLBK - AT&T Business Unlimited Calling V PROMO - 10 Lines | Vicki Purcell (vp2902) | RDS | Reviewed |  |
|  | JRD120 For the SE region MOE Add a Line POTS on the TN Reservation screen, change the field labeled “COS” to “Assignable Line USOC” and continue to require this field.  For MOE POTS Change Add a Line, the Assignable Line USOC shall be a required entry before allowing the user to move to the next screen. | Vicki Purcell (vp2902) | RDS | Reviewed |  |
|  | JRD121 For the SE region MOE Add a Line POTS, if the account currently has a package (BLC or Complete Choice) or if a package is added new with this request, do not display the Features screen in the Add a Line flow. | Vicki Purcell (vp2902) | RDS | Reviewed |  |
|  | JRD128 For the SE region MOE New POTS, if “0” (zero) is entered in the field “Directory Delivery Instruction (DEL)”, do not send a directory address downstream.  If a number other than “0” (zero) is entered in the field “Directory Delivery Instruction (DEL)”, allow the user to indicate if the billing address or the service address shall be used as the directory address and send downstream for order processing. | Vicki Purcell (vp2902) | RDS | New |  |
|  | JRD129 For the SE region MOE POTS New, Add a Line, or Change, the following Features/Blocks shall be mapped as indicated below:   * Feature “Caller ID with Name and Number” shall map to “Caller ID Name and Number Delivery (NXMMN)” * Feature “Call Block” shall map to the blocking option “Call Block (NSY)” * Feature “Anonymous Call Rejection” shall map to blocking option “Anonymous Call Rejection (HBY)” * Restriction “Block International Call Completion” shall map to blocking option “CCR Option Int’l Call Block Only (CREXV)” | Vicki Purcell (vp2902) | RDS | New |  |

