Hunting Job Aid

Effective: 05/01/2020
Revised: 04/08/2020

Contents

Product Overview

Hunting Overview

Hunting is an optional feature available on two or more access lines. Hunting lines are arranged to allow incoming calls to overflow to an available line instead of experiencing a busy condition.

Hunting Options

Preferential Hunting is **HNTYP=1** on the HGI form.

Allows the numbers in the hunt list to have a preferred hunting arrangement and an alternate arrangement in the event the numbers in the preferred arrangement are busy in a multi-line hunt group.

Concept:
HML:163-TER 1-6/HTY
410 555-1200/TER 1/HML 163
410 555-1201/TER 2/HML 163/HPF TER 6,5 (hunts to terminal 6 if busy and then hunts to TER 5 if TER 6 is busy)
410 555-1202/TER 3/HML 163/HPF TER 2 (hunts to terminal 2 if busy)
410 555-1203/TER 4/HML/163
410 555-1204/TER 5/HML/163
410 555-1205/TER 6/HML 163/HPF TER 4 (hunts to terminal 4 if busy)

Sequential Hunting is **HNTYP = 2** on the HGI form.

In Sequential/Rotary/Series Hunting calls start at the number that was dialed and proceeds through the remaining lines within the series. If the last line in the series is busy, the caller will receive a busy signal.

Example: Joe's Pizza publishes 763-4000 as their main number. They also accept calls for Joe's Catering at 763-4001. The example below shows that no matter what phone number is dialed, as long as it is in the hunt group, the call will be answered on the next available line in the sequence of the hunt.

972 555-1200--member 1 (hunts to member 2 if member 1 is busy)
972 555-4706--member 2 (hunts to member 3 if member 2 is busy)
972 555-4715--member 3 (this is the last member of the series and the hunting would stop here)

Note: The term "sequential" does not refer to sequential numbers.

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Product Overview, Continued

Hunting Options, continued

Circular hunting is **HNTYP = 3** on the HGI form.

In circular hunting calls are distributed "round-robin". If a call is delivered to line 1, the next call goes to 2, the next to 3, etc. The succession throughout each of the lines continues even if one of the previous lines becomes free. When the end of the hunt group is reached, the hunting starts over at the first line. Lines are only skipped if they are still busy on a previous call.

830 555-0609--member 1
830 555-0612--member 2
830 555-0615--member 3
830 555-0620--member 4 (if this number is called, the hunting starts here and moves through the lines in hunt.
830 555-0625--member 5 (hunts to member 6 if member 5 is busy)
830 555-0627--member 6 (hunts to member 1 if member 6 is busy and so on.

Multiline Hunting is **HNTYP = 4** on the HGI form.

An incoming call starts at the number that was dialed and proceeds through the group's members until an idle line if found. If the last line in the series is busy the caller will receive a busy signal.

HML:163-Ter 1-5 410 555-1200/TER 1/HML 163 (hunts to terminal 2 if busy)
410 555-1201/TER 2/HML 163 (hunts to terminal 3 if busy)
410 555-1202/TER 3/HML 163 (hunts to terminal 4 if busy)
410 555-1203/TER 4/HML 163 (hunts to terminal 5 if busy)
410 555-1204/TER 5/HML 163 (hunting stops here if terminal 5 is busy)

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Product Overview, Continued

Restrictions

The following restrictions and limitations apply to hunting:

- The 2nd character TOS must be A.
- Only the HGI form is required to order hunting.
- FEATURE codes are not required on the RS/PS form.
- Lines in hunt must be "owned" by the same end user.
- Hunting lines should be combine billed. However, when lines must hunt between multiple TN's (separately billed) it can be done as long as the End User name is the same, and the TNs work at the same address. Each separately billed account will require a separate LSR.
- Hunting is allowed on lines with the same residential or business classification. Residential lines can hunt to residential lines. Business lines can hunt to business lines. Residential lines cannot hunt to business lines, and vice versa.
- If a hunting TOS is on the LSR, but the LSR does not involve hunting arrangements, the LSR is subject to rejection.

Note: In a DMS100 Switch subscribers with more than five lines/telephone numbers that are arranged using Call Forward Busy and Call Forward No Answer must subscribe to Hunting Service.

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Product Overview, Continued

NC/NCI Matrix

This chart provides NC/NCI details for Platform lines with hunting.

