

Chapter 7: Long Distance (LD) Application

Overview

Introduction The **LD (Long Distance)** Product application allows you to view a listing of your Long Distance inventory associated to your Qwest Control[®] Enterprise ID. You also have the ability to filter and/or download your inventory and create/view repair tickets. In addition, the LD product application provides you the ability to view your Project Accounting Codes (PAC).

Note: In Qwest Control, the system will only display products that apply specifically to your customer account ID. If you do not have a Long Distance product this page will not display.

In this Chapter This chapter contains the following topics:

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LD Inventory



Introduction

The **LD Inventory** screen provides you a listing of the telephone numbers associated to your Qwest Control Enterprise ID. This screen is divided into two sections: Filters and Telephone numbers.

- The **Filters** section of the screen allows you to define the criteria for your list of telephone numbers. Once your criterion is applied the screen will only display those telephone numbers based on the criteria defined.
- The **Telephone Numbers** list displays all the telephone numbers associated with your Qwest Control Enterprise ID.

Fields and Descriptions

The table below describes the fields and buttons displayed on the **LD Inventory** screen.

Field Name	Description
Filters Section	
Phone #	This <i>optional</i> field allows you to enter a NPA, NPA/NXX or NPA/NXX/XXXX value to filter your telephone number list by.
Phone Range (From)	This <i>optional</i> field allows you to enter the begin range of the telephone numbers you would like to filter.
Phone Range (To)	This <i>optional</i> field allows you to enter the end range of the telephone numbers you would like to filter.
Name	This <i>optional</i> field allows you to enter the telephone number identifier associated with the component for which you would like to filter.
Proj Acc Code Type	This <i>optional</i> field allows you to select the type of PAC (Project Accounting Code) associated with the telephone numbers you would like to filter. The available options are: <ul style="list-style-type: none"> • None • Standard • Verified
Proj Acc Code Index	This <i>optional</i> field allows you to enter the Index number for the PAC associated with the telephone numbers you would like to filter.
VNS Enabled	This <i>optional</i> field allows you to select whether or not you want the listed telephone numbers to have VNS (Virtual Network Service) enabled (Yes/No) in your filter.
	This button allows you to reset the fields and view all the telephone numbers within the list.
	This button allows you to apply your criteria to the telephone number list.

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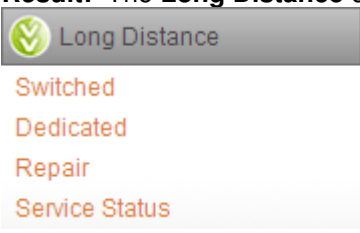

LD Inventory, continued

Fields and Descriptions (continued)

Field Name	Description
Telephone Numbers Section	
Phone #	This column displays all telephone numbers associated with your Qwest Control Enterprise ID. Note: If you have applied a filter, this column displays all numbers matching your criteria.
Name	This column displays the associated customer maintained identifier assigned to the service component for each telephone number listed.
VNS Enabled	This column indicates whether or not VNS is enabled or disabled for each telephone number listed.
Project Accounting Code Type	This column indicates whether or not PAC is enabled for each telephone number listed. Note: If PAC is enabled, this column indicates whether it is Verified or Non-Verified.
Project Accounting Code Digits	This column displays the PAC digits associated to the telephone number listed.
Project Accounting Code Index	This column displays the PAC index, if available, for each telephone number listed.

Viewing the LD Inventory

Procedure Follow the steps in the procedure below to view the **LD Inventory** screen.

Step	Action
1	<p>From the Landing page, click on the Long Distance service</p> <p>Result: The Long Distance drop down appears</p> 
2	<p>From the Long Distance dropdown, click on the Switched link.</p> <p>Result: The Inventory screen appears.</p>  <p>The screenshot shows the 'Inventory' screen with a 'Filters' section on the left and a table of 'Telephone Numbers(1 - 1 of 1)' on the right. The table has columns for Phone #, Name, VNS Enabled, Type, Digits, and Index. The data row shows: 909-444-1523, 9094441523, No, None, None, None.</p>

Sorting the LD Inventory




Procedure

Follow the steps in the procedure below to **sort** the Telephone Number list.

