



Introduction to Virtual Front Office (VFO)

Agenda

Overview of Virtual Front Office (VFO)

Objectives

Questions

What is VFO?

- Gateway between service/network providers
- Accessible via a web-based GUI
- Flexible and automatic validation of local service requests
- Stores and management of all service requests submitted and subsequent notifications received (i.e. FOC, Clarifications, DLR, PCN, BCN, and Completions)
- Secure and efficient business interactions between the companies

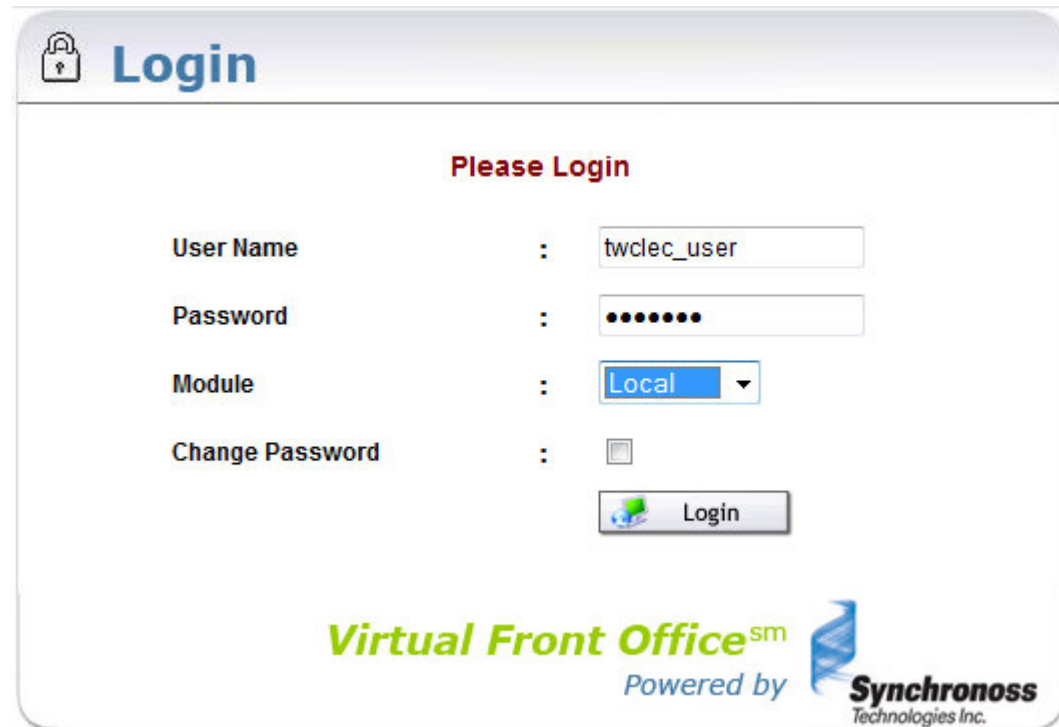
Objectives

- Log Into VFO
- Exit VFO
- Navigate the VFO System
 - Filter the Order List
 - Search for and View Orders
 - View Order History
- Create New Order
- Supplement Order
- Void Order
- Inactive/Activate Order
- Simple Port
- Administration Section

Log Into VFO

Step 1: Go to website: <https://vfoprod-twt.activationnow.com/>

Step 2: Type “User Name”, “Password”, Select “Module” = “Local”, then Click “Login”



The screenshot shows a web browser window with a login form. The title bar of the window says "Login" with a lock icon. The main heading of the page is "Please Login" in red. Below this, there are four fields: "User Name" with the value "twclec_user", "Password" with masked characters, "Module" with a dropdown menu set to "Local", and "Change Password" with an unchecked checkbox. A "Login" button is located below the "Change Password" field. At the bottom of the page, it says "Virtual Front Officesm Powered by Synchronoss Technologies Inc." with a logo for Synchronoss Technologies Inc.

Change Password

Step 1: Type “User Name”, “Password”, Select “Module” = “Local”, Click “Change Password”, then Click “Login”.

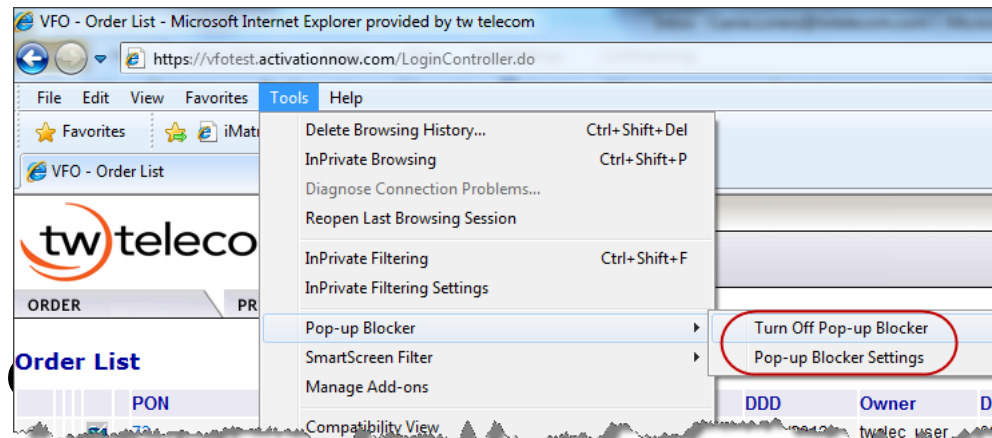
Step 2: Enter “Old Password”, “New Password”, “Confirm New Password”, then Click “Update Password”.

Step 3: “Successfully Updated Password” will appear in the upper left hand corner.

The image displays two screenshots of the Virtual Front Office login interface. The left screenshot shows the login form with the following fields: User Name (twclec_user), Password (masked with dots), Module (Local), and Change Password (checked). A red arrow points to the 'Change Password' checkbox. The right screenshot shows the password change form with the following fields: Old Password, New Password, and Confirm New Password. A red arrow points to the 'Update Password' button. Both screenshots include the 'Virtual Front Office' logo and 'Powered by Synchronoss Technologies Inc.' text.

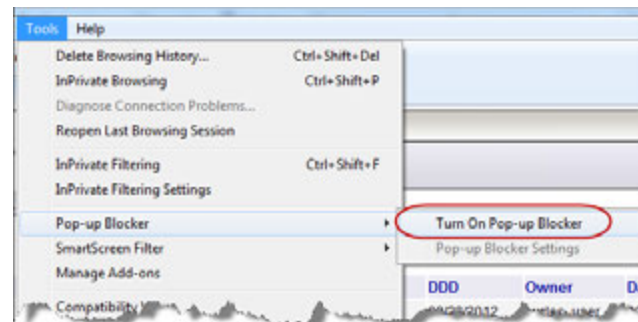
Allowing VFO Pop-Up Windows

Step 1: Click the Internet Menu Tools → Pop-up Blocker.



Step 2: If “Turn (needed.

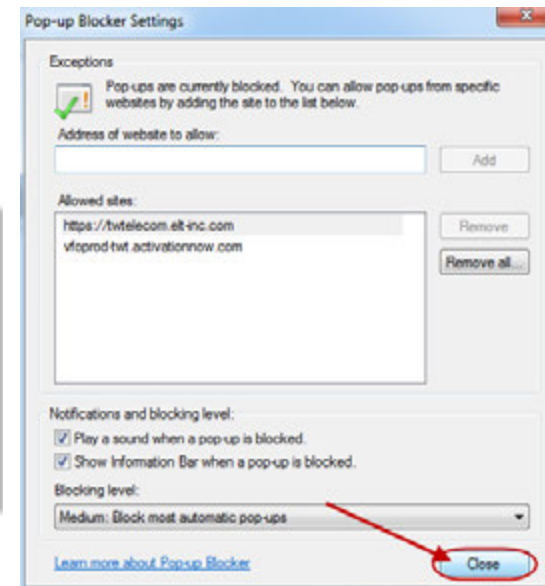
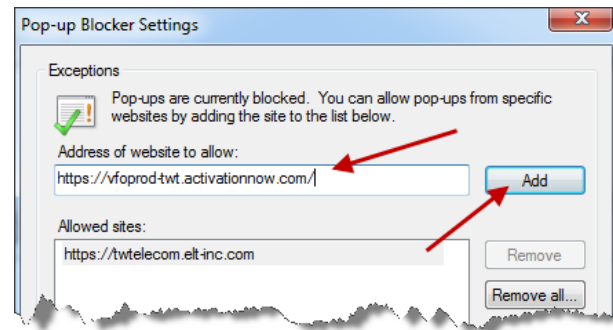
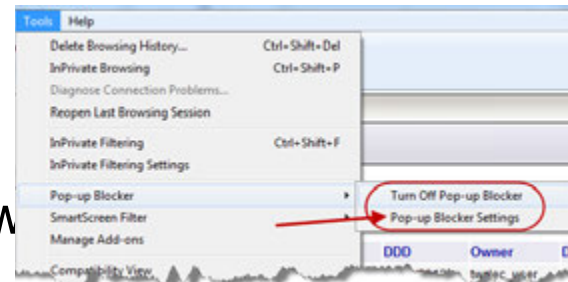
), no action is



Allowing VFO Pop-Up Windows

Step 3: If “Turn Off Pop-up Blocker” is populated in the menu instead, click “Pop-up Blocker Settings”.