FLAG F					
TOS 2nd	**TOS 4TH**	**SLI**	**ELEMENT**	**NC CODE**	**NCI CODE**
A	1	S	2-Wire Analog Loop Start w/ Rotary Hunt (POTs Service)	SNAL	02QC3.OOE
A	1	S	2-Wire Analog Ground Start w/ Rotary Hunt (POTs Service)	SNAL	02QC2.OO2
A	1	S	2-Wire Analog Loop Start w/ Rotary Hunt (CNTX Service)	SNAL	02QC3.OOE
A	1	S	2-Wire Analog Ground Start w/ Rotary Hunt (CNTX Service)	SNAL	02QC3.OO2
A	2	S	BRI-ISDN w/ Hunt	SNAI	02QC5.OOS

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Call Feature Compatibility

There may be compatibility issues when adding some features to lines in hunt. This chart provides an overview of the most commonly requested features that may or may not be compatible with lines in hunt.

Feature	Compatibility Rules
Call Forward Busy to a Ziply Fiber Voice Mail	When Ziply Fiber Voice Mail is on the pilot number, and all lines are busy, the caller is forwarded to the voice mail. **LSR Ordering** • Valid on any hunt type • Voice Mail feature code is required • Call Forward Busy feature code is required
Call Forward Busy to a number outside the hunt group	Call forward busy is assigned on a per-hunt group basis and applies to every line in the group. When there are no available lines in a hunt group, a caller can be forwarded to a number outside the hunt group. **LSR Ordering** • Hunt type must be sequential (cannot be circular) • Call Forward Busy feature code should be ordered on the last line in the hunt sequence.
Call Forward No Answer to an outside number	Call Forward No Answer can be assigned to any line in a hunt group. **LSR Ordering** • Valid on any hunt type • Call Forward No Answer feature code is placed on each line to have forwarding

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Call Feature Compatibility, continued

Feature	Compatibility Rules
Call Forward Variable (Basic)	Call forward variable can be placed on any line in a hunt group. When call forward variable on any line in the hunt group is activated, normal hunt sequencing is disabled. LSR Ordering • Valid on any hunt type • Call Forward Variable (Basic) feature code is placed on each line to have forwarding
Call Waiting	Call Waiting is not compatible with hunting. ***Think about it.*** Call Waiting ignores a busy signal and alerts a called party that someone is trying to call them. Hunting, on the other hand, doesn't notify the called party that someone is trying the call them. Hunting simply finds someone else to answer the call. Since each feature handles a call differently, both of them cannot be on the line at the same time.

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Product Overview, Continued

How to find hunt group detail

Existing hunt group information can be found on an unparsed CSR. An example is shown below.

When the CSR does not return hunt group details email the Local Support Team and ask for the hunt sequence.

```
Hunt Group:      1
Hunt Pilot: 919-222-5555
VM/CF Number of Rings:  4
Hunt Member:  919-222-5555
Hunt Member Sequence:  1 out of 2
Hunt Group Seq/Circ/Mult:  S
VM Remarks: HUNT SEQ as follows:  9192225555, 9192225705

Hunt Group:      1
Hunt Pilot: 919-222-5555
VM/CF Number of Rings:  4
Hunt Member:  919-222-5705
Hunt Member Sequence:  2 out of 2
Hunt Group Seq/Circ/Mult:  S
VM Remarks: HUNT SEQ as follows:  9192225555, 9192225705
```

Feature Codes

Feature Codes

A hunting S&E code is required on the DPI account of any number in a hunt group. Its presence prompts automated and manual provisioning functions to care for an account.

A hunting S&E code, however, is not used on the service-specific form of an LSR to order hunting. Hunting codes are derived from the Hunt Group Information HGI form. Carefully populate the HGI form to achieve successful orders that involve hunting.

A hunting S&E code may or may not be a charged feature, depending upon the product. A CSR pre-order transaction returns feature codes and applicable prices. Feature codes can be found in product matrixes posted on the Local territory specific pages of the Wholesale Website.

HGI Form

HGI Field Descriptions

The following chart provides an overview of the fields on the HGI form.

