



Business Rules - Voice

This document details business rules associated with provisioning a PSTN service.

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1 Purpose

The purpose of this document is to describe the business and product rules required for the ordering of a PSTN services via the Telstra Wholesale LinxOnline suite of interfaces.

This document is provided to assist customers, their business analysts and developers to gain a deeper understanding of the products, thereby minimising errors and enabling quicker provisioning times. This guide will assist in making more informed choices when requesting PSTN products and services.

These Product and Business Rules should be used in conjunction with the Product Catalogue and Build Guide.

2 Scope

This document covers business and product rules pertaining to the PSTN products in the current LinxOnline production release.

The guide focuses on areas of voice ordering that have commonly caused confusion and lead to a loss of automation.

By using this guide when you submit requests via LOLIG, you can expect to:

- Improve the chances of your request meeting the commitment date
- Improve the accuracy of the data supplied.
- Increase the likelihood of your services being connected with the selected phone number
- Limit the number of orders that are rejected
- Diminish the need for human intervention resulting in speedier processing and fewer errors.

The guide should complement, not replace, your normal communication channels such as your Telstra Wholesale provisioning team and your Business Operations Manager.

3 Work types

Refer to the [LinxOnline Work Type Summary](#) in the support document section of the LOLIG document library for a full list of Voice work types.

4 One Step (Voice and DSL)

The One Step work type provides customers with the ability to request connection of a PSTN service (either New Service or External Relocation) in conjunction with the connection of a DSL or SSS product. Customers must own both the PSTN and DSL portions of the line to be able to use these work types. Refer to the DSL Business and product rules document for more information on DSL ordering.

One step work types:

- New Service and DSL
- New Service and SSS
- New Service and DSL/SSS
- External Relocation and DSL
- External Relocation and SSS
- External Relocation and DSL/SSS

5 Connecting a New PSTN Service

The rules in this section are relevant to New Service, External Relocation and One Step work types, unless otherwise specified.

5.1 General Rules

The follow general rules apply to all New Service and External Relocation requests.

Rule No.	Rule
BR 5.1.1	The following product must be added to all New Service and External Relocation orders: <ul style="list-style-type: none"> • Product = Directory Details Refer to the relevant product section for specific Directory Details rules for each product.
BR 5.1.2	If the Directory Details product is added with a Listing type setting of Silent line, then the product Silent Number must be added. This rule also applies in reverse. Refer to section 6.1 for more detail on Silent Number.

5.2 Line Types

The line type for an order is set via the selection of an NPO id (Network, Product, and Option). NPO ids are available from the Service Template web service. Below are rules associated with each product type:

5.2.1 Residential

Rule No.	Rule
BR 5.2.1.1	A residential line is NOT compatible with: <ul style="list-style-type: none"> • Product = Directory Details, Product Setting = Listing type <ol style="list-style-type: none"> i. Setting Value = List Entry Telex ii. Setting Value = No Entry Facsimile iii. Setting Value = No Entry Telex
BR 5.2.1.2	A residential line IS only compatible with: <ul style="list-style-type: none"> • Product = Directory Details, Product Setting = Directory type <ol style="list-style-type: none"> i. Setting Value = Residential
BR 5.2.1.3	A residential line is NOT compatible with: <ul style="list-style-type: none"> • Product = Silent Number, Product Setting = Type <ol style="list-style-type: none"> i. Setting Value = Business

5.2.2 Business

Rule No.	Rule
BR.5.2.2.1	A Business line is NOT compatible with the following: <ul style="list-style-type: none"> • Product = Silent Number, Product Setting = Type <ol style="list-style-type: none"> i. Setting Value = Business
BR.5.2.2.2	A Business line is NOT compatible with the following: <ul style="list-style-type: none"> • Product = Directory Details, Product Setting = Directory type <ol style="list-style-type: none"> i. Setting Value = Residential