Step 3a: Add the twtelecom VFO w and click “Add”, then “Close”.



Navigating VFO – Order List

System Menu – This menu is ALWAYS at the top and will take the user back to the **HOME** page (Order List shown below), information **ABOUT** VFO, take the user to a **HELP** menu with user guides and **LOGOUT**.

Menu Options – Hover over each of the tabs to give all of the menu options.

Function Icons – These icons provide the user with a one-click access to all functions.

tw telecom. Local LAUNCH HOME | ABOUT | HELP | LOGOUT

System Menu Virtual Front Officesm Powered by Synchronoss

ORDER PREORDER TEMPLATE Menu Options Function Icons

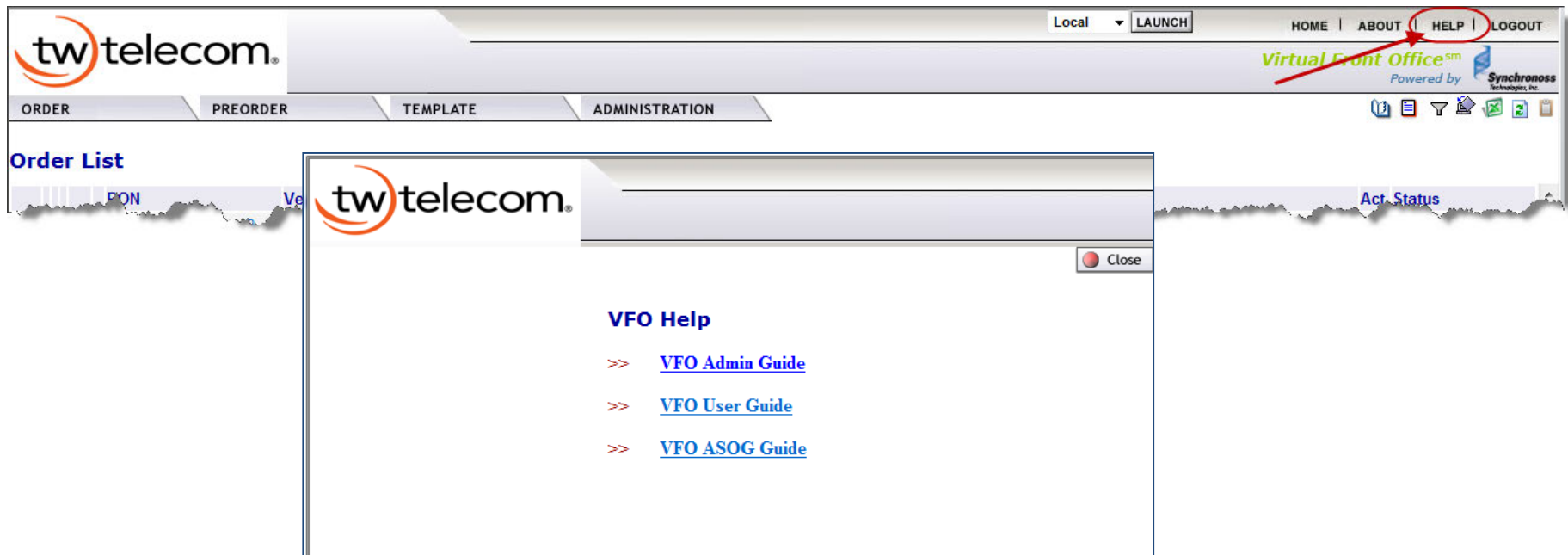
Order List

	PON	Ver	Sup	Trading Partner	Customer Code	DDD	Owner	Date Sent/ Received	Svctype	Act	Status
<input type="radio"/>	73	01		TWTELECOM	XXX	09/28/2012	twlec_user	09/24/2012 15:17	CB - Number Portability	V	Confirmed
<input type="radio"/>	71	01		TWTELECOM			twlec_user		CB - Number Portability	V	PendingValidation
<input type="radio"/>	55	01		TWTELECOM			twlec_user		CB - Number Portability	V	PendingValidation

Navigating VFO – HELP Menu

HELP Menu – When clicking on the HELP icon in the upper right hand corner of the screen, a new screen will pop-up with “VFO Help”.

VFO Help screen – The user can click into any of these links to help with VFO at any time. This should be the users first source of reference.



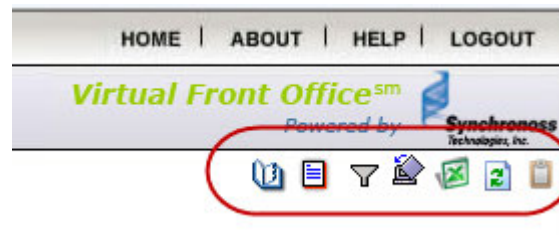
The screenshot shows the tw telecom web interface. At the top right, the 'HELP' link is circled in red with an arrow pointing to it. Below the main navigation bar, a 'VFO Help' pop-up window is displayed. The pop-up window contains the following text:

VFO Help

- >> [VFO Admin Guide](#)
- >> [VFO User Guide](#)
- >> [VFO ASOG Guide](#)

The pop-up window also features a 'Close' button in the top right corner.

Navigating VFO – Function Icons



View
History



Create Response



Filter Order List



Return to default order sort



Export to Excel



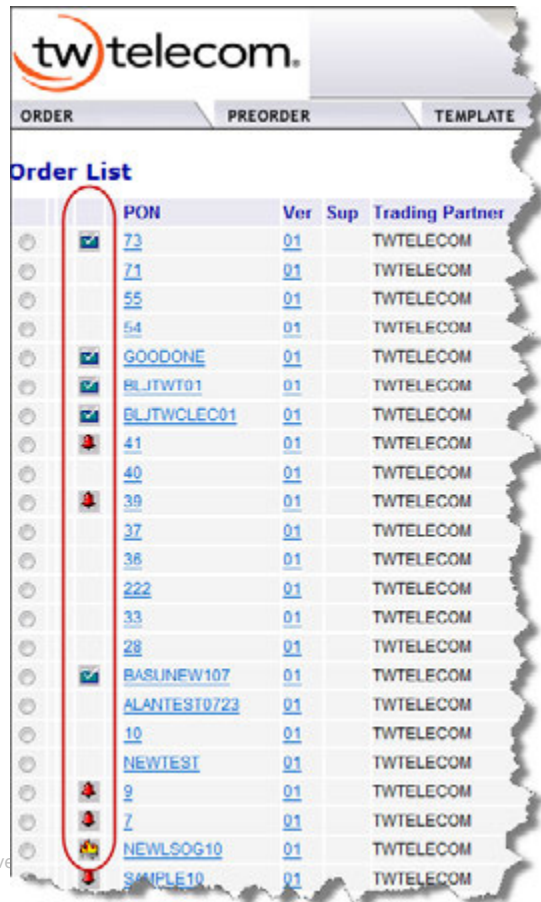
Refresh



Summary

Navigating VFO – Work Status Icons

Work Status Icons – There may be an icon in front of the PON to indicate a different work state.



The screenshot shows the 'tw telecom' interface with tabs for 'ORDER', 'PREORDER', and 'TEMPLATE'. Below is an 'Order List' table with columns for 'PON', 'Ver', 'Sup', and 'Trading Partner'. A red circle highlights the 'PON' column, which contains various work status icons next to the PON numbers.