| * + 1. Requirements for MOE DSL | | | | | |
| --- | --- | --- | --- | --- | --- |
| Req. ID | Description | Source | Factory Impact | Status | Traced to Scope Item(s) |
|  | JRD88 For MOE DSL Disconnect requests in the MW, SE, SW, & W regions and for all upfront portals, changes shall be made to enable and increase flow through. | Willis Wilson (ww2364)  Jeffrey Culberson (jc3325) | RDS  R3 | Reviewed |  |
|  | JRD89 For MOE DSL Disconnect requests and in the MW, SE, SW, & W regions, add a new date field labeled 'EBD' on the DSL Disconnect screen.  Also provide a calendar icon next to this field and allow the user to click on the calendar and select a date to populate the EBD field.  The EBD date shall be passed downstream for DSL (Dry Loop and Lineshare) order processing for the MW, SW, & W regions and for DSL (Dry Loop) for the SE region.  The EBD date shall NOT be passed downstream for DSL (Lineshare) order processing in the SE region. If an EBD date is present on a SE DSL Lineshare request, attempt flowthrough on the DSL Disconnect and if successful, create a split work item on the RDS worklist for the Rep to do a referral to billing to issue a credit per the EBD. The split work item shall be assigned to the Rep who would have received the DSL Disconnect request. | Willis Wilson (ww2364)  Jeffrey Culberson (jc3325) | RDS  R3 | Changed |  |
|  | JRD90 For MOE DSL Disconnect requests in the MW, SE, SW, & W regions, the user shall not be allowed to select or enter an EBD date more than 90 calendar days in the past from the current date or a date in the future.  Do not allow the user to select a date on the calendar that is more than 90 calendar days in the past from the current date or a date in the future. | Willis Wilson (ww2364)  Jeffrey Culberson (jc3325) | RDS | Reviewed |  |
|  | JRD91 For MOE DSL Disconnect for Dry Loop DSL in the SE region when the request is received via the upfront portals, the request shall go the ‘MOE Disconnect’ route instead of ‘MOE Disconnect DSL Only’ route. This will ensure the Billing and DSL are both disconnected. | Jeffrey Culberson (jc3325) | R3 | Reviewed |  |
|  | JRD92 For MOE DSL Disconnect for the MW, SE, SW, & W regions when a request is received from an upfront portal (ROME, RDS Forms, Business Direct, or Enterprise att.com) and an EBD date is present, the EBD data shall be mapped to the EBD field on the MOE DSL Disconnect screen. | Jeffrey Culberson (jc3325) | RDS | Reviewed |  |
|  | JRD122 For MOE DSL New, Change, and Disconnect requests and for the MW, SE, SW, & W regions, validation shall be performed and inventory pulled back on the provided TN. | Willis Wilson (ww2364)  Jeffrey Culberson (jc3325) | RDS  R3 | Reviewed |  |
|  | JRD123 For MOE DSL New, Change, and Disconnect requests and for the MW, SE, SW, & W regions, once validation is completed then Pre-Qual shall automatically be performed without user intervention. | Willis Wilson (ww2364)  Jeffrey Culberson (jc3325) | RDS  R3 | Reviewed |  |
|  | JRD124 For MOE DSL Disconnects for the MW, SE, SW, & W regions, if the request from the upfront portals indicates “Yes” to remove all DSL/HSI associated with this account, validation inventory shall indicate which TN(s) has DSL. This TN which has DSL shall then be used to perform the Pre-Qual. | Willis Wilson (ww2364)  Jeffrey Culberson (jc3325) | RDS  R3 | Reviewed |  |
|  | JRD125 For MOE DSL New, Change, and Disconnect requests and for the MW, SE, SW, & W regions, an attempt shall be performed to flow through the request without rep intervention. | Willis Wilson (ww2364)  Jeffrey Culberson (jc3325) | RDS  R3 | Reviewed |  |
|  | JRD126 For MOE DSL Change in the MW, SE, SW, & W regions, the TN entered in the following fields in the upfront portals shall be used for Pre-Qual:   * Business Direct – DSL TN to be Changed * RDS Forms – Change DSL/HSI for Specific TNs in Account * RDS Forms and ATT.com – If Yes is selected for “Change DSL/HSI occurences for all TNs in Account?”, then the TN(s) identified to have DSL when the validation is performed on the Existing Account Number shall be used for Pre-Qual. * ATT.com – Change DSL/HSI for Specific TNs in Account * ROME – Specific TNs for DSL * ROME – If Yes is selected for “Change all TNs on Account?”, then the TN(s) identified to have DSL when the validation is performed on the Existing Account Number shall be used for Pre-Qual. | Willis Wilson (ww2364)  Jeffrey Culberson (jc3325) | RDS  R3 | Reviewed |  |

