

OWN ITSM

Training Tutorial
Using Level 3 Port Out Request Tool
Version 2.0 Audience: Carrier User

November 2014

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1. Purpose

This document describes how to use the Level 3 Port Out Request Tool.

1.1 Create a New User Account

1. Open the Level 3 Port Out Request Tool login page.

2. Click on Create a New User link. The following window opens:

3. Populate all required fields.

The following fields must be populated to request a user account for the Level3 Port Out Request Tool.

Attribute Name	Logical Data Type	Valid Value(s)	Rules
First Name	String	80 Characters	Required
Last Name	String	80 Characters	Required

User Name	String	8-17 Characters	Unique
Password	String	8-15 Characters	Pwd Rules
Password Confirm	String	8-15 Characters	Match above
Contact Phone	String	10 Characters	Required
Email	String	80 Characters	Email Fmt
Confirm Email	String	80 Characters	Match Above
Security Question	String		Required
Security Answer	String		Required
Carrier Name	String	64 Characters	Required
Carrier SPID	String	4 Digits	Required
I accept the required terms and conditions.	Boolean True		Required

4. Accept Term and Conditions.

5. Click on “Create User” link.

The system verifies the user supplied information conforms to account security rules and displays a message for any necessary corrections needed to complete the Self Registration process. Once the validation is complete, the system will display a “Registration Complete” message.



The system will also send the user an email confirming the registration.



Click on Continue to login to the Port Out Request Tool.

Enter your registered User name and Password and click on Login.

Level 3
COMMUNICATIONS

Port Out Request Tool

Log In

User Name:

Password:

Log In

[Create a new user...](#)
[Forgot your password?](#)

2. Submit CSR Request

CSR request is used to enter the customer information and a list of subscribed TNs.

1. Login to Port Out Request Tool.
2. Navigate to the Submit CSR Request page.
3. Enter the required fields.
4. Click on Submit icon.

Home | **Submit CSR Request** | Submit LSR Request | Search Recent CSR Requests | Search Recent LSR Requests | Edit Profile | Logout

Submit CSR Request * - Indicates a required field.

[Back](#) [Clear](#) [Submit](#)

Subscriber Information

CTI:

First Name: Last Name:

Street Address Prefix (SAPR): Street Number (SAH0): Street Number Suffix (SASF):

SASD: Street Name (SASII): Street Type (SATH): Street Suffix (SASS):

City: State: ZIP: ZIP+4:

Room: Floor: Building: Unit Type: Unit Value:

Telephone Numbers

You may enter up to a maximum of 500 TNs.

HIPA: IXX: Start: End:

() - to

Need more TNs?
[Add Another TN Or Range](#) [Add 10 More TNs Or Ranges](#)

LOA

LOA Authorized By:

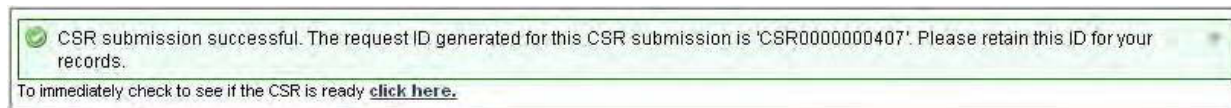
Required fields are marked by *

2.1 Populating CSR Request Fields

The Carrier enters the following information in the Port Out Request Tool.