PON	Ver	Sup	Trading Partner
73	01		TWTELECOM
71	01		TWTELECOM
55	01		TWTELECOM
54	01		TWTELECOM
GOODONE	01		TWTELECOM
BLJTW01	01		TWTELECOM
BLJTWLEC01	01		TWTELECOM
41	01		TWTELECOM
40	01		TWTELECOM
39	01		TWTELECOM
37	01		TWTELECOM
36	01		TWTELECOM
222	01		TWTELECOM
33	01		TWTELECOM
28	01		TWTELECOM
BASLINEW107	01		TWTELECOM
ALANTEST0723	01		TWTELECOM
10	01		TWTELECOM
NEWTESI	01		TWTELECOM
9	01		TWTELECOM
7	01		TWTELECOM
NEWLSOG10	01		TWTELECOM
SAMPLE10	01		TWTELECOM



Rejected



Completed



Error on Order (Business Rule Violation)



Cancelled by the user or trading partner



Confirmed



Jeopardy

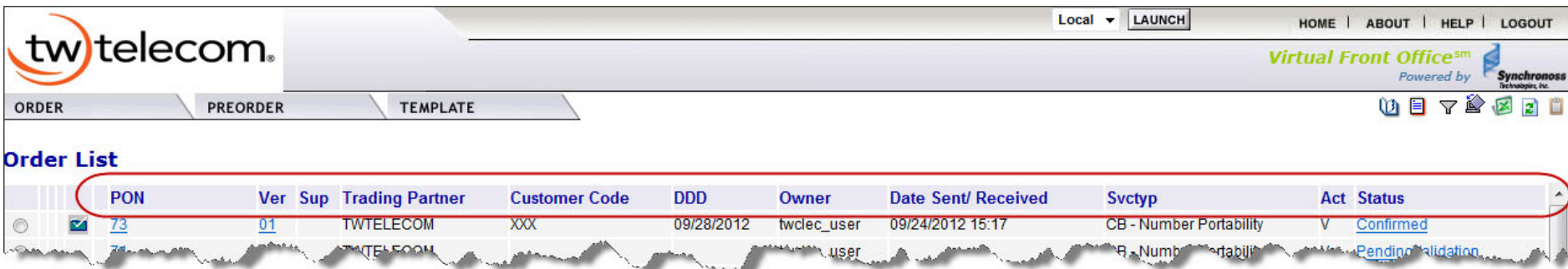
Navigating VFO – Sorting the Order List

Sorting the Order List

Click the header of a column to sort within the Order List.

Click the header again to reverse the sort.

Click  to return to the default sort.




tw telecom. Local LAUNCH HOME ABOUT HELP LOGOUT
Virtual Front OfficeSM Powered by Synchronoss Technologies, Inc.

ORDER PREORDER TEMPLATE

Order List

	PON	Ver	Sup	Trading Partner	Customer Code	DDD	Owner	Date Sent/ Received	Svctyp	Act	Status
<input type="checkbox"/>	73	01		TWTELECOM	XXX	09/28/2012	twclec_user	09/24/2012 15:17	CB - Number Portability	V	Confirmed
<input type="checkbox"/>	74			TWTELECOM			user		CB - Number Portability		Pending Validation

Navigating VFO – Filtering Orders

Filtering Orders – Filter based on any of the Filters shown below:
Click  on the Order List to filter the order list.

Order List Filter

Trading Partner: All
Customer Code:
Public Search:
Owner: All
Service: --None Available--
Activity: All
PON:
Telephone No.: - -
First Name:
Due Date From: To:
Date Sent/Received From: To:
Display Group: --None Available--
Guideline Version: All
Direction: All
Business Name:
Last Name:
Exclude selected status: Include Inactive Orders:

VFO Status

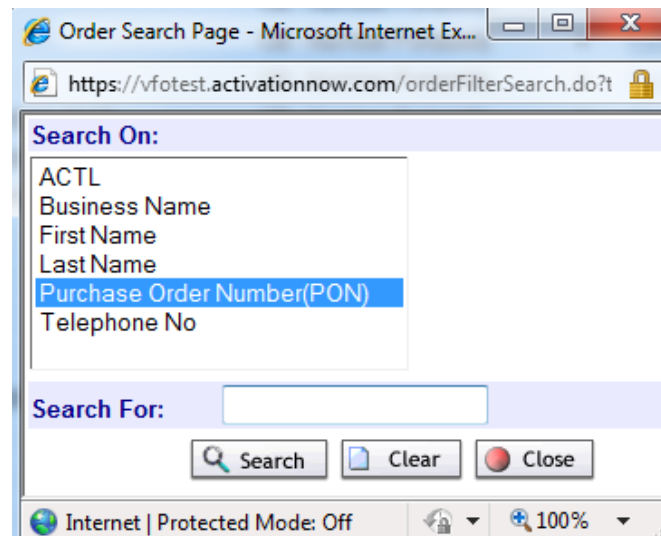
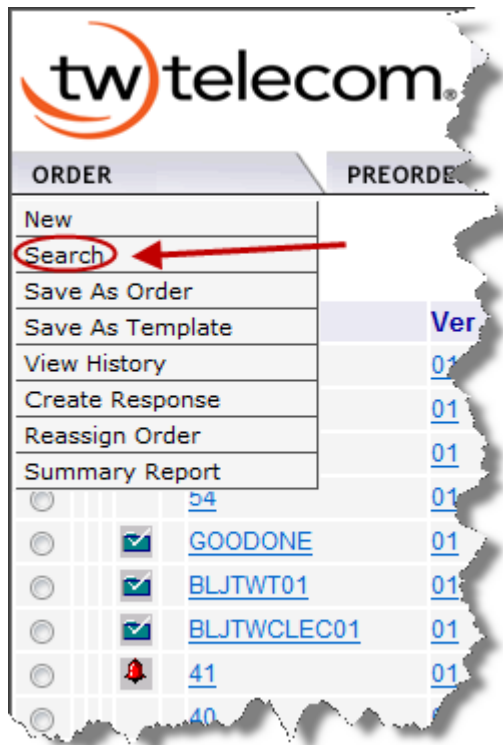
<input type="checkbox"/> Acknowledged-Accept	<input type="checkbox"/> Acknowledged-Error	<input type="checkbox"/> Acknowledged-Reject	<input type="checkbox"/> Billing Completed	<input type="checkbox"/> Cancel Confirmed
<input type="checkbox"/> Cancel Rejected (Non-Fatal)	<input type="checkbox"/> Cancel Rejected (Fatal)	<input type="checkbox"/> Cancel Sent	<input type="checkbox"/> Cancel Submitted	<input type="checkbox"/> Clarification
<input type="checkbox"/> Provisioning Completed	<input type="checkbox"/> Confirmed	<input type="checkbox"/> DSR Cancel	<input type="checkbox"/> DSRED- Error	<input type="checkbox"/> Directory Only Confirmation
<input type="checkbox"/> Directory Service Completion	<input type="checkbox"/> Errored	<input type="checkbox"/> Jeopardy	<input type="checkbox"/> PIA Cancelled	<input type="checkbox"/> PendingValidation
<input type="checkbox"/> Pending Submission	<input type="checkbox"/> Provider Initiated Action	<input type="checkbox"/> Provider Initiated Cancel	<input type="checkbox"/> Provider Notification	<input type="checkbox"/> Rejected (Non-Fatal)
<input type="checkbox"/> Rejected (Fatal)	<input type="checkbox"/> Sent	<input type="checkbox"/> System Errored	<input type="checkbox"/> Submitted	<input type="checkbox"/> Tracked
<input type="checkbox"/> Validated	<input type="checkbox"/> Voided			

