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Appointment Scheduling Inquiry Job Aid

Revised: 06/28/2022

LSR Appointment Scheduling Inquiry

The Appointment Scheduling Inquiry is used when the CLEC wants to view available provisioning dates prior to submitting a Local Service Request (LSR). An available due date can then be reserved on the same pre-order transaction.

An Appointment Reservation is allowed for the following Reqtypes and Activities:

Reqtype AB, BB, DB, EB and PB

Activity C, N, T and V

A window of time may be requested in military format.

- Options are: 0800-1200, 1300-1700

Limited to 5 lines per Appointment Reservation ID

- Multiple appointment reservations are required for more than 5 lines. Each will need a unique Address Validation.
- RPONS are required to link related orders with reserved appointments

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LSR Appointment Scheduling Inquiry Address Validation

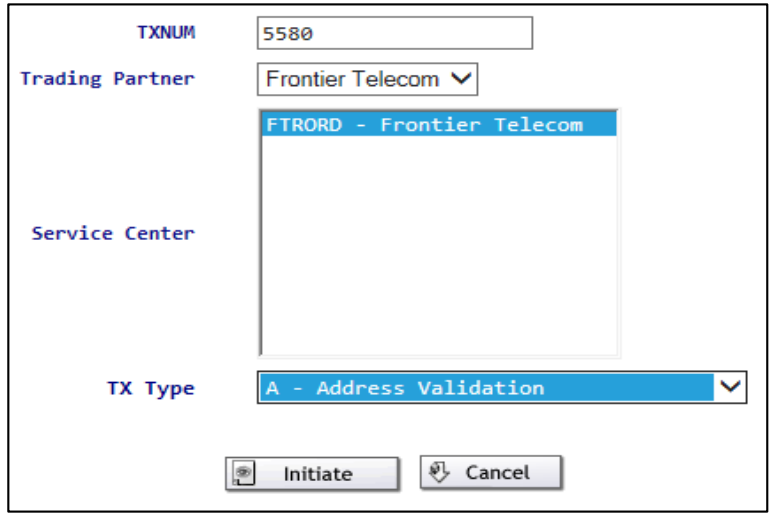
A successful Address Validation TXTYP A transaction must be completed prior to performing an Appointment Scheduling Inquiry.

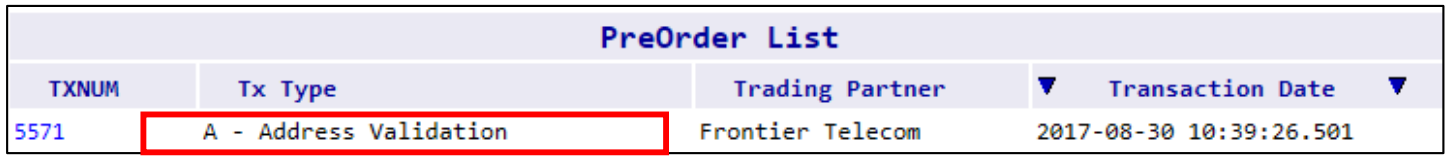
Take note of the TXNUM.

Save the Address Validation response for future reference (*optional*.)

Note: Although a Telephone Number Assignment TX Type B may be used to reserve phone numbers for an order, it does not satisfy the Address Validation requirement for an Appointment Reservation.

1. In the TX Type field select: **A – Address Validation** to validate an address in Frontier territory.
2. Select [Initiate].
3. Save the Address Validation response, if desired