| * + 1. Requirements for MOE POTS | | | | | |
| --- | --- | --- | --- | --- | --- |
| Req. ID | Description | Source | Factory Impact | Status | Traced to Scope Item(s) |
|  | JRD93 For all regions MOE POTS New, Add a Line & Change when a request is received from an upfront portal (ROME, RDS Forms, Business Direct, or Enterprise att.com) and Business Local Calling (BLC) is added, changed or removed, the BLC plan shall be mapped to MOE and auto-populated on the MOE Package & Promotions screen.  See Appendix 6 for mapping details for each region. | Joy Bullard (jy2357) | RDS | Changed |  |
|  | JRD94 For the SW region MOE POTS Add a Line, if the existing Class of Service (COS) on the validated account is ‘B1W’ or ‘B1W-M’ then the type of order shall be a ‘C’ order.  If the existing Class of Service (COS) on the validated account is anything other than ‘B1W’ or ‘B1W-M’, then the type of order shall be an ‘N’ order. When the ‘N’ order is created, the listing information shall be copied from the validated account to the ‘N’ order and the listing shall be ‘Non-Pub’. | Wendy Anderson (wa7543) | RDS  R3 | Changed |  |
|  | JRD95 For the SW region MOE POTS New, if the request contains BLC, the request will result in a single stacked N order which will include all lines on the request.  If the request does not contain BLC, the request will result in multiple N orders. An N order will be created for each line on the request. | Wendy Anderson (wa7543) | RDS  R3 | Changed |  |
|  | JRD96 For the SW region MOE POTS, the 'Please select the Jack Type' dropdown field shall have only the following selections:   * JJK1C - First Desk Jack * JJA1C - Additional Desk Jack * JJK1W - First Wall Jack * JJA1W - Additional Wall Jack * RJ21X - 25 Line Jack * NW1TD - Network Interface (Send Tech - No Jack Needed) * WRE - Wiring RW2 * Other | Wendy Anderson (wa7543) | RDS | Reviewed |  |
|  | JRD97 For the SW region MOE POTS when the selected Jack from the upfront portals is NW1 - Network Interface, this selection shall map to the MOE Jack selection of NW1TD - Network Interface. | Wendy Anderson (wa7543) | RDS | Reviewed |  |
|  | JRD98 For the SW region MOE POTS New, add the USOC 'SEH1X' to all 'N' orders when the area code is one of the following:   * Dallas - 214, 972, 469, 817, or 682 * Houston - 281, 713, or 832   See Appendix 10 for SEH1X order examples. | Wendy Anderson (wa7543) | R3 | Reviewed |  |
|  | JRD99 For the SW region MOE POTS New, add the USOC 'URS' for all Kansas 'N' orders in area codes 316, 620, 785, or 913. | Wendy Anderson (wa7543) | R3 | Reviewed |  |
|  | JRD100 For the SW region MOE POTS New and Change Add a Line, make a change to allow the user to assign a unique/different 'SYS Number' for each WTN that is being added on the request. | Wendy Anderson (wa7543) | RDS  R3 | Reviewed |  |
|  | JRD101 For the SW region MOE POTS New & Change, remove the following fields from the 'Confirmation' screen:   * ACC/IACC * Special Access Hours | Wendy Anderson (wa7543) | RDS | Reviewed |  |
|  | JRD102 For the SW region MOE POTS Change when BLC is being removed and Caller ID USOCs NMP & NMK are not being removed, automatically add the USOC 'NNK' to the service order.  See Appendix 11 for Caller ID order example. | Wendy Anderson (wa7543) | R3 | Reviewed |  |
|  | JRD103 For all regions and on all MOE POTS Confirmation screens, remove the 'Sales code (SLSS/SLS)' field and add the following:   * Heading Label of 'Sales Codes' * Under the heading of Sales Codes add a field for each of the following:   + SLS – (MW, SW, W)   + SLSS – (SE, SW)   + ANT – (SW)   + SCN – (SE) * The SLS field shall be 9 a/n characters in length * The SLSS field shall be 30 a/n characters in length * The ANT field shall be 63 a/n characters in length * The SCN field shall be 10 a/n characters in length * For the SE region if SCN is populated, require the SLSS field * Fields shall display only if applicable to that region * If more than one of these fields are displayed for a region, allow the user to enter data in all displayed fields.   **MW:** If data is entered in the SLS field, use this data for order processing instead of the default value then automatically add the SLSS field to the service order and populate with the default code of ‘ROAMMEC’. When the SLSS field is present, it shall be sent for SERG Reporting instead of the SLS.  **W:** If the SLS field is populated on the MOE GUI, use this data for order processing instead of the default value. If the SLS field is not populated, continue to use the default value for order processing.  **SW:** If the SLS field is populated on the MOE GUI, use this data for order processing instead of the default value. If the SLS field is not populated, continue to use the default value for order processing.  **SE:** Continue to use the SLS default value for order processing.  The following hover over messages shall be provided:   * **SLS** – Sales Code for Sales Person requesting credit for this order. * **SLSS** – SE region: Sales code for Sales Person requesting credit for this order. SW region: The ID number of the sales agency rep of an outside vendor, assigned to drive individual compensation. * **ANT** – The identification code of an outside sales agency selling a product or service. * **SCN** – Sales code for Sales Person requesting credit for this order. When the FID SCN appears, the FID SLSS must also appear.   See Appendix 13 for service order examples . | Joy Bullard (jy2357) | RDS  R3 | Changed |  |
|  | JRD104 For the SW region MOE POTS New if the following features are not selected by the user then the Block Usage Sensitive FIDs will need to be automatically added to the service order.   * If Auto Redial - Usage Sensitive (NV8) or Auto Redial (NSQ) is not selected on the GUI; then, Auto Redial - Block Usage Sensitive (/RCU AR) is required. * If Call Return - Usage Sensitive (NV9) or Call Return (NSS) is not selected on the GUI; then, Call Return - Block Usage Sensitive (/RCU CR) is required * If Usage Sensitive 3-Way Calling (3UY) or 3 way calling (ESC) is not selected on the GUI; then, 3-Way Calling - Block Usage Sensitive (/RCU TWC) is required. * Call Tracing - Block Usage Sensitive (/RCU COT) is required on all orders | Wendy Anderson (wa7543) | RDS  R3 | Reviewed |  |
|  | JRD105 For all regions change the MOE generic error messages to provide more specific information.  Examples of error messages that need more specific information:   * PLEASE CHECK THE ONLINE ERROR LIST FOR A COMPLETE LIST OF ERRORS | Joy Bullard (jy2357) | RDS | Changed |  |
|  | JRD106 For all regions MOE POTS New, Change, and Disconnect add the following fields to the Confirmation screen:   * Additional Entries for Bill Section: * Additional Entries for Unfielded IDENT Section:   These 2 new fields shall be dropdown fields with the following selections:   * West Region   + Unfielded IDENT Section     - COG – (all order types)     - Other – (all order types)   + Bill Section     - VSN – (all order types)     - VSTN – (all order types)     - Other – (all order types) * SW Region   + Unfielded IDENT Section     - ZEAC – (all order types)     - LON – (all order types)     - CRO – (all order types)     - FDT – (new & change)     - Other – (all order types)   + Bill Section     - Other – (all order types) * MW Region   + Unfielded IDENT Section     - CENT – (new & change)     - FDT – (new & change)     - CRO – (all order types)     - RO – (all order types)     - Other – (all order types)   + Bill Section     - IBI – (new & change)     - INRI – (new & change)     - Other – (all order types) * SE Region   + Unfielded IDENT Section     - SPO – (new & change)     - ZDIS Y – (new & change)     - ZDIS N – (new & change)     - RTG DSLG – (new & change)     - FDT – (new & change)     - Other – (all order types)   + Bill Section     - Other – (all order types) * When a selection is selected in either of these 2 dropdowns, display 2 fields labeled ‘Left Handed FID’ (6 a/n characters) and ‘Information’ (35 a/n characters). * When ‘Other’ is selected, allow the user to enter data in both the ‘Left Handed FID’ and ‘Information’ fields. * When there is only a FID (e.g. COG, LON, FDT) selected from the dropdown, populate the FID in the ‘Left Handed FID’ field and allow the user to enter data in the ‘Information’ field. * When a FID and Information are selected from the dropdown (e.g. ZDIS Y, RTG DSLG), populate the FID (e.g. ZDIS, RTG) in the Left Handed FID field and the other data (e.g. Y, DSLG) in the Information field. * Allow the user to ‘Add to List’ and ‘Clear List’. * Allow the user to continue to ‘Add to List’ without clearing out previous entries that were added to the list. Basically allow the user to add multiple entries even when ‘Other’ is selected multiple times. * This data will be passed downstream for order processing. | Joy Bullard (jy2357) | RDS  R3 | Reviewed |  |