5.2.3 Faxstream

Rule No.	Rule
BR.5.2.3.1	A Faxstream line is NOT compatible with the following: <ul style="list-style-type: none"> • Product = Directory Details, Product Setting = Directory type <ol style="list-style-type: none"> i. Setting Value = Residential
BR.5.2.3.2	A Faxstream line is NOT compatible with the following: <ul style="list-style-type: none"> • Product = Network Access, Product Setting = Access Level <ol style="list-style-type: none"> i. Setting Value = NA1800: 1800 & TELSTRA ONLY

5.2.4 Virtual Services

Below are rules associated with each Virtual Service product type:

5.2.4.1 General Rules

Rule No.	Rule
BR.5.2.4.1.1	<p>A prime service can have a maximum of two auxiliary services associated with it. However, they must be of different types. For example:</p> <ul style="list-style-type: none"> • a prime service can have an auxiliary service with 'Multiple Number Auxiliary' • and an auxiliary service with 'Faxstream Duet' <p>However a prime service can NOT have two auxiliary services of the same type e.g. both 'Multiple Number Auxiliary' or both 'Faxstream Duet'.</p>
BR.5.2.4.1.2	<p>The Prime of a virtual service can not be another virtual service. For example, it is not possible to associate an "Easycall Multiple Number" with a "Duet Phone & Fax Multi Number" product.</p>

5.2.4.2 Messagebank Away

Rule No.	Rule
BR.5.2.4.2.1	<p>Messagebank Away product must have the following setting values for the Directory Details product –</p> <ul style="list-style-type: none"> • Product = Directory Details, Product Setting = Listing type <ul style="list-style-type: none"> i. Setting Value = No Entry Line
BR.5.2.4.2.2	<p>Messagebank Away product is only compatible with:</p> <ul style="list-style-type: none"> • Product = Directory Details, Product Setting = Directory type <ul style="list-style-type: none"> i. Setting Value = Business ii. Setting Value = Residential

5.2.4.3 Messagebank Virtual

Rule No.	Rule
BR.5.2.4.3.1	<p>Messagebank Virtual product must have the follow setting values for the Directory Details product –</p> <ul style="list-style-type: none"> • Product = Directory Details, Product Setting = Listing type <ul style="list-style-type: none"> i. Setting Value = No Entry Line
BR.5.2.4.3.2	<p>Messagebank Virtual product is only compatible with:</p> <ul style="list-style-type: none"> • Product = Directory Details, Product Setting = Directory type <ul style="list-style-type: none"> i. Setting Value = Business ii. Setting Value = Residential

5.2.4.4 Easycall Multiple Number

Rule No.	Rule
BR.5.2.4.4.1	Easycall Multiple Number product must have one of the following setting values for the Directory Details product – <ul style="list-style-type: none"> • Product = Directory Details, Product Setting = Listing type <ul style="list-style-type: none"> i. Setting Value = No Entry Line ii. Setting Value = Silent Line
BR.5.2.4.4.2	Easycall Multiple Number product is only compatible with: <ul style="list-style-type: none"> • Product = Directory Details, Product Setting = Directory type <ul style="list-style-type: none"> i. Setting Value = Business ii. Setting Value = Residential
BR.5.2.4.4.3	The Product “Multi Number- Associated Prime” must be added to new Easycall Multiple Number requests.

5.2.4.5 Duet Phone & Fax Multi Number

Rule No.	Rule
BR.5.2.4.5.1	Duet Phone & Fax Multi Number product MUST have one of the follow setting values for the Directory Details product – <ul style="list-style-type: none"> • Product = Directory Details, Product Setting = Listing type <ul style="list-style-type: none"> i. Setting Value = No Entry Line ii. Setting Value = No Entry Facsimile iii. Setting Value = Silent Line
BR.5.2.4.5.2	Duet Phone & Fax Multi Number product IS only compatible with: <ul style="list-style-type: none"> • Product = Directory Details, Product Setting = Directory type <ul style="list-style-type: none"> i. Setting Value = Business ii. Setting Value = Residential
BR.5.2.4.5.3	The Product “Duet Phone & Fax- Assoc Prime” must be added to new Duet Phone & Fax Multi Number requests.

5.3 Setting an Inplace Path

When setting an inplace path (via New Service or External Relocation set Inplace Path web services) there are three options.

