



Directory Listing Business/Residence TOS Change Job Aid

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General

Purpose

The purpose of this document is to provide information about changing an existing directory listing from Business to Residence, or from Residence to Business.

See related *End User Name Change Job Aid* for details about changing the name of an existing account.

Service Type TOS

The Service Type is critical in getting a directory listing printed in the correct section of a directory (phone book) and establishing it in Directory Assistance. A business listing cannot be located in directory assistance if the service type of the Frontier record is residential, nor will be it printed in the business section of the phone book. Likewise, a residential listings cannot be found in a business directory section or in Directory Assistance as if it were a business.

This chart describes the directory classification of an account service type.

Service Type	Product	Directory Listing Classification
LY	Standalone Listing	Residential
LZ	Standalone Listing	Business
LR	Resale or Platform	Residential
LB, LX, LG, LI	Resale or Platform	Business

The Service Type of an account is identified on a Customer Service Record preorder transaction. In this example the account has an LZ service type which is classified as a business.



Customer Service Record (CSR) showing account details. The 'Service Type LZ CLEC LISTING BUS' field is highlighted with a red box.

Service Type LZ CLEC LISTING BUS
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DB-EB Orders

Change TOS to/from Residential and Business

When changing the residential or business classification of a Resale or Platform account it is necessary to submit related PONs to disconnect the existing account and reestablish it with the desired TOS. This ensures that the new account is positioned correctly for printing and in Directory Assistance.

Two *related* service orders are necessary.

- DB/EB-D to change the directory listing (RPON)
- DB/EB-N to change the End User name (RPON)

JB Orders

Change TOS to/from Residential and Business

When changing the residential or business classification of a standalone listing account it is necessary to disconnect the existing account and reestablish it with the desired TOS. This ensures that the new account is positioned correctly for printing and in Directory Assistance. Two service orders are necessary.

- JB-D to disconnect the directory listing account
- JB-N to re-establish the directory listing

Helpful Hints:

1. The CLEC must wait 24 hours to allow the JB-D to complete and post before submitting the JB-N LSR.

JB-C note: A JB-C does not change the service type on an existing listing. Although the directory listing and end user name might appear to change, the actual directory record modifications are not performed.

Change Log

The purpose of this section is to indicate all changes made to this document from the time of posting.

Date/Time	Description/Details