|  | JRD107 For MOE POTS all regions when validation is performed on an account/TN indicate in the validation results if a Toll Free number is associated with the account.  Toll Free USOCs to look for on the account/TN are as follows:   * **MW**: WF8, 8U9, TGRFS, TGRFM, XREL8 * **SW**: T9FAX, T9FBG, T9FCG, T9FDA, T9FDB, T9FDC, T9FDD, T9FDE, T9FDF, T9FSA, T9FSB, T9FSC, T9FSD, T9FSE, T9FSF, TGRFM, TGRFS * **SE**: BTFL1 * **W**: Not applicable | Joy Bullard (jy2357) | RDS  R3 | Changed |  |
|  | JRD108 For W region MOE POTS Disconnect (Full or Partial) if the field 'Transfer of Call' is checked, the field 'TFC FID' shall default to a selection of 'TC'. | Derick Guerrero (fg2854) | RDS | Reviewed |  |
|  | JRD109 For all regions MOE POTS Disconnect, change disconnects to use the same middleware as what is used for MOE Changes. The Business needs to receive Disconnect error messages like is done for Change orders. | Joy Bullard (jy2357) | R3 | Reviewed |  |
|  | JRD110 A new or existing report shall be provided for all MOE eligible items (POTS, CENTREX, & DSL), to report how many users manually completed Data Collection versus letting MOE complete the Data Collection.  This report shall display data at the workcenter, office group, and user levels. | Joy Bullard (jy2357) | RDS | Reviewed |  |
|  | JRD111 For all regions MOE POTS, Centrex, and DSL all activities, do not allow the user to enter a date in the past in the Due Date field.  When a date in the past is entered, do not allow the user to proceed with the request and present an error message. | Joy Bullard (jy2357) | RDS | Reviewed |  |
|  | JRD112 A new or existing report shall be provided to report which MOE requests had the 'Override Due Date' checked. The entered Override Authorization information shall also be provided on the report for these requests.  This report shall display data at the workcenter, office group, and user levels. | Joy Bullard (jy2357) | RDS | Reviewed |  |
|  | JRD113 For all regions and for POTS, Centrex, and DSL when replies to email items previously owned by MOE automation IDs, responses shall be sent to the user to whom the original item should have been assigned. | Joy Bullard (jy2357) | RDS | Reviewed |  |
|  | JRD114 For all regions MOE POTS all activities, the field 'Customer Contact Name' shall be split out into 2 fields labeled:   * Customer Contact First Name * Customer Contact Last Name | Joy Bullard (jy2357) | RDS | Rejected |  |
|  | JRD115 For the W region MOE Change POTS on the LD Calling Plan/PIC/LPIC Carrier Freeze screen, when the user selects 'No Change' for 'Do you want to change the PIC?' or 'Do you want to change the LPIC?', the user shall be allowed to select a new calling plan in the 'Please select the AT&T Calling Plan' dropdown.  This new Calling Plan data shall be sent downstream for order processing. | Derick Guerrero (fg2854) | RDS  R3 | Reviewed |  |
|  | JRD116 For the SW and W regions MOE Change POTS on the LD Calling Plan/PIC/LPIC Carrier Freeze screen when a user selects ‘Yes’ for ‘Do you want to remove an existing Calling Plan?’, the field “Existing Calling Plan” shall be required.  Data entered into the field “Existing Calling Plan” shall be sent downstream for order processing. | Derick Guerrero (fg2854) | RDS  R3 | Changed |  |
|  | JRD127 For the MW, SE, SW, & W regions MOE Change Add a Line when a TN is displayed in the “Copy all information from this TN:” field, the user shall not be allowed to select the NEW TN that is being added on the following MOE screens since they have elected to REPLICATE an existing TN.   * Package & Promotions * Voice Mail/Unified Messaging * Blocking/Features * Carrier PIC/LPIC   The user shall be allowed to continue to select EXISTING TNs on these screens in needed. | Vicki Purcell (vp2902) | RDS | Changed |  |