- Provide the inplace id (from the get Inplace Path web service)
- New Line
- TW Assessment

5.3.1 New Line

When to select New Line?

Rule No.	Rule
BR.5.3.1.1	New Line should be selected if the end user wants a new basic telephone service connected at the address and there are no suitable Inplace records returned. New line connection charges will apply.

5.3.2 TW Assessment

When to select TW Assessment?

Rule No.	Rule
BR.5.3.2.1	TW Assessment should only be selected in the following circumstances: <ul style="list-style-type: none"> • If your customer believes there is an inplace service at the address but you have been unable to locate one in your inplace search • If there is an address discrepancy that you need a TW consultant to investigate further. • Connection is required to a specific installation point (a specific MDF, IDF or Rack) e.g. where there is more than one MDF, the connection point is an ATM in the middle of a shopping centre food court.
BR.5.3.2.2	When selecting TW Assessment, Request Notes must be added to indicate why TW Assessment is required.

6 Product Offering Rules

The rules in this section are relevant to New Service, External Relocation, One Step and Configure Service work types, unless otherwise specified.

6.1 Silent Number Product Type

Adding the Silent Number product to a request stop:

- the number being given out by Directory Assistance
- the number being displayed on outgoing calls

Rule No.	Rule
BR.6.1.1	When the Silent Number product is added to a request the following product must also be added. <ul style="list-style-type: none"> • Product = Stop outgoing CLI Presentation, Product Setting = Override Setting <ul style="list-style-type: none"> i. Setting Value = Without Override
BR.6.1.2	When the Silent Number product is added the Directory Details product must have the following listing type setting. <ul style="list-style-type: none"> • Product = Directory Details, Product Setting = Listing type <ul style="list-style-type: none"> i. Setting Value = Silent Line
BR.6.1.3	Silent Number product is not compatible with the product. <ul style="list-style-type: none"> • Product = Pvde outgoing CLI Presentation

6.2 Additional Wall Socket

The following rules only apply to New Service, External Relocation and One Step work types.

If an additional wall socket is required with the service the follow rules must be followed.

Rule No.	Rule
BR.6.2.1	To request an Additional Wall Socket , when requesting a new service or External Relocation the product CPE - Accessories must be added, with a product setting of Additional Wall Socket .
BR.6.2.2	If the product CPE - Accessories is added to an order. It is mandatory to allow Fee for Service charges. Reflect this on your request by sending 'Yes' for Fee for Service Allowed option when setting the Site Connection Details .

6.3 PSTS Line

This product is used to change the Line Type of a PSTS service. Refer to section 5.2 Line Types, for associated business rules with each Line Type.

Rule No.	Rule
BR.6.3.1	<p>When adding the product “PSTS Line” the below are the only valid setting options</p> <ul style="list-style-type: none"> • Product = PSTS Line, Product Setting = Line Type <ul style="list-style-type: none"> i. Current - Setting Value = Business <ul style="list-style-type: none"> 1. Valid New - Setting Value = Residential 2. Valid New - Setting Value = Faxstream ii. Current - Setting Value = Residential <ul style="list-style-type: none"> 1. Valid New - Setting Value = Business 2. Valid New - Setting Value = Faxstream iii. Current - Setting Value = Faxstream <ul style="list-style-type: none"> 1. Valid New - Setting Value = Business 2. Valid New - Setting Value = Residential
BR6.3.2	<p>When adding the product “PSTS Line” the below setting values must not be used:</p> <ul style="list-style-type: none"> • Product = PSTS Line, Product Setting = Line Type <ul style="list-style-type: none"> i. Setting Value = Director (Do not Use) ii. Setting Value = Faxstream Bestowal (Do not Use) iii. Setting Value = InContact (Do not Use) iv. Setting Value = Operational (Do not Use) v. Setting Value = Payphone (Do not Use) vi. Setting Value = Universal (Do not Use)

6.4 Reset Easycall PIN Product

Rule No.	Rule
BR.6.4.1	<p>The product Reset Easycall PIN is only compatible with the following products:</p> <ul style="list-style-type: none"> • Call Control • Remote Access • Smart Ring • Call Forward Set the Time • Call Forward Selected Caller

6.5 Easycall Call Control Product

Rule No.	Rule
BR.6.5.1	<p>When adding the product Call Control, the setting value Alternate Access, MUST have a NB access code lower than the Network Access code of the service.</p>

6.6 Change of Number Product

The following rules only apply to the Change a Service Number work type.

