



Hot Cut Process

Carrier Services

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Basic Hot Cut Process

Overview

A "Hot Cut" is defined as the near-simultaneous disconnection of a working loop from a port on one carrier's switch, and the reconnection of that loop to a port on a different carrier's switch, without any significant out-of-service period.

Initially, the loop may be any of: (a) a Frontier retail loop, (b) a loop being used to provide resold service, (c) a part of a UNE-P arrangement, or (d) a UNE-L connected, through a Wholesale Customer collocation arrangement, to a Wholesale Customer's switch, and being used by that carrier to provide local exchange service to one of its customers. After the cutover, the loop would generally be a UNE-L connected through to a different carrier's switch.

The Wholesale Customer submits a local service request (LSR) via VFO or EDI format to Frontier, indicating that it wishes to use the existing loop to serve the customer. A properly completed LSR will generate two related Frontier service orders:

A disconnect order, for example to discontinue the existing retail service where the customer was originally a Frontier retail customer, along with a record order detailing listing information (if requested). The disconnect order also creates the 'trigger' which sends a message to NPAC 48 hours before the due date indicating that the end user's telephone number will be ported to the Wholesale Customer and sends an update to E911.

A **change** order to establish the UNE-L for the Wholesale Customer.

Cutover Window

The Cut-Over Window is defined as the amount of time from start to completion of the physical cutover of lines:

One (1) to nine (9) lines: one (1) Hour
10 to 49 lines: two (2) Hours
50 to 99 lines: three (3) Hours

If IDLC is involved – Four (4) hour window (8:00AM to 12:00PM (Noon) or 1:00PM to 5:00PM). Four (4) hour window applies to start time.

Key Notifications

1) Order Accuracy

Rules built into the VFO gateway specifically for BB LSR that ensure orders are entered correctly and are as accurate as possible.

2) Order Confirmation

The VFO Gateway returns a Firm Order Commitment to the CLEC for BB LSR, indicating that the order has been entered in Frontier's back-office OSS and can be provisioned.

3) **Dial Tone Test**

Frontier will perform a dial tone test the day before the Desired Due Date (DDD-1).

If the Dial Tone test fails, Frontier will send a jeopardy notice advising the CLEC.

4) **Hot Cut Completion or Failure**

Frontier will send notification to the CLEC confirming the completion or failure of the hot cut. If the enters an email address in the REMARKS field of the BB LSR, the notification will be sent via email.