OK Clear Cancel


Navigating VFO – Search Orders

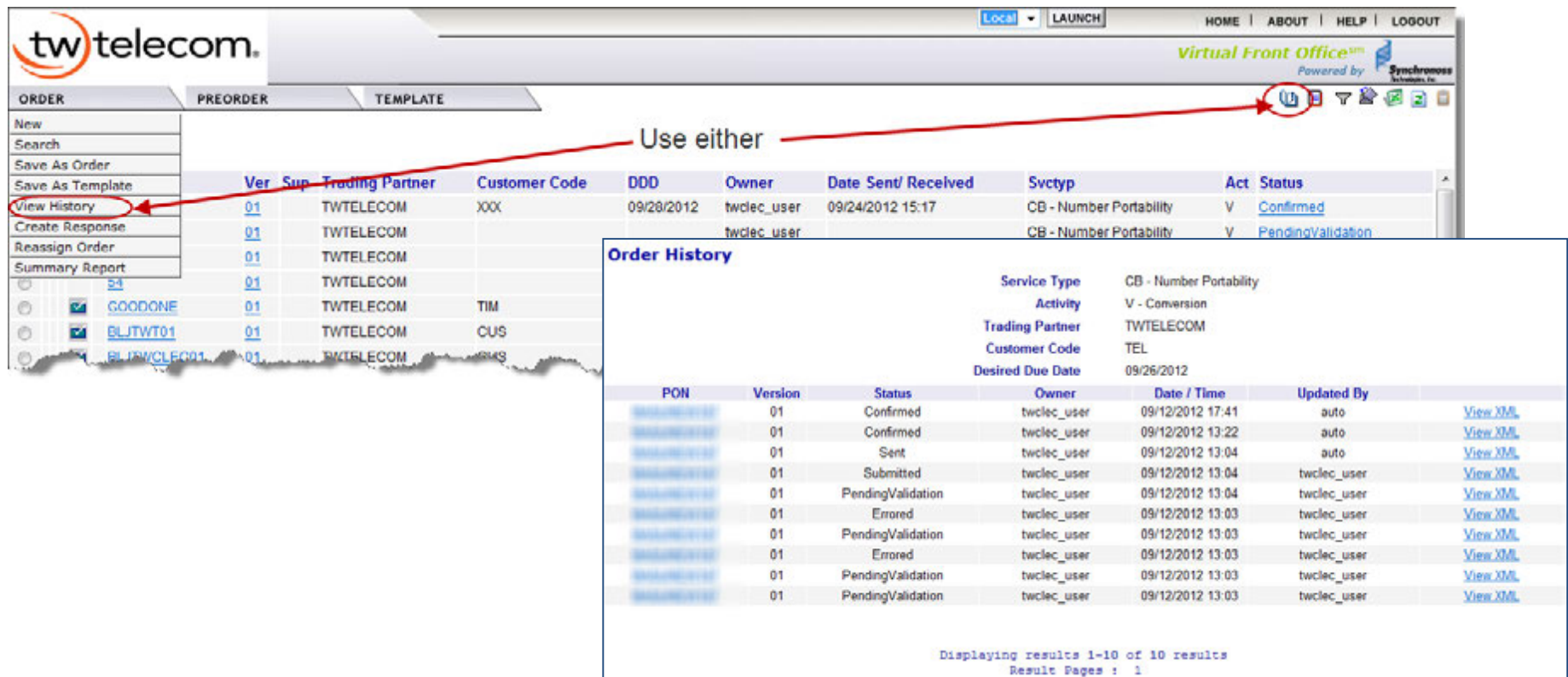
Search Orders

Under the Order tab, Click “Search” and the Order Search Page window will pop-up. Enter the PON or any others options to search.



Navigating VFO – View Order History

View Order History – To view the history of an order, either click “View History” under the Order tab or click on the  icon. Example below.



tw telecom. Local LAUNCH HOME ABOUT HELP LOGOUT
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ORDER PREORDER TEMPLATE

New
Search
Save As Order
Save As Template
View History
Create Response
Reassign Order
Summary Report

Ver	Sup	Trading Partner	Customer Code	DDD	Owner	Date Sent/ Received	Svctyp	Act	Status
01		TWTELECOM	XXX	09/28/2012	twlec_user	09/24/2012 15:17	CB - Number Portability	V	Confirmed
01		TWTELECOM			twlec_user		CB - Number Portability	V	PendingValidation
01		TWTELECOM							
01		TWTELECOM	TIM						
01		TWTELECOM	CUS						
01		TWTELECOM	249						

Use either

Order History

Service Type: CB - Number Portability
Activity: V - Conversion
Trading Partner: TWTELECOM
Customer Code: TEL
Desired Due Date: 09/26/2012

PON	Version	Status	Owner	Date / Time	Updated By	
09/12/2012	01	Confirmed	twlec_user	09/12/2012 17:41	auto	View XML
09/12/2012	01	Confirmed	twlec_user	09/12/2012 13:22	auto	View XML
09/12/2012	01	Sent	twlec_user	09/12/2012 13:04	auto	View XML
09/12/2012	01	Submitted	twlec_user	09/12/2012 13:04	twlec_user	View XML
09/12/2012	01	PendingValidation	twlec_user	09/12/2012 13:04	twlec_user	View XML
09/12/2012	01	Errored	twlec_user	09/12/2012 13:03	twlec_user	View XML
09/12/2012	01	PendingValidation	twlec_user	09/12/2012 13:03	twlec_user	View XML
09/12/2012	01	Errored	twlec_user	09/12/2012 13:03	twlec_user	View XML
09/12/2012	01	PendingValidation	twlec_user	09/12/2012 13:03	twlec_user	View XML
09/12/2012	01	PendingValidation	twlec_user	09/12/2012 13:03	twlec_user	View XML

Displaying results 1-10 of 10 results
Result Pages : 1

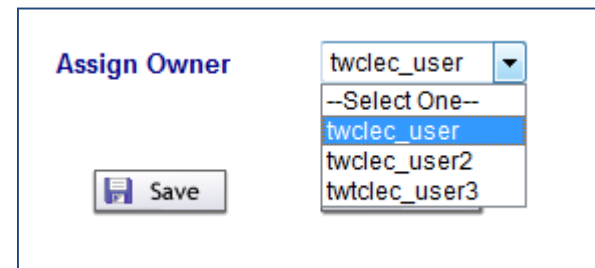
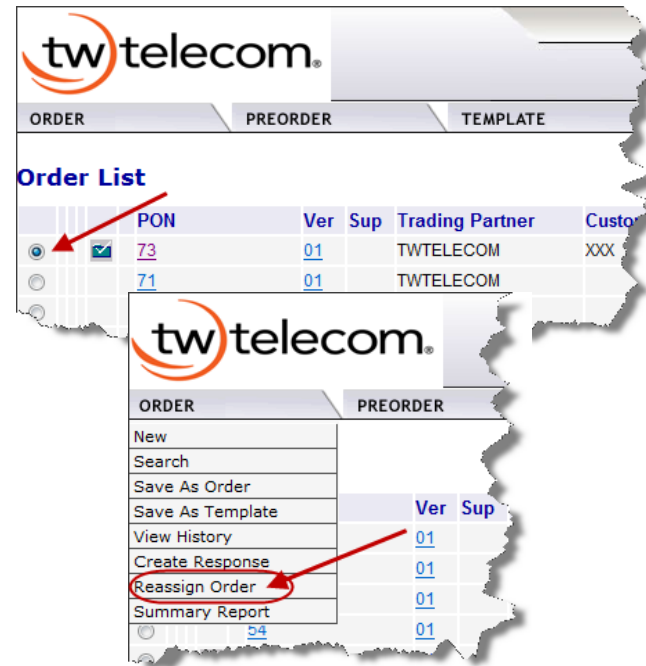
Navigating VFO – Reassigning Orders

Reassigning Orders

Step 1: Click the button next to the order to reassign.

Step 2: Under the Order tab, click “Reassign Order”.

Step 3: Select a new user and click “Save”.



Creating an Order – Save Order as a New Order

Save Order as a New Order

Step 1: Click the button next to the order to save.

Step 2: Under the Order tab, click “Save As Order”.

Step 3: Enter a New Purchase Order Number (PON) and click “Save”.

The screenshot shows the tw telecom web interface. At the top, there are tabs for 'ORDER', 'PREORDER', and 'TEMPLATE'. Below this is the 'Order List' table. A red arrow points to a button next to the first row of the table. A context menu is open over the table, with 'Save As Order' highlighted by a red circle and a red arrow. Below the context menu is a form with fields for 'Order Number' and 'Version', and buttons for 'Save' and 'Cancel'.

