

### **3. CLARIFICATION/NOTIFICATION REQUEST (C/NR) FORM ENTRIES**

The C/NR Form with each of the entry fields numbered is depicted in Section 4 of this practice. These numbers correspond to the field definitions in Sections 3.1 - 3.3. Section 3.4 contains an alphabetic listing of the C/NR Form fields cross referenced to the field numbers depicted in the numbered form.

### **3.1 ADMINISTRATIVE SECTION**

#### **1. CCNA - Customer Carrier Name Abbreviation**

Identifies the COMMON LANGUAGE IAC code for the customer submitting the ASR and receiving the Clarification/Notification Request Form.

**NOTE 1:** The format and structure of this field is defined by ANSI in document ATIS-0300251 Codes for Identification of Service Providers for Information Exchange.

**NOTE 1:** The CCNA field entry must be identical to the CCNA field entry on the ASR Form.

#### **VALID ENTRIES:**

IAC Code

CUS = Casual customer or end user billing

**NOTE 1:** Valid IAC codes are maintained by Telcordia Technologies.

**USAGE:** This field is required.

**DATA CHARACTERISTICS:** 3 alpha characters

**EXAMPLE:**

T	A	R
---	---	---

**2. PON - Purchase Order Number**

Identifies the customer's unique purchase order or requisition number that authorizes the issuance of the request or supplement.

**NOTE 1:** The PON field entry must be identical to the PON field entry on the ASR Form.

**USAGE:** This field is required.

**DATA CHARACTERISTICS:** 16 alpha/numeric characters

**EXAMPLE:**

8	2	4	Z	9											
---	---	---	---	---	--	--	--	--	--	--	--	--	--	--	--

**3. VER - Version Identification**

Identifies the customer version number.

**NOTE 1:** The VER field entry must be identical to the VER field entry on the ASR Form.

**USAGE:** This field is required.

**DATA CHARACTERISTICS:** 2 alpha/numeric characters

**EXAMPLE:**

A	
---	--

**4. ASR NO - Access Service Request Number**

Identifies the number that may be generated by the provider mechanized systems, pre-assigned to the customer by the provider, or manually assigned by the provider to identify a customer's request for service.

**NOTE 1:** The ASR NO field entry **MUST** be identical to the ASR NO field entry on the ASR Form.

**USAGE:** This field is optional.

**DATA CHARACTERISTICS:** 18 alpha/numeric characters

**EXAMPLE:**

3	1	2	3	4	5	6	7	8	9	0	1						
---	---	---	---	---	---	---	---	---	---	---	---	--	--	--	--	--	--

**5. ICSC - Interexchange Customer Service Center**

Identifies the provider service center requesting clarification from or providing notification to the customer.

**NOTE 1:** The first two characters identify the provider. The third and fourth characters are a unique number within the region identifying the specific ICSC. The allowable range is 00 to 99. The ICSC code will be supplied and periodically updated by the providers to the customers. The providers will also supply guidelines for choosing the appropriate ICSC code.

**USAGE:** This field is required.

**DATA CHARACTERISTICS:** 4 alpha/numeric characters

**EXAMPLE:**

P	T	0	2
---	---	---	---

**6. D/TSENT - Clarification/Notification Date and Time Sent**

Identifies the date and time that the Clarification/Notification Request Form is sent by the provider.

**VALID ENTRIES:**

U.S. Standard	Metric Format
Two Digit Month (01-12)	Two Digit Century (00-99)
Two Digit Day (01-31)	Two Digit Year (00-99)
Two Digit Century (00-99)	Two Digit Month (01-12)
Two Digit Year (00-99)	Two Digit Day (01-31)
Two Digit Hour (01-12)	Two Digit Hour (01-12)
Two Digit Minute (00-59)	Two Digit Minute (00-59)
AM or PM	AM or PM

**NOTE 1:** Metric date format may be used based on provider/customer negotiations.

**USAGE:** This field is required.

**DATA CHARACTERISTICS:** 17 alpha/numeric characters  
(including 3 hyphens)

**EXAMPLES:** |0|3|-|2|2|-|1|9|8|3|-|1|1|1|5|A|M|

|1|9|8|3|-|0|3|-|2|2|-|1|1|1|5|A|M|

**7. INIT - Initiator**

Identifies the initiator as specified on the ASR Form by the customer.

