



Trouble Administration Guide

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**Frontier Communications
180 S. Clinton Ave.
Rochester, NY 14646**

**Jurisdiction: Acquired WV and
Converted Frontier 13
Effective Date: 9/18/2011
Revised Date: 9/18/2011**

Introduction

This document outlines the different Trouble Administration transactions and provides the key information Virtual Front Office (VFO) system, however, the supported fields and field usage is the same for e-bonded transactions (EBTA). If you are an E-bonded Carrier and unable to comply with these rules, please contact NC.Connectivity.Management@FTR.com and ask to be except from these rules.

NOTE: The samples included in this document are for illustrative purposes only and represent the most frequent trouble types requested. The intent is NOT to cover every possible scenario for trouble reports.

Create Trouble Ticket Report

Tickets can be called in, entered electronically in Frontier's VFO application, or sent electronically to Frontier's gateway. This section of the document provides the information needed to electronically create trouble reports (VFO or E-bonding), also referred to as "tickets" in this document.

Tickets called into Frontier, can be sent electronically later and will be "Late Bonded" to the ticket already started in Frontier's backend systems. For more information on this function, see the [Frontier Late Bonding Policies and Procedures](#) guide.

Frontier's schema and application is based off the Trouble Administration industry standards and as a result there are many fields provided that are NOT used by Frontier. The information in the Frontier Requirements section can be used by the VFO user and E-bonded carrier to understand which information Frontier uses and which it does not. For example, there are two tabs not supported by Frontier on a Create Trouble Request:

- Escalation
- Call Back Info

There are also sections that are not supported, such as:

- Alternate Manager Contact Person
- Customer Info
- Circuit Instance Alias
- Circuit Info

The Loc & Access tab is used to provide Frontier information about when the Circuit can be Accessed. There is a place for circuit access as well as location access information. Frontier only supports two different timeframes (a.m. or p.m.) and at least one day must be selected for access. Therefore, you can only send two different time slots in your request. If you send a third set of hours the

ticket will error.

There is also two location sections depending on the Trouble Report Form Designation selected at the start of the ticket. If it is a ticket for Services without Premises Address, then the tab is only used for Access information. If it is a ticket for Resold POTS or Services with a Premise address, then there will be two Location sections. Location A is always populated when an address exists. Location Z is only used for point-to-point circuits.

The Authorization tab is used during the create ticket process to either:

1. Provide authorization to activities proactively.
2. Deny authorization to activities proactively.

NOTE: The authorization information can also be provided later using the Modify Attributes function.

The section called [Frontier Specific Create Ticket Policies](#) provides the details on all fields and sections on a Create Trouble Report. The following reviews the process for entering tickets in the Frontier VFO application.

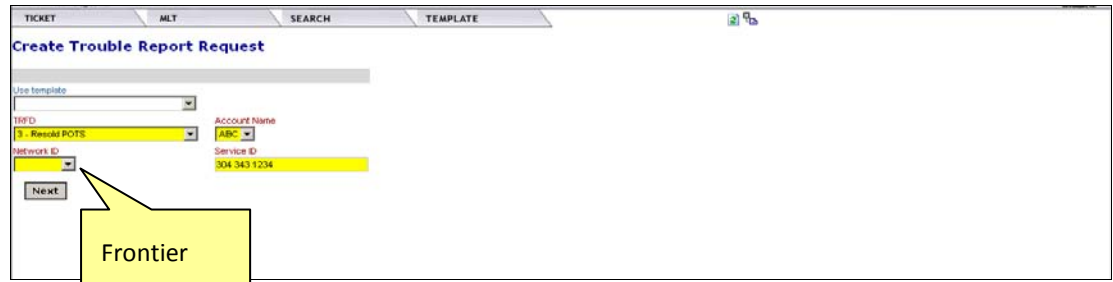
SAMPLE: CREATE A TROUBLE TICKET REPORT- RESOLD POTS

To create a trouble ticket in Frontier's VFO:

1. Hover over the **Ticket** tab and click **Create Trouble Report**.

TICKET		MLT		SEARCH		TEMPLATE	
Create Trouble Report							
Add Trouble Info							
Cancel							
Create As							
Escalate							
Force Close							
Modify Attributes		11/24/09					
Retrieve Trouble Info		11/24/09					
Retrieve Trouble Status		11/24/09					
Verify Repair Completion		11/24/09					
Change Assignment		11/24/09					
Bulk Change Assignment		11/04/09					
<input type="radio"/>	577	06:08 PM	04:10 PM	TA-FRN	Open Active	Screening	TA-FRN-5414
<input checked="" type="radio"/>	563	11/23/09 05:48 PM	11/24/09 04:34 PM	TA-FRN	Closed	Closed Out By Cust Req	TA-FRN-5413 5853886345
<input checked="" type="radio"/>	533	11/23/09 04:35 PM	11/23/09 04:54 PM	TA-FRN	Closed	Closed Out By Cust Req	TA-FRN-5412 5853886345
<input type="radio"/>	512	11/23/09 02:16 PM	11/23/09 02:16 PM	TA-FRN	Open Active	Screening	TA-FRN-5411 test1custticketnum

The Create Trouble Report Request Screen is returned.



2. Fill out all required fields to start a trouble report.

Request is for:	TRFD Field:	Account Name:	Network ID:	Service ID:
Designed Circuit	1 - Services with Premises Address	Company CCNA	Frontier	Circuit ID
Non-Designed Circuit (UNE Loop)	1 - Services with Premises Address	Company CCNA	Frontier	Circuit ID
Circuit (Central Office Work)	2 - Services without Premises Address	Company CCNA	Frontier	Circuit ID
Resale, UNE Platform, Wholesale Advantage	3 - Resold Pots	Company CCNA	Frontier	Ten Digit Telephone Number

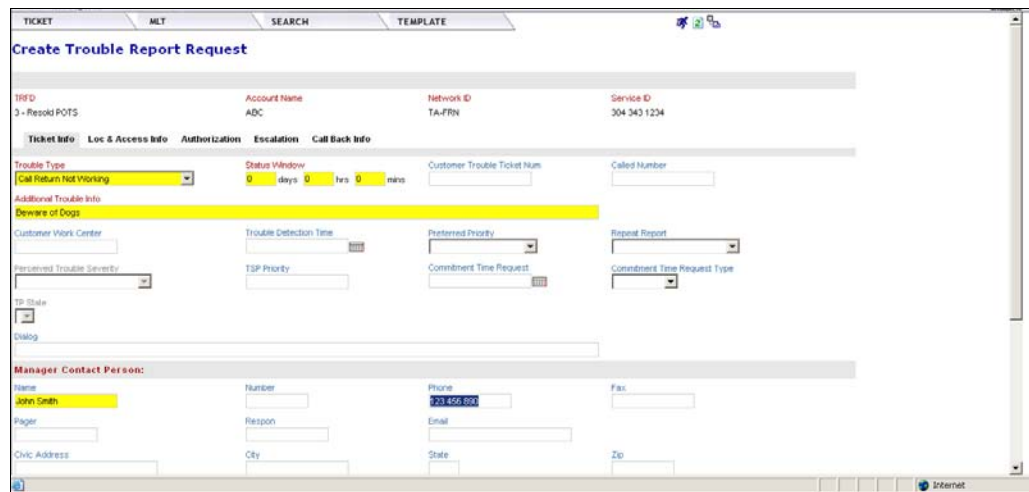
Below is a “Call Return Not Working” example:

- ❑ **TRFD** – Drop Down Menu – Select **3/Resold Pots**.
- ❑ **Account Name** – Drop down menu - Select your company CCNA.
- ❑ **Network ID** – **Frontier**
- ❑ **Service ID** – Enter the 10-digit telephone number that is being reported. When entering circuits, be sure to use the Telcordia Circuit ID format, see [Appendix F](#) for details.

3. Click **NEXT**. Create Trouble Report Screen shown is returned. Unless the Service ID is not found or the Account ID and Service ID do not match values in the Frontier backend systems.

Frontier General Policies:

- ❑ **Circuit Access Hours** - Frontier only allows **2 occurrences of Access information**, since Frontier uses Am or PM; therefore the user should just click **Add** once to populate a second set of Access Hours for the A Location or Circuit Hours.
- ❑ **Escalation Tab** – No escalations are supported on a create trouble ticket report. A ticket must be opened and have been processed in the back end system for one hour before it can be escalated.
- ❑ **Call Back Tab**- Not supported by Frontier.



3. **Trouble Type:** Selects trouble type from drop down menu (Call Return Not Working)
4. **Status Window:** Select how often you want the application to pull updates on the ticket. Zero fill the fields, since Frontier provides updates as they are made.
5. **Additional Trouble Info:** Free flowing text to explain the issue being reported.
6. **Manager Contact Person:** Name, Phone and Email are required.
7. Click the **Loc Access Tab**. Loc & Access Tab is displayed.
8. Select days of the week by clicking **days** available for access to the premises.
9. Enter the **Start and End time**.
10. **Access Hours – Selects A Location Hours** – fill in the **Start Time & End Time**. Frontier access hours are either am, pm, or all day. To indicate:
 AM: enter 8:00 am to 12:00 pm
 PM: enter 12:00 am to 5:00 pm
 All Day: enter 8:00 am to 5:00 pm

NOTE: “A Location” Access Hours are required on tickets with a premise address. Two Day/Time sets can be used. Frontier does not accept a third row of additional Access Hours.

Create Trouble Report Request

TRFD: 3 - Resold POTS Account Name: ABC Network ID: TA-FRN Service ID: 304 343 1234

Ticket Info | Loc & Access Info | **Authorization** | Escalation | Call Back Info

Circuit Info

Access From Time: [] Access To Time: []

Circuit Access Hours: **Add**

A Location Access Address:

Premises Name: [] Civic Address: [] City: [] State: [] Zip: []

A Location Access Person:

Name: [] Number: [] Phone: [] Fax: []

Pager: [] Respon: [] Email: []

Civic Address: [] City: [] State: [] Zip: []

A Location Access Hours: **Add**

#	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Start Time	End Time	Action
1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	8:00 AM	8:00 Pm	Delete

Z Location Access Address:

11. If applicable, select the **Authorization** tab and populate the request type and the authorization activity.

NOTE: If you added the Authorization fields and then decide not to provide any Authorization, click the Delete link under the Action column found to the right of the fields and this tab will not be required.