	PON	Ver	Sup	Trading Partner	Custo
<input checked="" type="radio"/>	73	01		TWTELECOM	XXX
<input type="radio"/>	71	01		TWTELECOM	

	Ver	Sup
01		
01		
01		
01		

Order Number	<input type="text"/>
Version	<input type="text" value="01"/>

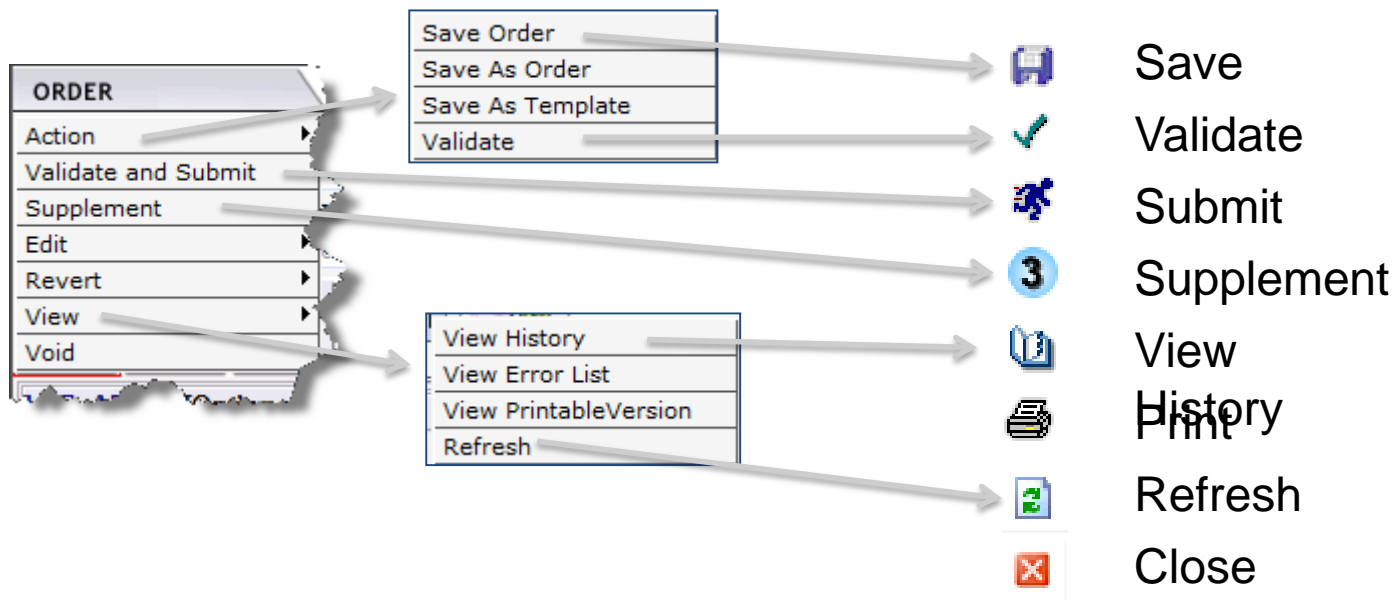
Creating an Order – Order Form Navigation

The screenshot shows the 'ORDER' form interface. At the top, there are tabs for 'ORDER' and 'PREORDER'. A red circle highlights the 'ORDER' tab, with an arrow pointing to the text 'Menu of Order Options'. To the right, a toolbar contains several icons: a save icon, a checkmark, a refresh icon, a '3' in a circle, a printer icon, a help icon, and a close icon. A red circle highlights this toolbar, with an arrow pointing to the text 'Quick Access Icons'. Below the toolbar, there are four icons representing different service types: LSR, EU, NP, and DL. A red circle highlights these icons, with an arrow pointing to the text 'Available Forms'. The main form area is divided into sections: 'LSR ADMIN [Optional | Conditional]', 'AUTHORIZATION [Optional | Conditional]', and 'ACT'. The 'LSR ADMIN' section includes fields for LSR_NO, LOCQTY, HTQTY, AN (with value 3034338319), ATN, SC, SC1, SC2, RESID, DTSENT (with value 201209240317PM), NOR, PROJECT, P, and SLI. A tooltip points to the AN field, stating: 'Identifies the main account number assigned by the NSP. This field contains 20 alphanumeric characters'. The 'ACT' section includes fields for ACT (with value V), ADET, MI, SUP, AFO, MEU, RTR, and RPON. The 'AUTHORIZATION' section includes fields for DATED, AUTHNM, AAN, NATN, NAN, EXP, ER, PID, NNSP (with value 7777), ONSP, TOS, SPEC, DLQTY, DSPTCH, DDD (with value 09/28/2012), DDD_APPTIME, DDDO, DDDO_APPTIME, DFDT, DFDTO, CHC, AENG, ALBR, SCA, RL, PORTTYP, ACTL, SACTL, AI, APOT, LST, LSO, and NC. A red circle highlights the vertical scroll bar on the right side of the form, with an arrow pointing to the text 'Scroll Bar -- More to enter on Form'.

Creating an Order – Order Menu and the Order Icons


Which do you prefer?

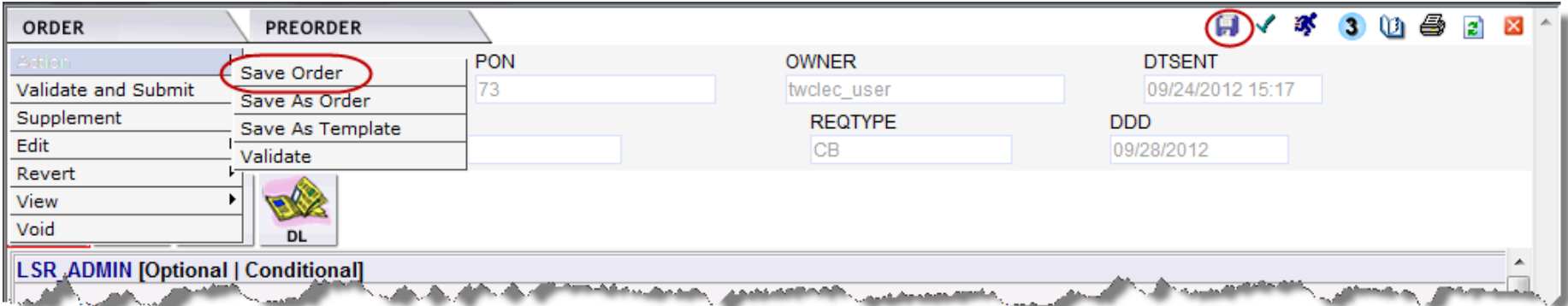
When using the Order tab menu versus the icons they are essentially the same.



Creating an Order – Saving an Order

Saving an Order (Retaining Information on the Order)

Within the Order, under the Order tab, click on “Action” and then “Save Order” or the Save icon .



The screenshot displays the Level 3 Order Management System interface. The 'ORDER' tab is selected, and the 'Action' menu is open, with 'Save Order' highlighted. The interface shows fields for PON (73), OWNER (twclec_user), DTSENT (09/24/2012 15:17), REQTYPE (CB), and DDD (09/28/2012). A 'DL' icon is visible below the 'Action' menu. The status bar at the bottom indicates 'LSR_ADMIN [Optional | Conditional]'.

Field	Value
PON	73
OWNER	twclec_user
DTSENT	09/24/2012 15:17
REQTYPE	CB
DDD	09/28/2012

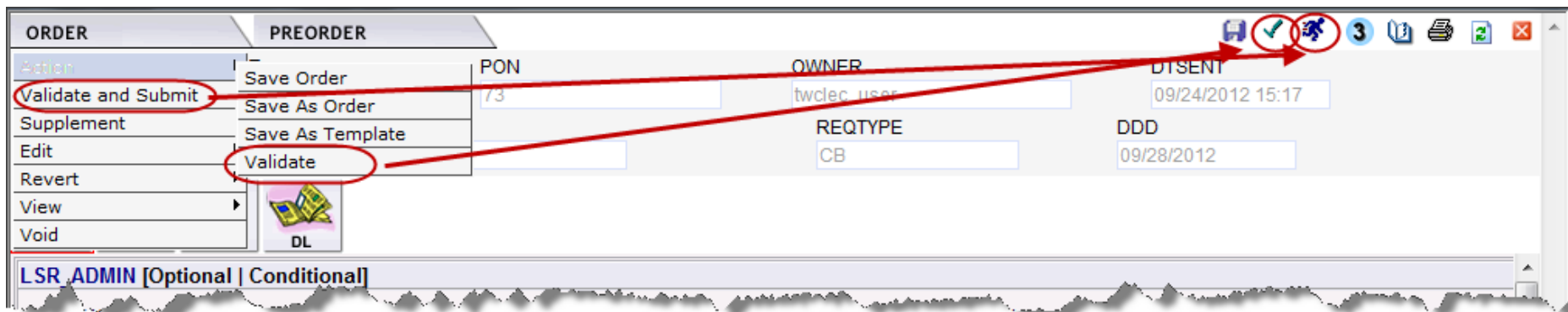
Creating an Order – Validating & Submitting an Order

Validating an Order

Click either “Validate” from the Order Menu or the ✓ icon to verify the accuracy of the business rules of the order. Status will change to “Validate”.