Rule No.	Rule
BR.6.6.1	<p>If a service number needs to be changed due to malicious calls. Use the work type Change a Service Number and add the following product</p> <ul style="list-style-type: none"> • Product = Change of Number, Product Setting = Change of Number <ul style="list-style-type: none"> i. Setting Value = Due to Malicious Calls
BR.6.6.2	<p>When changing a service number due to Malicious Calls, the product Silent Number MUST also be added to the service. Refer to section 6.1 Silent Number.</p>

6.7 Provide Outgoing CLI Presentation Product

Rule No.	Rule
BR.6.7.1	<p>The product Pvde outgoing CLI Presentation is NOT compatible with the product Silent Number. Refer to section 6.1 Silent Number</p>

6.8 Handset Return

The following rules apply to the Handset Removal work type.

Rule No.	Rule
BR.6.8.1	<p>When adding the product “Handset Return” a handset product must also be removed. If all Handset products codes are not removed an error will occur stating: “When adding Return Handset you must also remove a Handset product”</p>
BR.6.8.2	<p>If there are no handset products on the service to remove, please use the standard billing enquiry process.</p>
BR.6.8.3	<p>If one of the following method of return setting values are used then the product setting Return Location/ Other Details becomes mandatory and must be entered.</p> <ul style="list-style-type: none"> • Product = Handset Return, Product Setting = Method of Return <ul style="list-style-type: none"> i. Setting Value = Other- Please specify ii. Setting Value = Post Office iii. Setting Value = Telstra Shop
BR.6.8.4	<p>If the Method of Return is POSTPak, then the POSTPak will be sent to the customer to return the equipment.</p> <ul style="list-style-type: none"> • Product = Handset Return, Product Setting = Method of Return <ul style="list-style-type: none"> i. Setting Value = POSTPak
BR.6.8.5	<p>If the handset being billed does not exist at the address, the following option should be used.</p> <ul style="list-style-type: none"> • Product = Handset Return, Product Setting = Method of Return <ul style="list-style-type: none"> i. Setting Value = Handset not existing at premise

7 Additional hints and tips

This section provides additional information that may not be a product rule but will assist when ordering voice services.

7.1 End user Q&A

There are some basic questions that should always be asked prior to requesting the connection of a PSTN service. Below is a list of standard questions, such as:

Questions	What to remember when ordering
Is this a brand new premises i.e. just built/not lived in before or never had a service connected?	You should select New line as your connection type. New line charges and connection timeframes will apply.
Has the building recently been renovated: Has the house been knocked down and re-built?	This could have resulted in the lead in being damaged or a requirement for the lead in to be relocated. Where there is a requirement for a lead in relocation or repair this is no longer an intact service. New service connection timeframes and charges will need to be applied.
Where are you requiring termination?	Where the service is residential Telstra can be requested to complete the connection up to and including the socket as a part of a new line connection.
	Where the service is business and there is no MDF Telstra can be requested to complete the connection up to and including the socket as a part of a new line connection.
	Where the service is business and there is an MDF Telstra will complete work to this point. If Telstra is requested to do work beyond the MDF the customer will incur additional charges. You should indicate if your customer will accept FFS charges. To reflect this on your request the field should be set to yes.
When you plug a phone into the socket is there a tone?	This indicates there is soft dial tone and may indicate an in-place or JITNEP service.
Will you accept Fee for Service charges if extra work is required to connect your service? (where applicable refer to Residential Connections and Business Connections)	Obtain your customers' permission to charge Fee for Service. To reflect this on your request, provide a 'Yes' in the Fee for Service option on the Site Connection Details .
Why can connection timeframes vary?	There are occasions where Telstra is able and obliged to use previously connected network cable to supply a service at a nearby address. This can happen when the previous service has been disconnected for a period of time and the cable is not being used. If this arises your customer will not be charged new line charges however new line timeframes could apply. No further action is required from you in these circumstances.
Do you have the number of the service which was last connected at this address?	This can be one of the most useful pieces of information in connection of a new service. This can help our systems determine: <ul style="list-style-type: none"> • If a service has previously been connected and • The correct address.
Are there other services connected at this address?	If there is an active service at the address use that CSN to determine the correct address. If this is to be an additional service do not select the active in-place service the customer wishes to retain. Rather choose an alternate in-place or select New Line.