Field Description	How it's used
LOCNUM	Identifies the service location • Valid value: ###
HNUM – Hunt Number	Identifies the Hunt Group as a unique number throughout the *LSR order*. Each hunt group on the *LSR order* has a unique HNUM. • Valid value: #####
HA – Hunt Activity	Identifies the activity associated with the hunt group on this *LSR order*. • Valid values: ○ N – new hunt group ○ C – change to hunt group sequence ○ E – existing, no change ○ D – remove hunt group
HID – Hunt Group Identifier	Identifies the hunt group • Valid value *NEW*: ○ The word *NEW* is populated when creating a new hunt group. ○ *NEW* is not used to change an existing hunt group (prohibited when HA=C, E, D.) • Valid value 1 – 12 alpha/numeric ○ CLEC identifier for the hunt group, often the pilot number. Used when HA=C, E, D.)
TIP – Telephone Line Identifier Type	Identifies the type of entry in the TLI field. • Valid values (avail on HNTYP 4 only): ○ B – ISDN BRI directory number ○ T – Telephone number
TLI – Telephone Line Identifier	Identifies the pilot of a multiline hunt group • Valid values (avail on HNTYP 4 only): ○ Pilot of hunt group identified alpha/numeric
HNTYP – Hunting Type Code	Identifies the Type of Hunting • Valid values: ○ 1 – Preferential (multiline) ○ 2 – Sequential/Rotary/Series ○ 3 - Circular ○ 4 – Multiline with terminal or maintenance #

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HGI Form, Continued

HGI Field Descriptions, continued

Field Description	How it's used

HLA – Hunting Line Activity	Identifies the *line* activity associated with the hunt group.
	• Valid Values:
	  ○ N – new, add to hunting sequence
	  ○ E – existing, no change to hunting sequence
	  ○ D – disconnect/delete from hunting sequence
	
	Note: Rearrangement of an existing hunting sequence requires HA=C and a pairing of HLA values of "D" + "N" to delete lines in hunt and reinstall the numbers in the new hunt sequence.

HTSEQ – Hunting Sequence	Identifies the desired hunting sequence or position of the telephone number within the hunt sequence. • Valid value: ○ Alpha numeric 1 – 4 characters

HTN – Hunting Telephone Number	Identifies the telephone number for this position within the hunting sequence.
	• Valid values:
	  ○ Ten digit phone number
	  ○ Hyphen, space, comma is allowed

LSR Ordering Guidelines

New Install with Hunting

Hunting can be ordered at the time of new install on DB/EB-N. The following LSR field population will create a hunt group at the time of installation.

LSR FORM

- HTQTY indicates the quantity of hunt groups being ordered. *Example: 1.*
- 2nd character TOS must = A

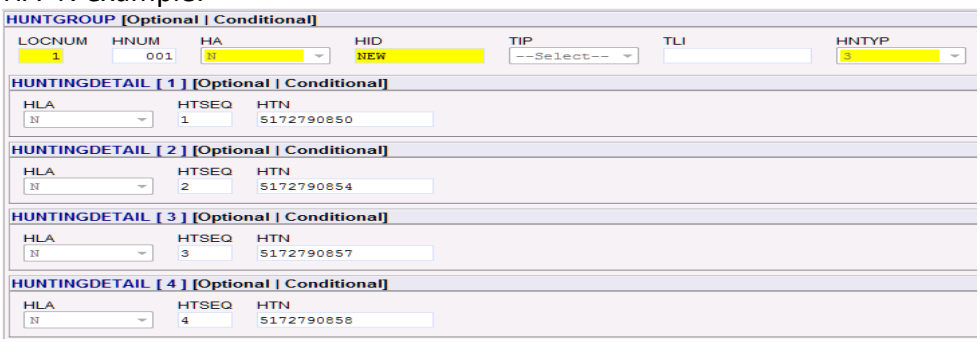
HGI FORM

- HNUM – Identifies the number of hunt group ordered per LSR. *Example: 1*
- HA – Hunt group activity = *N* (new)
- HID – Hunt group identifier = *NEW*
- HNTYP – Hunt type. *Example: 3*

Describe the hunting sequence:

- HLA – Hunt line activity = *N* (new)
- HTSEQ – Hunt sequence indicates the position of the TN within the hunt group. Example: the 1st number in the hunt group = 1, 2nd number = 2, etc.
- HTN – Hunt telephone number. Example: NPA/NXX-####

HA=N example:



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LSR Ordering Guidelines, Continued

Add Hunting to Existing lines

Hunting can be added to existing service on DB/EB-C, when a hunt group does not already exist. The following basic LSR field population will create a hunt group for existing service.