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TICKET | MLT | SEARCH | TEMPLATE | ADMINISTRATION

Create Trouble Report Request

TRFD: 2 - Services without Premises Address Account Name: ZTX Network ID: FSM Service ID: 3012212140

Ticket Info | Loc & Access Info | **Authorization** | Escalation | Call Back Info

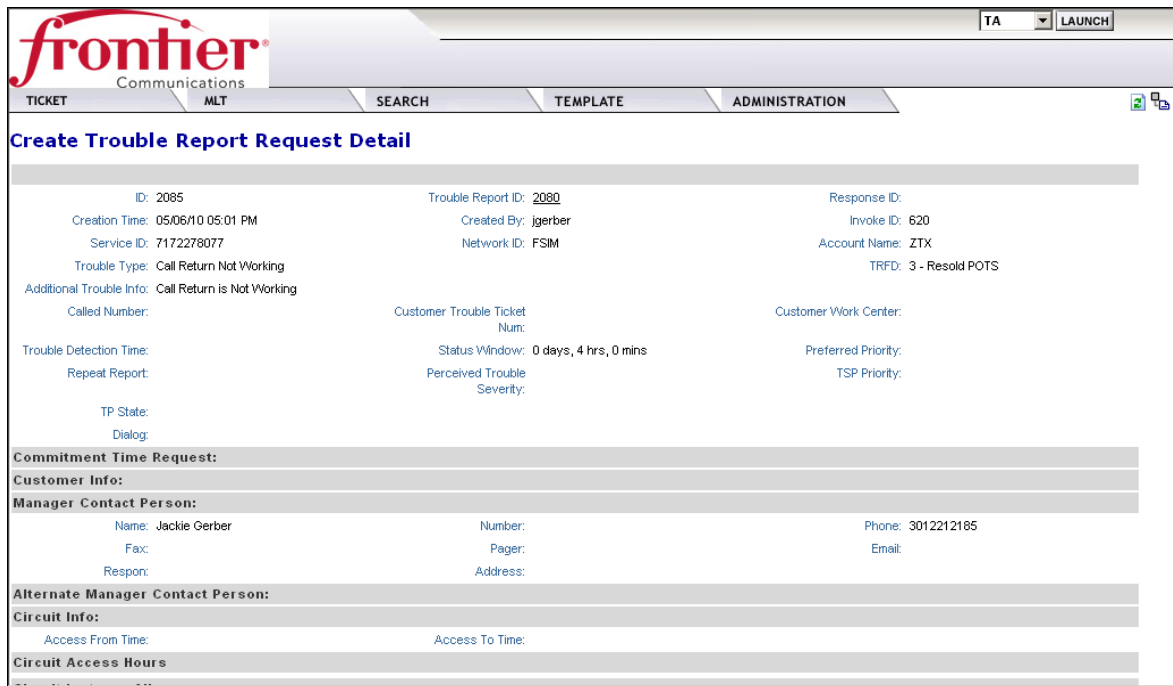
Add

#	Request State	Activity Type	Authorization Person	Action	
1	Provided	<input type="checkbox"/> After Hours Repair <input type="checkbox"/> Delayed Maintenance <input type="checkbox"/> Dispatch <input type="checkbox"/> No Access <input type="checkbox"/> Standby	<input checked="" type="checkbox"/> After Hours Standby <input type="checkbox"/> Deregulated Work <input type="checkbox"/> Manager Initiated Test <input type="checkbox"/> Release <input checked="" type="checkbox"/> Test	Name: [] Number: [] Phone: [] Fax: [] My Name: [] 8005551212 Pager: [] Email: [] Respon: [] Civic Address: [] City: [] State: [] Zip: []	Delete

Frontier does not support Escalations on a newly created Ticket. You must wait one hour before escalating an issue.

12. Click **Submit** (Running Person). The Trouble Detail Report is returned.

- Click **Refresh/Reload** to receive a Response ID. The Response ID will be a hyperlink to view the response.



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TICKET MLT SEARCH TEMPLATE ADMINISTRATION

Create Trouble Report Request Detail

ID: 2085	Trouble Report ID: 2080	Response ID:
Creation Time: 05/06/10 05:01 PM	Created By: jgerber	Invoke ID: 620
Service ID: 7172278077	Network ID: FSIM	Account Name: ZTX
Trouble Type: Call Return Not Working		TRFD: 3 - Resold POTS
Additional Trouble Info: Call Return is Not Working		
Called Number:	Customer Trouble Ticket Num:	Customer Work Center:
Trouble Detection Time:	Status Window: 0 days, 4 hrs, 0 mins	Preferred Priority:
Repeat Report:	Perceived Trouble Severity:	TSP Priority:
TP State:		
Dialog:		

Commitment Time Request:

Customer Info:

Manager Contact Person:

Name: Jackie Gerber	Number:	Phone: 3012212185
Fax:	Pager:	Email:
Respon:	Address:	

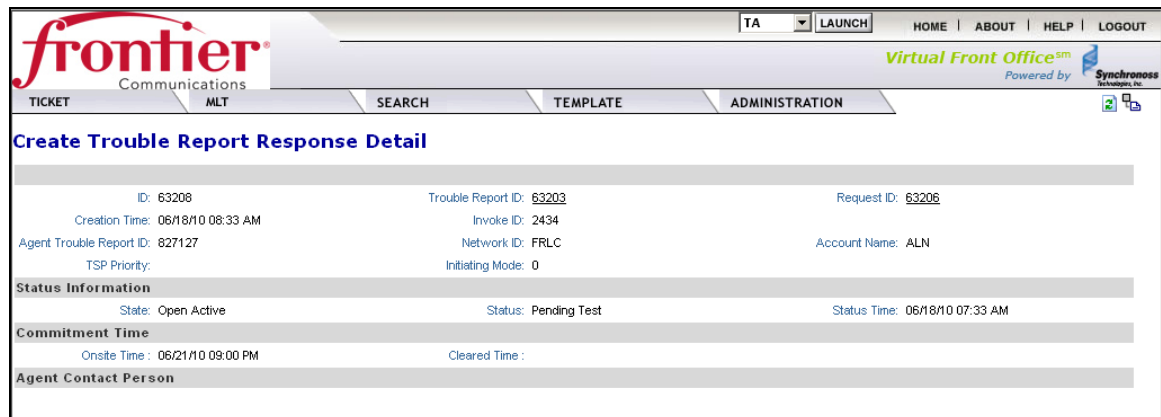
Alternate Manager Contact Person:

Circuit Info:

Access From Time:	Access To Time:
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Circuit Access Hours

- Click the Response ID to view the Create Trouble Report Response Detail.



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TICKET MLT SEARCH TEMPLATE ADMINISTRATION

TA LAUNCH HOME ABOUT HELP LOGOUT

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Create Trouble Report Response Detail

ID: 63208	Trouble Report ID: 63203	Request ID: 63206
Creation Time: 06/18/10 08:33 AM	Invoke ID: 2434	
Agent Trouble Report ID: 827127	Network ID: FRLC	Account Name: ALN
TSP Priority:	Initiating Mode: 0	

Status Information

State: Open Active	Status: Pending Test	Status Time: 06/18/10 07:33 AM
--------------------	----------------------	--------------------------------

Commitment Time

Onsite Time: 06/21/10 09:00 PM	Cleared Time:
--------------------------------	---------------

Agent Contact Person

SAMPLE: VENDOR MEET REQUEST

Vendor Meets can be requested on Design Circuit tickets during the [Verify Repair Completion](#) process, when the state is “Cleared” and the status is “Cleared Awaiting Customer Verification.”

However, for Non-Design Circuits, Frontier will close the ticket when the issue is resolved and a new ticket will need to be open to request a vendor meeting. The steps below are an example of the process followed to request a vendor meet on closed tickets.

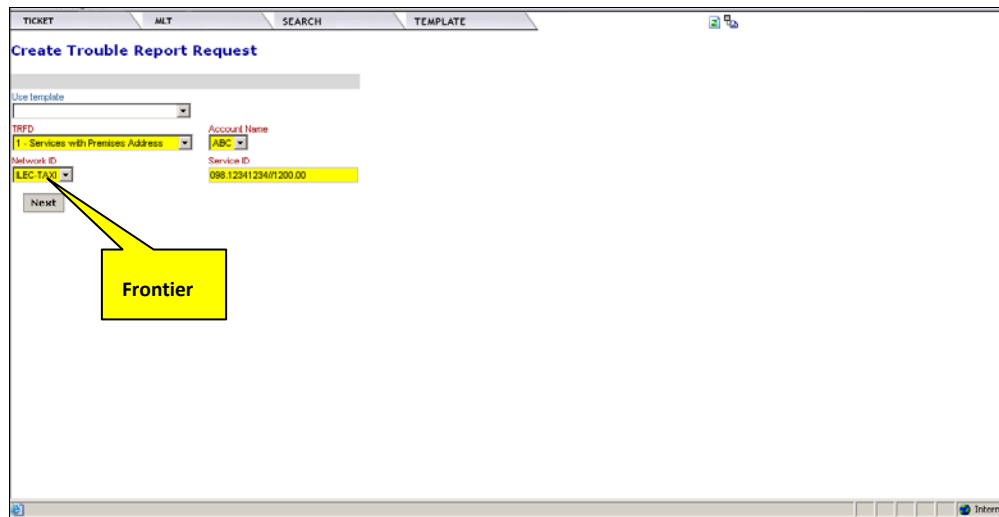
1. Create a trouble ticket by hovering the **Ticket Tab** and selecting **Create Trouble Report**.

NOTE: You may also use the **Create As** function to copy the closed ticket’s information. However, remember to change the Trouble Type and description.

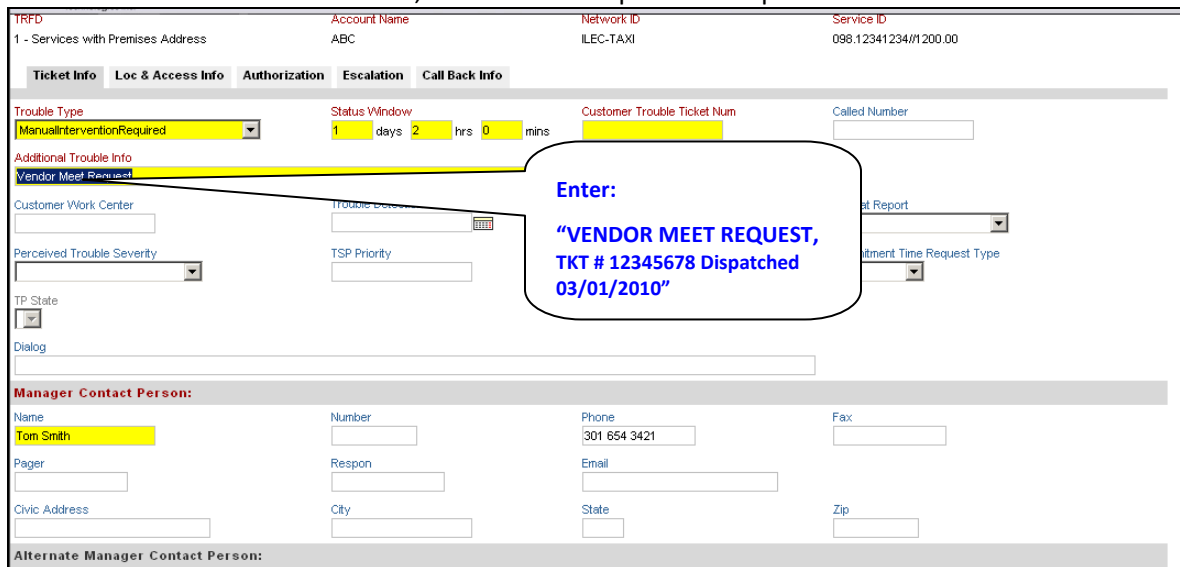
TICKET	MLT	SEARCH	TEMPLATE	
Create Trouble Report	Or			
Add Trouble Info				
Cancel				
Create As				
Escalate		last TP update	Network ID	State Status Agent Trouble Report ID Customer Trouble Ticket Number
Force Close		11/24/09 06:22 PM	TA-FRN	Open Active Screening TA-FRN-5417 TA013
Modify Attributes		11/24/09 04:38 PM	TA-FRN	Open Active Screening TA-FRN-5416 5853886345
Retrieve Trouble Info		11/24/09 04:35 PM	TA-FRN	Open Active Screening TA-FRN-5415
Retrieve Trouble Status		11/24/09 04:10 PM	TA-FRN	Open Active Screening TA-FRN-5414
Verify Repair Completion		11/23/09 05:48 PM	TA-FRN	Closed Out By Cust Req TA-FRN-5413 5853886345
Change Assignment	11/23/09 04:35 PM	TA-FRN	Closed Out By Cust Req TA-FRN-5412 5853886345	
Bulk Change Assignment	11/23/09 02:16 PM	TA-FRN	Open Active Screening TA-FRN-5411 test1custticketnur	

2. Populate the fields to start a Trouble Report.
 - a. **TRFD** – Drop Down Menu – Select whether the circuit has an end user address TRFD=1, or if it is a Carrier Interoffice Facility TRFD=2.
 - b. **Account Name** – Drop down menu - Select your company CCNA.
 - c. **Network ID** – Frontier.
 - d. **Service ID** – Enter the 10 digit telephone number that is being reported.