|  |
| --- |
| * 1. BUSINESS REQUIREMENTS IMPACTING AT&T NETWORK TECHNOLOGY DEVELOPMENT (NTD Process): |

*Note: "Contact(s)" and "Scope Traceability" are required table entries for projects using ReqPro. These specific table entries are optional for non-ReqPro projects*

|  |
| --- |
| * 1. BUSINESS REQUIREMENTS IMPACTING ANOTHER FACTORY and / or FUNCTION DEVELOPMENT: |

*Note: "Contact(s)" and "Scope Traceability" are required table entries for projects using ReqPro. These specific table entries are optional for non-ReqPro projects*

1. BUSINESS RULES

| **Business Rule #** | **Description** |
| --- | --- |
| 5.1 |  |
| 5.2 |  |
| 5.3 |  |

1. FUTURE ENHANCEMENTS

N/A

1. Implementation Strategy

N/A

1. Training and User Documentation

Target Audience

* Customer Care Ordering Associates and OMs
* Customer Care Ordering Management

Training and Internal Communications Plan will be delivered via one or all of the following:

* Train the Trainer Sessions
* APEx
* Daily Advisory communications

1. TYPES OF TESTING

(**Note:** Hyperlinks provide additional information, e.g., Speakeasy Glossary definitions)

|  |  |  |
| --- | --- | --- |
| **User Testing**  **Testing performed to validate expected functionality for the person(s)**  **using the application(s) and / or service(s).** | | |
| **Identify the anticipated testing to be performed** | **Y or N/A** | **Role / Organization and**  **Contact Name** (if known) |
| [CRT - Country Readiness Test](http://speakeasy.edc.cingular.net/speakeasy/SearchTerm?func=term&query=CRT) | N/A |  |
| [ORT - Operational Readiness Test](http://speakeasy.edc.cingular.net/speakeasy/SearchTerm?func=term&query=ORT) | N/A |  |
| [UAT - User Acceptance Test](http://speakeasy.edc.cingular.net/speakeasy/SearchTerm?func=term&query=UAT) | Y | Client/Users / ABS Customer Care Ordering / Joy Bullard's Team |
| [UCT - User Certification Testing](http://speakeasy.edc.cingular.net/speakeasy/SearchTerm?func=term&query=uct) | Y | Client/Users / ABS Customer Care Ordering / Joy Bullard's Team |
| Other, e.g., non-standard testing scenarios as a result of system limitations, *please specify* | N/A |  |
| **IT Testing**  **Testing performed to satisfy IT UP activities.** | | |
| **Identify the anticipated testing to be performed** | **Y or N/A** | **Role / Organization and**  **Contact Name** (if known) |
| < Insert the project's "IT UP Project Plan" here >  See the "Test Strategy" section for IT testing "Comments" | N/A |  |
| Other, *please specify* | N/A |  |
| **Network / Infrastructure Testing**  **Testing performed to satisfy Approval for Use / Certification and / or Network Technology Development activities.** | | |
| **Identify the anticipated testing to be performed** | **Y or N/A** | **Role / Organization and**  **Contact Name** (if known) |
| [API (Application Program Interface) Integration Testing](http://speakeasy.edc.cingular.net/speakeasy/SearchTerm?func=term&query=API) | N/A |  |
| Call Through Testing | N/A |  |
| CPE (Customer Premise Equipment) Certification | N/A |  |
| [EVT / SVT - Equipment Verification Test / System Verification Test](http://speakeasy.edc.cingular.net/speakeasy/SearchTerm?func=term&query=EVT) | N/A |  |
| [FFA - First Field Application](http://speakeasy.edc.cingular.net/speakeasy/SearchTerm?func=term&query=FFA) | N/A |  |
| FIT - Field Integrated Testing | N/A |  |
| [FVT - Feature Validation Test](http://speakeasy.edc.cingular.net/speakeasy/SearchTerm?func=term&query=FVT) | N/A |  |
| [ITN - Integrated Test Network (VoIP) Web Site Home Page](http://voip.itn.att.com/documents.php) | N/A |  |
| [Mobility Engineering & Development (MED) Lab Testing](http://speakeasy.edc.cingular.net/speakeasy/SearchTerm?func=term&query=MED) | N/A |  |
| Mobility Production Lab Support Testing | N/A |  |
| [Network Maintenance Operational Readiness Testing](http://speakeasy.edc.cingular.net/speakeasy/SearchTerm?func=term&query=NM+ORT) | N/A |  |
| [Network Management Verification Test](http://speakeasy.edc.cingular.net/speakeasy/SearchTerm?func=term&query=NMVT) | N/A |  |
| [NVT - Network Verification Test](http://speakeasy.edc.cingular.net/speakeasy/SearchTerm?func=term&query=NVT) | N/A |  |
| [PCT - Partner Certification Testing](http://speakeasy.edc.cingular.net/speakeasy/SearchTerm?func=term&query=PCT) | N/A |  |
| [SVC ORT - Service Operational Readiness Testing](http://speakeasy.edc.cingular.net/speakeasy/UpdateTerm/35162) | N/A |  |
| Vendor Testing | N/A |  |
| Other, *please specify* | N/A |  |
| **Other, *please specify*** | | |
| **Identify the anticipated testing to be performed** | **Y or N/A** | **Role / Organization and**  **Contact Name** (if known) |
| Other, *please specify* | N/A |  |