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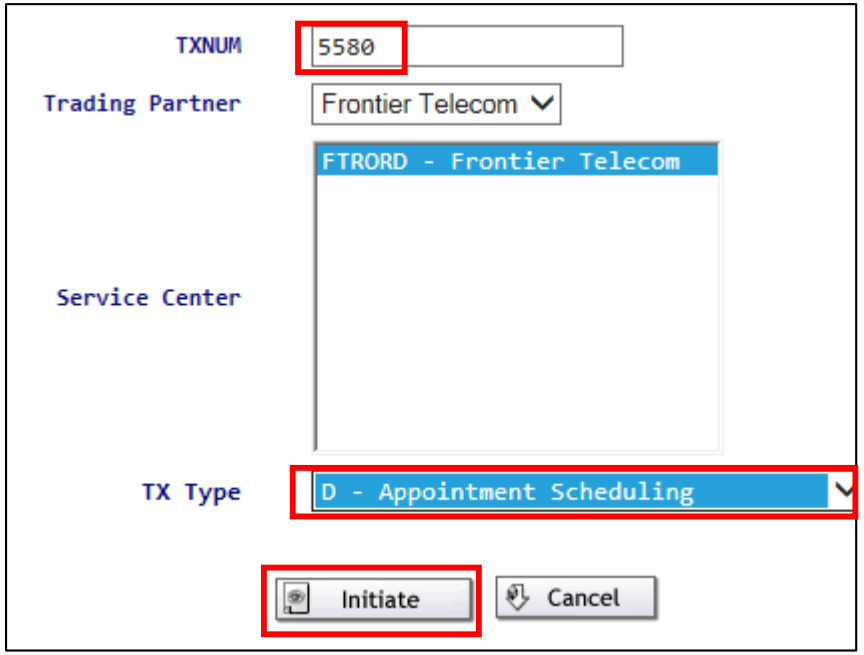
LSR Appointment Scheduling Inquiry Process

To view available appointments dates and times, use pre-order TX Type **D – Appointment Scheduling**.

Use the TXNUM value of the Address Validation transaction on the initial entry screen.

Note: If the TXNUM value does not equal the TXNUM of the Address Validation, an error/edit is returned *"TXNUM #### not found for CC NNNN."*

1. Enter TXNUM from previously completed Address Validation transaction in the TXNUM field.
2. In the TX Type field select: **D** – Appointment Scheduling (to view available appointments
3. Select [Initiate].



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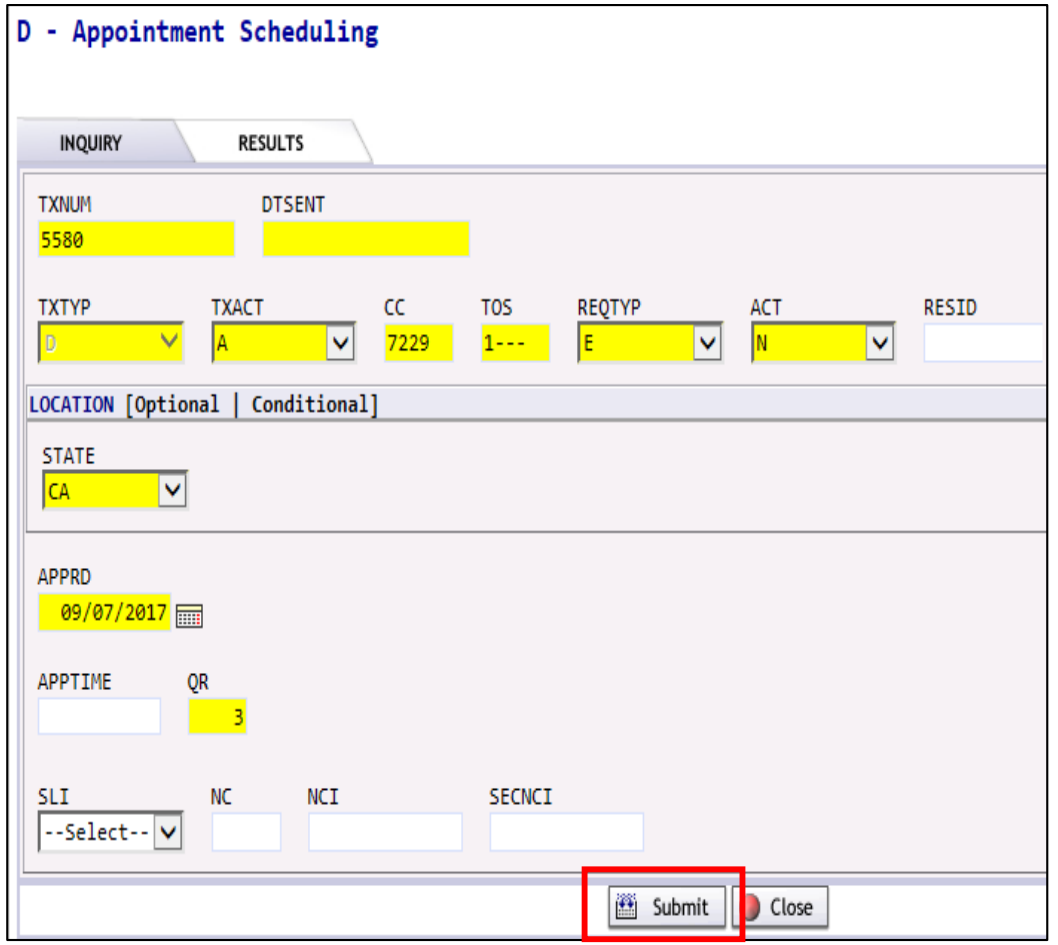
LSR Appointment Scheduling Inquiry Process (continued)

