Foreign Directory Standalone Listing Job Aid

In this document:

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Foreign Listings Overview

The purpose of this document is to provide information about how Foreign Listings are established on Wholesale accounts.

Foreign listing is defined as:
- A directory listing for a telephone number that is **outside** a Company service area.
- A directory listing for a telephone number that **is within** Company service area but is printed in a directory other than the one to which the TN is scoped.

Note: See the *Foreign Listing Examples* section of this document.

The CLEC must have an agreement with Company to submit orders in the tariffed area where the book is published. An application to submit directory listing orders can be found on the Company's Wholesale website or an account manager can provide direction.

A Foreign Listing is not entitled to a complimentary Yellow Page Heading. The Yellow Page Heading Verbiage field should be populated with NONE.

A Foreign Listing is available in Directory Assistance. It is critical that a foreign listing includes the community or city. Without the community included in the listing it is virtually impossible for Directory Assistance to locate the foreign listed number. See *Foreign Listings Addresses* in this document.

The Directory Delivery section should be populated when the end user wants a telephone book delivered. A directory will not be delivered when DIRECTORY QUANTITY fields indicate a book is being ordered but the Directory Delivery section is not completed.

The MTN field on the DL form is populated with the desired billing telephone number on all directory listing orders. Enter an N when there isn't an existing BTN to which the account should be billed or when the TN is toll-free or outside the Company rate centers.

Toll-free Numbers

A toll-free number is always considered a Foreign Listing and is not entitled to a complimentary listing. Although not required, a toll-free listing can incorporate listed text that helps the caller correctly dial the telephone number, such as "Toll-free Dial "1" then" or "Dial 1 then."

Go to the *LSR Samples* section for Toll-free number order samples.

Who Owns a Caption?

The Company assigns an "owner" or primary subscriber to each caption listing. The caption owner is typically the end user or CLEC that ordered the original caption, and many times is the first listed number within the caption. When a CLEC does not "own" the caption under which they wish to place an indented

foreign listing, the ordering CLEC will be billed an MRC for the indented listing and an NRC ordering charge.

Rejections

The foreign listing LSR is rejected when:
- The Directory Quantity is not zero (0) and the Directory Delivery Section is not completed.
- The LEX must be scoped to the DIRIDL. If it is not scoped to the DIRIDL the RTY must be FML or FAL.
- The MTN should equal the billing telephone number. If it is clear the new listing will be billed to an account that is not owned by the ordering CLEC, reject and request a valid MTN.

DL Form Field Entry

This step chart provides a guide to determine how to complete the DL form fields specifically for a Foreign Listing order.

Step	Field	Details
1.	LTN	Enter the foreign telephone or toll-free number that will be printed in the directory. When the number is 911 the DIRIDL and TOA fields are required.
2.	LEX	Enter the npanxx of a local number that is scoped to the requested directory. A valid npanxx can be found on the Publication Schedule on the Company website/Directory Services.
3.	DIRIDL	Enter the six-digit code of the directory in which the listing should appear.
4.	RTY	FML – Foreign Main Listing FAL - Foreign Additional Listing **See** *Record Type* for more details.
5.	MTN	Will this number be billed to another number already established in DPI? • If yes, enter it here • If no, enter the LTN in this field. ***Note:*** When a fictitious account is created for a foreign listing it becomes the MTN. The CLEC will not know what the new MTN is until after the order is written.
6.	STYC	Choose • SL – Straight line listing • CI - Caption Indent

Record Type

A standalone foreign directory listing, whether main or additional, is a chargeable item. Each listing requires a Record Type on the DL form. The first character of a Foreign Listing is always F. The second two characters can be ML for Main Listing or AL for Additional Listing.

The CLEC should check the Directory Scoping Sheet see if the telephone number they want listed is scoped to be printed in one of Company's books. If the NPANXX is not scoped to the desired directory then the listing is considered foreign (*see **NOTE*** below.) All toll-free numbers and N11 (911, 511, etc.) are considered foreign listings.

Use this chart to help determine the correct Record Type for your straightline listing order:

When the Foreign telephone number is...	Then the RTY is...
CLEC's initial order for the foreign listing in a specific book	FML
CLEC's subsequent order for an existing foreign listing in the same book	FAL
CLEC's subsequent order for an existing foreign listing in a different book. This may or may not result in a separately billed account.	FAL

Use this chart to help determine the correct Record Type for your caption indent listing order:

When the Foreign telephone number is...	Then the RTY is...
Initial order for the first foreign telephone number in a caption	FML
Initial order for indented foreign listings within a caption, other than the main listing	FAL
Subsequent order for a foreign TN to be the first or an indented listing when there are already listings for the same number(s.) This may or may not result in a separately billed account.	FAL

Note: Company regularly verifies that CLE- owned local NPANXXs are scoped to appropriate Company directories. Contact Company's Local Carrier Services center when your NPANXX is local and should be included in the scoping matrix.

LSR Samples

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The chart below shows the field entries to establish a Standalone Directory Listing for a toll-free number in the Wheeling WV directory for the Red Cross Blood Center that is located in a neighboring community. Company does not supply local service to St Clairsville, nor does it scope the St Clairsville NPANXXs into the Wheeling directory.

Red Cross Blood Center St. Clairesville
 Toll-free Dial 1 then ……………………………………..…………800 546-1000

A JB-N order is submitted to establish a Foreign Listing. Company will create an account using a fictitious number. In this example, a straight line listing for the toll-free number is established. A telephone book will be sent to the end user at the Directory Delivery Address in St Clairsville, OH.

The following chart shows how to populate the LSR.