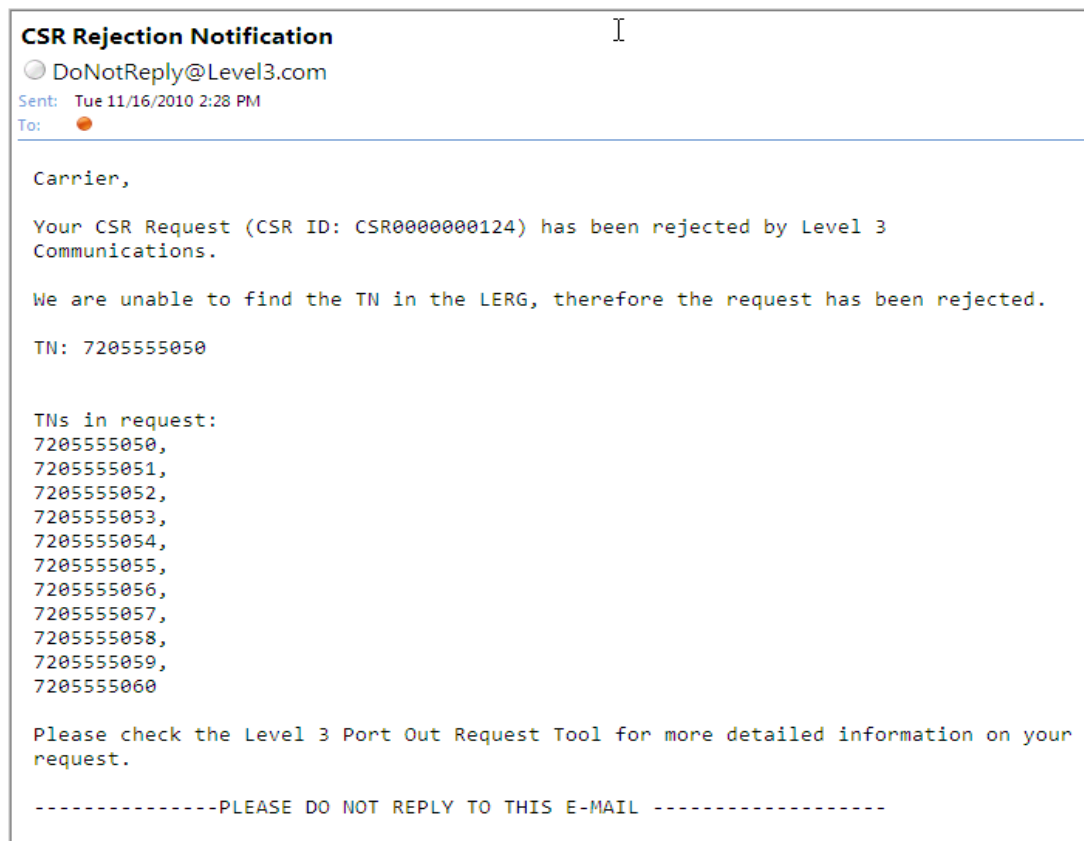
Attribute Name	Valid Value(s)	Rules
Subscriber Information		
CTI	Residential or Business	Required
First Name	String (50 Characters Max)	Required if Residential
Last Name	String (50 Characters Max)	Required if Residential
Street Number (SANO)	String	Required
Street Name (SASN)	String	Required
City	String	Required
State	String	Required
Zip	String	Required
Telephone Numbers	Numeric	Required (maximum number of TNs allowed = 500)
Start	Numeric	Required
End	Numeric	If entering a range of TNs
Need more TNs?		If entering a range of TNs
LOA Authorized By	String	Required

The system validates that all the required fields have been populated, saves the user profile with date / time stamp and assigns a CSR Request ID to the request. The system presents a success message to the Carrier along with the CSR Request ID:

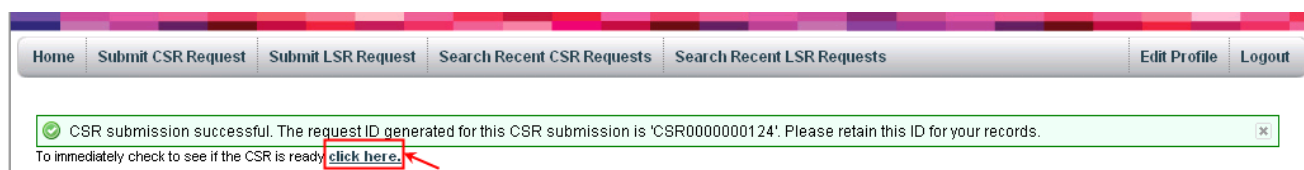


2.2 CSR Rejection Notification

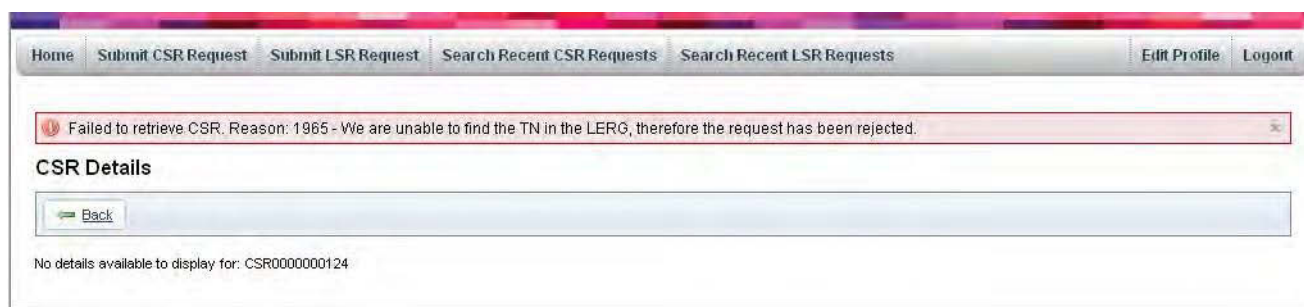
When a CSR request is submitted the system validates the TN (telephone number); if it is not a valid number, the system sends the CSR Rejection Notification email to the Carrier.



To immediately check if the CSR was submitted successfully, click on “click here” link.



If the CSR was not accepted by the system, a message is displayed.



Click on Back link, make the required changes and submit the request again.

2.3 Search Recent CSR Request

This function allows a Carrier to search for a previously submitted request for Customer Service Record in the Port Out Request Tool.

1. Login to Port Out Request Tool.
2. Navigate to the Search Recent CSR Requests page.
3. Select one of the following search criteria:
 - CSR Request ID
 - TN

Page Size: You can select the number of lines to be displayed on a page.

4. Click on Go icon. The system will display the search results.

Home Submit CSR Request Submit LSR Request Search Recent CSR Requests Search Recent LSR Requests Edit Profile Logout

No results found. Please contact Level 3 at 866-697-5881 and choose option 2 to obtain access to requests older than 90 days.

CSR Request Search [Submit New CSR Request](#)

Show/Hide Search Criteria Refresh Remove Sorting/Filtering Export to Excel

Clear Go

CSR Request ID: CSR*
- OR -
TN: { 720 } 888 - 6088

Page Size: 15 ☒ Keep search criteria open

(Rows 1 - 1 of 1)

Actions	Request ID	Submit Date	Status
	CSR0000000407	6/10/2010 6:58:02 PM	Completed

If the system does not find the matching CSR Request ID, it will display an error message.

2.3.1 Filter Search Results

(Rows 1 - 1 of 1)			
Actions	Request ID	Submit Date	Status
	CSR0000000407	6/10/2010 6:58:02 PM	Completed

2.4 View CSR Details

If the CSR is completed the details are available. Click on View CSR Details icon under Actions and the details are displayed in a new window.

CSR Details

 Back

  **CSR Header** (Collapsed)

  **Subscriber Information** (Collapsed)

  **LOA** (Collapsed)

  **Jeopardy Codes** (Collapsed)

  **Customer Service Records** (Collapsed)

Click on + icon to view the details.

3. Submit LSR Request

Local Service Record (LSR) is used to enter the port out request. The Port Out Request Tool system validates the request, determines company name, the port type and creates the LSR Port out disconnect order. The Carrier submits the LSR Port Out Request via the Port Out Request Tool.

To create this request, the Carrier must be a valid registered user for the Port Out Request Tool.

1. Login to Port Out Request Tool.
2. Navigate to the Submit LSR Request page.
3. Enter the required fields.
4. Click on Submit button.

Submit LSR Request

* - Indicates a required field.

[Back](#) [Clear](#) [Submit](#)

Subscriber Information

Activity: FULL ATH: () -
CTI: Residential
First Name: * Last Name: *
Street Address Prefix (SAPR): Street Number (SAHO): * Street Number Suffix (SASF):
SASD: Street Name (SASH): * Street Type (SATH): Street Suffix (SASS):
City: * State: * ZIP: * ZIP+4:
Room: Floor: Building: Unit Type: Unit Value:

Carrier PON

PON: * PON Version:

LEC Contact

Contact Name: * Contact Phone: () - * Contact Email: * Secondary Email:

Telephone Numbers

Number of TNs that will be entered (up to a maximum of 200): *

HPA: HXX: Start: End:
() - to *

Need more TNs?