Populate Appointment Scheduling Inquiry Form and Submit

TXNUM – Requires TXNUM from successful Address Validation
DTSENT – Required (VFO automatically assigns)
TXACT – Transaction Activity required
A = New Inquiry (view only)
G = Change Reservation
R = Reservation
CC – Company Code required
TOS – Type of Service required**
REQTYP – 1st Character of REQTYP required
ACT – Activity required
STATE – State required
APPTIME – Appointment Time optional - populate when specific time block requested
APPRD – Appointment Request Date optional – populate when specific date requested
QR – Quantity Requested required
SLI – Sub Loop Indicator required if REQTYP is populated with A or B
NC – Network Channel Code required if REQTYP is populated with A or B
NCI – Network Channel Interface Code required if REQTYP is populated with A or B

***Note:** If the appointment reservation is for Wholesale Advantage Broadband, it is imperative that the TOS show as such to ensure a field schedule is returned (i.e., Stand Alone: 1BBS, 2BBS Shared: 1AML, 2AML, 17ML, 27ML, 1BML, 2BML, 1BPL, 2BPL, 1APL).*



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LSR Appointment Scheduling Inquiry Process (continued)

The response to an inquiry (TXACT = A) shows appointment dates and times available for reservation, based on the criteria provided on the inquiry.