LSR Form	
CCNA	ZTK
PON	ForeignList123
VER	01
LOCQTY	1
DDD	10/23/2013
REQTYP	JB
ACT	N
AGAUTH	Y
TOS	1---
BI1	D
BAN1	N
INT	Mrs Smith
TELNO	8887771234
IMPCON	Provision Cntr
TELNO	8007771234
REMARKS	Create foreign listing for 800-546-1000 in Wheeling 078920 directory.

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EU Form	
LOCNUM	1
NAME	Red Cross Blood Center
AFT	N
SANO	123
SASN	Main
SATH	St
CITY	St Clairesville
STATE	OH
ZIP	43950
LCON	Mrs Smith
TELNO	8007771234
DL Form	
LACT	N
RTY	FML
LTY	1
STYC	SL
MTN	8005461000
DIRIDL	078920
LTN	8005461000
LEX	304232
LNLN	Red
LNFN	Cross Blood Center
LTXTY	ITX
LTEXT	Toll-free Dial 1 then
LANO	[blank]
LASN	[blank]
LATH	[blank]
LALOC	St Clairsville
LAST	OH
LAZC	43950
YPHW	None *(FL is not eligible for complimentary Yellow Page)*
NAME	Red Cross Blood Center
DDANO	123 *This section is required when*
DDASN	Wilson *requesting a phone book for*
DDATH	Ave *the end user*
CITY	St Clairsville
STATE	OH
ZIP	43950
DIRTYP	W
DIRQTYA	1

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Local and Foreign Book

To list a local telephone number in a foreign directory a primary listing is established for the number in its designated directory. An additional "foreign" listing is ordered to place the listing in a foreign book.

The example here is for a listing for a New Martinsville number and a foreign listing for the number in the Wheeling book. The New Martinsville NPANXX is not scoped to the Wheeling directory.

New Martinsville Directory 078580
Holiday Inn 123 First Ave New Martinsville ……….…… 304   451-9100

Wheeling Directory 078920
Holiday Inn New Martinsville…………………………….…304 451-9100

The following chart shows how to populate the LSR.

LSR Form	
CCNA	ZTK
PON	ForeignList123
VER	01
LOCQTY	1
DDD	10/23/2013
REQTYP	JB
ACT	N
AGAUTH	Y
TOS	1---
BI1	D
BAN1	N
INT	Mrs Smith
TELNO	8887771234
IMPCON	Provision Cntr
TELNO	8007771234

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EU Form	
LOCNUM	1
NAME	Holiday Inn
AFT	N
SANO	123
SASN	First
SATH	Ave
CITY	New Martinsville
STATE	WV
ZIP	26155
LCON	Mrs Smith
TELNO	3044519100
DL Form (Section 1)	
LACT	N
RTY	LML
LTY	1
STYC	SL
MTN	3044519100
DIRIDL	078920
LTN	3044519100
LEX	304455
LNLN	Holiday
LNFN	Inn
LANO	123
LASN	First
LATH	Ave
LALOC	New Martinsville
LAST	WV
LAZC	26155
YPH	00435689
YPHW	Hotels
DIRTYP	W
DIRQTYA	3
DIRQTYNC	3

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DL Form (Section 2)	
LACT	N
RTY	FAL
LTY	1
STYC	SL
MTN	3044519100
DIRIDL	078920
LTN	3044519100
LEX	304232
LNLN	Holiday
LNFN	Inn
LANO	[blank]
LASN	[blank]
LATH	[blank]
LALOC	New Martinsville
LAST	WV
LAZC	26155

Foreign Listing in Caption

Placing an order for a foreign listing within a caption listing will depend largely upon whether the caption already exists, and who "owns" the caption (see *Who Owns the Caption?*)

In this example the CLEC is requesting that 304/405-4655 is listed as "After Hours" in the existing caption for ABC Rental. The listing should be at a degree of indent 2, and placed after East Side Storage. The ABC Rental caption is positioned on account 304/455-5333 which is owned by a Company retail end user.

NPANXX	Book Code	Book Name	Publisher
304405	078130	Clarksburg, WV	SuperMedia
304451	078580	New Martinsville, WV	SuperMedia

ABC Rental
Rental Office 567First Ave New Martinsville …………… 304 455-5333
East Side Storage 78 County Rd B……………………...………304 451-1511
*   After Hours ……………………………………………….…….……304 405-4655*

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The following chart shows how to populate the LSR.

LSR Form	
CCNA	ZTK
PON	ForeignCapList1
VER	01
LOCQTY	1
DDD	10/23/2013
REQTYP	JB
ACT	N
AGAUTH	Y
TOS	1---
BI1	D
BAN1	N
INT	M Smith
TELNO	8887771234
IMPCON	Provision Cntr
TELNO	8007771234
EU Form	
LOCNUM	1
NAME	George's Storage
AFT	N
SANO	123
SASN	First
SATH	Ave
CITY	West Union
STATE	WV
ZIP	26456
LCON	George Carpelli
TELNO	3044054655

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DL Form (Section 1)	
LACT	N
RTY	FML
LTY	1
STYC	CI
DOI	2
MTN	3044054655
DIRIDL	078580
LTN	3044054655
LEX	304451
LNLN	ABC
LNFN	Rental
LTXTY	ITX
LTEXT	After Hours
HS	E (existing)
LVL	1
PLS	E
PLINFO	East Side Storage
PLTN	3044511511
YPHW	None
NAME	George Carpelli
DDANO	123 *This section is required when*
DDASN	First *requesting a phone book for*
DDATH	Ave *the end user*
CITY	West Union
STATE	WV
ZIP	26456
DIRTYP	W
DIRQTYNC	1

Change Log

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