LSR FORM

- HTQTY indicates the quantity of hunt groups being ordered. *Example: 1.*
- 2nd character TOS must = A

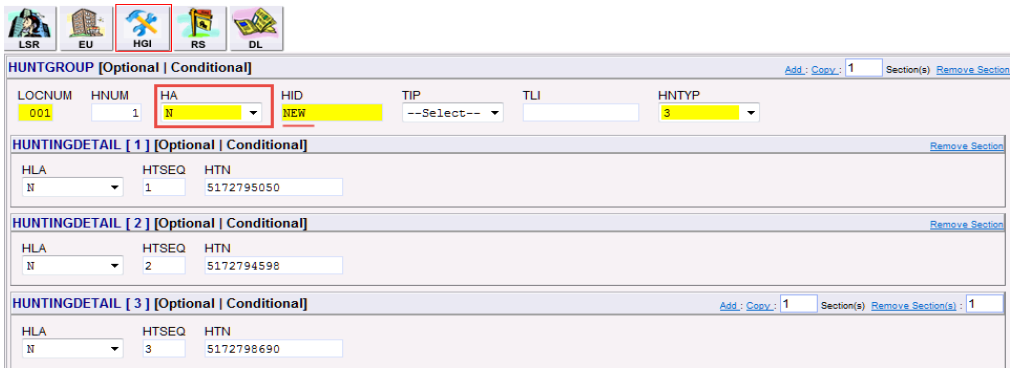
HGI FORM

- HNUM – Identifies the quantity of customer hunt groups. *Example: 1*
- HA – Hunt group activity = *N* (new)
- HID – Hunt group identifier = *NEW*
- HNTYP – Hunt type. *Example: 3*

Describe the hunting sequence:

- HLA – Hunt line activity = *N* (new)
- HTSEQ – Hunt sequence indicates the position of the TN within the hunt group. Example: the 1st number in the hunt group = 1, 2nd number = 2, etc.
- HTN – Hunt telephone number. Example: NPA/NXX-####

HA=N example:



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LSR Ordering Guidelines, Continued

Install new line and add to existing hunt group

A new line can be added to an existing hunt group at the time of new install on DB/EB-C LNA N. The following basic LSR field population will add the new line to the existing hunt group.

This hunting process is done on HA = C, and a paring of HLA D plus N values to remove existing hunting lines and reinstall the numbers to create the new hunt sequence.

Example:
The existing hunt group has 3 members. A newly installed line will become the 4th member of the new hunt group. The LSR has the following field population:

LSR FORM
- HTQTY indicates the quantity of hunt groups being ordered. *Example: 1*
- 2nd character TOS must = A

HGI FORM
- HNUM – Identifies the quantity of customer hunt groups. *Example: 1*
- HA – Hunt group activity = *C* (change)
- HID – Hunt group identifier = *Example: 5172798050*
- HNTYP – Hunt type. *Example: 3*

Describe the existing hunting sequence to remove:
- HLA – Hunt line activity = D (remove hunting)
- HTSEQ – Hunt sequence indicates the position of the TN within the hunt group. The 1st number in hunt = 1; 2nd number in hunt = 2, etc.
- HTN – Hunt telephone number. Example: NPA/NXX-####