NOTE: The example provided is for illustrative purposes only.



3. Complete the ticket based on the Trouble Report Format Designation (TRFD) selected.
 - a. **Trouble Type** – Select *Manuelintervention required* from the TRFD menu
 - b. **Status Window** – Enter the frequency of updates you want on this ticket or zero “0” fill these fields.
 - c. **Additional Trouble Info** – Enter “Vendor Meet Request,” previous trouble ticket number, and date of the previous dispatch.



- a. Enters **Manager Contact Person:** Name, Phone, and Email Address.
- b. Click the **Loc & Access Info** tab and complete all required fields for access.
- c. The ticket flows downstream to the repair operations center.
- d. The desk technician pulls the ticket and calls the customer to schedule the vendor meet.

4. The ticket will receive updated statuses once the meeting is scheduled and again after the issue has been resolved.

Frontier Specific Create Trouble Report Policies

This section reviews the Create Trouble Report fields and the Frontier policies for completing these fields for Resale POTS, Wholesale Advantage, UNE Platform, UNE Loop/Non-Design Circuits and Design Circuits.

Table Legend

O = Optional

R = Required in the System

FR = Frontier Required

FP = Frontier Prohibited

C = Conditional

N/A = Not Supported by Frontier

Light Red shading = Field not used by Frontier

Yellow shading = Not all values in the field drop down are used by Frontier

Green shading = Field is required by Frontier with additional information

NOTE: The values below may not match with the application required/optional rules. These are Frontier specific rules that will be added to the system at a later time.

TAB	Field Name	Resale POTS, Wholesale Advantage & UNE Platform	UNE Loops	Access Designed Circuits	Frontier Specific Business Process
TICKET	User Template	O	O	O	
	TRFD	R	R	R	1 Services with Premises Address /Circuits
					2 Service without Premises Address /Circuits
					3 POTS (10 digit telephone Number)
Account Name	R	R	R	Company ID (CCNA) – Pre-populated in drop down list. User can only open tickets for their company. Validations are performed at log on.	



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TAB	Field Name	Resale POTS, Wholesale Advantage & UNE Platform	UNE Loops	Access Designed Circuits	Frontier Specific Business Process
	Network ID	R	R	R	You enter "Frontier" and behind the scene Frontier will determine if the circuit is a Designed Circuit or a Non-Designed Circuit (Resale POTS, UNE Platform, Wholesale Advantage or UNE Loops)
	Service ID	R	R	R	Circuit ID number – When TRFD = 1 or 2 / Designed Circuits and Non-Designed Circuits
					10 digit TN when TRFD = 3 (POTS)
Ticket Info	Trouble Type	R	R	R	See Appendix A to view which Trouble Types should be used depending on the circuit type (Design vs Non-Design).
	Status Window – Days	R	R	R	This indicates how often you want the system to pull an update on your ticket. Enter zero in the status windows you are not using or in all to request no status updates.
	Status Window – hrs	R	R	R	
	Status Window – mins	R	R	R	
	Customer Trouble Ticket Num	FR	R	R	This system has this field optional when TRFD=3 but Frontier would like this field populated on all tickets.
	Called Number	O	O	O	Indicates the number being called that has an issue.
	Additional Trouble Info	R	R	R	State specifically the issue or request in this field.
	Customer Work Center	FP	P	P	This field is not supported by Frontier.
	Trouble Detection Time	FP	R	R	Required when the Service ID field is populated with a circuit number

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TAB	Field Name	Resale POTS, Wholesale Advantage & UNE Platform	UNE Loops	Access Designed Circuits	Frontier Specific Business Process
					and it's a Design Circuit. Otherwise, not applicable.
	Preferred Priority	FP	O	O	Frontier prohibited when TRFD=3.
	Repeat Report	FP	P	P	Not supported by Frontier. If populated, data will be ignored in the back end systems.
	Perceived Trouble Severity	N/A	O	O	Optional when the Service ID field is populated with a design circuit value. Otherwise, not applicable.
	TSP Priority	O	O	O	Used to enter the circuit's Telecommunication Service Priority code.
	Commitment Time Request	N/A	P	P	NOTE: No Commitment time request should be provided.
	Commitment Time Request Type	N/A	P	P	Not supported by Frontier.
	TP State	FP	FP	FP	Not supported by Frontier,
	Dialog	O	O	O	
Ticket Info	Manager Contact Section:				
	Name	R	R	R	
	Number	N/A	N/A	N/A	Not supported by Frontier.
	Phone	R	R	R	Required by Frontier.
	Fax	FP	P	P	Not supported by Frontier.
	Pager	FP	P	P	
	Respon	FP	P	P	



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TAB	Field Name	Resale POTS, Wholesale Advantage & UNE Platform	UNE Loops	Access Designed Circuits	Frontier Specific Business Process
	Email	FP	R	R	<p>This is required when requesting a test on Special Access Request with Trouble Type "Request for Routine." So it is required for all Design Circuit requests.</p> <p>Optional, when the Service ID field is populated with a circuit ID number and its a Design Circuits. Otherwise, prohibited.</p>
	Civic Address	FP	P	P	Not supported by Frontier.
	City	FP	P	P	
	State	FP	P	P	
	Zip	FP	P	P	
Alternate Manager Contact Person:					
	Name	FP	P	P	Not supported by Frontier.
	Number	FP	P	P	
	Phone	FP	P	P	
	Fax	FP	P	P	
	Pager	FP	P	P	
	Respon	FP	P	P	
	Email	FP	P	P	
	Civic Address	FP	P	P	
	City	FP	P	P	
	State	FP	P	P	
	Zip	FP	P	P	

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TAB	Field Name	Resale POTS, Wholesale Advantage & UNE Platform	UNE Loops	Access Designed Circuits	Frontier Specific Business Process
	Customer Information:				
	PIC	FP	P	P	Not supported by Frontier.
	LPIC	FP	P	P	
	LRN	FP	P	P	
	OCN	FP	P	P	
	Circuit Instance Alias: Add				
	Instance Alias	FP	P	P	Not supported by Frontier.
Loc & Access Info	Circuit Info:				
	Access From Time	N/A	N/A	N/A	Not supported by Frontier.
	Access To Time	N/A	N/A	N/A	Not supported by Frontier.
	Circuit Access Hours: Add				
	Sun	FP	O	O	At least 1 value must be checked in the SUN – SAT fields. When the Service ID field is populated with a circuit number and its a Design Circuits, all can be checked.
	Mon	FP	O	O	
	Tue	FP	O	O	
	Wed	FP	O	O	
	Thu	FP	O	O	
	Fri	FP	O	O	
	Sat	FP	O	O	
Start Time	FP	R	R		
End Time	FP	R	R		
A Location Access Address:					



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TAB	Field Name	Resale POTS, Wholesale Advantage & UNE Platform	UNE Loops	Access Designed Circuits	Frontier Specific Business Process
Loc & Access Info	Premises Name	R	C	C	Not available on TRFD = 2 No Service Address
	Civic Address	R	C	C	Not available on TRFD = 2 No Service Address
	City	R	C	C	Not available on TRFD = 2 No Service Address
	State	R	C	C	Not available on TRFD = 2 No Service Address
	Zip	R	Cr	C	Not available on TRFD = 2 No Service Address
	A Location Access Person:				
	Name	R	R	R	Frontier required for TRFD = 1 or 3.
	Number	FP	FP	FP	Not supported by Frontier. If populated, data will be ignored in the back end systems
	Phone	R	R	R	Frontier required for TRFD = 1 or 3.
	Fax	FP	FP	FP	Not supported by Frontier. If populated, data will be ignored in the back end systems.
	Pager	FP	FP	FP	Not supported by Frontier
	Respon	FP	FP	FP	Not supported by Frontier..
	Email	FP	FP	FP	Not supported by Frontier.
	Civic Address	FP	FP	FP	Not supported by Frontier.
	City	FP	FP	FP	Not supported by Frontier.
State	FP	FP	FP	Not supported by Frontier.	
Zip	FP	FP	FP	Not supported by Frontier.	

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TAB	Field Name	Resale POTS, Wholesale Advantage & UNE Platform	UNE Loops	Access Designed Circuits	Frontier Specific Business Process
	A LOCATION ACCESS HOURS: ADD				
	Sun	C	C	C	At least 1 value must be checked in the SUN – SAT fields, when the TRFD = 1 or 3.
	Mon	C	C	C	
	Tue	C	C	C	
	Wed	C	C	C	
	Thu	C	C	C	
	Fri	C	C	C	
	Sat	C	C	C	
	Start Time	C	C	C	Required when TRFD = 1 or 3
	End Time	C	C	C	Required when TRFD = 1 or 3
	Z LOCATION ACCESS ADDRESS:				
	Premises Name	FP	C	C	Required on a point-to-point circuit. Prohibited for Resold POTS.
	Civic Address	FP	C	C	Required on a point-to-point circuit. Prohibited for Resold POTS.
	City	FP	C	C	Required on a point-to-point circuit. Prohibited for Resold POTS.
	State	FP	C	C	Required on a point-to-point circuit. Prohibited for Resold POTS.
	Zip	FP	C	C	Required on a point-to-point circuit. Prohibited for Resold POTS.
	Z LOCATION ACCESS PERSON:				
	Name	FP	C	C	Prohibited for Resold POTS. Required on a point-to-point circuit.



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TAB	Field Name	Resale POTS, Wholesale Advantage & UNE Platform	UNE Loops	Access Designed Circuits	Frontier Specific Business Process
	Number	FP	C	C	Prohibited for Resold POTS. Optional on a point-to-point circuit.
	Phone	FP	C	C	Prohibited for Resold POTS. Required on a point-to-point circuit. When required, a 10 digit Telephone must be populated in this field; if not populated an error message will be returned
	Fax	FP	C	C	Prohibited for Resold POTS. Optional on a point-to-point circuit.
	Pager	FP	C	C	Prohibited for Resold POTS. Optional on a point -to-point circuit.
	Respon	FP	C	C	Prohibited for Resold POTS. Optional on a point-to-point circuit.
	Email	FP	C	C	Prohibited for Resold POTS. Optional on a point-to-point circuit.
	Civic Address	FP	C	C	Prohibited for Resold POTS. Optional on a point-to-point circuit.
	City	FP	C	C	Prohibited for Resold POTS. Optional on a point-to-point circuit.
	State	FP	C	C	Prohibited for Resold POTS. Optional on a point-to-point circuit.
	Zip	FP	C	C	Prohibited for Resold POTS. Optional on a point-to-point circuit.
Loc & Access Info	Z LOCATION ACCESS HOURS:				
	Sun	FP	FP	C	Prohibited for Resold POTS.