Step	Action
1	From the LD Inventory screen, click on the Phone # column label to sort the list by the telephone number.
2	From the LD Inventory screen, click on the Name column label to sort the list by the identifier associated with the component.
3	From the LD Inventory screen, click on the VNS Enabled column label to sort the list by VNS Enabled Yes/No.
4	From the LD Inventory screen, click on the Project Account Code Type column label to sort the list by PAC Verified or Non-Verified (if enabled).
5	From the LD Inventory screen, click on the Project Accounting Code Digits column label to sort the list by the PAC digits associated to each telephone number.
6	From the LD Inventory screen, click on the Project Accounting Code Index column label to sort the list by the PAC Index associated to each telephone number.

Filtering the LD Inventory

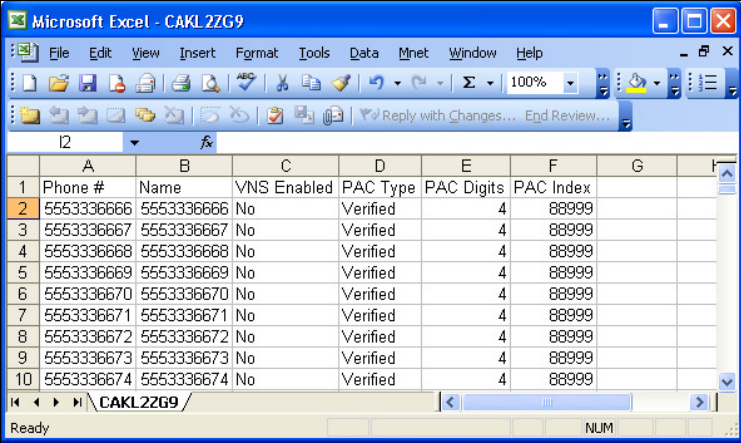
Procedure Follow the steps in the procedure below to **filter** your list of telephone numbers, only those telephone numbers matching your criteria will be displayed

Step	Action
1	From the LD Inventory screen, enter a specific NPA/NXX/XXXX in the Phone # field (if applicable) for the number(s) you wish to filter.
2	In the Phone Range From field (if applicable), enter your begin telephone number to filter your list.
3	In the Phone Range To field (if applicable), enter your end telephone number to filter your list.
4	In the Name field (if applicable), enter the telephone number identifier associated with the component to filter your list.
5	From the Proj Acc Code Type menu (if applicable), select the type of PAC associated with the telephone number to filter your list.
6	In the Proj Acc Code Index field (if applicable), enter the index number for the PAC associated with the telephone number to filter your list.
7	From the VNS Enabled menu (if applicable), select whether or not you want the filtered list of telephone numbers to have VNS enabled/disabled..
8	<p>Click .</p> <p>Result: The Telephone Number list refreshes and displays only the telephone numbers matching your filtering criteria.</p> 
9	If needed, click  to view all the telephone numbers without a filter.

Downloading the LD Inventory

Procedure Follow the steps in the procedure below to download your list of telephone numbers.

Note: This function will provide the entire inventory under your Qwest Control Enterprise ID; this will not include filtered lists.

