



End User Name Change Job Aid

Effective: 05/01/2020

Revised: 04/08/2020



End User Name Change Job Aid

Contents

General.....	3
Purpose	3
End User Name Account Profile.....	3
DB/EB Orders	4
Change End User Name	4
Change End User Name and Directory Listing	4
JB Orders	5
Change the End User Name and Directory Listing.....	5
Change Log.....	6



End User Name Change Job Aid

General

Purpose

The purpose of this document is to provide information about the End User name on accounts in Ziplly Fiber's database, and to assist with LSR order entry for name changes.

End User Name Account Profile

The End User name is identified in Ziplly Fiber's database in the same manner it was submitted in the NAME field on the EU form.

For example:

When this is in the End User field	The name on the End User profile is...
NAME Jack Shock	Last name: ***SHOCK First name: JACK
NAME TRAVEL CENTERS	Name: ***TRAVEL CENTERS

Note: When reviewing Customer Service Records the end user name is preceded by three ***. Ziplly Fiber uses the asterisks as an internal identifier for Wholesale accounts. Do not include the asterisks on an LSR.



End User Name Change Job Aid

DB/EB Orders

Change End User Name

One order is required to change the End User name on an account.

- DB/EB-R to change the End User name

The account name change ordered on a DB/EB-R order is performed at the account level. Therefore, the End User name change will be made on all members of a multiline account.

Change End User Name and Directory Listing

Two orders are required to change the End User name and modify the directory listings, as well:

- DB/EB-J to change the directory listing,
- DB/EB-R to change the End User name

The account name change ordered on a DB/EB-R order is performed at the account level. Therefore, the End User name change will be made on all members of a multiline account.

Helpful hint:

1. When possible wait until the BCN for the DB/EB-J order has been received before submitting the DB/EB-R order. This firmly secures the new directory listing and gets Directory Assistance updated.
-



End User Name Change Job Aid

JB Orders

Change the End User Name and Directory Listing

Two orders are required to change the End User name and modify the directory listings. This is especially important when the TOS value of the account changes (Res to Bus, Bus to Res).

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

Helpful Hints:

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

JB-C note: Although the End User name is changed on a JB-C, true “new customer” directory functions are not performed. For best results use JB-D and JB-N when the end user is an entirely new customer.



End User Name Change Job Aid

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