Learn How to Personalize this Site

Find out how to Add or Remove a Channel, Add a Link to the myInterconnection Layout, and Edit myInterconnection Layout. Also, access Troubleshooting Info.

If you leave your computer, you can keep your personalized content safe by clicking “Logout.”

What’s New

Common Error and Clarification Guide for Local Customers
This brand new guide breaks down the most common ordering errors and clarifications describing each in easy-to-understand terms and providing step-by-step resolutions and links to related documentation for each error.

Customer Issue Resolution Guide for Local Customers
This handy reference guide discusses carriers’ most frequent issues in an easy-to-read question and answer format. Each answer is explained in simple terms and provides links to additional reference materials.

Tools

BellSouth Business Rules for Local Ordering Search Tool (BBLS)
Eliminate manually searching through 2,000 pages of business rules to find the flaw you need. Use the BBLS to specify criteria specific to your LSR and the tool displays product-specific results in a single HTML page ready for printing.

Order Form Selection Tool
Not sure which order forms to submit? Use the Order Form Selection Tool to determine which forms are needed to complete a product-specific order, regulate, and submit the order in.

UNE-P User Group Discussion
September 24, 2002
Definition of a “Portal”

“A Web site that serves as a customizable home base from which users do their searching, navigating, and other Web-based activity.”
Major Functionality

Customer Profile Driven Content
- Personalized Home Page
- Targeted Content

New Guides & Tutorials
- Common Error and Clarification Guide
- Common Issue Resolution Guide
- Local Ordering Tutorial
- Order Status User Guide
- Billing Dispute Common Error Guide

BBRLO Database Tool
- Searchable Business rules

Natural Language Search

Knowledge Base

Online Forms Tool

Context Sensitive Help

BellSouth Interconnection Services
Benefits to Customers

- Less confusion, less time locating your content
- You control most of what you see on your homepage
- Quick resolution to common errors and issues
- Easier to find business rules
- All websites are accessible from one place
- Reduced research time

Reduced Cost
Faster Speed to Revenue
Go to “my.interconnection.bellsouth.com” to get to the main page. Then, by registering for the Portal, you can define exactly what you want to see – creating your own homepage customized just for you.

Content is tailored for the user based on the answers provided during the 2 minute registration process. You will also be able to modify your settings anytime thereafter by using the “personalize” link in the top right corner.
Example of a Customized Homepage

Banner Links. My Interconnection functions.

Toolbar. Links to applications and web pages containing related content.

Content Windows (Channels). Rectangular windows used to organize and display related content.

Learn How to Personalize this Site

Find out how to Add or Remove a Channel, Add a Link to the myInterconnection Channel, and Edit myInterconnection Links. Also, access troubleshooting tips.

If you leave your computer, you can keep your personalized content safe by clicking "Logoff".

Order Form Selection Tool

Complete the form or forms required for your service request. When finished, launch the order form selection tool and select the desired Access or Wireless product or service. The tool presents the required form or forms. Complete the form and submit the service request in accordance with your usual submission process.

Order Form Selection Tool

Not sure which order forms to submit? Use the Order Form Selection Tool to determine which forms are needed to complete a product-specific order. Populate and submit the order in accordance with the usual submission process.

Knowledge Base

What are the questions most frequently asked by BellSouth's wholesale customers? Use the Knowledge Base Tool to find questions posted to the ICS Web Portal. Click on a question to display the most recent results.

Toolbar contains high-level links while Content Windows provide direct access to specific information.
Natural language search allows a user to perform a search using words “as they would roll off of your tongue”. This includes questions, keywords or boolean searches. This type of search dramatically increase the search success rate.

The “Most Frequently Asked Questions” link displays the Knowledge Base.
New Tool Example: BBRLO Query Tool

The BBRLO Query Tool makes searching for local ordering business rules a snap. By specifying just a few parameters, such as Product Type (req type) and Activity Type, you will get back a customized result with the applicable business rules.

You can search the R/C/O tables, Data Element Dictionary or Coding Matrices.
Example: In the example below, a user is searching the R/C/O tables and is presented with the following result. No more searching through a two thousand page document.

Search Parameters for R/C/O are BBR version, Product (Req) type, Product detail and Activity type.
The Common Error and Clarification Guide lists the “top 40” errors that occur in the local ordering process, a layman’s terms explanation of the error and a layman’s terms explanation of how to resolve the error.

### Duplicate PON [Purchase Order Number]

**Explanations**
This clarification is typically generated for one of the following reasons:

**SCENARIO A:**
The same Purchase Order Number (PON) was previously submitted. It is possible that the CLEC resubmitted a service request that had recently already been received. It is also possible that the CLEC reused the PON from another unrelated service request which was submitted less than two years plus one day ago.

**OR**

**SCENARIO B:**
The LSR is a supplement, but the LSR did not contain a version number.

**Resolution**

**SCENARIO A:**
Check CLEC records to ensure the PON was not assigned to another LSR.

- If the LSR was mistakenly assigned the same PON as another order, assign a unique PON.
- Cancel the original PON and resubmit the service request after assigning a unique PON to it.

**SCENARIO B:**
Check CLEC records to verify whether the PON was a supplement to an existing PON.

- If the LSR is a supplement, assign a version number to the duplicate PON, as appropriate.

### Incorrect CSR [Customer Service Record]

**Explanations**
The clarification is typically generated for one of the following reasons:

**SCENARIO A:**
Sometimes a CLEC’s end user may have multiple telephone lines corresponding to multiple account numbers. When an end user has multiple accounts, a Customer Service Record (CSR) exists for each account. The clarification may be generated when the CLEC submits an LSR that is associated to the wrong account’s CSR.

**OR**

**SCENARIO B:**
It is possible that a telephone number may appear on more than one CSR. For example, an end user may have been assigned a telephone number that had already been in circulation and attached to another end user.

This guide will contain auto clarifications (system generated errors) and manual clarifications (errors coded by LSR processing service reps).
In addition to the Portal itself and the ability to create and modify your own homepage, below is a complete listing of new content and features.

**New Content**
- Common Error and Clarification Guide
- Common Issue Resolution Guide
- Local Ordering Tutorial
- Order Status User Guide
- Billing Dispute Common Error Guide

**New Features**
- BBRLO Query Tool
- Natural Language Search Tool
- Knowledge Base/FAQ
- Order Form Selection Tool