Step	Action																																																																																																			
1	<p>From the LD Inventory screen, click on the DOWNLOAD hyperlink.</p> <p>Result: Your inventory is exported to Excel.</p>  <p>The screenshot shows a Microsoft Excel window titled 'Microsoft Excel - CAKL22G9'. The spreadsheet contains the following data:</p> <table border="1"> <thead> <tr> <th></th> <th>A</th> <th>B</th> <th>C</th> <th>D</th> <th>E</th> <th>F</th> <th>G</th> <th>H</th> </tr> <tr> <th>1</th> <th>Phone #</th> <th>Name</th> <th>VNS Enabled</th> <th>PAC Type</th> <th>PAC Digits</th> <th>PAC Index</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>2</td> <td>5553336666</td> <td>5553336666</td> <td>No</td> <td>Verified</td> <td>4</td> <td>88999</td> <td></td> <td></td> </tr> <tr> <td>3</td> <td>5553336667</td> <td>5553336667</td> <td>No</td> <td>Verified</td> <td>4</td> <td>88999</td> <td></td> <td></td> </tr> <tr> <td>4</td> <td>5553336668</td> <td>5553336668</td> <td>No</td> <td>Verified</td> <td>4</td> <td>88999</td> <td></td> <td></td> </tr> <tr> <td>5</td> <td>5553336669</td> <td>5553336669</td> <td>No</td> <td>Verified</td> <td>4</td> <td>88999</td> <td></td> <td></td> </tr> <tr> <td>6</td> <td>5553336670</td> <td>5553336670</td> <td>No</td> <td>Verified</td> <td>4</td> <td>88999</td> <td></td> <td></td> </tr> <tr> <td>7</td> <td>5553336671</td> <td>5553336671</td> <td>No</td> <td>Verified</td> <td>4</td> <td>88999</td> <td></td> <td></td> </tr> <tr> <td>8</td> <td>5553336672</td> <td>5553336672</td> <td>No</td> <td>Verified</td> <td>4</td> <td>88999</td> <td></td> <td></td> </tr> <tr> <td>9</td> <td>5553336673</td> <td>5553336673</td> <td>No</td> <td>Verified</td> <td>4</td> <td>88999</td> <td></td> <td></td> </tr> <tr> <td>10</td> <td>5553336674</td> <td>5553336674</td> <td>No</td> <td>Verified</td> <td>4</td> <td>88999</td> <td></td> <td></td> </tr> </tbody> </table>		A	B	C	D	E	F	G	H	1	Phone #	Name	VNS Enabled	PAC Type	PAC Digits	PAC Index			2	5553336666	5553336666	No	Verified	4	88999			3	5553336667	5553336667	No	Verified	4	88999			4	5553336668	5553336668	No	Verified	4	88999			5	5553336669	5553336669	No	Verified	4	88999			6	5553336670	5553336670	No	Verified	4	88999			7	5553336671	5553336671	No	Verified	4	88999			8	5553336672	5553336672	No	Verified	4	88999			9	5553336673	5553336673	No	Verified	4	88999			10	5553336674	5553336674	No	Verified	4	88999		
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LD Inventory Details



Introduction

The **Inventory Details** screen allows you to view the billing address information for a selected telephone number. This screen also provides the associated customer maintained identifier (Name), PAC details and VNS information.

From the **Inventory Details** screen you can update your associated customer maintained identifier (Name) for the selected service component.

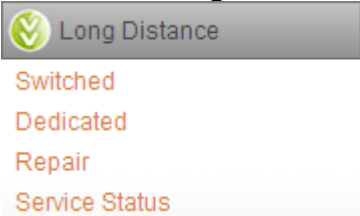

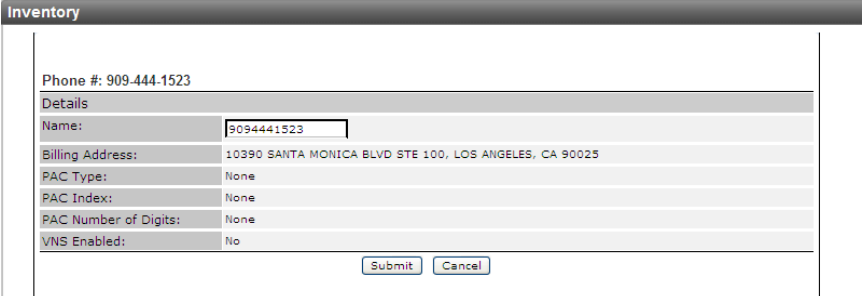
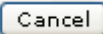
Fields and Descriptions

The table below describes the fields and buttons displayed on the **Inventory Details** screen.

Field Name	Description
Name	This field displays the associated customer maintained identifier assigned to the service component for each telephone number listed. Note: If you have administration rights, you can edit this value.
Billing Address	This field displays the address of record for the telephone number listed.
PAC Type	This field indicates whether or not PAC is enabled for each telephone number listed. Note: If PAC is enabled, this column indicates whether it is Verified or Non-Verified.
PAC Index	This field displays the VPAC (Verified Project Accounting Code) Index, if available, for the selected telephone number.
PAC Number of Digits	This field displays the PAC digits associated to the telephone number listed.
VNS Enabled	This field indicates whether or not VNS is enabled or disabled for each telephone number listed.
	This button allows you to save your entries in the Inventory Details screen.
	This button allows you to undo any changes you may have made in the Inventory Details screen.

Viewing the LD Inventory Details

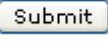

Procedure Follow the steps in the procedure below to view the **Inventory Details** screen.