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TAB	Field Name	Resale POTS, Wholesale Advantage & UNE Platform	UNE Loops	Access Designed Circuits	Frontier Specific Business Process
	Mon	FP	FP	C	Required on a point-to-point circuit. If its a Design Circuits and Z Location Access Address and/or Z Location Access Person fields are populated on any Create or Modify Request, then one occurrence of Sun-Sat must be populated
	Tue	FP	FP	C	
	Wed	FP	FP	C	
	Thu	FP	FP	C	
	Fri	FP	FP	C	
	Sat	FP	FP	C	
	Start Time	FP	FP	C	Required on a point-to-point circuit with Address
	End Time	FP	FP	C	Required on a point-to-point circuit with Address
AUTHORI- ZATION	AUTHORIZATION ADD:				
	Request State	O	O	C	<p>Required on TRFD=1 and if Authorization tab has been added.</p> <p>Click the Add link to give different Request States to different Activity Types.</p> <p>Provided: Used to give Frontier approval to do the selected activity and authorizes billing if billing would normally be generated for the selected activity.</p> <p>Denied: Used to tell Frontier that the activity is not approved.</p> <p><i>NOTE: Authorization is required on TRFD=1 tickets.</i></p> <p>Requested: NOT supported by Frontier. If Requested is submitted, it will be treated as Provided.</p>
ACTIVITY					



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TAB	Field Name	Resale POTS, Wholesale Advantage & UNE Platform	UNE Loops	Access Designed Circuits	Frontier Specific Business Process
	After Hours Repair	C	C	C	If tab used, at least one activity is required. This selection either approves or denies repairs after normal business hours (8 am to 5 pm).
	After Hours Standby	C	C	C	If tab used, at least one activity is required. This selection either approves or denies the cost associated with having Frontier on standby for after hour repairs.
	Delayed Maintenance	C	C	C	If tab used, at least one activity is required. This selection either approves or denies the ability to delay maintenance until a later time (usually to delay maintenance until Frontier's hours of business on the next day if no resolution has been achieved by end of the current business day).
	Deregulated Work	C	C	C	If tab used, at least one activity is required. This selection either approves or denies services billed out of a different tariff (i.e., inside wiring).
	Dispatch	C	C	C	If tab used, at least one activity is required. This selection either approves or denies a technician being sent.
	Manager Initiated Test	C	C	C	If tab used, at least one activity is required. This selection either approves or denies having the Carrier Initiate the test.

Frontier Trouble Administration Policies and Procedures Guide

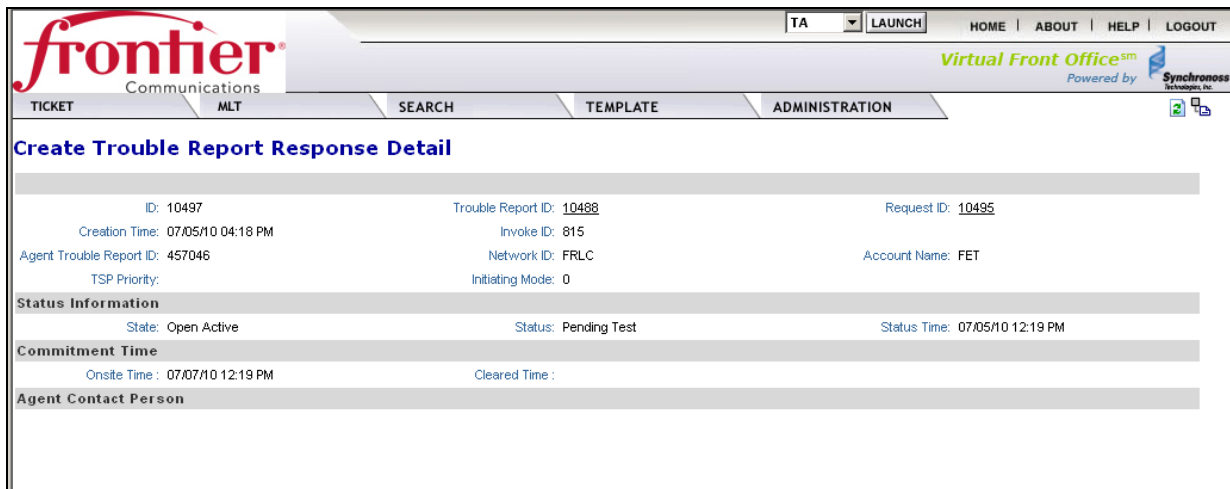
TAB	Field Name	Resale POTS, Wholesale Advantage & UNE Platform	UNE Loops	Access Designed Circuits	Frontier Specific Business Process
	No Access	C	C	C	If tab used, at least one activity is required. This selection either approves or denies the ability to access the premises. This is used to adjust the total MTTR (stop clock applied).
	Release	C	C	C	If tab used, at least one activity is required. This selection either approves or denies intrusive testing or work on the circuit that may cause service interruption.
	Standby	C	C	C	If tab used, at least one activity is required. This selection either approves or denies the cost involved with having Frontier on Standby.
	Test	C	C	C	If tab used, at least one activity is required. This selection either approves or denies testing the circuit.
AUTHORIZATION TAB:					
AUTHORIZATION PERSON					
	Name	C	C	C	Required by Frontier if the Authorization tab is populated.
	Number	FP	FP	FP	Not supported by Frontier
	Phone	C	C	C	Required by Frontier if the Authorization tab is populated.
	Fax	O	O	O	Not supported by Frontier.
	Pager	O	O	O	Not supported by Frontier.
	Email	O	O	O	Not supported by Frontier.

TAB	Field Name	Resale POTS, Wholesale Advantage & UNE Platform	UNE Loops	Access Designed Circuits	Frontier Specific Business Process
	Civic Address	O	O	O	Not supported by Frontier.
	City	O	O	O	Not supported by Frontier.
	State	O	O	O	Not supported by Frontier.
	Zip	O	O	O	Not supported by Frontier.
Escalation	NOT SUPPORTED BY FRONTIER				
Call Back Info	NOT SUPPORTED BY FRONTIER				

Sample Responses

After the ticket is submitted the information sent will be displayed on the screen. To view the response, click the refresh icon and click the Response ID that should be populated on the Request detail screen just a few seconds after submitting the ticket. Below is the response provided for Non-Design Circuits and Design Circuits tickets:

Non-Design Circuits



The screenshot displays the 'Create Trouble Report Response Detail' page in the Frontier Communications Virtual Front Office. The interface includes a navigation bar with 'TICKET', 'MLT', 'SEARCH', 'TEMPLATE', and 'ADMINISTRATION' tabs. The main content area shows the following details:

- ID:** 10497
- Creation Time:** 07/05/10 04:18 PM
- Agent Trouble Report ID:** 457046
- TSP Priority:**
- State:** Open Active
- Commitment Time:** Onsite Time: 07/07/10 12:19 PM
- Agent Contact Person:**
- Request ID:** 10495
- Invoke ID:** 815
- Network ID:** FRLC
- Account Name:** FET
- Initiating Mode:** 0
- Status:** Pending Test
- Status Time:** 07/05/10 12:19 PM
- Cleared Time:**
- Troubleshooting Report ID:** 10488

Design Circuits

The screenshot displays the 'Create Trouble Report Response Detail' page in the Virtual Front Office. The interface includes a navigation bar with 'TICKET', 'MLT', 'SEARCH', 'TEMPLATE', and 'ADMINISTRATION' tabs. The main content area is divided into several sections: 'ID: 1199', 'Creation Time: 07/01/10 01:11 PM', 'Agent Trouble Report ID: 2010070101854', 'TSP Priority:', 'Trouble Report ID: 1178', 'Invoke ID: 236', 'Network ID: FRAC', 'Initiating Mode: 0', 'Request ID: 118Z', 'Account Name: FET', 'Status Information' (State: Open Active, Status: Pending Test, Status Time: 07/01/10 10:11 AM), 'Commitment Time', and 'Agent Contact Person'.

ID: 1199	Trouble Report ID: 1178	Request ID: 118Z
Creation Time: 07/01/10 01:11 PM	Invoke ID: 236	
Agent Trouble Report ID: 2010070101854	Network ID: FRAC	Account Name: FET
TSP Priority:	Initiating Mode: 0	
Status Information		
State: Open Active	Status: Pending Test	Status Time: 07/01/10 10:11 AM
Commitment Time		
Agent Contact Person		

During the ticket creation process there's an option to receive status updates hours, daily, every so many seconds. This information is returned in an Attribute Value Change (AVC) response.

What If No “Create Response” is Received?

When a ticket is created and sent it should immediately receive a Create Response message. When a ticket does not receive a response from Frontier, the ticket will remain in “New” state and have a status of “New” in VFO. An icon that looks like two gold bars side-by-side remains next to a ticket in this state. If no response is received:

1. Click the radio button that corresponds to the ticket and select the history icon in the upper right hand corner of the screen. (You may also click the “Last TP Update” hyperlink.)
2. The User is redirected to the Trouble Report Message History.
3. Verify whether or not Frontier returned a “Create Response.” You may view an error instead and in this case move to the [Force Close](#) section in this document.
4. If there is no “Create Response” or error message returned by Frontier:
 - a. For Design Circuits, contact the Maintenance Control Organization (MCO) at 888-637-9620 to open a manual ticket.
 - b. For Non-Design Circuits, contact Regional CLEC Maintenance Center (RCMC) at 877-503-8260 to open a manual ticket.

Add Trouble Information

The Add Trouble Information function allows you to update the **Additional Trouble Information** field on the trouble ticket. This function is only available on tickets in Open/Active status.