Questions	What to remember when ordering
Does your customer wish to have DSL in the future?	<p>DSL Capable can be requested on in-place and new line connections.</p> <p>The DSL Capable product offers two options – Essential and Preferred.</p> <p>DSL Preferred means that the customer will proceed with the installation of the line even if it can not support DSL.</p> <p>LOLO will attempt to automate requests for DSL Capable connections.</p> <p>For both in-place and new line connections with DSL Capable the lead time is 5 working days.</p>

7.2 Address Validation

This is a very important step in your request and will affect the ability to confirm key details about the connection. If Telstra cannot validate the correct address it may be difficult to identify an in-place service, supply a list of CSNs or create an appointment for your customer. The work types that require address validation are New Service, External Relocation and One Step.

Refer to the 'How to Validate an Address' support document for a comprehensive guide to identifying addresses in Telstra systems.

7.3 Selecting the most appropriate Inplace

An in-place connection reuses existing cable that was previously used for a basic PSTN service at the location. Where the in-place is active a cancellation order must be raised by the current owner of the in-place. An order can still be raised for the connection of your customer's service but the order item will stay at a status of 'connect outstanding', waiting on the cancellation of the currently active service.

The selection of an inactive in-place at an address does not guarantee that it is still a fully intact cable path to the exchange. Extra work may be required by Telstra to connect the service and this may mean extended time and cost for connection.

To overcome these issues we recommend the following:

Rule No.	Rule
BR.7.3.1	Search for an Address by CSN and select the address nominated by the customer as the appropriate in-place address.
BR.7.3.2	Select the most recently disconnected inactive in-place service.
BR.7.3.3	If this is to be an additional service ensure you select an inactive in-place or new line.
BR.7.3.4	Some in-place services are marked as 'unavailable' and should not be selected for the connection of an in-place service unless no other in-place service is available. Additional charges and extended lead times may be encountered if an 'unavailable' in-place is selected.

The **Get Inplace List** web service will display information about the status and availability of the in-place. A combination of the information displayed can help you choose the most appropriate in-place. Refer to the following table for further information.

CSN	Status	Availability and Infrastructure type	What it Means	What to Do
Not displayed	A	Available and PSTN	Active in-place. A cancellation has not yet been raised.	You can select this in-place. The order item on the Provisioning History will "go Connect Outstanding". The in-place won't be available until a cancellation is raised and completed on the in-place. OR If you are connecting an additional service at the address you can choose New Line on the Select a Connection Type.
Not displayed	A	Available with a date and PSTN	Active in-place where a cancellation has been raised. Once the cancellation goes through your customer can use the in-place.	You can select this in-place record. You should request connection after the date displayed on this screen.
displayed	A	Available with a date and PSTN	Active in-place where a cancellation has been raised. Once the cancellation goes through your customer can use the in-place.	You can select this in-place record. Depending on the status of the cable it may not be available to connect straight away.
displayed	I	Available or Available with a date and PSTN	This record has been returned from your search using an address.	You can select this in-place record.
displayed	I	Available or Available with a date or Unavailable and PSTN	Complete JITNEP	You can select this in-place record. Please note the message displayed when any of these JITNEP records are selected ("Warning: This is a JITNEP service. Please confirm requested information as per JITNEP process. If next is selected, this request item will be sent for TW Assessment.") If sockets and dial tone are present connection may be as early as two hours for request submission. If there are no sockets or dial tone lead time is 5 working days minimum.