Step	Action
1	<p>From the Landing page, click on the Long Distance service</p> <p>Result: The Long Distance drop down appears</p> 
2	<p>From the Long Distance dropdown, click on the Switched link.</p> <p>Result: The Inventory screen appears.</p> 
3	<p>From the Inventory screen, click on the specific Phone # link.</p> <p>Result: The Inventory Details screen appears.</p> 
4	<p>Click  to return to the Inventory screen.</p>

Changing Phone # Name

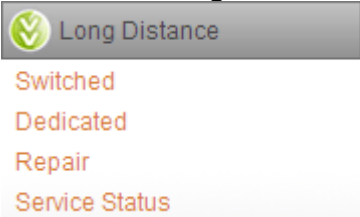
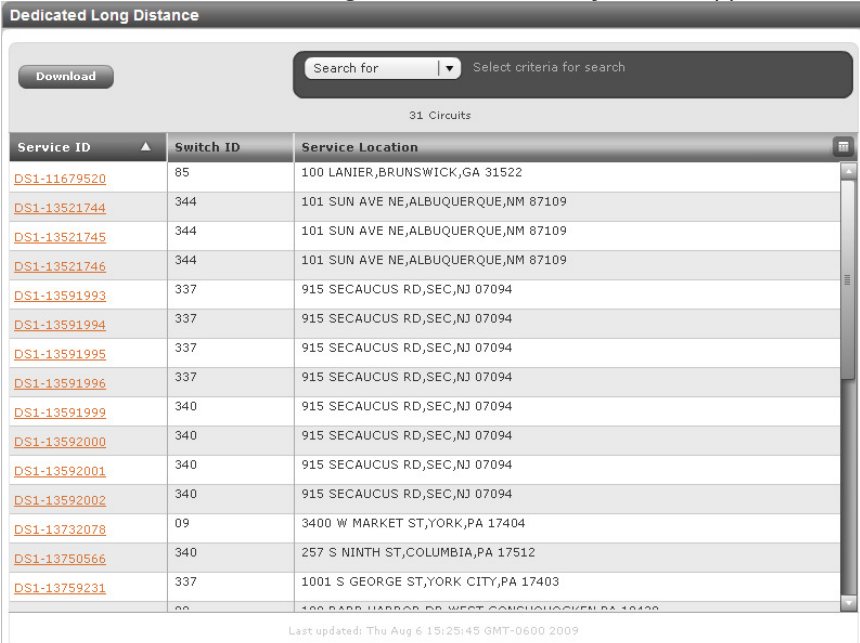
Procedure

If you have administrative rights, you can edit the Phone# Name value; follow the steps in the procedure below to perform this action.

Step	Action
1	From the Inventory Details screen (for the selected telephone number), enter the requested name in the Phone # Name field.
2	<p>Click .</p> <p>Result: The selected telephone number is updated.</p>  <p>The screenshot shows the 'Inventory' screen with a 'Filters' sidebar on the left and a table of 'Telephone Numbers' on the right. The table has columns for Phone #, Name, VNS Enabled, Type, Digits, and Index. A single row is displayed with the phone number 909-444-1523 and the name TEST NAME.</p>

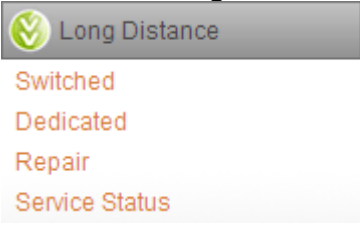
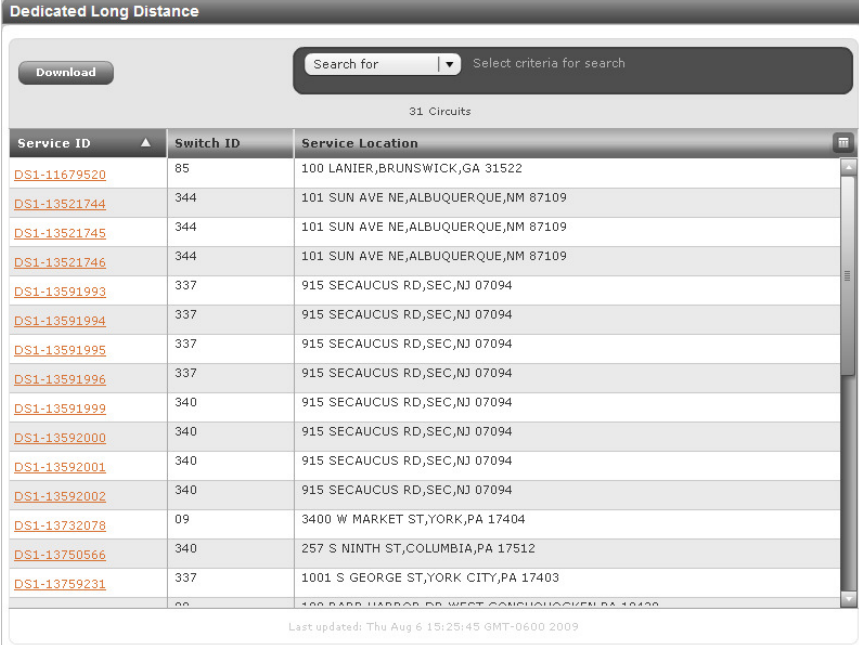
Viewing the Dedicated Long Distance Inventory