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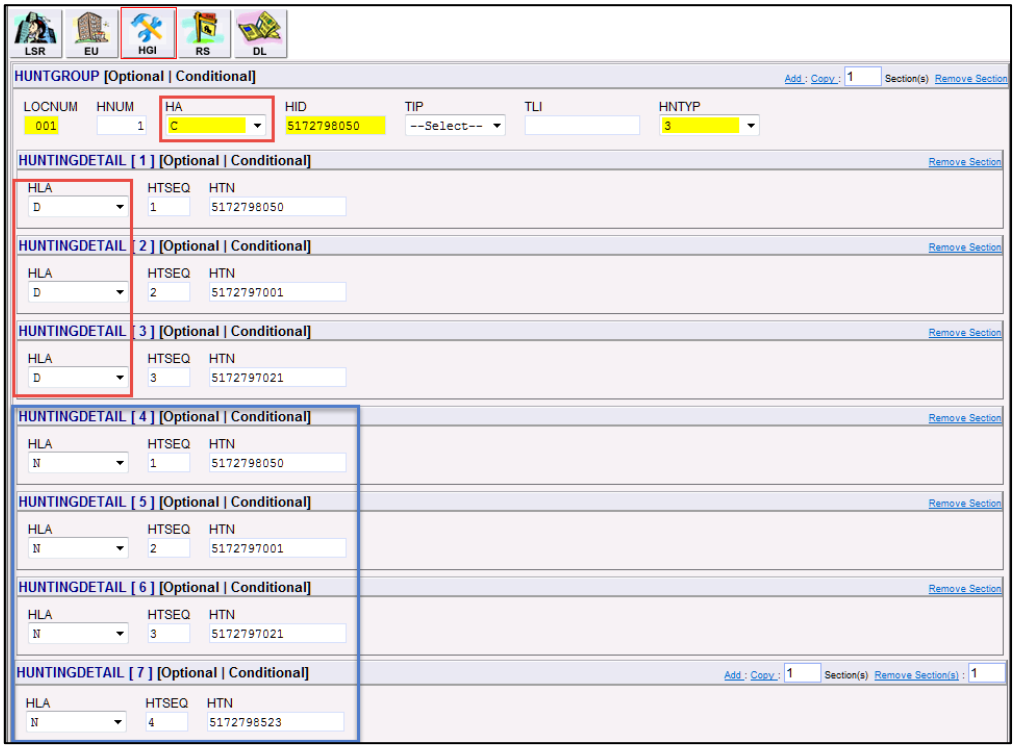
Install new line and add to existing hunt group, continued

Describe the new hunting sequence:

- HLA – Hunt line activity = *N* (new)
- HTSEQ – Hunt sequence indicates the position of the TN within the hunt group. The 1st number in hunt = 1; 2nd number in hunt = 2, etc.
- HTN – Hunt telephone number. Example: NPA/NXX-####

HA = C example:



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Add or remove existing lines from hunt group

Existing hunt groups can be rearranged by adding or removing lines within a hunt group on DB/EB-C LNA C. In this scenario the lines are already in service, but must be added or removed from the hunt group. The end result will be a newly arranged hunt group.

This hunting process is done on HA = C, and a paring of HLA D plus N values to remove existing hunting lines and reinstall the numbers to create the new hunt sequence.

Example:
In this example a multiline account has five members. Three of the numbers are in a hunt group. One member is being removed from hunt and a previously non-hunting line is added to the hunt group. The end result is a new hunt group with 3 members. The LSR has the following field population:

LSR FORM
- HTQTY indicates the quantity of hunt groups involved. *Example: 1.*
- 2nd character TOS must = A

HGI FORM
- HNUM – Identifies the quantity of customer hunt groups. *Example: 1*
- HA – Hunt group activity = *C* (change)
- HID – Hunt group identifier = *example 5172605555*
- HNTYP – Hunt type. *Example: 3*

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Add or remove existing lines from hunt group, continued

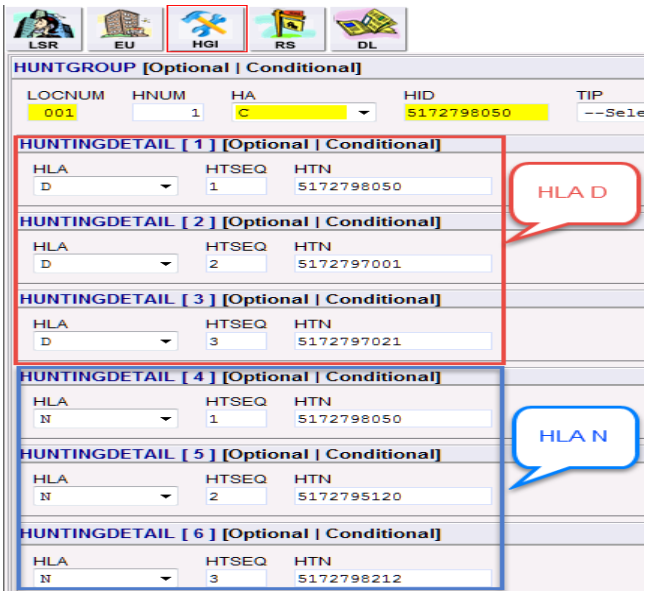
Describe the existing hunting sequence to remove:

- HLA – Hunt line activity = D (remove hunting)
- HTSEQ – Hunt sequence indicates the position of the TN within the hunt group. The 1st number in hunt = 1; 2nd number in hunt = 2, etc.
- HTN – Hunt telephone number. Example: NPA/NXX-####

Describe the new hunting sequence:

- HLA – Hunt line activity = *N* (new)
- HTSEQ – Hunt sequence indicates the position of the TN within the hunt group. The 1st number in hunt = 1; 2nd number in hunt = 2, etc.
- HTN – Hunt telephone number. Example: NPA/NXX-####

HA = C example



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Disassemble hunt group

A hunt group can be disassembled on a DB/EB-C. When LNA C and FA=D action deletes hunting from all lines (dismantling the entire hunt group) completing the HGI form is optional, but not required.

This example shows how to complete the *optional* HGI form when deleting a hunt group.

LSR FORM

- HTQTY indicates the quantity of hunt groups being ordered. *Example: 1.*
- 2nd character TOS must = A

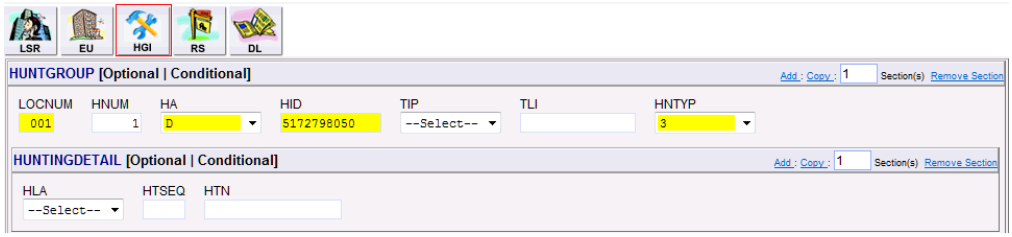
HGI FORM

- HNUM – Identifies the quantity of customer hunt groups. *Example: 1*
- HA – Hunt group activity = *D* (remove hunt group arrangement)
- HID – Hunt group identifier = *Example: 5172798050*
- HNTYP – Hunt type. *Example: 3*

Hunting Detail

- HLA is prohibited when HA = D.

HA = D example



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LSR Ordering Guidelines, Continued

Disconnected line(s) affect hunt group

When a line is disconnected on a DB/EB-C LNA D, the remaining hunt group must be rearranged. The following basic LSR field population will rearrange the hunt group at the time the line is disconnected.

This hunting process is done on HA = C, and a paring of HLA D plus N values to remove existing hunting lines and reinstall the numbers to create the new hunt sequence.

Example:
The existing hunt group has 4 members. The disconnected line is in the middle of the hunt group. The remaining hunt group will have 3 members. The LSR has the following field population:

LSR FORM
- HTQTY indicates the quantity of hunt groups being ordered. *Example: 1.*
- 2nd character TOS must = A

HGI FORM
- HNUM – Identifies the quantity of customer hunt groups. *Example: 1*
- HA – Hunt group activity = *C* (change)
- HID – Hunt group identifier = *5172798050*

Describe the existing hunting sequence to remove:
- HLA – Hunt line activity = D (remove hunting)
- HTSEQ – Hunt sequence indicates the position of the TN within the hunt group. The 1st number in hunt = 1; 2nd number in hunt = 2, etc.
- HTN – Hunt telephone number. Example: NPA/NXX-####

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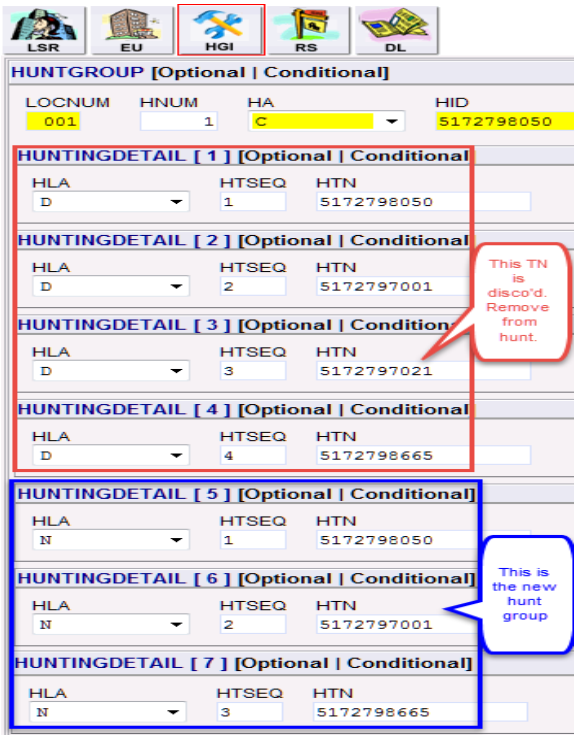
Disconnected line(s) affect hunt group, continued