[Add Another TN Or Range](#) [Add 10 More TNs Or Ranges](#)

LOA

LOA Authorized By: * LOA File: Browse... LOA Date: *

Other

Customer Requested Date: *

Additional Notes:

Characters left: 3900 of 3900

3.1 Populating LSR Required Fields

Attribute Name	Valid Value(s)	Rules
CTI		Required Residential (Default) or Business
First Name	50 Characters	Required if Residential
Last Name	50 Characters	Required if Residential
Street Number (SANO)	String	Required
Street Name (SASN)	String	Required
City	String	Required
State	String	Required
Zip	String	Required
PON	String	Required
Contact Name	String	Required
Contact Phone	Numeric	Required
Contact Email	Email format	Required
Number of TNs	1 to 200	Required (The number must match with the total number of TNs entered to be ported out)
Need more TNs?	String	Optional (Use if entering a range of TNs)
LOA Authorized By	String	Required
LOA Date	Date	Required
Customer Requested Date	Date	Required
Additional Notes	String	Optional

3.2 Validation

- The Port Out Request Tool validates the entry fields.
- All required fields can not be null.
- The quantity of TN's requested must match the list of TN's entered.

At least one valid TN is required.	X
First Name is required.	X
Last Name is required.	X
PON is required.	X
LOA Authorized By is required.	X
LOA Date is required.	X
Customer Requested Date is required.	X
Street Number (SANO) is required.	X
Street Name (SASN) is required.	X
City is required.	X
State is required.	X
ZIP is required.	X

If all fields are entered correctly, the Port Out Request Tool generates a unique LSR Request ID, saves the LSR Request, user profile details and date/time stamp, and presents a success message to the Carrier along with the LSR Request ID. The Carrier may track the status of the request with the Request ID.

3.3 Search Recent LSR Requests

This task allows a Carrier to search for a previously submitted LSR Request in the Port Out Request Tool. Navigate to the Search Recent LSR Requests page and select one of the following search criteria:

- LSR Request ID
- TN
- PON
- Status
- Type
- Submit Date (Range: From and To)
- Complete Date (Range: From and To)
- FOC Date (Range: From and To)

To view all LSRs related to the search criteria, uncheck “Only show active requests.”

The screenshot shows the 'LSR Request Search' web application. At the top right is a button 'Submit New LSR Request'. Below it is a toolbar with 'Show/Hide Search Criteria', 'Refresh', 'Remove Sorting/Filtering', and 'Export to Excel'. The main search area on the left contains the following fields:

- LSR Request ID: LSR0000000443
- TN: () -
- PON:
- Status: All (dropdown)
- Type: All (dropdown)
- Submit Date: Date Range (dropdown) with From and To date pickers
- Complete Date: Date Range (dropdown) with From and To date pickers
- FOC Date: Date Range (dropdown) with From and To date pickers

At the bottom of the search area are two checkboxes: 'Only show active requests' (checked) and 'Keep search criteria open' (checked). A 'Page Size: 15' dropdown is also present. On the right side of the interface, a message reads: 'Please provide criteria at left and click 'Go' to proceed.' There are 'Clear' and 'Go' buttons at the top of the search area.

- Search Results

The Port Out Request Tool presents the search results.

3. The LSR details open in a new window.
4. Update the information and click on Submit link.

(Rows 1 - 2 of 2)

Actions	Request ID ▾	Carrier PO# ▾	Submit Date	Type ▾	Status ▾
  	LSR0000000477	12345	6/14/2010 9:50:23 PM	New	Accepted
	LSR0000000463	201030	6/14/2010 7:07:10 AM	New	Completed

The Carrier can request to SUPP the order or update the FOC up to 3 times. After 3 attempts, the Supp function is not available.

(Rows 1 - 4 of 4)

Actions	Request ID ▾	Carrier PO# ▾	Submit Date	Type ▾	Status ▾
  	LSR0000003160	8825	7/5/2010 10:03:13 PM	Supplemental	Accepted
	LSR0000003160	8825	7/5/2010 9:56:00 PM	Supplemental	Accepted
	LSR0000003160	8825	7/5/2010 9:28:46 PM	Supplemental	Accepted
	LSR0000003160	8825	7/5/2010 9:10:40 PM	New	Accepted

If the order has been SUPP'd 3 times, the order must be cancelled and re-submitted as it has exceeded the allowable number of SUPP Requests.