Procedure Follow the steps in the procedure below to view the **Dedicated LD Inventory** screen.

Step	Action																																																			
1	<p>From the Landing page, click on the Long Distance service</p> <p>Result: The Long Distance drop down appears</p> 																																																			
2	<p>From the Long Distance dropdown, click on the Dedicated link.</p> <p>Result: The Dedicated Long Distance Inventory screen appears.</p>  <table border="1" data-bbox="597 1003 1451 1480"> <thead> <tr> <th>Service ID</th> <th>Switch ID</th> <th>Service Location</th> </tr> </thead> <tbody> <tr><td>DS1-11679520</td><td>85</td><td>100 LANIER,BRUNSWICK,GA 31522</td></tr> <tr><td>DS1-13521744</td><td>344</td><td>101 SUN AVE NE,ALBUQUERQUE,NM 87109</td></tr> <tr><td>DS1-13521745</td><td>344</td><td>101 SUN AVE NE,ALBUQUERQUE,NM 87109</td></tr> <tr><td>DS1-13521746</td><td>344</td><td>101 SUN AVE NE,ALBUQUERQUE,NM 87109</td></tr> <tr><td>DS1-13591993</td><td>337</td><td>915 SECAUCUS RD,SEC,NJ 07094</td></tr> <tr><td>DS1-13591994</td><td>337</td><td>915 SECAUCUS RD,SEC,NJ 07094</td></tr> <tr><td>DS1-13591995</td><td>337</td><td>915 SECAUCUS RD,SEC,NJ 07094</td></tr> <tr><td>DS1-13591996</td><td>337</td><td>915 SECAUCUS RD,SEC,NJ 07094</td></tr> <tr><td>DS1-13591999</td><td>340</td><td>915 SECAUCUS RD,SEC,NJ 07094</td></tr> <tr><td>DS1-13592000</td><td>340</td><td>915 SECAUCUS RD,SEC,NJ 07094</td></tr> <tr><td>DS1-13592001</td><td>340</td><td>915 SECAUCUS RD,SEC,NJ 07094</td></tr> <tr><td>DS1-13592002</td><td>340</td><td>915 SECAUCUS RD,SEC,NJ 07094</td></tr> <tr><td>DS1-13732078</td><td>09</td><td>3400 W MARKET ST,YORK,PA 17404</td></tr> <tr><td>DS1-13750566</td><td>340</td><td>257 S NINTH ST,COLUMBIA,PA 17512</td></tr> <tr><td>DS1-13759231</td><td>337</td><td>1001 S GEORGE ST,YORK CITY,PA 17403</td></tr> <tr><td>DS1-13759232</td><td>337</td><td>1001 S GEORGE ST,YORK CITY,PA 17403</td></tr> </tbody> </table> <p style="font-size: small;">Last updated: Thu Aug 6 15:25:45 GMT-0600 2009</p>	Service ID	Switch ID	Service Location	DS1-11679520	85	100 LANIER,BRUNSWICK,GA 31522	DS1-13521744	344	101 SUN AVE NE,ALBUQUERQUE,NM 87109	DS1-13521745	344	101 SUN AVE NE,ALBUQUERQUE,NM 87109	DS1-13521746	344	101 SUN AVE NE,ALBUQUERQUE,NM 87109	DS1-13591993	337	915 SECAUCUS RD,SEC,NJ 07094	DS1-13591994	337	915 SECAUCUS RD,SEC,NJ 07094	DS1-13591995	337	915 SECAUCUS RD,SEC,NJ 07094	DS1-13591996	337	915 SECAUCUS RD,SEC,NJ 07094	DS1-13591999	340	915 SECAUCUS RD,SEC,NJ 07094	DS1-13592000	340	915 SECAUCUS RD,SEC,NJ 07094	DS1-13592001	340	915 SECAUCUS RD,SEC,NJ 07094	DS1-13592002	340	915 SECAUCUS RD,SEC,NJ 07094	DS1-13732078	09	3400 W MARKET ST,YORK,PA 17404	DS1-13750566	340	257 S NINTH ST,COLUMBIA,PA 17512	DS1-13759231	337	1001 S GEORGE ST,YORK CITY,PA 17403	DS1-13759232	337	1001 S GEORGE ST,YORK CITY,PA 17403
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Viewing the Dedicated LD Details