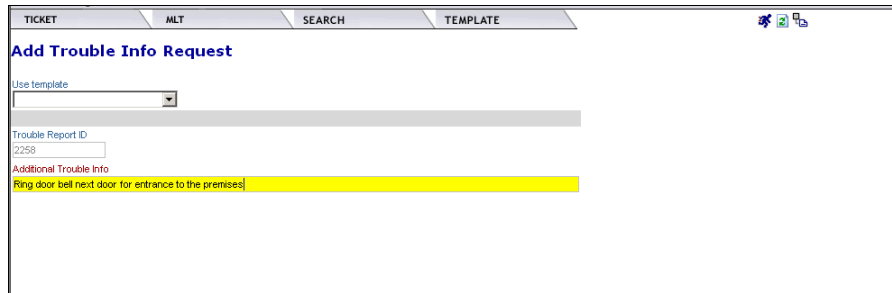
SAMPLE: ADD TROUBLE INFO

1. Click the radio button next to the ticket.
2. Hover over the **Ticket** tab and click **Add Trouble Info**.

TICKET	MLT	SEARCH	TEMPLATE						
<div style="display: flex; justify-content: space-between;"> Create Trouble Report MLT SEARCH TEMPLATE </div>									
<div style="display: flex; justify-content: space-between;"> Add Trouble Info Cancel Create As Escalate Force Close </div>									
Time	Last TP Update	Network ID	State	Status	Agent Trouble Report ID	Customer Trouble Ticket Number	Last Assignment	Trouble Type	
11 AM	03/29/10 09:11 AM	LEC-TAXII	Open Active	Screening	TA-FRN-5455			Call Forwarding Busy Line Not Working	
40 PM	03/28/10 02:21 PM	TA-FRN	Open Active	Screening	TA-FRN-5483			Call Return Not Working	
55 PM	03/23/10 04:55 PM	TA-FRN	New	New	304 545 1765			Always Busy	
56 AM	03/22/10 10:56 AM	TA-FRN	New	New	tyty67r67vyfv57v57r	uioh7890y90y		ANI Problem	
09 AM	03/26/10 04:05 PM	TA-FRN	Open Active	Screening	TA-FRN-5460			Bell Rings After Answer	
2352	03/12/10 08:01 AM	TA-FRN	Open Active	Screening	TA-FRN-5459			Manual Intervention Required	
2338	03/11/10 05:48 PM	TA-FRN	Closed	Closed Out By Cust Req	TA-FRN-5458	DDDDD		Circuit Down	
2317	03/11/10 10:19 AM	TA-FRN	Open Active	Screening	TA-FRN-5457	test		Circuit Down	
2284	03/10/10 09:51 AM	TA-FRN	Open Active	Screening	TA-FRN-5456	924		Frame Errors Hi Cap	
2258	03/03/10 03:10 PM	TA-FRN	Open Active	Screening	TA-FRN-5455			Call Forwarding Busy Line Not Working	

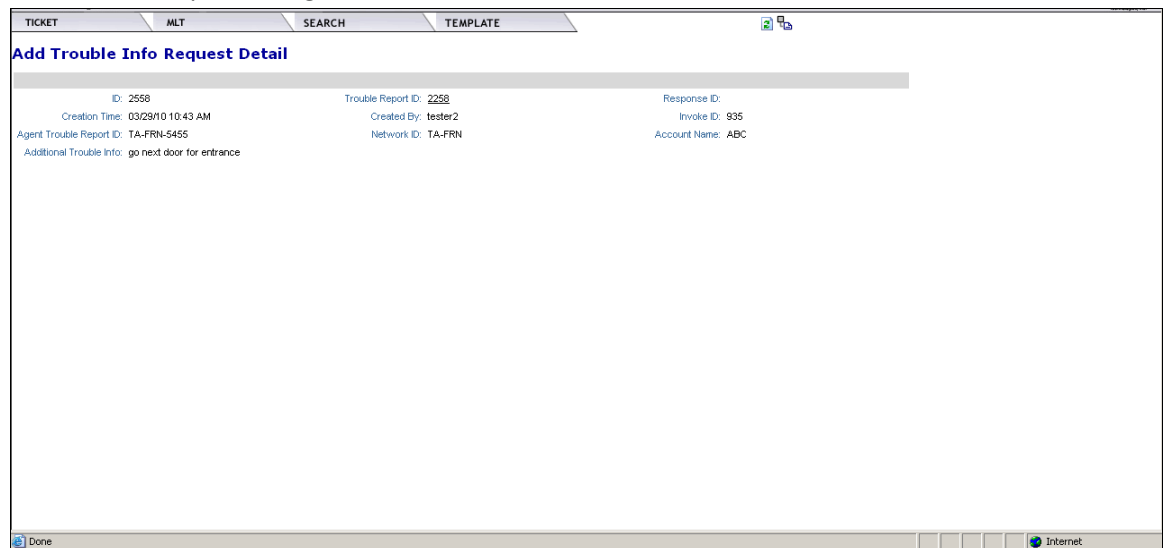
Displaying results 1-10 of 64 results
 Total Number of Pages: 7
 Result Pages: [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#)

3. Populate the Additional Trouble Info field.



The screenshot shows a web interface for adding trouble info. At the top, there are tabs for 'TICKET', 'MLT', 'SEARCH', and 'TEMPLATE'. Below the tabs is the title 'Add Trouble Info Request'. There is a 'Use template' dropdown menu. Below that is a 'Trouble Report ID' field containing the number '2258'. Underneath is the 'Additional Trouble Info' field, which contains the text 'Ring door bell next door for entrance to the premises' and is highlighted in yellow.

4. Click **Submit** icon (Running Person).
5. The trouble ticket report to “Add Trouble Info” to an existing ticket is sent down stream for processing.



The screenshot shows the 'Add Trouble Info Request Detail' page. At the top, there are tabs for 'TICKET', 'MLT', 'SEARCH', and 'TEMPLATE'. Below the tabs is the title 'Add Trouble Info Request Detail'. The page displays the following information:

ID: 2558	Trouble Report ID: 2258	Response ID:
Creation Time: 03/29/10 10:43 AM	Created By: tester2	Invoice ID: 935
Agent Trouble Report ID: TA-FRN-5455	Network ID: TA-FRN	Account Name: ABC
Additional Trouble Info: go next door for entrance		

6. Click **Refresh** to view the Response ID. To view Response, click the [Response ID](#) link.

Modify Trouble Ticket

Modify Trouble Ticket is used to update information on a ticket or to provide authorization when requested. Only the information changing needs to be updated. This function is only available on tickets in Open/Active or Deferred status.

SAMPLE 2: MODIFY A TROUBLE TICKET REPORT / MODIFY ATTRIBUTES

1. Click the radio button beside the ticket to be modified.
2. Hover the **Ticket** tab and select **Modify Attributes**.

TICKET	MLT	SEARCH	TEMPLATE							
Time	Last TP Update	Network ID	State	Status	Agent Trouble Report ID	Customer Trouble Ticket Number	Last Assignment	Trouble Type		
40 PM	03/25/10 04:41 PM	TA-FRN	Open	Active	Screening	TA-FRN-5463		Call Return Not Working		
55 PM	03/23/10 04:55 PM	TA-FRN	New	New		304 545 1765		Always Busy		
56 AM	03/22/10 10:56 AM	TA-FRN	New	New		tyty67r67vyfv57v57r	uoh7890y90y	ANI Problem		
09 AM	03/23/10 09:47 AM	TA-FRN	Open	Active	Screening	TA-FRN-5480		Bell Rings After Answer		
01 AM	03/12/10 08:01 AM	TA-FRN	Open	Active	Screening	TA-FRN-5459		Manual Intervention Required		
03/11/10 05:48 PM	03/17/10 08:52 AM	TA-FRN	Closed	Closed	Out By Cust Req	TA-FRN-5458	DDDDD	Circuit Down		
03/11/10 10:19 AM	03/11/10 10:19 AM	TA-FRN	Open	Active	Screening	TA-FRN-5457	test	Circuit Down		
03/10/10 09:51 AM	03/12/10 11:22 AM	TA-FRN	Open	Active	Screening	TA-FRN-5456	924	Frame Errors Hi Cap		
03/03/10 03:10 PM	03/03/10 03:10 PM	TA-FRN	Open	Active	Screening	TA-FRN-5455		Call Forwarding Busy Line Not Working		
02/17/10 03:00 PM	02/17/10 03:00 PM	ILEC-VMG	New	New		325325	29038523p985u	ANI		

Displaying results 1-10 of 63 results
 Total Number of Pages: 7
 Result Pages: 1 2 3 4 5 6 7

NOTE: Only the fields being modified need to be populated.

Example: User modifies Additional Trouble Info and changes the Manager Contact Person Name, Phone & Email Address.

- Additional Trouble Info:** Close the gate when leaving – Dogs may get out!
- Manager Contact Name:** John Doe
- Manager Phone:** 304 555 1218
- Click **Submit** (Running Person).

TICKET MLT SEARCH TEMPLATE

Modify Attributes Request

Use template: [dropdown]

Trouble Report ID: 2497

Ticket Info | Loc & Access Info | Authorization | Call Back Info

Additional Trouble Info: [text field]

Status Window: [day] day [hr] hr [min] min Preferred Priority: [dropdown] Repeat Report: [dropdown] Perceived Trouble Severity: [dropdown]

Dialog: [text field]

Trouble Detection Time: [calendar icon] Commitment Time Request: [calendar icon] Commitment Time Request Type: [dropdown]

Manager Contact Person:

Name: [text field] Number: [text field] Phone: [text field] Fax: [text field]

Pager: [text field] Respon: [text field] Email: [text field]

Civic Address: [text field] City: [text field] State: [text field] Zip: [text field]

Alternate Manager Contact Person:

Name: [text field] Number: [text field] Phone: [text field] Fax: [text field]

Done

NOTE: The ticket is sent downstream for modification to the existing ticket.

5. Click the refresh icon to view the Response ID. Click the Response ID link to view the response.

TICKET	MLT	SEARCH	TEMPLATE
Modify Attributes Request Detail			
ID: 2509 Trouble Report ID: <u>2497</u> Response ID:			
Creation Time: 03/26/10 02:21 PM		Created By: <u>tester2</u> Invoice ID: 913	
Agent Trouble Report ID: TA-FRN-5463		Network ID: TA-FRN Account Name: ABC	
Dialog:			
Additional Trouble Info: Make sure the gate is closed when leaving premises - Dogs may get out.			
Commitment Time Request			
Trouble Detection Time:		Status Window:	Preferred Priority:
Repeat Report:		Perceived Trouble Severity:	
Manager Contact Person			
Name: John Doe		Number:	Phone: 304 555 1218
Fax:		Pager:	Email:
Respon:		Address:	
Alternate Manager Contact Person			
Circuit Info			
Access From Time:		Access To Time:	
Circuit Access Hours			
Circuit Instance Alias			
Authorization			
Call Back Info			
A Location Access Hours			
A Location Access Address			
A Location Access Person			
Z Location Access Hours			
Done			



Cancel Trouble Ticket

Any ticket in Open/Active or Deferred status can be cancelled.

If the "Cancel" function is sent by the carrier, Frontier will note the request for cancel on the trouble. The trouble will be closed in an appropriate method based on the current status of the trouble and Frontier will bill for any billable work already performed on the trouble. For example, charges may be applicable when a technician has been dispatched to the customer's premises when the request to cancel the ticket is submitted. All billing will be pursuant to the Carrier / Frontier Business Agreement.

SAMPLE: CANCEL TROUBLE TICKET

1. Click the radio button beside the ticket to cancel.

NOTE: A closed ticket cannot be cancelled.