**NOTE 1:** The INIT field entry must be identical to the INIT field entry on the ASR Form.

**USAGE:** This field is conditional.

**NOTE 1:** Required when the INIT field on the ASR Form is populated, otherwise prohibited.

**DATA CHARACTERISTICS:** 15 alpha/numeric characters

**EXAMPLE:**

J	O	H	N		S	M	I	T	H					
---	---	---	---	--	---	---	---	---	---	--	--	--	--	--



**8. TEL NO - Telephone Number**

Identifies the telephone number of the initiator as specified on the ASR Form by the customer.

**NOTE 1:** The TEL NO field entry must be identical to the TEL NO (INIT) field entry on the ASR Form.

**USAGE:** This field is conditional.

**NOTE 1:** Required when the INIT field is populated, otherwise prohibited.

**DATA CHARACTERISTICS:** 17 numeric characters (excluding 3 preprinted hyphens)

**EXAMPLE:**

2	0	1
---	---	---

 - 

9	8	1
---	---	---

 - 

3	5	0	0
---	---	---	---

 - 

2	2	6	2	6	2	
---	---	---	---	---	---	--

**9. AP REP - Provider Contact**

Identifies the provider employee handling this service request.

**USAGE:** This field is required.

**DATA CHARACTERISTICS:** 15 alpha/numeric characters

**EXAMPLE:**

Z	E	L	D	A		K	R	E	S	S				
---	---	---	---	---	--	---	---	---	---	---	--	--	--	--

**10. AP REP TEL - Provider Contact Telephone Number**

Identifies the telephone number of the provider employee handling the request.

**USAGE:** This field is required.

**DATA CHARACTERISTICS:** 14 numeric characters (excluding  
3 preprinted hyphens)

**EXAMPLE:**

2	0	1
---	---	---

 - 

9	8	1
---	---	---

 - 

3	5	8	2
---	---	---	---

 - 

--	--	--	--

**11. AP REP EMAIL - Provider Contact Electronic Mail Address**

Identifies the electronic mail address of the provider rep contact.

**USAGE:** This field is optional.

**DATA CHARACTERISTICS:** 60 alpha/numeric characters

**EXAMPLE:**

Z	J	O	N	E	S	@	N	O	T	E	S	.	B	E	L	L	C	O	M
P	A	N	Y	.	C	O	M												

### **3.2 C/NR DETAIL SECTION**

#### **12. CNT - Clarification/Notification Type**

Identifies the type of clarification/notification being sent to the customer.

##### **VALID ENTRIES:**

- A = ASR (PON) Completion
- B = Jeopardy
- C = Previous C/NR Clear
- D = Remarks
- E = Errors
- F = Jeopardy with errors
- K = Provider Initiated Cancellation

**NOTE 1:** An entry of “A” indicates the following:

- ASR (PON) has been marked as completed by the provider, service has been activated and billing may commence.
- The ASC-EC defined common completion date should be used by all EC’s involved in a MULTI-EC ordering scenario.
- In a MULTI-EC ordering scenario, all EC’s involved should follow the completion coordination process defined in ATIS-0404120 Multiple Exchange Carriers Ordering and Design (MECOD); ASSUMPTIONS and COMPLETION sections.

**NOTE 2:** An entry of “B” indicates the ASR (PON) has a condition which impacts the critical date(s). The use of “B” is only applicable after the ASR has been confirmed.

**12. CNT - Clarification/Notification Type (continued)**

**NOTE 3:** An entry of “C” indicates that all the conditions that would have required clarification from the customer have been satisfied. This could have occurred as the result of a SUP being received or through verbal negotiations between the customer and provider that determined a SUP is not required. The use of “C” is only applicable after a previous C/NR has been issued with an entry in the SUPR field.

**NOTE 4:** An entry of “D” indicates that the C/NR is informational only and no response is required.

**NOTE 5:** An entry of “E” indicates that one or more ERROR TAG fields are populated on the C/NR.

**NOTE 6:** An entry of “F” indicates the combination of “B” and “E” conditions.

**NOTE 7:** An entry of “K” indicates the ASR has been cancelled by the provider based on no response to a previously issued C/NR. When a MULTI-EC ordering scenario exists, the EC’s involved should follow the coordination process defined in ATIS-0404120 MECOD; ASSUMPTIONS and COMPLETION sections and synchronize the order status with the ASC-EC.