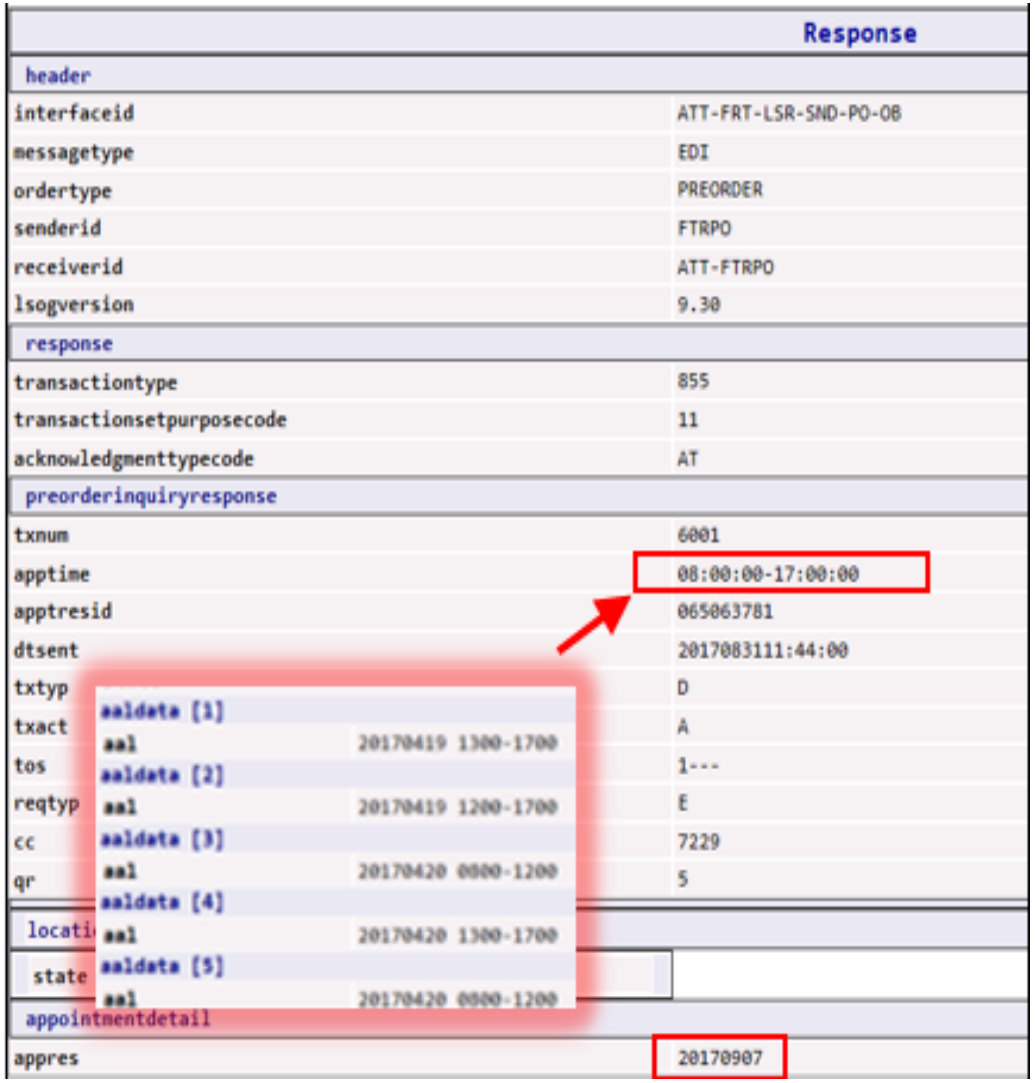
Click on **Printable Version** to see all returned results.

All day access availability is indicated when the APPTIME is 08:00:00-17:00:00.

Multiple dates and time slots may be returned to show more specific detail about available appointments.

When an error is encountered, the response provides the error information.

The user may select **Change** to make any corrections before resubmitting.



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LSR Appointment Scheduling Inquiry Process (continued)

To reserve an available date and time:

Select **Change** on the initial TXACT A pre-order response

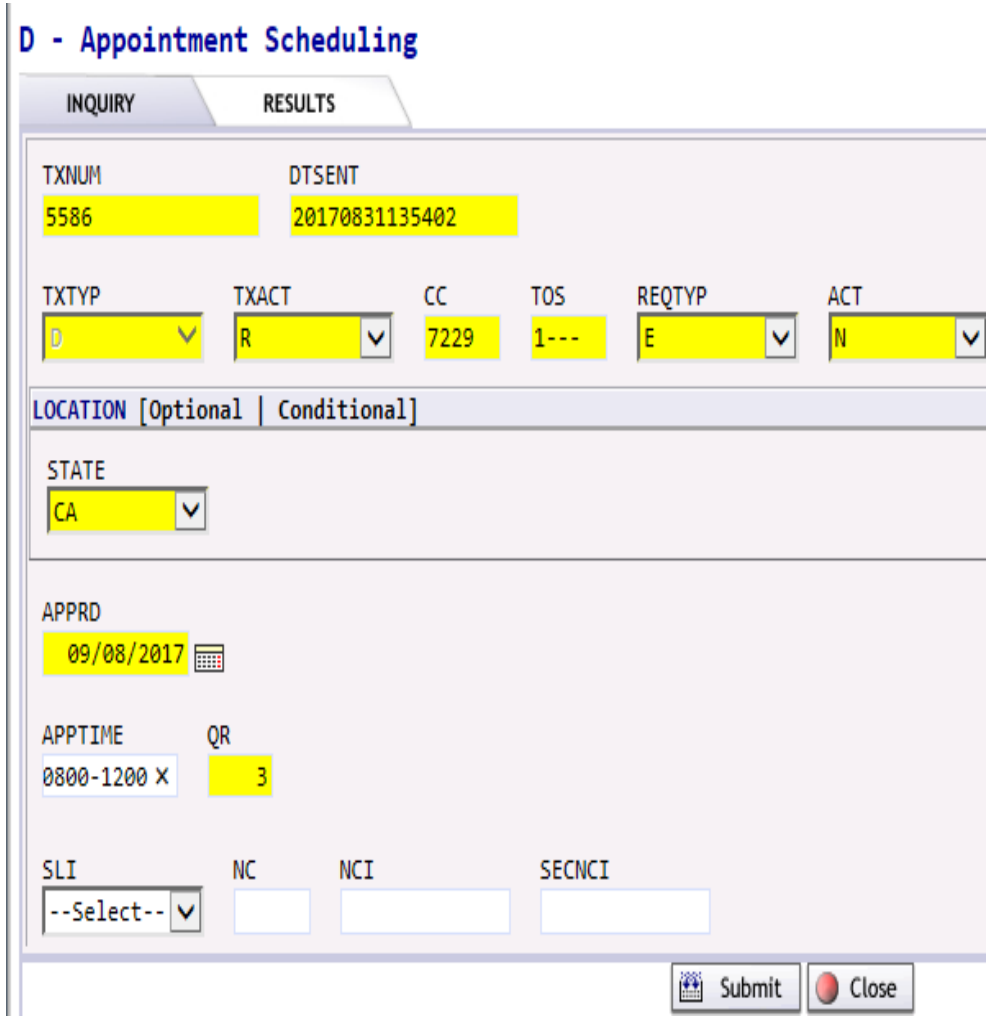
Change the TXACT to '**R**'