2. Hover over the **Ticket** tab and click **Cancel**.

TICKET									
SEARCH									
TEMPLATE									
Time	Last TP Update	Network ID	State	Status	Agent Trouble Report ID	Customer Trouble Ticket Number	Last Assignment	Trouble Type	
08 PM	03/23/10 09:52 AM	TA-FRN	Open Active	Screening	TA-FRN-5453			ALI	
34 PM	02/11/10 03:34 PM	TA-FRN	Open Active	Screening	TA-FRN-5452			ALI	
14 AM	02/05/10 10:14 AM	TA-FRN	Open Active	Screening	TA-FRN-5451	1111		Always Busy	
17 AM	01/27/10 09:17 AM	TA-FRN	New	New	01A1zfun/123456/ww	xyz		Circuit Down	
53 AM	01/27/10 08:53 AM	TA-FRN	New	New	9999999944444665577	ctn		Circuit Down	
<input checked="" type="radio"/> 1797	01/27/10 08:53 AM	02/03/10 02:40 PM	TA-FRN	Closed	Closed Out By Cust Req	TA-FRN-5448	123456	Dead Data Circuit	
<input type="radio"/> 1766	01/26/10 07:43 PM	01/26/10 07:57 PM	TA-FRN	Force Closed	Closed Out	TA-FRN-5447		No Dial Tone	
<input type="radio"/> 1746	01/26/10 07:32 PM	02/16/10 01:13 PM	TA-FRN	Open Active	Screening	TA-FRN-5446		Call Waiting	
<input type="radio"/> 1728	01/26/10 11:13 AM	02/16/10 01:10 PM	TA-FRN	Open Active	Screening	TA-FRN-5445		ALI	
<input type="radio"/> 1715	01/26/10 10:41 AM	03/21/10 08:39 AM	TA-FRN	Open Active	Screening	TA-FRN-5444		Bell Rings After Answer	

Displaying results 11-20 of 63 results
 Total Number of Pages: 7
 Result Pages: [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#)

3. Fill in Frontier's recommended fields:
 - a. Additional Trouble Info: Example - Please cancel service working OK now.
 - b. Trouble Clearance Person: Name & Phone Number

Frontier Trouble Administration Policies and Procedures Guide

The screenshot shows a web form titled "Cancel Trouble Report Request". At the top, there are navigation tabs for "TICKET", "MLT", "SEARCH", and "TEMPLATE". Below the title, there is a "Use template" dropdown menu. The "Trouble Report ID" field contains the value "2117". The "Additional Trouble Info" field contains the text "Please cancel request. Customer advised service is now working OK.". Below this is a section titled "Trouble Clearance Person:" with several input fields: Name (John Smith), Number, Phone (304 223 1608), Fax, Pager, Respon, Email, Civic Address, City, State, and Zip.

NOTE: No fields are required to be populated on this form.

Field Name	POTS & UNE	Designed Circuits	Frontier Specific Business Process
User Template	O	O	
Additional Trouble Info	O	O	Frontier prefers this field populated with the reason for the cancel.
Name	O	O	Frontier prefers this field populated.
Number	O	O	Not supported by Frontier. If populated, data will be ignored in the back end systems
Phone	O	O	Frontier prefers this field populated.
Fax	O	O	Not supported by Frontier. If populated, data will be ignored in the back end systems
Pager	O	O	Not supported by Frontier. If populated, data will be ignored in the back end systems
Email	O	O	Not supported by Frontier. If populated, data will be ignored in the back end systems
Civic Address	O	O	Not supported by Frontier. If populated, data will be ignored in the back end systems
City	O	O	Not supported by Frontier. If populated, data will be ignored in the back end systems
State	O	O	Not supported by Frontier. If populated,

Field Name	POTS & UNE	Designed Circuits	Frontier Specific Business Process
			data will be ignored in the back end systems
Zip	O	O	Not supported by Frontier. If populated, data will be ignored in the back end systems

4. Click **Submit** (Running Person).

- When Frontier accepts the cancel, the ticket is closed out with response “Closed Out by Cust Req” and the status of the ticket changes to show that it has been canceled.
- The Cancel Request and the Response is retained under the History tab.

Escalate Trouble Ticket

Frontier supports escalations on existing Open/Active status tickets. The only valid fields on the escalate request are:

- Requested State
- Org Level
- Request Person Name
- Request Person Phone

Escalations are supported for all circuit types. However, allow one hour for a response on an escalation before requesting an escalation to the next level.

NOTE: Frontier recommends calling the repair center for level 3 and above. For escalation lists, please visit Frontier Carrier website: <http://www.frontier.com/wholesale/ContentPages.aspx?p=63>.

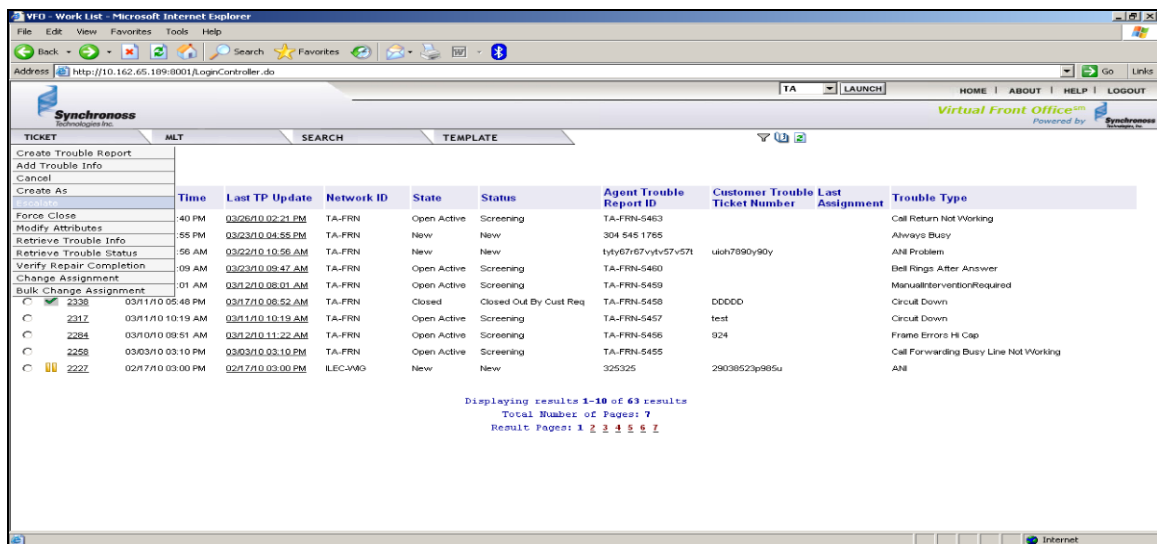
Both parties recognize that there may be unusual circumstances that warrant special treatment (i.e., an emergency situation). Situations qualifying for such consideration include those conditions that may seriously affect life or property. Examples include:

- Serious illness (e.g., the home bound patient is connected to monitoring equipment accessed by medical personnel via the telephone)
- Doctors on call
- Death in the family
- Handicapped individuals (where the phone is the only link to the outside)

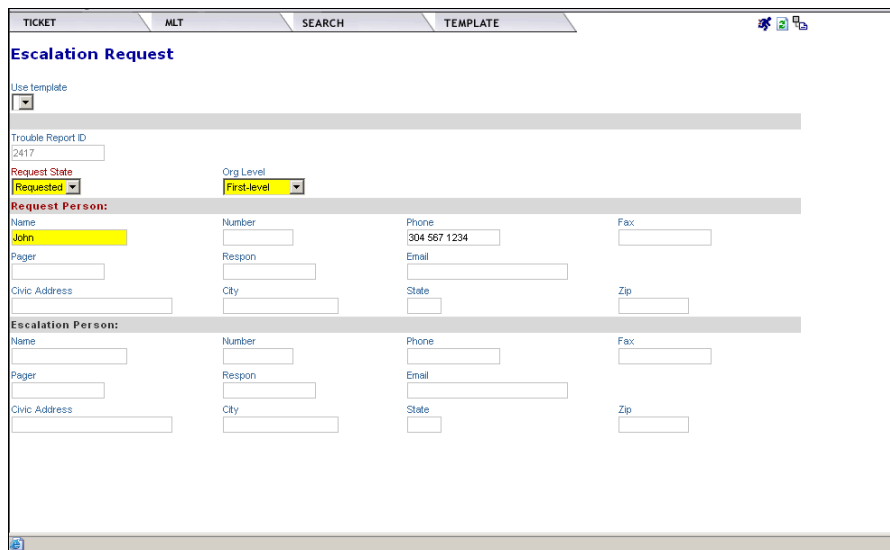
In addition to the above emergency situations, Carriers may wish to escalate a trouble report for a Major Account customer.

SAMPLE: ESCALATE A TROUBLE TICKET REPORT

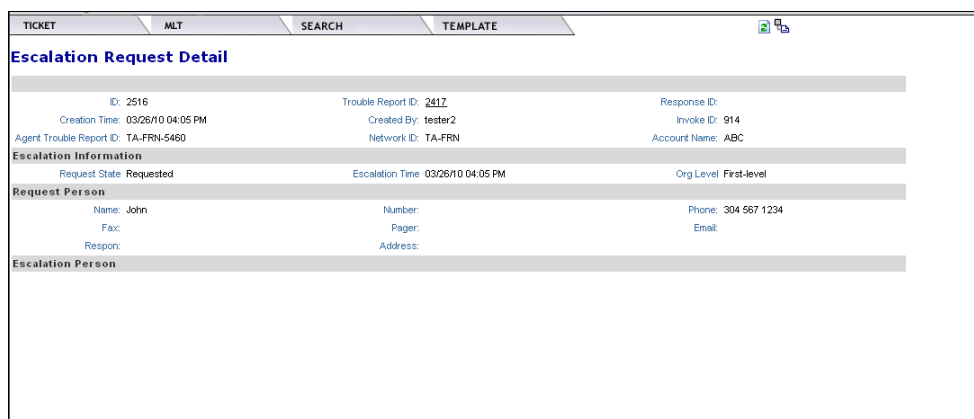
1. Click the radio button next to the ticket to escalate.
2. Hover over the **Ticket** tab and select **Escalate**.



3. **Request State:** Select Requested from the drop down list.
4. **Org Level:** Select First-Level from the drop down list.
5. **Request Person Name:** Enter the request person name.
6. **Request Person Phone:** Enter the request person telephone number.



7. Click **Submit** (Running Person).



NOTE: The ticket is sent downstream for processing.

Frontier Specific Processes for Escalations:

The Escalate function should only be used after the ticket has been opened and it has received a Create Response at least one hour ago.

The table below reviews the fields on the Escalation request and Frontier’s rules for those fields.

Green shading: Fields optional in the system but required by Frontier.

Red shading: Fields optional in the system but not supported by Frontier.

Frontier Trouble Administration Policies and Procedures Guide

Field Name	Non-Design Circuits	Design Circuits	Frontier Specific Business Process
Escalation: ADD			
Request State	R	R	Only the selection of REQUESTED is applicable for Frontier.
ORG LEVEL:			
Org level	R	R	Frontier only supports levels First – Fourth and doesn't allow for skipping a level.
REQUEST PERSON:			
Name		R	Required by the system and Frontier.
Number		O	Optional for the system but Frontier doesn't support this field.
Phone		FR	Frontier would like this field populated on all escalations.
Fax		O	This section not supported by Frontier. Any data populated in these fields, will be ignored by back end systems.
Pager		O	
Email		O	
Respon		O	
Civic Address		O	
City		O	
State		O	
Zip		O	
ESCALATION PERSON:			
Name		O	This section not supported by Frontier. Any data populated in these fields, will be ignored by back end systems.
Number		O	
Phone		O	



Field Name	Non-Design Circuits	Design Circuits	Frontier Specific Business Process
Fax		O	
Pager		O	
Email		O	
Respon		O	
Civic Address		O	
City		O	
State		O	
Zip		O	

Closing Tickets/Verify Repair Complete

POTS and UNE circuits will be changed to a **Closed** state and **Closed Out** status by Frontier when the issue is resolved.