**USAGE:** This field is required.

**DATA CHARACTERISTICS:** 1 alpha character

**EXAMPLE:**

A
---

**13. C/NR VER - Clarification/Notification Version**

Identifies the provider's C/NR version number.

**VALID ENTRIES:**

01 - 99

**NOTE 1:** The initial C/NR VER for an ASR (PON) will be 01 and increments as subsequent C/NRs are generated.

**USAGE:** This field is required.

**DATA CHARACTERISTICS:** 2 numeric characters

**EXAMPLE:**

0	1
---	---

**14. SUPR - SUP Requested**

Identifies that the provider expects a supplement ASR in response to this C/NR.

**VALID ENTRIES:**

Y = Yes

**USAGE:** This field is conditional.

**NOTE 1:** Required when one or more SUPI fields are populated, otherwise prohibited.

**DATA CHARACTERISTICS:** 1 alpha character

**EXAMPLE:**

Y
---



**15. CRDD - Customer Response Due Date**

Identifies the date on which the provider expects a response from the customer regarding this Clarification/Notification Request.

**VALID ENTRIES:**

U.S. Standard	Metric Format
Two Digit Month (01-12)	Two Digit Century (00-99)
Two Digit Day (01-31)	Two Digit Year (00-99)
Two Digit Century (00-99)	Two Digit Month (01-12)
Two Digit Year (00-99)	Two Digit Day (01-31)

**USAGE:** This field is conditional.

**NOTE 1:** Required when the SUPR field is populated, otherwise optional.

**DATA CHARACTERISTICS:** 10 alpha/numeric characters  
(including 2 hyphens)

**EXAMPLES:** |1|1|-|0|5|-|2|0|0|1|

|2|0|0|1|-|1|1|-|0|5|

**16. ESDD - Estimated Due Date**

Identifies the due date a provider expects to have service available when the previously confirmed due date cannot be met.

**VALID ENTRIES:**

U.S. Standard	Metric Format
Two Digit Month (01-12)	Two Digit Century (00-99)
Two Digit Day (01-31)	Two Digit Year (00-99)
Two Digit Century (00-99)	Two Digit Month (01-12)
Two Digit Year (00-99)	Two Digit Day (01-31)

**USAGE:** This field is conditional.

**NOTE 1:** Optional when the CNT field is “B” or “D”, otherwise prohibited.

**DATA CHARACTERISTICS:** 10 alpha/numeric characters  
(including 2 hyphens)

**EXAMPLES:** |0|5|-|3|1|-|2|0|1|3|

|2|0|1|3|-|0|5|-|3|1|

**17. CD – Completion Date**

Identifies the date on which the ASR (PON) was completed by the provider, service was activated and billing may commence.

**VALID ENTRIES:**

U.S. Standard	Metric Format
Two Digit Month (01-12)	Two Digit Century (00-99)
Two Digit Day (01-31)	Two Digit Year (00-99)
Two Digit Century (00-99)	Two Digit Month (01-12)
Two Digit Year (00-99)	Two Digit Day (01-31)

**NOTE 1:** Metric date format may be used based on customer/provider negotiations.

**USAGE:** This field is conditional.

**NOTE 1:** Required when the CNT field is “A”, otherwise prohibited.

**DATA CHARACTERISTICS:** 10 alpha numeric characters  
(including 2 hyphens)

**EXAMPLES:**

1	1	-	0	5	-	2	0	0	2
---	---	---	---	---	---	---	---	---	---

2	0	0	2	-	0	7	-	0	4
---	---	---	---	---	---	---	---	---	---

**18. SDI - Subsequent Dispatch Indicator**

Identifies that a Provider will charge the Customer for a subsequent dispatch when the end-user is not ready.

