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Carrier Customer Bulletin

Date of Bulletin: August 24, 2011
 Notice #: CCBFTR00154
 Work Group Impacted: Access Service Request (ASR) Ordering
 Audience: IXC, Wireless, and CLECs
 Subject: Frontier Circuit Acceptance Test Modifications
 Date Effective: August 29, 2011

In accordance with the language in our tariffs (FCC 1, 2, 3, 4, 5, 6 and NECA 5) Frontier is making a policy change to the Circuit Acceptance Testing process. Beginning, August 29, 2011, when Frontier is ready to test and turn up a circuit and the customer is not ready, Frontier will complete the service order request in 48 hours if a SUPP is not received to change the due date.

Should the carrier want to test the circuit, the carrier will need to place a call to the appropriate number below.

Exclusions to this process are ICSC codes in Southern California (CZ02), Arizona (CU03), Commonwealth of PA (CT99), and Rochester, New York (OT01 and RT01).

State	Order Pending	Order Completed	Maintenance Numbers
AL, GA, MS, NY, PA	888 444-2267	800 565-1619	800 565-1619
AZ, CA, ID, MT, NV, OR, UT	888 444-2267	800 716-2425	800 716-2425
IA, IL, IN, MI, MN, NE, WI	888 444-2267	866 467-5022	866 467-5022
TN	888 444-2267	800 308-6527	800 308-6527
WV Legacy	888 444-2267	888 637-9620	888 637-9620
Rochester	888 444-2267	800 921-8104 opt 5	800 921-8104 opt 5
WV Acquired	888 444-2267	888 637-9623	888 637-9620
Frontier 13 - AZ, CA, ID, IL, IN, MI, NC, NV, OH, OR, SC, WA, and WI	888 637-9623	888 637-9623	888 637-9620

The new circuit acceptance process will not interfere with customers currently signed up for the Provider Test Acceptance (PTA) process. Details on the PTA process are outlined on the next page.

Enrollment Process:

- Submit an email to NC.TA.Assist@ftr.com and provide the following:
 - Company Name
 - All company ACNAs to be included in the program
 - IMPCON telephone number(s) and email address(s)
 - Note: Should the rollout be a company wide rollout, state IMPCON telephone number as "ALL" instead of providing individual telephone numbers.
 - Email Address(s) that the PTA script will need to be sent.

What is PTA?

- The PTA process is an email script that a carrier will receive once Frontier Legacy has completed all the required testing on an eligible special access circuit.
- Circuits eligible for the PTA program are special access DS3, DS1 or 2-wire DS0 circuits with a loopable device or smartjack.
- ASRs submitted to Frontier Legacy need to have an eligible ACNA and IMPCON (Implementation Contact Number) that match the ACNA and IMPCON built in our PTA database. Your ACNA and IMPCON information is set up at the time of enrollment.
- The PTA email will be sent to a carrier's designated email address. The email will provide all test and turn up information that normally is exchanged over the phone, such as the carrier's order information, test results, demarc and CFA information.
- By accepting this process, no testing or direct communication will occur on the date due between the Frontier Legacy technician and the carrier's technician. The email replaces the phone call to the carrier. As such, the carrier will accept an order as completed based solely on Frontier's test results.

How does PTA Work?

The Frontier field technician will physically install a new circuit at the carrier's location. Frontier completes all the required testing and once we have a good circuit to turn up to the carrier, the PTA email is sent to the carrier and the order is completed in our Frontier systems.

The email will have all the test results and order information that is normally exchanged over the phone. The email will include the following information:

- The carrier's PON number and circuit ID along with Frontier's Order number and circuit ID.
- All the required test results for the circuit.
- Carrier's end user contact information: contact name, address, customer and contact phone number.
- Demarc information: location of demarc, jack type, whether the demarc was extended and/or labeled.
- Location of a hard loop or looping plug if the circuit is a T3 circuit.
- CFA Information.

Once the carrier receives the email they can test the circuit at their convenience. Because the order is closed in the Frontier System no response or acceptance is required from the carrier once they receive their email.

If there is a problem with the circuit after the carrier receives the email from Frontier, the carrier will need to open a trouble ticket electronically through VFO or by placing a call to their Frontier Maintenance Center. The telephone number of the maintenance center will be provided in the email script.

PTA Benefits:

- Receive an email with written test results in place of phone call.
- Eliminates the need for head-to-head testing on certain circuits.
- Reduces technician hold time.
- Mechanized process improves overall efficiency.
- Carrier can test the circuit at their convenience 24 x 7.

Exceptions for circuits that may require joint testing and/or manual turn-up:

- SONET orders with no test access.
- Test access resource difficulties that may compromise the accuracy of the test results.
- Circuits that do not have a smartjack or loopable device at the carrier location.
- UNE circuits.

Order Activity Exclusions:

- Change Orders
- Record Orders
- Disconnect Orders

Email Script Fields:

The PTA email subject line will state Frontier Test Results for PON:

- The email will include the following information:
 - Report Trouble: The maintenance test center number to direct the carrier to the appropriate test center if there is a problem.
 - Tester's ID; Carrier PON number; Frontier's Order number; Carrier's Circuit ID; Frontier's Circuit ID.
 - Start Test Requirements: Listing all the tests required for the circuit.
 - IEC Customer's Contact information: Contact Name, Address, Customer Contact Phone number.
 - Demarc Information: Location, Extended wire, Jack Type, Demarc Labeled.
 - CFA Information.
 - Order IMPCON Number.

If you have questions regarding the information provided in this notice, please contact your account manager.

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