Submitting an Order

Click either “Validate & Submit” from the Order Menu or the 🚀 icon to verify the accuracy of the business rules of the order and transmit the order to the Trading Partner. Status will change to “Sent”.



Creating an Order – Validation Errors

Validating with Errors

An “Error Code List” will pop-up with an error and the Status will be “Errored”. After clicking into the error message, the field will be highlighted in red. Update the field and “Validate”, if no other errors appear, the Status will change to “Validated”.

The screenshot displays a software interface for creating an order. The main window shows a form with fields for RECEIVER CODE, ACT, PON, OWNER, DTSENT, VERSION, SUP, STATUS, REQTYPE, and DDD. The STATUS field is circled in red and contains the text "Errored". The DDD field is highlighted in red. Below the main form, an "Error Code List" pop-up is visible, showing a table with columns for Form, Occurs, Section/Field, Code, and Error Text. The table contains one entry: Form: Isr, Occurs: 1, Section/Field: Isr_admin/authorization/dddL10LSR032, Code: , Error Text: DDD IS REQUIRED. A second screenshot shows the same form with the STATUS field circled in red and containing the text "Validated".

Form	Occurs	Section/Field	Code	Error Text
Isr	1	Isr_admin/authorization/dddL10LSR032		DDD IS REQUIRED

Creating an Order – Submitted Order Statuses

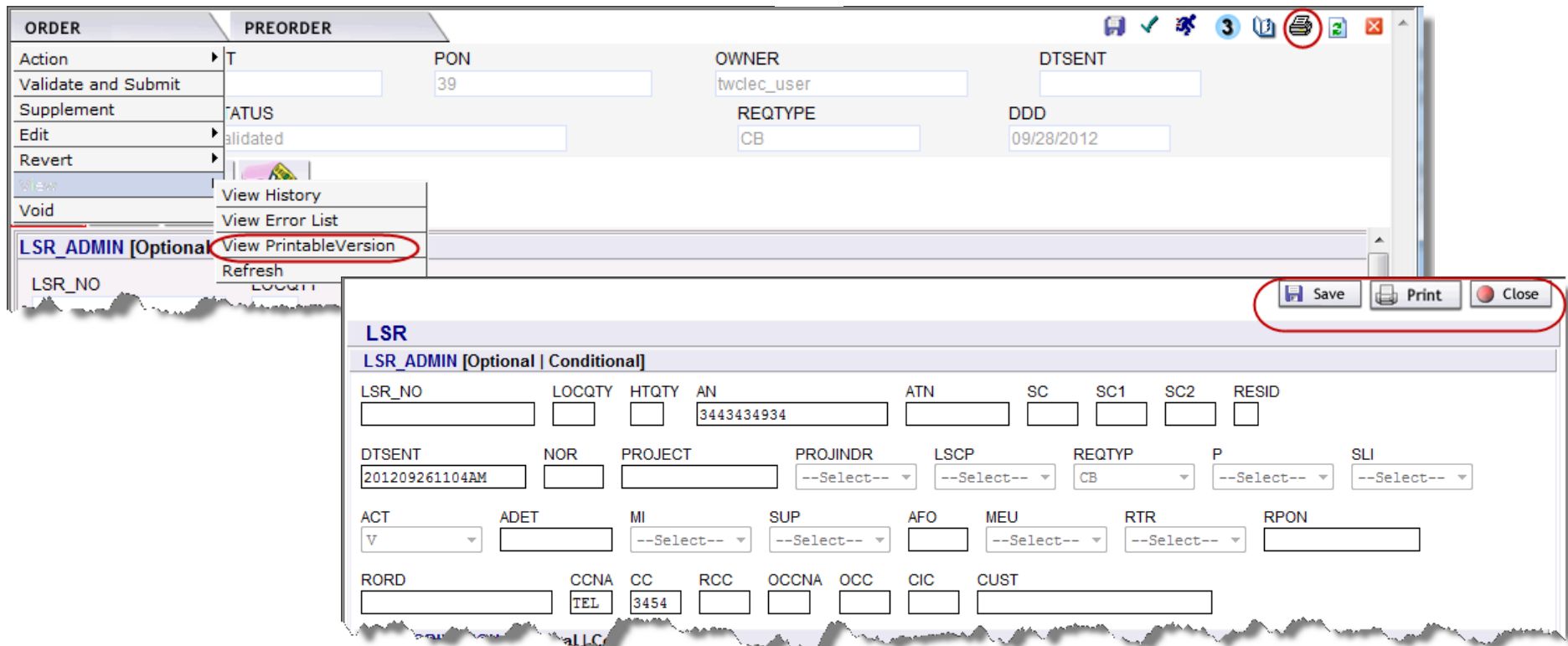
Expected Submit Order Status

1. **Submitted** – Order reached the Exchange Path and being processed.
2. **Sent** – Order has been transmitted to the trading partner.
3. **Errored** – Order failed the business rule validation and was not submitted.
4. **Pending Submission** – Exchange Path application is down, order is in queue waiting for submission.
5. **System Errored** – Order failed to transmit. Click the status link to view reason for the error and then submit again.

Creating an Order – Printing Orders

Printing an Order

Within the Order, under the Order tab, click on “View” and then “View Printable Version” or the Print icon .



The screenshot displays the Level 3 Order Management System interface. The top section shows the 'ORDER' tab with fields for Action, PON (39), OWNER (twclec_user), and DTSENT (09/28/2012). A dropdown menu is open under the 'View' button, with 'View Printable Version' highlighted. The bottom section shows the 'LSR' (Line Service Record) details, including LSR_NO, LOCQTY, HTQTY, AN (3443434934), ATN, SC, SC1, SC2, RESID, DTSENT (201209261104AM), NOR, PROJECT, PROJINDR, LSCP, REQTY (CB), P, SLI, ACT (V), ADET, MI, SUP, AFO, MEU, RTR, RPON, RORD, CCNA (TEL), CC (3454), RCC, OCCNA, OCC, CIC, and CUST.

Creating an Order

Creating a New Order

Within the Home Page, under the Order tab, click on “New”.

The screenshot shows the tw telecom Virtual Front Office interface. The top navigation bar includes the tw telecom logo, a 'Local' dropdown menu, a 'LAUNCH' button, and links for 'HOME | ABOUT | HELP | LOGOUT'. Below the navigation bar, there are three tabs: 'ORDER', 'PREORDER', and 'TEMPLATE'. The 'ORDER' tab is active, and a dropdown menu is open, with the 'New' option highlighted by a red circle. Below the dropdown menu, there is a table with columns: Ver, Sup, Trading Partner, Customer Code, DDD, Owner, Date Sent/ Received, Svctyp, Act, and Status. The table contains four rows of data.