**VALID ENTRIES:**

Y = Charges will be applied

**USAGE:** This field is conditional.

**NOTE 1:** Optional when CNT equals "A", otherwise prohibited.

**DATA CHARACTERISTICS:** 1 alpha character

**EXAMPLE:**

Y
---

**19. SUPI - SUP Indicator**

Identifies that the provider expects a supplement ASR to correct the condition identified at the line level on the C/NR.

**VALID ENTRIES:**

Y = Yes

**NOTE 1:** If this field is blank, the clarification/notification for this line item is informational only.

**USAGE:** This field is conditional.

**NOTE 1:** Optional when the CNT field is “B”, “E” or “F”, otherwise prohibited.

**DATA CHARACTERISTICS:** 1 alpha character

**EXAMPLE:**

Y
---

**20. RCODE – Reason Code**

Identifies the reason the provider has placed this service request in jeopardy status.

**NOTE 1:** This indicates the ASR (PON) has a condition that impacts the critical date(s) and is only applicable after the ASR has been confirmed.

**VALID ENTRIES:**

- 1A = Inter Office Facility Shortage
- 1B = Scheduling/Work Load
- 1C = Customer Not Ready
- 1D = No Loop Available
- 1E = End User Not Ready
- 1F = Provider Missed Appointment
- 1G = No Access to End User Premise
- 1H = Central Office Freeze
- 1J = Special Construction
- 1K = Natural Disaster (Flood, etc.)
- 1L = Frame Due Time Cannot Be Met
- 1M = Due Date Cannot Be Met
- 1N = Due Date and Frame Due Time Cannot Be Met
- 1P = Other
- 1Q = Assignment Problem
- 1R = Customer Could Not Be Reached
- 1S = Building Not Ready, Customer Will Advise
- 1T = Pole At Site Not Set
- 1W = Entrance Facilities Required
- 1X = Not Technically Feasible
- 1Y = No Central Office Equipment Available
- 1Z = Other Exchange Company Not Ready

**20. RCODE – Reason Code (Continued)**

**USAGE:** This field is conditional.

**NOTE 1:** Required when the CNT field is “B” or “F”, otherwise prohibited.

**DATA CHARACTERISTICS:** 2 alpha/numeric characters

**EXAMPLE:**

1	P
---	---

## 21. **RDET** – Reason Code Detail

Provides a detailed description associated with the reason code.

**USAGE:** This field is conditional.

**NOTE 1:** Required when the RCODE field is “1P”.

**NOTE 2:** Optional when the RCODE field is populated with a value other than “1P”.

**NOTE 3:** Otherwise prohibited.

**DATA CHARACTERISTICS:** 60 alpha/numeric characters

**EXAMPLE:**

E	N	D		U	S	E	R		C	U	S	T	O	M	E	R		N	O



## 22. REMARKS - Remarks

Identifies a free flowing field that can be used to send a detailed message to the customer or to expand upon and clarify other data on the C/NR Form.

**NOTE 1:** This field should not be used in lieu of any existing error process.

**NOTE 2:** This field will be limited to one per ASR transmission. The entire ASR should be reviewed to ensure that all discrepancies have been included on the request.

**USAGE:** This field is optional.

**DATA CHARACTERISTICS:** 225 alpha/numeric characters

**EXAMPLE:** |1|5|0|0| |P|I|N|E| |H|I|L|L| |S|T| |B|I|  
R	M	I	N	G	H	A	M		A	L		D	O	E	S		N	O	T
	E	X	I	S	T	.	V	A	L	I	D		A	D	D	R	E	S	
S	E	S		A	R	E		1	5	0	0		P	I	N	E		H	I
L	L		L	N	,	B	I	R	M	I	N	G	H	A	M		A	L	
	3	5	2	1	5		A	N	D		1	5	0	0		P	I	N	E
	H	I	L	L		R	D	,	B	I	R	M	I	N	G	H	A	M	
,	A	L		3	5	2	3	5		P	L	E	A	S	E		R	E	
S	P	O	N	D															

**22. REMARKS – Remarks (Continued)**


### 3.3 ERROR DETAIL SECTION

#### 23. REF NUM - Reference Number

Identifies the unique number assigned to a specific circuit or circuit segment for which an error has been identified.

**USAGE:** This field is conditional.

**NOTE 1:** Required when the EVC/VC NUM and the UREF fields are both blank and the associated ERROR TAG field is populated, otherwise prohibited.

