

**SORD Code Tables: (Service Order Database Codes)**

**ORDER TYPE:**

Defines what type of service is requested:

N	New Service.
T	The "To" portion when a customer moves From one address To another address.
C	Change request to existing service (add or remove features/services).
F	The "From" portion when a customer Moves From one address To another address.
D	Total disconnect of service.
R	Record change.

**Appointment Type Code (ATC):**

This code identifies how the appointment date was derived:

W	The customer accepted BA's offered due date.
X	The customer requested a due date that was greater than BA's offered due date.
S	The customer requested a due date that was earlier than BA's offered due date.
M	The customer requested a due date that was earlier than BA's offered due date because of a Medical emergency.
R	A due date could not be applied due to BA or customer reasons.
K	Used on Billing Record Orders where a service order is issued for billing rearrangements.
Y	Used on BA initiated orders that are customer affecting, but not requested by the customer.
Z	Used on BA initiated orders that are not customer affecting.

**Missed Appointment Code (MAC):**

When the original scheduled due date is missed, a code is applied to the order to identify the reason for the miss.

**Customer Missed Appointment:**

SA	Access could not be obtained to the customer's premises (customer not at home).
SR	Customer was not ready to receive the new service.
SO	Any other customer caused reason for the delay (e.g., unsafe working conditions at the customer site).
SL	Customer requested a later appointment date prior to the due date.
SP	Customer requested an earlier appointment date prior to the due date. (Note: SP are not measured as Customer Missed Appointments).
SC	Under Development: CLEC Not Ready.
SC	Under Development: CLEC Not Ready – due to late FOC.

**Company (BA) Missed Appointment:**

CA, A	The cable pair from the BA central office to the customer premises could not be assigned by the due date due to any reason, including assignment load. If after the due date it is determined that no facilities were available, a CF miss is applied.
CB, B	The BA business office taking the request caused the delay (misplaced the order).
CF, F, F1, F3, L3	The assigned cable facility was bad.
CL, L, L1,	Not enough BA technicians to complete the work on a given day.
CO, L2, O, O1, O2	Any other delay caused by BA not listed here (e.g., technician's truck broke down).
CS, S	The BA Central office work was not complete (line not programmed).

**SWO:**

A code applied when the order is completed to identify the service grouping:

NR, R	Residence service
NL, L	Non Special Business
NV, V	Complex business (5lines or more)
NA, A	Complex Business
ND, D	Disconnect
NC, C	BA Company
NS, S	Special services
NP, P	BA Coin services
NX, X	Message Trunk IEC & O

**SELLER TYPE:**

A code used to identify orders for Wholesale/Resale/UNE:

1	BA Retail
R	Resale
A or C	UNE
P	COIN

**CL FID:**

Circuit Layout identifies the type of circuit:

\* any code in this field identifies the service as a special service

**Service Code Modifier (SCM):**

Identifies the service grouping of a special service circuit.

<i>ITEM</i>	<i>SERVICE ORDER</i>	<i>SORD FILED</i>	<i>VALUE</i>
Dispatch	OCB in STAT section	OCB_COC	= 'O'
No Dispatch	N0 OCB in STAT section	OCB_COC	<> 'O'
Offered Interval	Elapsed business days between the application date and due date in Header Section	APPINTV	INTERGER

Appendix B  
Provisioning Codes

Completion Interval	Elapsed business days between the application date and completion date in header section	CMPINTV	INTERGER
Status complete		STATUS	= '55B'
Company services	SWO = is NF or NC in STAT section	SWO_CODE	<>'NC', 'NF'
Seller	RSID or AECN in ID CCAR section	SELLER_NAME	
ATC	Appointment type code after due date in header section	ATC	W' OR 'X'
Service Code Modifier	Position 3-4 of circuit ID in S&E section	SCM	SEE DS TABLE
Customer Missed Appointment	Follows "SD/" after due date in Header Section	CISR_MAC Company	COMPANY BEGINS WITH 'C'. CUSTOMER = SA, SR,SO, SL

**SERVICE CODE MODIFIER (SCM) TABLE FOR DS LEVEL REPORTING**

SCM - FIRST 2 Characters	Report Level	SCM - FIRST 2 Characters	Report Level	SCM - FIRST 2 Characters	Report Level
AB	DS0	QY	DS0	ED	DS3
CC	DS0	RC	DS0	EH	DS3
DA	DS0	ST	DS0	EJ	DS3
DC	DS0	US	DS0	EK	DS3
DM	DS0	WB	DS0	FI	DS3
DP	DS0	WC	DS0	GW	DS3
DQ	DS0	WD	DS0	HD	DS3
DR	DS0	WE	DS0	HE	DS3
DS	DS0	WF	DS0	HF	DS3
DW	DS0	XA	DS0	HG	DS3
DX	DS0	XB	DS0	HH	DS3
DY	DS0	XC	DS0	HI	DS3
DZ	DS0	XD	DS0	HT	DS3
FE	DS0	XE	DS0	HZ	DS3
FF	DS0	XF	DS0	JI	DS3
GA	DS0	XG	DS0	JJ	DS3
GB	DS0	XH	DS0	JK	DS3
GC	DS0	XI	DS0	LI	DS3
GD	DS0	XJ	DS0	LM	DS3
GE	DS0	XR	DS0	LO	DS3
GF	DS0	YG	DS0	LW	DS3
GG	DS0	YN	DS0	LX	DS3
GH	DS0			LY	DS3
GI	DS0			MB	DS3
GJ	DS0	AC	DS1	MD	DS3
GK	DS0	AH	DS1	ME	DS3
GL	DS0	AQ	DS1	MF	DS3
GM	DS0	AR	DS1	MG	DS3
GN	DS0	AS	DS1	MH	DS3
GO	DS0	CH	DS1	MI	DS3
GP	DS0	DB	DS1	MJ	DS3
GQ	DS0	DF	DS1	MK	DS3
GR	DS0	DG	DS1	MM	DS3
GS	DS0	DH	DS1	MP	DS3
GT	DS0	FL	DS1	OA	DS3
GU	DS0	HC	DS1	OB	DS3
GV	DS0	HJ	DS1	OD	DS3
GZ	DS0	HK	DS1	OE	DS3
HA	DS0	HL	DS1	OF	DS3
HB	DS0	HN	DS1	OG	DS3
HP	DS0	HU	DS1	QC	DS3
HQ	DS0	HX	DS1	QH	DS3
HR	DS0	IP	DS1	QI	DS3
HS	DS0	JE	DS1	TV	DS3
HW	DS0	QA	DS1	TZ	DS3
HY	DS0	QG	DS1	VR	DS3
IA	DS0	SY	DS1	YH	DS3
IB	DS0	UF	DS1	YI	DS3
ID	DS0	UH	DS1		
PC	DS0	UM	DS1		
QB	DS0	VS	DS1		
QD	DS0	VW	DS1		
QE	DS0	VX	DS1		
QJ	DS0	VY	DS1		
QK	DS0	YB	DS1		
QL	DS0				
QR	DS0				
QS	DS0				