Ver	Sup	Trading Partner	Customer Code	DDD	Owner	Date Sent/ Received	Svctyp	Act	Status
01		TWTELECOM	XXX	09/28/2012	twclec_user	09/24/2012 15:17	CB - Number Portability	V	Confirmed
01		TWTELECOM			twclec_user		CB - Number Portability	V	PendingValidation
01		TWTELECOM			twclec_user		CB - Number Portability	V	PendingValidation
01		TWTELECOM			twclec_user		CB - Number Portability	V	PendingValidation

Creating an Order

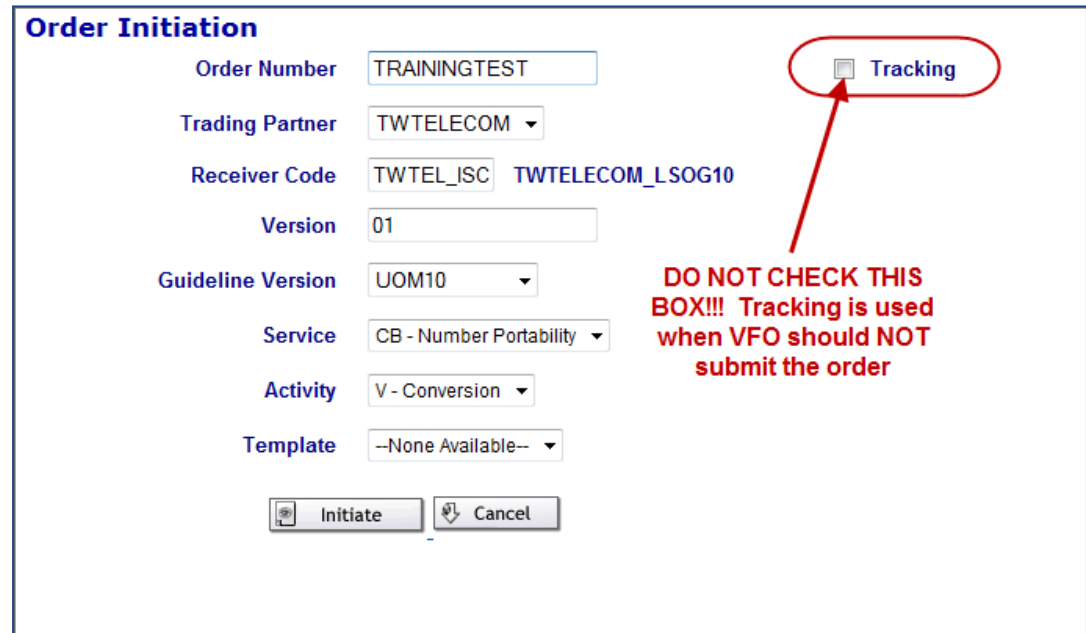
Order Initiation Page

Enter a new Order Number (PON)

Select

- Trading Partner
- Receiver Code
- Version
- Guideline Version
- Service
- Activity

Click “Initiate”



Order Initiation

Order Number: TRAININGTEST

Trading Partner: TWTELECOM

Receiver Code: TWTEL_ISC TWTELECOM_LSOG10

Version: 01

Guideline Version: UOM10

Service: CB - Number Portability

Activity: V - Conversion

Template: --None Available--

Tracking

DO NOT CHECK THIS BOX!!! Tracking is used when VFO should NOT submit the order

Initiate Cancel

Creating an Order – Populating Form

Populating the LSR

After initiating the “Order Initiation” Page, the screen below will pop-up. Populate the form based on order specifications, however, all yellow highlighted fields are required.

ORDER PREORDER

RECEIVER CODE ACT TWETEL_ISC V PON TRAININGTEST OWNER tweclec_user DTSENT
VERSION 01 SUP STATUS PendingValidation REQTYPE CB DDD

LSR EU NP DL

LSR_ADMIN [Optional | Conditional]

LSR_NO LOCQTY HTQTY AN ATN SC SC1 SC2 RESID
DTSENT NOR PROJECT PROJINDR LSCP REQTY P SLI
ACT ADET MI SUP AFO MEU RTR RPON
RORD CCNA CC RCC OCCNA OCC CIC CUST

AUTHORIZATION [Optional | Conditional]

DATED AUTHNM AAN NATN NAN EXP
ER PID NNNSP ONSP TOS SPEC DLQTY DSPTCH DDD DDD_APPTIME

Creating an Order – Adding/Removing Section(s)

Adding/Removing Section(s)

Within the Order, under the Order tab, click on “View” and then “View Printable Version” or the Print icon .

ORDER PREORDER

RECEIVER CODE TWTEL_JSC ACT V PON TRAININGTEST OWNER twdec_user DTSENT
VERSION 01 SUP STATUS PendingValidation REQTYPE CB DDD

LSR EU NP DL

NP_ADMIN [Optional | Conditional]
SIMPLE_PORT_IND NPQTY

NP_SVC_DET [Optional | Conditional]
Add Copy: 1 Section(s) Remove Section

NPI RL LRN TDT OECCKT PORTED_NBR TNP
--Select-- --Select-- --Select--

CFTN NPT RTI NPTG

Enter the # of Section(s) then click "Add" to get another blank form or click "Copy" to repeat the data from this section.

ORDER PREORDER

RECEIVER CODE TWTEL_JSC ACT V PON TRAININGTEST OWNER twdec_user DTSENT
VERSION 01 SUP STATUS PendingValidation REQTYPE CB DDD

LSR EU NP DL

NP_ADMIN [Optional | Conditional]
SIMPLE_PORT_IND NPQTY

NP_SVC_DET [Optional | Conditional]
Add Copy: 1 Section(s) Remove Section

NPI RL LRN TDT OECCKT PORTED_NBR TNP
--Select-- --Select-- --Select--

CFTN NPT RTI NPTG

To remove a section, click "Remove Section".

Supplement Order

Supplementing an Order – To create a supplement, either click on the supplement icon **3**, or under the Order tab, click on “Supplement”. Select the appropriate Sup Type shown in the pop-up screen below.


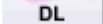
The screenshot displays the Level 3 Order Management System interface. The 'ORDER' tab is active, and the 'Supplement' option is highlighted in the 'Action' menu. A red circle highlights the '3' icon in the top right corner of the interface. A 'Supplement Others' dialog box is open, showing the 'Sup Type' dropdown menu with options 1 through 7. The 'Version' field is set to 02. The 'Sup Type' dropdown is currently open, showing options 1 through 7. The 'Change' button is visible below the dropdown.

Note: Only use Sup Type
= 1 – Cancel
= 2 – Due Date Change
= 3 – Other

Void an Order

Void an Order – VFO allows the user to void an Order for any reason, as long as the Order has not be sent to the Trading Partner. To Void the order, under the Order tab, click on “Void”.

The screenshot shows a web interface with two tabs: 'ORDER' and 'PREORDER'. The 'ORDER' tab is active. Below the tabs is a table with the following rows:

Action	▶ T	PON
Validate and Submit	<input type="text"/>	<input type="text" value="TRAININGTEST"/>
Supplement	STATUS	
Edit	▶ PendingValidation <input type="text"/>	
Revert	▶	
View	▶ 	
Void	▶ 	

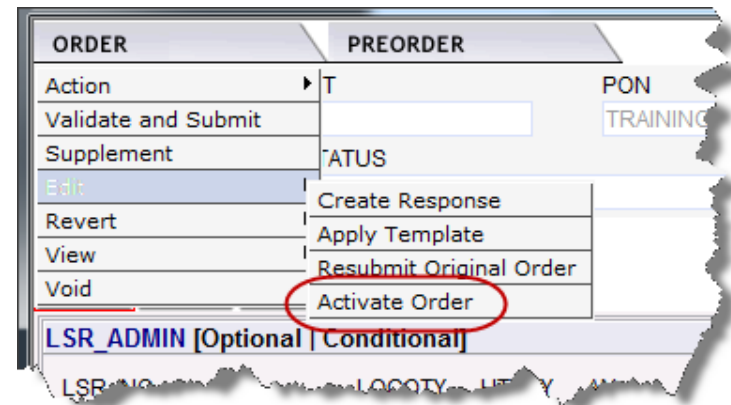
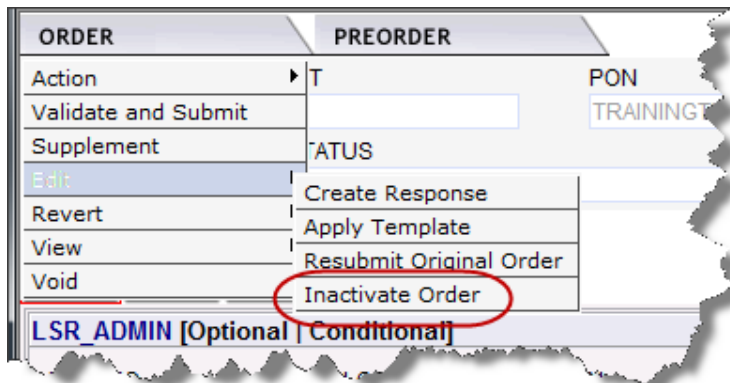
At the bottom of the interface, there is a button labeled 'LSR ADMIN [Optional | Conditional]'.

Note: Can only void initial version request.

Inactivate/Activate an Order

Inactivate / Activate an Order – All active orders created in the application are stored in the Order List by default. Orders are considered Active unless a user specifies otherwise.