3.4.2 Cancel LSR

Carrier can cancel the order at any time via Port Out Request Tool up until FOC date and time.

1. The Status of the LSR must be in Accepted stage.
2. Click on Cancel icon.
3. Cancel LSR Request page open in a new window.
4. Enter the appropriate information and click Submit.

Cancel LSR Request

* - Indicates a required field.

Back

Clear

Submit

Subscriber Information

LSR Request ID:

LSR0000003160

Other

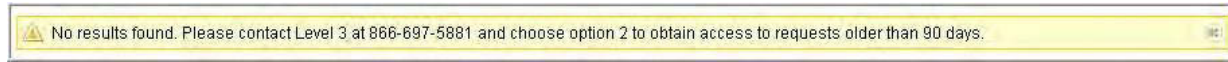
Additional Notes:

Characters left: 256 of 256

The port out request will be cancelled.

3.5 LSR Not Found

If no LSR's are returned, a message is displayed:



☞ If a request is older than 90 days, it will not be available in the Level 3 Port Out Request Tool. Please contact Level 3 at 866.697.5881 to obtain access to requests older than 90 days.”

4. Edit Profile

Login to the Level 3 Port Out Request Tool. Click on Edit Profile link.



You can modify the following fields:

- First name
- Last Name
- Carrier Name
- Contact Phone
- Password
- Contact Phone
- Contact Email

You can not edit the following fields:

- SPID
- Challenge Question and Challenge Answer

Once you have entered the information, click on Submit icon. The system presents a success message “Profile updated.”

4.1 Edit User Email

To change the email address on the Carrier account

1. Login to Carrier Portal
2. Go to Edit Profile



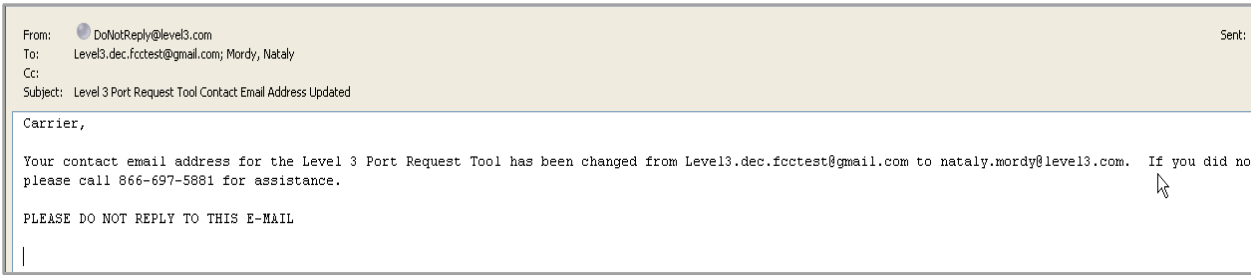
3. Type in new email address into the email address field and click Submit

The screenshot shows the Level 3 Port Out Request Tool Edit Profile page. The navigation bar at the top includes links for Home, Submit CSR Request, Submit LSR Request, Search Recent CSR Requests, Search Recent LSR Requests, Edit Profile (highlighted with a red box and arrow), and Logout. The main content area is titled 'Edit Profile' and includes a 'Back' button, 'Change Password' button, and 'Submit' button. The 'Profile Details' section contains the following fields:

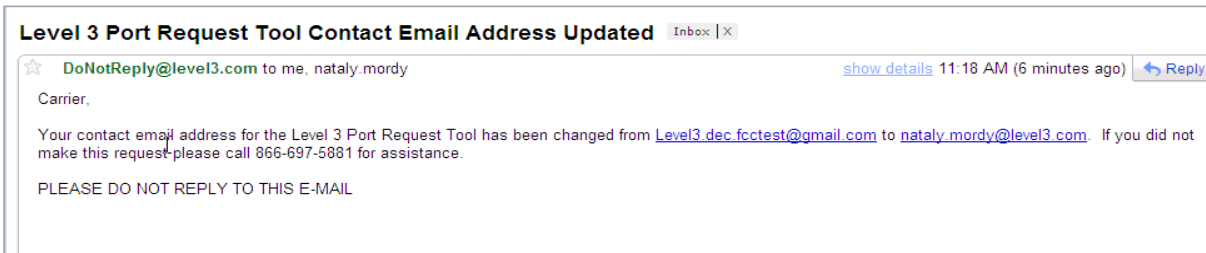
- First Name: Waldo *
- Last Name: Avatar *
- Carrier Name: Verizon *
- Contact Phone: (720) 888 - 8088
- SPID: 4321A
- Contact Email: madhur.mahajan@Level3.com *