Describe the new hunting sequence:

- HLA – Hunt line activity = *N* (new)
- HTSEQ – Hunt sequence indicates the position of the TN within the hunt group. The 1st number in hunt = 1; 2nd number in hunt = 2, etc.
- HTN – Hunt telephone number. Example: NPA/NXX-####

HA = C example



Number Changes

DB/EB-C with LNA X allows only a telephone number change. The "sequence" or order of the lines in hunt will not change, but the changed number(s) will be updated within the hunt group.

Rearranging the order of the lines in hunt is done after the number changes have been processed. To change the sequence of a hunt group submit a DB/EB-C ACT C order after the number change is complete.

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Move (Outside)

Hunting on ACT T (Outside Move) is always treated the same as a New Install. When completing the HGI form, follow the instructions for *New Install with Hunting.*

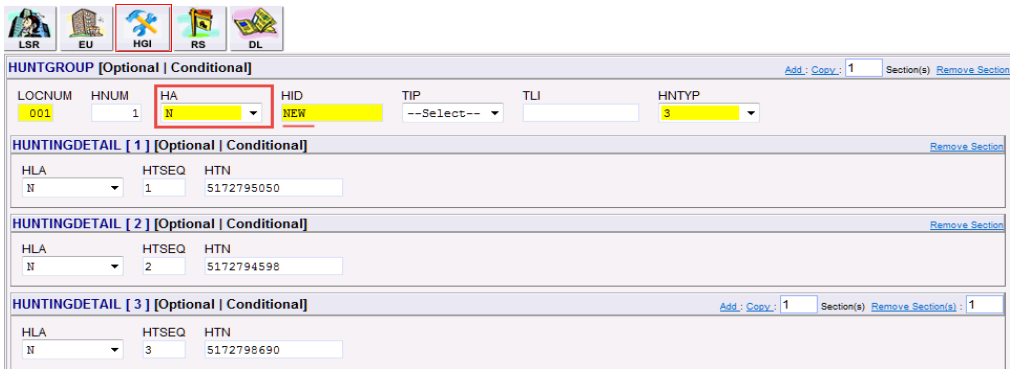
HGI FORM

- HNUM – Identifies the number of hunt group ordered per LSR. *Example: 1*
- HA – Hunt group activity = *N* (new)
- HID – Hunt group identifier = *NEW*
- HNTYP – Hunt type. *Example: 3*

Describe the hunting sequence:

- HLA – Hunt line activity = *N* (new)
- HTSEQ – Hunt sequence indicates the position of the TN within the hunt group. Example: the 1st number in the hunt group = 1, 2nd number = 2, etc.
- HTN – Hunt telephone number. Example: NPA/NXX-####

HA = N example



Migrate EB-W with Hunting

Changing existing hunting on EB-W is prohibited. If lines are in hunt, they must remain in hunt until post migration.

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LSR Ordering Guidelines, Continued

Migrate EB-V with Hunting

Specific details about hunting can be ordered on EB-V.

The HGI form is populated with the hunt group information.

- HA = N to create a new hunt group, as directed on the HGI form. This process assumes there was not a hunting group on the existing service.
- HA = E to keep the existing hunt group as it is. The sequence of the hunt group is not displayed on the HGI for, nor is it returned on the FOC. If FA fields do not match existing records, the LSR is rejected.
- HA = C to change the existing hunt group. This requires a pairing of HLA D plus N to delete the existing group, and reinstall the numbers in the new hunt sequence.
- HA = D to delete the existing hunt group. This is not necessary if hunting feature codes are not sent in FA and FEATURE fields. However, it can be ordered if HTQTY is populated on the LSR form.