Not displayed	A	Unavailable and PSTN	There could be an order on this inplace record which makes it unsuitable for connection.	You can select this record but you should discuss this with your customer first. There may already be a connection order for this address.
displayed	I	Available and ULL	This record has been returned from your search using an address.	This is an inactive ULL service (CSN will start with 16xx) and is available for selection of a PSTN service request. The ULL
displayed	A	Unavailable and ULL	This service is an active ULL service (CSN starts with 16xx) and is not able to be selected.	If an active ULL record is the only record returned either choose New Line to progress the request or cancel the request and initiate ULL investigation. If your request is for a new end user connection you may submit an email request for investigation of the potential return of the ULL cable using TWULLEnquiries@team.telstra.com If an invalid ULL inplace record is submitted in a subsequent setInplacePath web service call a SOAP error will be returned. The SOAP error is "Error 128: The requested inplace is not selectable". If this error is returned follow the above options.
Message displayed: "Warning: No inplaces found at the specified address."			No available inplaces	Either select "New Line" or "TW Assessment" from the "Select Type" drop-down list. The "inplace" option will be unavailable. 5 working day minimum lead time.

7.3.1 JITNEP

JITNEP (Just in time network provisioned) services are inplace services at a newly built premises. If a JITNEP service is identified a new service fee will be applied. Where all wiring and lead-in cable is complete the service may be able to be connected at the exchange.

Rule No.	Rule
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BR.7.3.1.1	<p>If this message is received it is necessary to ask your customer the following questions and include their response in the request item notes on you request.</p> <ul style="list-style-type: none"> • Has this premises been occupied previously or is it newly built/being built? • Are there sockets installed in the premises? • Do you have Dial Tone? • Has lead-in been completed?
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7.4 Assessment Required

The product **Assessment Required** can be added on the Service Customisation screen for certain scenarios. All requests where the Assessment Required product is added will fall to a manual queue for processing by Telstra Wholesale.

Work type	Product Type		Product Offerings (Descriptions Below)			
	Assess Request	Assess New Request	Donor Recipient CSN	Technology Match	Specific CSN	Verify Account Number
External Relocation	✓		✓	✓	✓	
External Relocation and DSL	✓		✓	✓	✓	
Change a Service Number	✓		✓	✓	✓	
New Service		✓	✓	✓	✓	✓
New Service and DSL		✓	✓	✓	✓	✓

Product Offering Descriptions

Rule No.	Rule
BR.7.4.1	<p>Specific CSN – customer already has a CSN reserved for their use or you are reconnecting a service that was disconnected in error and want to have the same number if possible. Supply the CSN that is reserved or the CSN of the disconnected service. This is not to be used if you require a specific number format e.g. double or triple digits. If your customer is requesting a double or triple digit CSN refer to Number Search.</p>
BR.7.4.2	<p>Technology Match – customer is installing additional lines and will require them to be the same technology as their connected lines. Supply the CSN of one of the already connected services.</p>
BR.7.4.3	<p>Donor/Recipient CSN – customer already has a CSN but it is being ported back to Telstra or the number belongs to another carrier. Supply the CSN in the field supplied in the product.</p>
BR.7.4.4	<p>Verify Account CSN – Where a problem was encountered on the Billing details screen, add this product. Supply either the account number you wish to consolidate to or a CSN already billing to that account. You will need to complete the billing details as if requesting a new account. Once at the Request Summary screen select Edit and go to the Service Customisation screen where you can add this product. A Telstra Wholesale consultant will use the Account CSN entered into the comments of this product on the Service Customisation Screen.</p>

7.5 Entering Directory Details for Residential Customers

Residential directory listing settings are automatically sent from LOLIG to Sensis and are not manually checked. Therefore it is necessary to ensure that the information entered in LOLIG is formatted correctly and represents the end user's details accurately.

Business and Government service listing requirements will be confirmed by Sensis with your customer.