Populate the date APPRD field with the desired date.

Populate the APPTIME field with the time range. A shorter "window" of time may be entered even if when the returned time range indicates full day. When a "window" of time is not entered, 0800-1700 full day schedule is assumed.

Click on **Submit**

The 5-hour reservation clock begins to count down.



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LSR Appointment Scheduling Inquiry Process (continued)

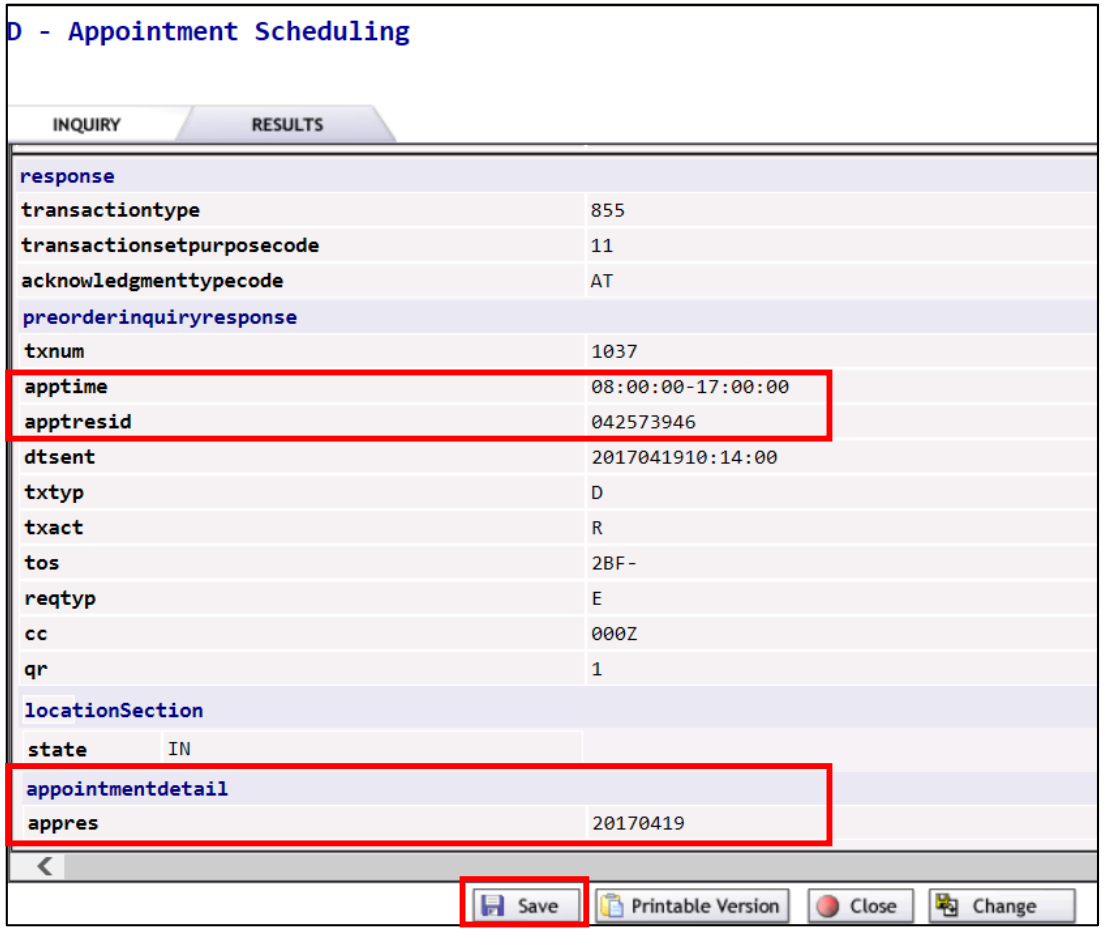
The response to the Appointment Scheduling Inquiry submitted with TXACT = R, includes the reserved date (APPRES) and appointment time (APPTIME), if requested.