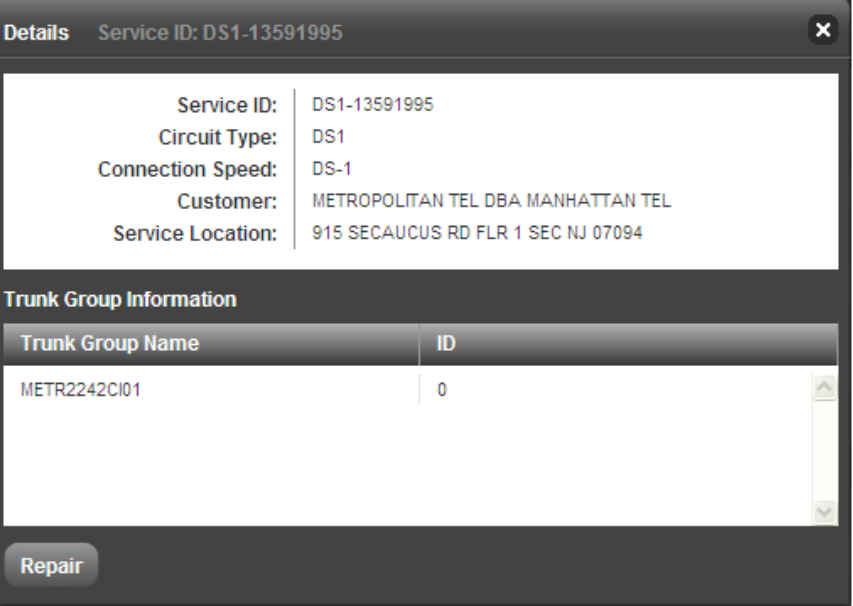

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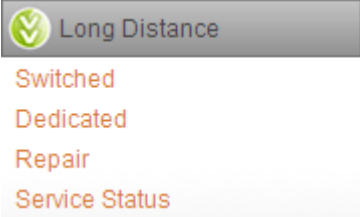
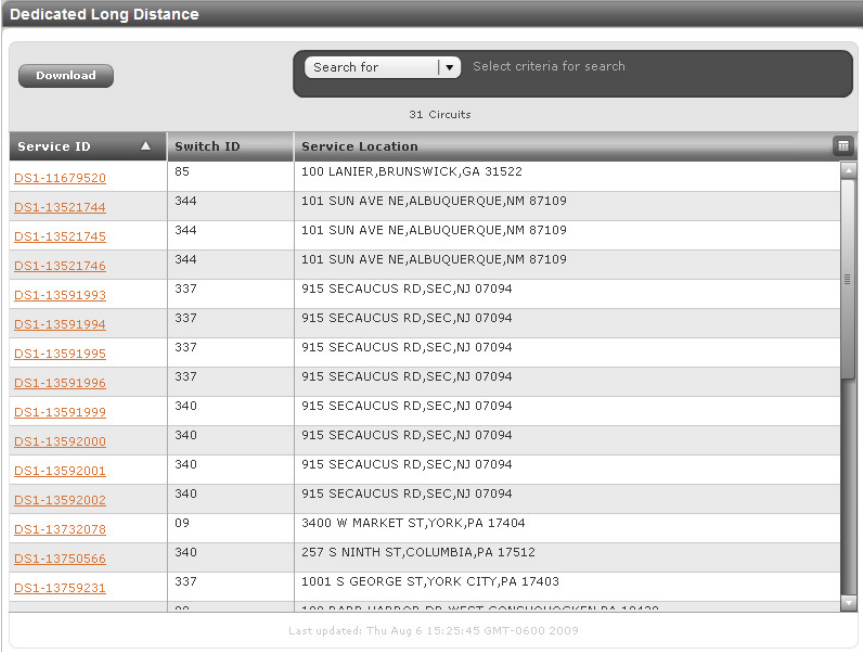
Viewing the Dedicated LD Details, continued

Procedure (continued)