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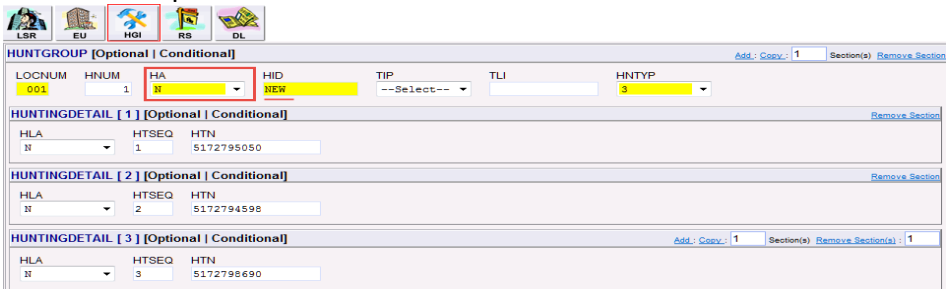
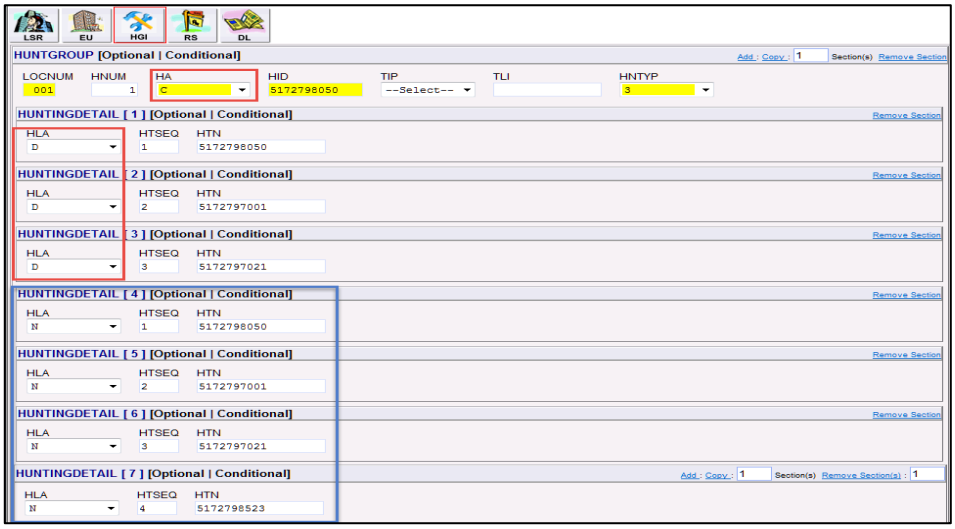
LSR Ordering Guidelines, Continued

Migrate EB-V with Hunting, continued

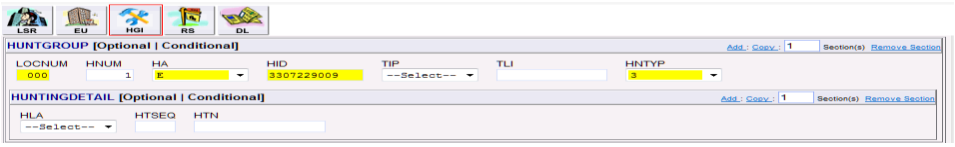
HA = N example



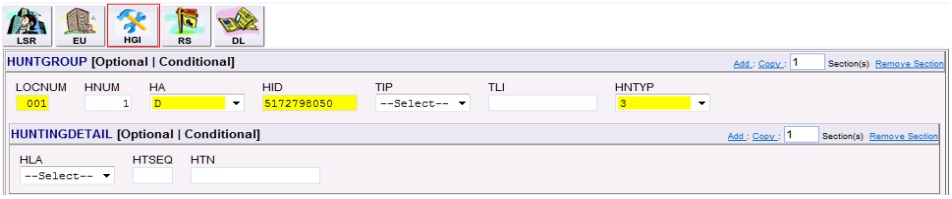
HA = C example



HA = E example



HA = D example



Restructure Left Behind Groups

Restructure Left Behind Hunt Group	When lines are ported out or migrated to a Resale/Platform CLEC, leaving behind two or more lines in a hunt group, the left behind lines are restructured to form a new hunt group. When only one member of the hunt group is left behind the hunt group is dismantled entirely.

Change Log

The following chart provides detail about revisions made to this document.

Date	Detail