Frontier will send a Verify Repair notice on Design Circuits only. Tickets in the “Cleared Awaiting Customer Verification” status can use the **Verify Repair Complete** function to communicate to Frontier the agreement or disagreement with the cleared state. Frontier gives the Carrier 72 hours to respond to the “Cleared Awaiting Customer Verification” status, before Frontier closes the ticket.

If the Carrier returns a “Denied,” “Denied Activity Duration Disputed,” or “Denied Close Out Narr Disputed,” the ticket will remain open. Frontier will respond and change the state to “Open/Active.”

Frontier Trouble Administration Policies and Procedures Guide

The screenshot displays the 'AVC Notification Detail' page in the Virtual Front Office. The notification details are as follows:

ID: 609	Trouble Report ID: 59Z	Creation Time: 07/01/10 05:25 AM
Notification Type: 161	Invoke ID: 13852	Event Time:
Agent Trouble Report ID: 2010070101788	Network ID: FRAC	Account Name: ZTK
Trouble Found:	Restored Time:	Outage Duration:
Last Update Time:	Repeat Report:	
Close Out Narrative:		
Dialog:		

Status Information

State: Cleared	Status: Cleared Awaiting Cust Verification	Status Time: 07/01/10 02:26 AM
----------------	--	--------------------------------

Commitment Time

Onsite Time:	Cleared Time: 07/01/10 02:26 AM
--------------	---------------------------------

Additional Trouble Status Info

Info

10 - HIGH TRAFFIC USE ---- 297 - assigningProvisioning

Agent Contact Person

Responsible Person

Trouble Location

Hand Off Info

Hand Off Center:	Hand Off Location:	Hand Off Time:
------------------	--------------------	----------------

Hand Off Person

Maintenance Org Info

Contact Time:	Service Charge: N
---------------	-------------------

The screenshot displays the 'AVC Notification Detail' page in the Virtual Front Office. The notification details are as follows:

ID: 2802	Trouble Report ID: 1151	Creation Time: 07/02/10 10:32 AM
Notification Type: 222	Invoke ID: 14282	Event Time:
Agent Trouble Report ID: 2010070101844	Network ID: FRAC	Account Name: FET
Trouble Found:	Restored Time:	Outage Duration:
Last Update Time:	Repeat Report:	
Close Out Narrative:		
Dialog:		

Status Information

State: Cleared	Status: Cleared Awaiting Cust Verification	Status Time: 07/02/10 07:32 AM
----------------	--	--------------------------------

Commitment Time

Onsite Time:	Cleared Time: 07/02/10 07:22 AM
--------------	---------------------------------

Additional Trouble Status Info

Info

90 - TEST OK ---- 253 - noTroubleFound

Agent Contact Person

Responsible Person

Trouble Location

Hand Off Info

Hand Off Center:	Hand Off Location:	Hand Off Time:
------------------	--------------------	----------------

Hand Off Person

Maintenance Org Info

Contact Time:	Service Charge: N
---------------	-------------------

Frontier tickets are closed in this manner:

1. The request for Close Out Verification on a Carrier originated ticket will be sent and the ticket will be placed in “Cleared Awaiting Cust Verification” status.
2. If no response is received after 72 hours the ticket will be changed to a state of “Closed” and a status of “Closed Out.”
3. If the Carrier responds, “Verified” to the cleared repair response, then the ticket will be changed to a state of “Closed” and a status of “Closed Out Cust Verified.”

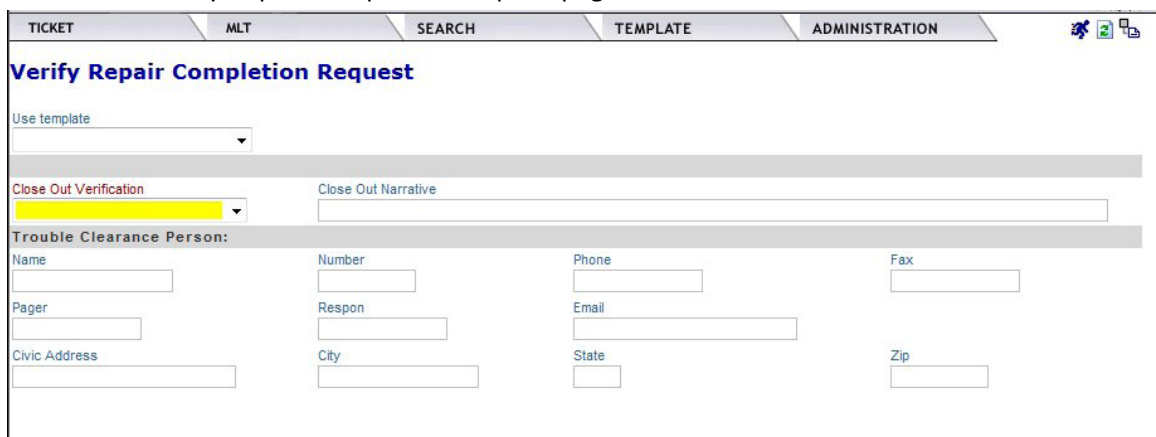
NOTE: If the Carrier replies with “No Action” in the **Close Out Verification** field, Frontier will treat this as no response and close the ticket after the allotted 72 hours.

Requesting Vendor Meet While Denying Ticket Closure

When the Carrier responds with any of the denied response, during the **Verify Repair Complete** process, they can also request a vendor meet at the same time. This is done by populating the “Close Out Narrative” field with “Vendor Meet Requested,” entering the Trouble Clearance Person’s name and phone, and calling MCO 888-637-9620 to schedule the vendor meet. This response only alerts Frontier of your intention for a vendor meet, you must call to schedule.

SAMPLE: VERIFY REPAIR COMPLETE

1. From the Work List, click the radio button that corresponds to the Trouble Report Request that requires the Verify Repair Completion Request.
2. Execute the **Ticket > Verify Repair Completion** menu command. This opens the Verify Repair Completion Request page screen shown below:



The screenshot shows a web application interface for a "Verify Repair Completion Request". At the top, there are navigation tabs: TICKET, MLT, SEARCH, TEMPLATE, and ADMINISTRATION. Below the tabs is a title bar "Verify Repair Completion Request". The form includes a "Use template" dropdown menu. Below that is a section for "Close Out Verification" with a dropdown menu (highlighted in yellow) and a "Close Out Narrative" text input field. Underneath is a section titled "Trouble Clearance Person:" with several input fields: Name, Number, Phone, Fax, Pager, Respon, Email, Civic Address, City, State, and Zip.

3. Populate the relevant fields to either approve the ticket closure (Verified) or deny the closure because there is still an issue.

Note: To request a Vendor Meet, enter “Denied” in the *Close Out Verification* field and enter “Vendor Meet Requested” in the *Close Out Narrative* field.

4. Click **Submit**.

NOTE: If the ticket closure is approved (Verified), the AVC returned from the Trading Partner will change the ticket status to Closed.

If the ticket closure is denied, the AVC returned from Frontier will change the ticket’s state to Open/Active with status Screening on the AVC and the ticket will remain open.

Frontier Business Rules - Verify Repair Completion Request

- Frontier only supports “Verify Repair Completion Request” activity on trouble ticket reports for designed circuits.
- Frontier does not support a selection of “No Action” from the “Close Out Verification” drop down list.
- If Frontier does not receive a verify repair response for 72 hours Frontier closes the ticket.

Field Name	Non-Design Circuits	Design Circuits	Frontier Specific Business Process
Close Out Verification	N/A	R	Select one of the following: Denied – Indicates the issue still exists. Denied Activity Duration Disputed – Indicates the issue is resolved but there is a disagreement over the time it took to fix the issue. Denied Closed Out Narr Disputed – Indicates an issue is resolved but there is a disagreement with the information provided in the Closed Out Narr field. No Action – This is the same as not responding for 72 hours. DO NOT USE! Verified – Indicates the issue is resolved and agreement with the other information provided in the clear response.
Close Out Narrative	N/A	C	Required by Frontier when the Close Out Verification is populated with anything other than Verified. Note: Enter “Vendor Meet Requested” to request a Vendor Meet for the issue.
TROUBLE CLEARANCE PERSON:			



Field Name	Non-Design Circuits	Design Circuits	Frontier Specific Business Process
Name	N/A	O	
Number	N/A	O	
Phone	N/A	O	
Fax	N/A	FP	This section not supported by Frontier. Any data populated in these fields, will be ignored by back end systems.
Pager	N/A	FP	
Email	N/A	FP	
Respon	N/A	FP	
Civic Address	N/A	FP	
City	N/A	FP	
State	N/A	FP	
Zip	N/A	FP	

Appendix A: Trouble Types

Not all of the industry Trouble Types are supported by Frontier and the use of the Trouble Types are dependent on the Network ID selected. The table below lists all the industry Trouble Types and uses a “Y” to indicate if the type is supported when transmitting to the specified Frontier Network ID.

Design Circuit Trouble Types

VFO Trouble Types	Code
Can Not Hear	402
Can Not Receive Data	1201
Can Not Send Data	1202
Circuit Down	623
Cross Talk	805
Errors	1224
Getting All Ones	1230
Hollow	621
Hot Levels	904
Impulse Noise	1207

VFO Trouble Types	Code
Lines Need Tagging	1011
Low Levels	901
Monitor Circuit	628
No Dial Tone	101
Noisy	802
No Loopback	1008
Other	1014
Request For Routine (Used to Request Special Access Testing)	1511

Non-Design Circuit Trouble Types

VFO Trouble Types	Code
All Access Busy	207
Always Busy	313
ANI	1405
ANI Problem	1711
ANI Timeout	1701
Bad Balance	633
Bad ERL	619
Bell Does Not Ring	314
Bell Rings Can Not Answer	316
Call Blocking Not Working	1113
Call Forward No Answer Not Working	1117
Call Forwarding Busy Line Not Working	1116
Call Forwarding Not Working	1115
Call Return Block Not Working	1111
Call Return Not Working	1110
Call Trace Not Working	1107
Call Track Block Not Working	1106

VFO Trouble Types	Code
Call Transfer	1102
Call Transfer Problem	1501
Call Waiting	1103
Call Waiting problem	1502
Caller ID Block Not Working Per Call	1122
Caller ID Block Not Working Per Line	1121
Caller Identification Not Working	1112
Can Not Activate PC	1407
Can Not Be Called	301
Can Not Be Heard	401
Can Not Be Heard Group	400
Can Not Break Dial Tone	203
Can Not Call 700	213
Can Not Call 800 or 888	214
Can Not Call 900	215
Can Not Call 911	212
Can Not Call DA	216



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VFO Trouble Types	Code
Can Not Call Intra LATA Toll	217
Can Not call Long Distance	209
Can Not Call Out	201
Can Not Call Out2	208
Can Not Call Overseas	210
Can Not Hear	402
Can Not Trip Ring	304
Cannot Deposit Coin	1803
Cannot Remove Blocking On A Single Call	1123
Cannot Setup Unique Ring ID	1120
Clicking	810
Coin Stuck	1802
Coins Do Not Register	1805
Coins Fall Through	1804
Common Block Centrex Problems	1125
Cross Talk	805
Custom Call Feature	1104
Custom Call Feature Do Not Work	1503
Cut Cable	616
Cuts Off	701
Dial Tone After Dialing	204
Do Not Answer	306
Echo	620
Foreign Tone	803
Ground Hum	807
Grounded	603
Hears Other On Line	808
High and Dry	205
High and Wet	1716
Hollow	621
Hum On Line	809
Hung Up	611
Hunting Not Working	1118
Incorrect Caller ID	1126