Within the Order, under the Order tab, click on “Edit”, then “Inactivate Order”. This will inactivate the order until the user wants to activate the order again by clicking under the Order tab, click “Edit”, then Activate.



Note: Cannot inactivate an order if not submitted.

Simple Port Notification

Simple Port Notification – If a simple port is needed, on the NP page, go to the “Simple_Port_Ind” field select “Y” and the “NPQTY” should equal “1” as shown in the screen below.

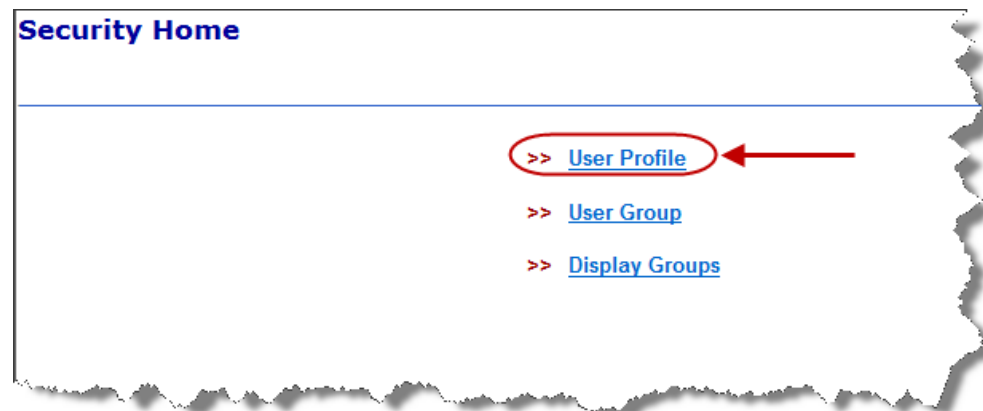
Note: Simple ports, per the FCC, are defined as those ports that: 1) do not involve unbundled network elements; 2) involve an account only for a single line; 3) do not include complex switch translations (e.g., Centrex, ISDN, AIN services, remote call forwarding, or multiple services on the loop); and 4) do not include a reseller.

The screenshot shows a web form for configuring a Simple Port Notification. The form is divided into several sections:

- ORDER / PREORDER:** Contains fields for RECEIVER_CODE (TWTEL_ISC), ACT (V), PON (TEST05), OWNER (twclec_user), VERSION (01), SUP, STATUS (Validated), and REQTYPE (CB).
- Navigation:** Includes icons for LSR, EU, NP (highlighted with a red box), and DL.
- NP_ADMIN [Optional | Conditional]:** Contains a dropdown for SIMPLE_PORT_IND (set to Y) and a text field for NPQTY (set to 1).
- NP [Optional | Conditional]:** Contains a dropdown for NPI (set to Y), a dropdown for RL, a text field for LRN, a dropdown for TDT, and a text field for OECCKT.
- Other Fields:** Includes CFTN, NPT (set to D), RTI, and NPTG.
- SVC_DET_GRP [Optional | Conditional]:** A section at the bottom of the form.

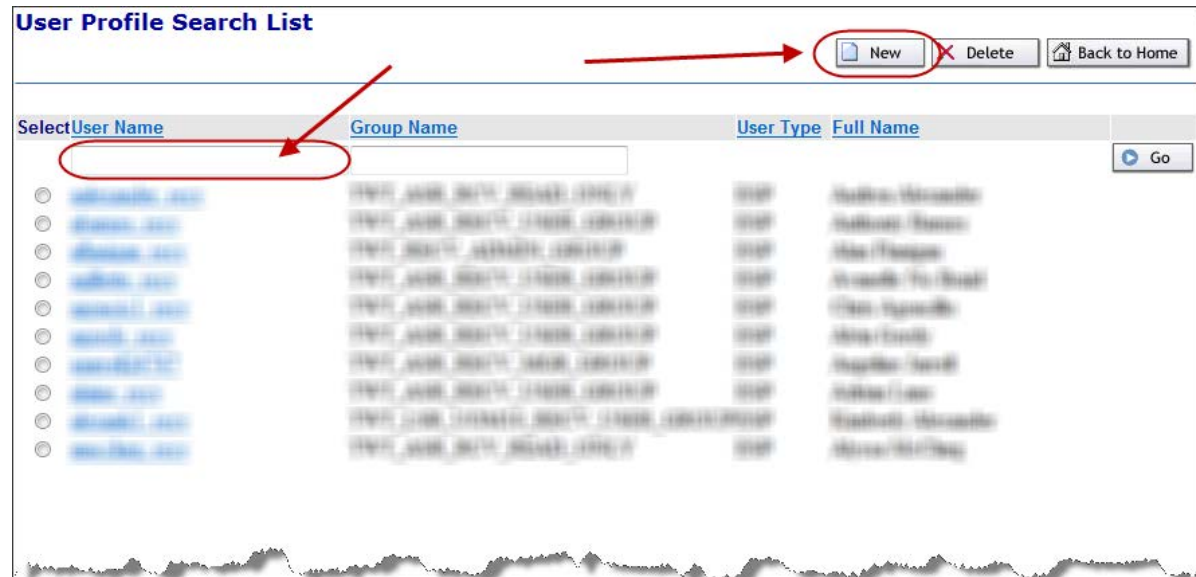
Administration Section for Super Users

Search, Create or Modify a User – The Administration section allows users with Administration rights to search, create and modify Users. To access Security function, execute the Administration → Security menu command. This opens the Security Home window. Click on User Profile.



Administration Section for Super Users

Create a User – The User Profile Search List will open and click on “New” to create a new user. However, always search for the user before creating to eliminate duplicates.



Administration Section for Super Users

Create a User – Fill out all appropriate information with stars. Use the drop down for your specific “Esp Name”. “Select Group” to determine if the user is an Admin or not. Once completed, click “Save”, and a new window will appear with “Successfully created the record”.

The screenshot shows two overlapping windows from a web application. The background window is titled "User Profile Details" and contains a form for creating a user. The form fields are as follows:

- Note: Fields marked with "*" are mandatory.
- User Name: TEMPACCT1 *
- Password: ***** *
- Confirm Password: ***** *
- Full Name: TEMPORARYACCOUNT1
- Designation: (empty)
- User Type: ESP *
- Esp Name: TEMP1_TWFLS10 *
- Managing ESP Branding: -Select One- *
- Phone: (empty)
- Email Id: (empty)
- Select Group: Available (TEMP1_TWFLS10_ADMIN) / Selected (TEMP1_TWFLS10_USER) *

The foreground window is titled "User Profile Search List" and displays a confirmation message: "Status : * Successfully created the record." A red arrow points to this message. Below the message is a table with the following columns: Select User Name, Group Name, User Type, and Full Name. The table contains four rows of data, each with a search icon to the left of the user name.

Select User Name	Group Name	User Type	Full Name
admin@level3.com	TEMP1_TWFLS10_ADMIN	ESP	Admin Stroud
admin@level3.com	TEMP1_TWFLS10_ADMIN	ESP	Admin Stroud
admin@level3.com	TEMP1_TWFLS10_ADMIN	ESP	Admin Stroud
admin@level3.com	TEMP1_TWFLS10_ADMIN	ESP	Admin Stroud

Administration Section for Super Users

Modify a User (resetting password) – Search for a specific users. Input new password and click “Save”. If updated correctly the status will change to “Successfully updated the record.”

The screenshot displays two overlapping web interface windows. The top window, titled "User Profile Search List", features a search table with columns for "Select", "User Name", "Group Name", "User Type", and "Full Name". A red circle highlights the "User Name" column header, with a red arrow pointing to it. Below the table are "New", "Delete", and "Back to Home" buttons. The bottom window, titled "User Profile Details", shows a form for editing a user profile. A red arrow points to the "Password" field, which is masked with dots. The form includes fields for "Confirm Password", "Full Name", "Designation", "User Type" (a dropdown menu), "Esp Name", "Managing ESP Branding", "Phone", "Email Id", and "Select Group". The "Select Group" field shows "TEMP1_TWTL10_ADMIN" as the selected primary group and "TEMP1_TWTL10_USER" as the secondary group. A "Status" section at the bottom right of the form displays a red message: "* Successfully updated the record." with a red arrow pointing to it. A note below the status reads "Note : Fields marked with '*' are mandatory."