The reservation ID (APPTRESID) is provided. It is held for 5 business hours.

As long as the TXACT =R transaction has not been saved, an appointment reservation can be changed. Click on **Change**, change the TXACT to 'G', and update the new date and time. Click on **Submit**.

The transaction may be saved **Save** to view later. If not saved, the transaction is not viewable for reference.

Printable Version shows both the inquiry and results tab information.



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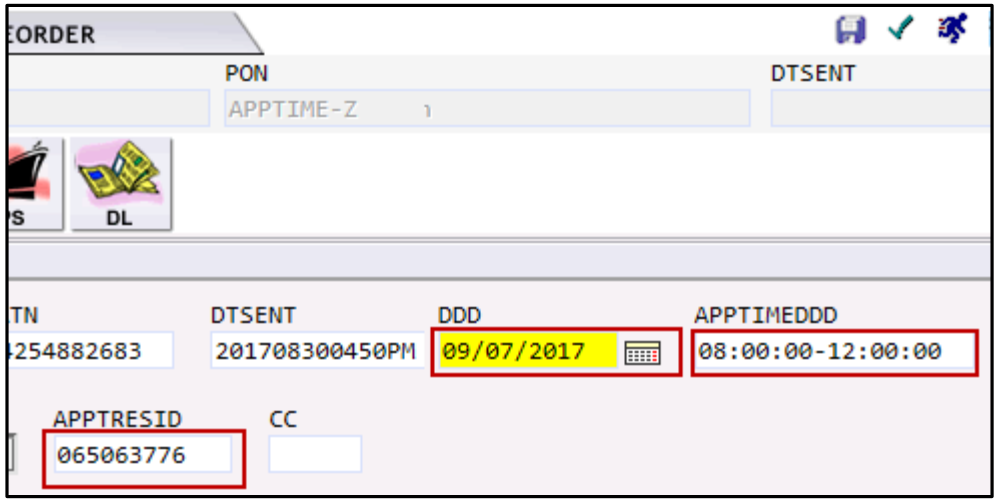
LSR Appointment Scheduling Inquiry Process (continued)

Populate the LSR form using the detail returned on the Appointment Scheduling response.

Enter the APPRES value in the DDD field

Enter the APPTRESID value in the APPTRESID field.

Enter the APPTIME value in the APPTIMEDDD field. The appropriate format is required for field entry. The field must be populated for a specific appointment window to be assigned on a DPI order.



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Revisions

Date	Change
6/28/2022	Slide 5. Added note about WABB TOS to inquiry field instructions.

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