



Account Structure Changes on Standalone Listings Job Aid

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Frontier Wholesale

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Purpose

The purpose of this document is to provide information about performing Account Structure Changes on standalone directory listing accounts. An account structure change may be desired when a child/member of a multiline account becomes the main listed number in place of the existing BTN.

The existing main number may become an additional or non-published listing, or may be entirely disconnected.

Note: Resale or Platform account structure changes are not covered in this document.



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Here are some examples of restructuring scenarios.

Account Structure Change Examples

2-line example

In this example the account has two numbers. The main listed number is 217/762-3334. The child account is 217/762-2299. The CLEC wants 762-2299 to become the new main listed number (LML), and the existing BTN to become the child account.

Existing Structure		New Structure	
Line	Number	Line	Number
1	217/762-3334 BTN	1	217/762-2299 BTN
2	217/762-2299 child	2	217/762-3334 child

4-line example

In this example the account has four numbers. The main listed number is 330/868-4121. Child accounts 330/868-3244, 868-3307, and 868-4120 are NR published types (the directory screen is blank.) The CLEC wants one of the child accounts to become the main listed number (LML), another child account to be a listed number and the existing BTN to become a child account. Finally, there is one child account they don't want listed, at all.

Existing Structure		New Structure	
Line	Number	Line	Number
1	330/868-4121 BTN	1	330/868-4120 BTN
2	330/868-3244 child	2	330/868-3244 child
3	330/868-4120 child	3	330/868-4121 child
4	330/868-3307 child		



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LSR Order Instruction

The CLEC must submit two PONs to perform an Account Structure Change on Standalone Directory Listings. This chart shows the LSR options:

Option	LSR
1 Preferred	<p>Disconnect existing listing and submit LSR to establish the new listing as desired</p> <p>JB-D Submit JB-D following business rules. Wait for receipt of BCN.</p> <p>JB-N Submit JB-N following business rules for desired directory listings in the new account structure.</p>
2 (RPONs)	<p>RPON a full account-disconnect and a new listing installation</p> <p>JB-D Submit JB-D following business rules. Relate to the JB-N PON Complete the REMARKS section “directory listing account is being restructured. See related JB-N.”</p> <p>JB-N Submit JB-N following business rules for desired directory listings in the new account structure. Complete the REMARKS section “directory listing account is being restructured. See related JB-D.</p> <p>Note: YPH changes <i>cannot</i> be made on RPONs</p>



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To Relate or Not Relate PON – Pros and Cons

When PONs are not related, order automation will take over and create the disconnect orders. An incoming JB-N will be rejected until the disconnect orders have posted, the BCN is sent to the CLEC, and the numbers in DPI have aged to /1 accounts making them available for new order entry.

Relating PONs causes them to drop for manual handling. Shell orders are not created in DPI. Because there are no pending DPI orders, there are no edits presented when the JB-N LSR is submitted. Both LSRs are allowed at the same.

Related ?	Pro	Con
No	A new Yellow Page Heading can be selected. The YPH placed on the DL form will be entered on the new listing orders in DPI. This is done via automation.	The JB-N cannot be submitted until the JB-D orders are posted and BCN is sent to CLEC. The wait is generally 48 hours. This causes a lapse of listing availability in Directory Assistance and potential to miss book printing.
Yes	Both JB-D and JB-N LSRs can be submitted at the same time. Since the orders are worked at the same time, there are no VFO edits that require a BCN on the JB-D before the JB-N can be submitted. These orders are processed manually.	Although Yellow Page Heading selections are offered on the DL form of the JB-N it cannot be changed on the DPI order type (HD) used to perform the account structure change. The End User must contact the publisher to make YPH changes.

Note: When the style code on the DL form of the JB-N is STYC = CI, the orders are not automated and will require manual order entry.



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Restrictions/ Rejections

This section provides information about account structure change restrictions on Standalone Directory Listings.

Restrictions

Restructuring a multi-line Standalone Listing Account cannot be done on a JB-C. Why not? The DL form is designed to make changes to listings based upon their *existing* Record Type (RTY.) It is not designed to change to the record type itself. In other words, once the LML is created it is always the LML. Once an LAL is created, it is always an LAL. **Reject reason:** A JB-C that attempts to restructure a Standalone Directory Listing account should be rejected. Advise the CLEC that restructuring the account is done on a JB-D and JB-N.

It is not possible to change the Yellow Page Heading on the newly structured directory listings when the JB-D and JB-N PONs are *related*. **Reject reason:** YPH changes are not allowed when JB-D and JB-N PONs are related. Resubmit with YPH = None and advise the end user to contact the publisher.



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Revisions

Date	Page	Details
11/24/2014	1	Updated address on cover page.
12/19/2019	All	Review for NWF compliance.
4/28/2020	All	Standardize format

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