1. RECORD RETENTION

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Record Description** | **Record Owner** | **RIM Series Code** | **Record Retention Period &**  **Record Classification,**  i.e., Official vs. Unofficial | **RIM Contact & Role,**  e.g., Contact: Compliance Coordinator (RCC), RIM Liaison &  Role: Liaison, Custodian |
|  |  |  |  |  |
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|  |  |  |  |  |
|  |  |  |  |  |

1. APPENDICES

* Appendix 1 - MOE Manual Address Validation



* Appendix 2 - ALDR FID - All Regions



* Appendix 3 - MOE Mappings from up-front Portals





* Appendix 4 - MOE Thorough Fare selections



* Appendix 5 - MOE Activities Hierarchy



* Appendix 6 - BLC Mapping from Upfront Portals



* Appendix 7 - MW CSR Request



* Appendix 8 - Assurance Package Information



* Appendix 9 - Essentials Package Information



* Appendix 10 - SEHIX Order Example



* Appendix 11 - SW Caller ID Order Example



* Appendix 12 - National Plan (Switched Outbound) Form Mappings



* Appendix 13 – Sales Codes Order Examples



1. Definition of Project Terms / Abbreviations / Acronyms

| Acronym | Term | Description / Definition |
| --- | --- | --- |
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|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

1. PROJECT TEAM / SOURCE APPROVAL
   1. FULL JRD Approval Table

(**Note:** If an Integrated Solution Approach (ISA) is not being delivered, table 13.1 is marked "Not Applicable.")

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **FULL JRD APPROVAL** | | | | |
| The CPM (Client Project Manager) has the choice to either sign-off on behalf of the Project Team, or collect all Full JRD review signatures. A Full JRD requires a review and sign-off process, at a minimum, by the CS, CPM, and ISA Author(s). The CPM is responsible for ensuring the PTMs are knowledgeable and in support of the Full JRD version.  By their signature, the participants identified below agree the Full JRD document is acceptable and complete to the best of their knowledge and will be used by the Project Team as an official deliverable for the project ***AND*** the team developing the Integrated Solution Approach (ISA). E-mail responses should be saved and embedded in the signature column of this table or be made available in another format, if requested. | | | | |
| **Participant** | **Role / Department / Group** | **Signature** | **Date Approval Received** | **Comments** |
| Shayna Kantor | Client Sponsor / Six Sigma Black Belt / Program Mgmt (Best at Basics / Product Realization |  |  |  |
| Joy Bullard | Client / Program Mgmt (Best at Basics / Product Realization |  |  |  |
| Anita Robinson | Client Project Manager / Service Delivery / |  |  |  |
|  | Integrated Solution Approach Author(s) / |  |  |  |
|  | PTM, if applicable / |  |  |  |

* 1. BASELINE JRD Approval Table

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **BASELINE JRD PROJECT TEAM / SOURCE APPROVAL** | | | | |
| By their signature, the participants identified below agree this document is acceptable and complete to the best of their knowledge and will be used by the Project Team as an official deliverable for the project. E-mail responses should be saved and embedded in the signature column of this table or be made available in another format, if requested. | | | | |
| **Participant** | **Role /**  **Department / Group** | **Signature** | **Date Approval Received** | **Comments** |
| Shayna Kantor (sr9249) | Client Sponsor / Six Sigma Black Belt / Program Mgmt (Best at Basics / Product Realization |  |  |  |
| Joy Bullard (jy2357) | Client / Program Mgmt (Best at Basics / Product Realization |  |  |  |
| Anita Robinson (ar5736) | Client Project Manager / Service Delivery / |  |  |  |
|  | Integrated Solution Approach Author(s), if applicable, / |  |  |  |
|  | PTM / |  |  |  |
|  | PTM / |  |  |  |
| Eileen Mitchell (em8212) | Source / |  |  |  |
| Wendy Anderson (wa7543) | Source / |  |  |  |
| Derick Guerrero (fg2854) | Source / |  |  |  |
| Lorie Miller (lm2571) | Source / |  |  |  |
| Jeffrey Culberson (jc3325) | Source / |  |  |  |
| Vicki Purcell (vp2902) | Source / |  |  |  |