The 'Contact Email' field is highlighted with a red box and a red arrow pointing to it. A note at the bottom right states: * - Indicates a required field.

The Carrier will get an email stating the email address has been changed.



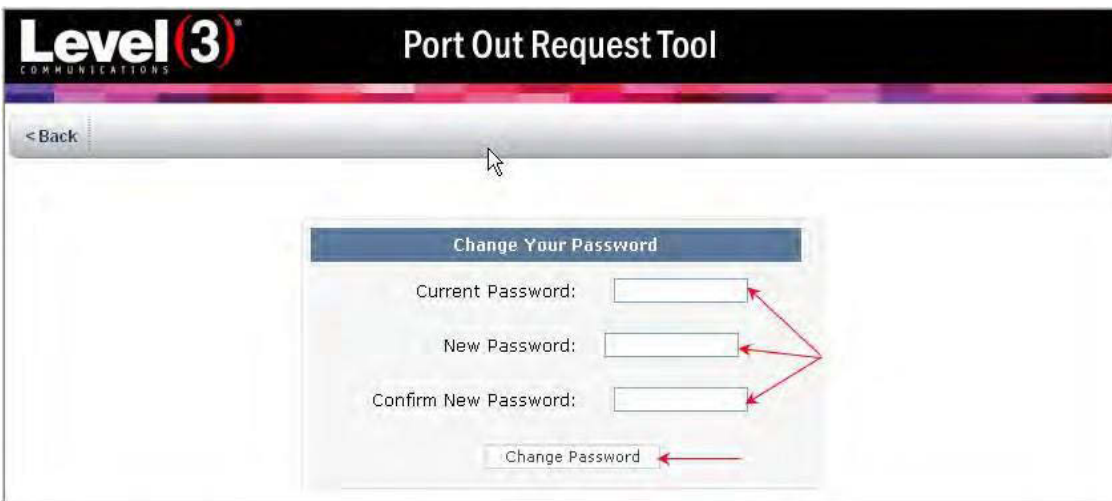
An email will also be sent to the old email address indicating the email address on this account has been changed.



Note: All email notification will now go to the new email address including all pending orders and future orders.

4.2 Change Password

1. Click on Edit Profile link.
2. Select Change Password link.
3. To change the password, you must enter the Current Password.
4. Enter New Password and re-enter the New Password in Confirm New Password field.
5. Click on Changes Password button.



Port Out Request Tool verifies the user updates comply with the account security rules and displays message

for any necessary corrections needed to continue.

The Port Out Request Tool will save the updated user profile.

4.2.1 Password Rules

User supplied password must conform to the following parameters on initial create and on subsequent changes of the password:

- Password length must be at least 8 characters and no more than 15 characters in length.
- New Password must be different from prior 3 passwords.
- The New Password must differ from the Old Password by at least 1 character.
- Each password must satisfy at least 3 of the following 4 rules
 - Contain at least one uppercase letter
 - Contain at least one lowercase letter
 - Contain at least one number
- Contain at least one of the following special characters: @ ! # \$ % ^ ' () _ + ; : ? / . , > < &

5. Support

5.1 Forgot Your Password?

If you do not remember your correct password, the system will prompt you to contact 1-877-853-8353 for assistance.

1. Select the “Forgot your password?” link on the login page.
2. The Port Out Request Tool will display a message “Please call 1-877-853-8353 for assistance.”

5.2 Login Failure

The user name and password must match exactly as you entered in the registration form. If not, the login will fail.

☞ Upon the 3rd failed attempt to login with the same user name, the system will lock the user account and will send a message to the user “You have exceeded the allowed number of login attempts, please contact Production Support Center at 1-877-853-83531.”