Step	Action				
3	<p>From the Dedicated Long Distance screen, click on the specific Service ID.</p> <p>Result: The details screen appears.</p>  <p>The screenshot shows a window titled 'Details' with a close button (X) in the top right corner. The window content is as follows:</p> <pre> Service ID: DS1-13591995 Circuit Type: DS1 Connection Speed: DS-1 Customer: METROPOLITAN TEL DBA MANHATTAN TEL Service Location: 915 SECAUCUS RD FLR 1 SEC NJ 07094 </pre> <p>Below this is a section titled 'Trunk Group Information' containing a table:</p> <table border="1"> <thead> <tr> <th>Trunk Group Name</th> <th>ID</th> </tr> </thead> <tbody> <tr> <td>METR2242CI01</td> <td>0</td> </tr> </tbody> </table> <p>At the bottom of the window is a 'Repair' button.</p>	Trunk Group Name	ID	METR2242CI01	0
Trunk Group Name	ID				
METR2242CI01	0				
4	Click the  button to return the Dedicated Long Distance Inventory .				

Create Dedicated Long Distance Repair Ticket

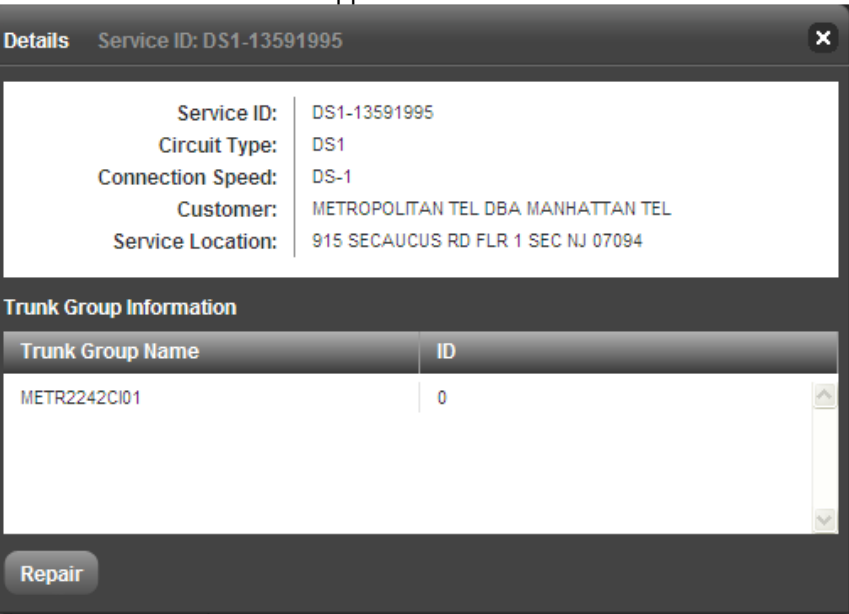

Procedure Follow the steps in the procedure below to create **Dedicated Long Distance Repair** ticket.

Step	Action																																																			
1	<p>From the Landing page, click on the Long Distance service</p> <p>Result: The Long Distance drop down appears</p> 																																																			
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Create Dedicated Long Distance Repair Ticket, continued

Procedure (continued)

Step	Action				
3	<p>From the Dedicated Long Distance screen, click on the specific Service ID.</p> <p>Result: The details screen appears.</p>  <p>The screenshot shows a 'Details' window with the following information:</p> <ul style="list-style-type: none"> Service ID: DS1-13591995 Circuit Type: DS1 Connection Speed: DS-1 Customer: METROPOLITAN TEL DBA MANHATTAN TEL Service Location: 915 SECAUCUS RD FLR 1 SEC NJ 07094 <p>Below the details is a 'Trunk Group Information' table:</p> <table border="1"> <thead> <tr> <th>Trunk Group Name</th> <th>ID</th> </tr> </thead> <tbody> <tr> <td>METR2242CI01</td> <td>0</td> </tr> </tbody> </table> <p>A 'Repair' button is located at the bottom of the window.</p>	Trunk Group Name	ID	METR2242CI01	0
Trunk Group Name	ID				
METR2242CI01	0				
4	<p>Click the  button.</p> <p>Result: The Repair module will launch.</p>				

LD (Long Distance) Repair

Introduction The **Repair** application provides you the ability to view and create repair tickets for your LD services. This functionality can be accessed via the Repair Module.

For detailed instructions, see **Chapter 9: Repair Module**.