**DATA CHARACTERISTICS:** 4 numeric characters

**EXAMPLE:**

0	0	0	3
---	---	---	---

**24. EVC/VC NUM** - Ethernet Virtual Connection/Virtual Connection Number

Identifies the unique number assigned to a specific Ethernet virtual connection or a specific virtual circuit for which an error has been identified.

**USAGE:** This field is conditional.

**NOTE 1:** Required when the REF NUM and the UREF fields are both blank and the associated ERROR TAG field is populated, otherwise prohibited.

**DATA CHARACTERISTICS:** 4 numeric characters

**EXAMPLE:**

0	0	0	3
---	---	---	---

**25. UREF - User Network Interface (UNI) Reference Number**

Identifies a unique number assignment to a specific UNI port for which an error has been identified.

**VALID ENTRIES:**

01 – 20

**USAGE:** This field is conditional.

**NOTE 1:** Required when the REF NUM and the EVC/VC NUM fields are both blank and the associated ERROR TAG field is populated, otherwise prohibited.

**DATA CHARACTERISTICS:** 2 numeric characters

**EXAMPLE:**

1	0
---	---

**26. LREF – Level of Service Reference Number**

Identifies the reference number associated to the level of service mapping configuration being requested.

**NOTE 1:** The LREF on this form must match the LREF on the EVC form where an error has been identified.

**VALID ENTRIES:**

1 - 5

**USAGE:** This field is conditional.

**NOTE 1:** Required when the UREF field is populated and an error has been identified at the LOS mapping level, otherwise prohibited.

**DATA CHARACTERISTICS:** 1 numeric character

**EXAMPLE:**

1
---

## 27. **ERROR TAG** - Error Tag

Identifies a specific field or unique identification scheme for the error message provided in the ERROR MESSAGE field.

### **VALID ENTRIES:**

ASOG data element  
Unique error code  
SVC-ADDR = Service Address

**NOTE 1:** The valid entry “SVC-ADDR” indicates one or more data elements associated with the service address on the SALI Form is in error. In lieu of “SVC-ADDR”, the specific ASOG data element may be used (e.g., CITY) as stated in Note 2.

**NOTE 2:** Identifies the name of the field (e.g., NCI) in error as shown in the ASOG.

**NOTE 3:** Identifies an error condition that cannot be mapped to a specific ASOG data element.

**USAGE:** This field is conditional.

**NOTE 1:** Required when the CNT field is “E” or “F”, otherwise prohibited.

**DATA CHARACTERISTICS:** 12 alpha/numeric characters

**EXAMPLES:**

C	F	A									
---	---	---	--	--	--	--	--	--	--	--	--

E	R	R	O	R	#	1	2	3	4	5	6
---	---	---	---	---	---	---	---	---	---	---	---

S	V	C	-	A	D	D	R				
---	---	---	---	---	---	---	---	--	--	--	--

C	I	T	Y								
---	---	---	---	--	--	--	--	--	--	--	--

**28. OCC - Occurrence**

Identifies the specific instance of a field when there is more than one occurrence of that field.

**NOTE 1:** An entry in this field must match the specific instance of the pre printed index numbering on the related form.

**USAGE:** This field is optional.

**DATA CHARACTERISTICS:** 3 numeric characters

**EXAMPLE:**

2	4	
---	---	--

**NOTE 1:** This example illustrates a numeric value but is left justified since it is treated as text.



## 29. **ERROR MESSAGE** - Error Message

Provides a descriptive text of an error condition identified by the provider.

**USAGE:** This field is conditional.

**NOTE 1:** Required if the ERROR TAG field is populated, otherwise prohibited.

**DATA CHARACTERISTICS:** 120 alpha/numeric characters

**EXAMPLES:** C|F|A| |C|H|A|N|N|E|L| |I|S| |B|U|S|Y| |

| | | | | | | | | | | | | | | | | | | | |

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|1|2|3| |M|A|I|N| |S|T|R|E|E|T| |E|X|I|S|

|T| |I|N| |F|O|R|T| |W|O|R|T|H| |N|O|T| |

|D|A|L|L|A|S| | | | | | | | | | | | | | |

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