To ensure that your customer's listing appears correctly in the White Pages, please use the below table as a guide when entering your LOLIG request

Scenario Residential Customers	Listing Name	Subsequent	White Pages entry
A standard listing shows the customer's name with 'normal' capitalisation and up to 3 initials (per person).	Smith Brown	L M N S	Smith L Brown M N S
If more than 3 initials are required, contact Sensis on 132378	Lester	P B J S	Lester P B J S
If the surname begins with Mac or Mc the next letter will default as a capital.	McKenzie MacCarthy	A & B J W	McKenzie A & B MacCarthy J W
If the next letter should be lower case, contact Sensis on 132378	Macdonald Mace	R A & W Y	Macdonald R A & W Mace Y
For hyphenated names, the first letter after the hyphen will default as a capital.	Nelson-Smith	B & A	Nelson-Smith B & A
If the first letter after the hyphen should be lower-case, contact Sensis on 132378.	Nelson-smith	B & A	Nelson-smith B & A
For names containing an apostrophe , the first letter after the apostrophe will default as a capital.	O'Connell	C X	O'Connell C X
If the first letter after the apostrophe should be lower-case, contact Sensis on 132378.	O'connell	C X	O'connell C X

For names containing spaces , the first letter of every name will default as a capital.	Van Den Berg	D E	Van Den Berg D E
If all names do not begin with capitals, contact Sensis on 132378.	Van den Berg	D E	Van den Berg D E
Full names are permitted Confirm which names are to be listed in full	Dobson Dobson	David A David Andrew	Dobson David A Dobson David Andrew
Courtesy titles , Mr, Mrs, Dr ect. Are not permitted for residential listings	Smith Jones	J B M	Smith J B Jones M
Two names are permitted	Smith Smith	B J & Jones B A Brian J & Jones B A	Smith B J & Jones B A Smith Brian J & Jones B A
Standard addresses will be published as required. This information is supplied from the Customer Site Address in LOLIG.			7 Barry St Flemmington
If a residential customer requires additional address information to be published, contact Sensis on 132378.			3/5 Eliza St Sunbury 'The Homestead' 2 Homeward Rd
If a customer requires an entry listing for a Virtual services, contact Sensis on 132378.			Faxstream Duet Faxstream Enhanced Multiple Number

7.6 Combining Account Details and Directory Details

The tables below show some common scenarios which arise. The account details and directory detail requirements are displayed for each scenario.

Scenario	Account Requirements		Directory Listing	
	Acceptable	Not Acceptable	Acceptable	Not Recommended
Individuals (not trading under a business name)	Mary Smith (or John Smith) -Date of birth -Full Address	John and Mary Smith	Listing Name: Smith Subsequent: J & M	John and Mary Smith OR a business listing name
Individuals trading under a business name (sole trader). The individual may use a trading name to identify the business. However, as a trading name is not a legal entity it cannot be accepted as the applicant's name. The applicant's name must be that of the sole trader which may then be followed by a trading name.	John William Harris T/A HHW Joinery -Date of Birth -Full Address	HHW Joinery	HHW Joinery (Business) OR John William (Residential)	John William Harris T/A HHW Joinery
Partnerships or firms Only legal entities when in the name of an Individual. When the Partnership operates under a Trading Name or a Partnership Name it is not a legal entity	Michael Matthews -Date of Birth -Full Address OR Michael Matthews T/A Matthews and Son -Date of Birth -Full Address	Matthews and Son	Matthews and Son	
Companies (Pty Ltd, Ltd, NL) A company is a recognised legal entity and can be accepted as the customer, provided the company can provide an Australian Company Number (ACN) or Australian Registered Body Number (ARBN).	Sam's Pizza Pty Ltd -Full Address -ACN/ABN	Sam's Pizza	Sam's Pizza Pty Ltd OR Sam's Pizza	
Non-government corporate bodies Incorporated Associations are required to have the word 'Inc' or 'Incorporated' after their name.	Toys Inc. -Full Address -ACN/ABN	Toys	Toys Inc.	
Franchises Must be listed as a sole trader or a company	Roger Smith trading as L J Hooker Real Estate -Date of Birth -Full Address	L J Hooker Real Estate	L J Hooker Real Estate	

DOCUMENT CONTROL SHEET

Contact for Enquiries and Proposed Changes

If you have any questions regarding this document contact:

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Issue No.	Issue Date	Nature of Amendment
1	30/06/2010	First Issue