VFO Trouble Types	Code
Intermittent Noise	801
Line Loss	908
Lines Need Tagging	1011
Loose Jack	1410
Manual Intervention Required	1522
Missing ANI	1713
Modem	1408
Multi-late Digit Group	1706
Needs Equalized	907
Network Failure	1022
New Service Not Working	629
No Dial Tone	101
No Coin Return	1801
Noisy	802
No Key Pulse	1707
No Response	1205
No Ring No Answer	318
Not Polling	1213
Off Hook	1411
Open to DEMARC	617
Other	1014
Other Ring Trouble	319
Other Station Trouble	1418
Other Voice Describe Additl Info	631
Out wats Ringing In	1012
Partial Dial Timeout	1708
Pay Phone Damage	1806
Physical Problem	1412
Pic Trouble	1101
Reach Recording	307
Receives Calls For Wrong Number	320
Recording On Line	321
Remote Call Forwarding	1124
Reorder	312
Repeat Dial Block Not Working	1109

VFO Trouble Types	Code
Repeat Dial Not Working	1108
Ring No Answer	311
Rings Then Goes Busy	322
Selective Call Forwarding Not Working	1119
Slow Dial Tone	102
Slow Response	1228
Software Group Alarm	1019
Speed Call	211
Static On Line	806
Station Trouble Group	1300

VFO Trouble Types	Code
Station Group Designation Digit Failure	1710
Switch Or Trunk Related	1518
Tech Assist	1519
Three Way Calling	1105
Trouble-type-Station Wiring	1305
Trunk Blocked Far End	632
Vacant Code Announcement	1714
Voice Messaging Services Problem	1114
Wire Broke Set Broke Pole Down	1415
Wiring Problem	1414

Appendix B: Trouble Found Descriptions

Frontier will provide trouble found descriptions when a ticket is cleared or closed, these are similar to the disposition/cause codes provided by other carriers and provide the descriptions of the issues found on the ticket.

Code	Description
0	pending
1	cameClear
2	centralOffice
3	switchTrouble
4	customerProvidedEquipment
5	facility
6	centralOfficeFacility
7	ICfacility
8	interexchangeCarrier
9	information
10	nonplanClassified
11	nonplanClassifiedIC
12	nonplanClassifiedEA



Code	Description
13	noTroubleFound
14	station
15	stationProductData
16	stationProductTerminal
17	stationProductVideo
18	stationProductVoice
19	stationWiring
20	otherStationEquipment
21	foundOKStation
22	servingBureau
23	testOK
24	publicServicesCoinSet
25	customerOperatingInstructions
26	testedOKVerifiedOK
27	coFacilityTestedFoundOK
28	outsideFacilityTestedFoundOK
29	referredOutToOtherDept
30	protectiveConnectingArrang
31	cpeCustomerResponsibility
32	preService
33	preServiceIC
34	preServiceEA
35	serviceNode
36	data

Code	Description
37	customerReferredToVendor
38	exchangeAccess
39	international
40	otherProvidedAccess
41	existingReport
42	cancelExclude
43	paBX
44	outsideWire
45	outsideTerminals
46	outsidePlantEquipment
47	outsidePlantFiberOptic
48	outsidePlantOther
49	coEquipmentOther
50	coEquipmentFrames
51	coConcentrator
52	receiverOffHook
53	cpeAuthorized
54	cpeTelcoMaintained
55	independentCompany
56	cpeCalledNumber
57	assigningProvisioning
58	interServiceCenter
59	referredOut
60	network



Appendix C: Frontier Supported Statuses

Below are the typical states of a ticket with the Frontier supported statuses. Although the deferred state is not listed, it is a possible state for a Frontier trouble ticket. See Appendix D for status codes.

NEW	OPEN/ACTIVE	CLEARED	CLOSED
<p>New: Has Not been sent to downstream systems or has not received a response.</p>	<p>Refer Mtce Center: Ticket referred to a Service Center Workgroup.</p> <p>Testing: Frontier employee testing.</p> <p>Pending Test: in dispatch system waiting for tester</p> <p>Pending Dispatch: Pending assignment to a Technician.</p> <p>Craft Dispatched: Tech has but not currently working</p> <p>Originating Equip Failure: Ticket associated with Equipment Common Cause failure identified.</p> <p>Cable Failure: Ticket associated with Cable Common Cause failure.</p> <p>Start Repair: Tech working Trouble Ticket.</p> <p>Trouble Escalated: Frontier responding to Escalation request.</p>	<p>Temporary OK: Ticket being held for Monitoring. (Not held longer than 24 hours)</p> <p>Cleared Awaiting Cust Verification: Used for Design Circuits only. Work is completed pending Customer Acceptance.</p>	<p>Closed Out By Cust Req: Frontier has responded to Cancel Request</p> <p>Closed Out Cust Verified: Customer sent positive Verify repair response.</p> <p>Closed Out: Repair issue has been resolved.</p> <p>Closed Out Cust Denied: Customer sent negative Verify Repair response. <i>(State will change to Open/Active)</i></p>

Appendix D: Frontier Status Codes

The table below outlines the statuses used on tickets, the codes sent to e-bonded carriers, and the definition.

Trouble Status		
Description	Code	Definition
New	0	Has not been sent to downstream systems or has not received a response back from the downstream systems
Testing	2	Frontier employee is testing
Start Repair	7	Tech working on Trouble
Pending Test	8	In dispatch system waiting for tester
Pending Dispatch	9	Pending assignment to a Technician
Refer Mtce Center	11	Ticket Referred to a Service Center Workgroup
Refer Vendor	12	Ticket Referred to the Vendor
No Access Other	13	Ticket closed or deferred due to no access.
Start No Access	14	Ticket Deferred due to no access to circuit
Stop No Access	15	Ticket Deferred due to no access to circuit
Start Delayed Mtce	16	Ticket Deferred
Stop Delayed Mtce	17	Ticket Deferred
Trouble Escalated	18	Frontier has responded to Escalation request
Craft Dispatched	19	Tech has ticket but is not currently working on it
Temporary OK	20	Ticket being held for Monitoring
Cable Failure	21	Tickets associated with Cable Common Cause failure
Originating Equip Failure	22	Tickets associated with Equipment Common Cause failure id
Cleared Awaiting Cust Verification	26	Used for Designed Circuits Only - Work is Complete pending Carrier Acceptance
Closed Out	27	Repair issue has been resolved
Closed Out By Cust Req	28	Frontier has responded to Cancel Request on Non-Design Circuit
Closed Out Cust Verified	29	Carrier sent positive Verify repair response.
Closed Out Cust Denied	30	Carrier sent negative Verify Repair response.
Canceled Pending Work In Progress	31	Frontier has responded to cancel request on design circuit
Canceled Pending Test Completion	32	Frontier has responded to cancel request on design circuit currently pending testing.
Canceled Pending Dispatch Completion	33	Frontier has responded to cancel request on design circuit currently being dispatched.

Appendix E: Frequently Asked Questions

Q-1: How does Frontier determine if a Circuit is a Design Circuit or a Non-Design Circuit?

A-1: At time of Circuit Validation, immediately following the circuit ID entry process, Frontier passes the tickets through two systems looking to validate it exists and if it belongs to the Account ID.

One system is used for Design Circuits and the other houses Non-Design Circuits.

Q-2: When entering ticket in VFO, it asks for the Circuit ID; if this is incorrect, how is the carrier notified?

A-2: The validation of the Circuit ID is completed before you can enter the ticket details. This Circuit ID is passed to Frontier's back office system and if it fails to locate the Circuit ID an error is sent immediately. The carrier will need to start a new ticket with the correct circuit ID.

Q-3: How will Operations prioritize and track tickets?

A-3: Tickets are prioritized based on TSP guidelines and commitment times and dates.

Q-4: How are appointments handled? What if an appointment is missed?

A-4: Appointments will be scheduled for a.m., p.m., or all day, if access is required. The Technician will call the Location Access person prior to going in the a.m. to let the customer know he will be there and the approximate time. If he misses the appointed time and the customer is not there at arrival. He is to again attempt to call the Location Access person to arrange for access if required. If the trouble is inside and he cannot gain access, he will clear the trouble as no access. If the ticket is for a design circuit, the CLEC can verify or deny completion. If the ticket is for Resale POTS, Wholesale Advantage, or UNE, the ticket will be closed. The tech will indicate upon completion if he met the appointment or not. If the trouble is outside he will fix the issue and complete the ticket.

Q-5: In VFO, the access hours are provided as hh:mm am/pm, what is the tML format used to provide access hours?

A-5: The time is set to GMT format.

```
<tML-TABase:IntervalStart>08:00:00.000-05:00</tML-TABase:IntervalStart> <tML-TABase:IntervalEnd>17:00:00.000-05:00</tML-TABase:IntervalEnd>
```

Q-6: What is the process if there is no access to the customer’s NID?

A-6: Ticket will be left open and the Technician will call the Manager Contact Phone number to make arrangements to get to the NID. If he cannot get anyone at the contact phone number, the ticket will be closed as no access. If the ticket is for a design circuit, the CLEC can verify or deny completion. If the ticket is for Resale POTS, Wholesale Advantage, or UNE, the ticket will be closed. The CLEC will need to make sure there is access instructions and create a new ticket if the issue is not resolved.

Q-7: Will the same employees work the Wholesale Advantage DSL product issues after the acquisition and is the number to call the same?

A-7: Yes, the number to call for these issues is 877-503-8260.

Q-8: What type of transaction should be sent for the following issues, NID Moves, Buried Wire Requests, Plant Rearrangement, Drop Moves, Pole Moves, Dangling Lines?

A-8: Please refer to the following table:

	Order Transaction	Trouble Ticket
NID Moves	✓	
DEMARC Moves	✓	
Buried Wire Requests		✓ Call MCO*
Drop Moves	✓	
Pole Moves		✓ Call MCO*
Dangling Lines		✓ Call RCMC**
Plant Rearrangement		✓ Call MCO*



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*MCO: Maintenance Center Office - Main number to report a trouble 888 637 9620.

**RCMC: Retail Circuit Maintenance Center – 877-503-8260

These offices will not provide a commitment time on these issues. This will be provided by the department handling the issue.

Q-9: How are Vendor Meets requested?

A-: See the Vendor Meet Guide posted on Frontier’s Website:
http://www.frontier.com/Documents/verizon/VendorMeetPolicies_and_Procedures_060910.pdf

Q-10: How long after a Vendor Meet ticket is entered should the Carrier expect a call to schedule the meet?

A-10: Within 2 hours during normal business hours.

Q-11: What are Frontier’s MLT – VER Codes?

A-11: The MLT VER codes are provided in the MLT Policies and Procedures Guide provided on Frontier’s Website:
http://www.frontier.com/Documents/verizon/FrontierMLT_Policies_and_Procedures_052410.doc.

NOTE: Although Frontier is using many of the same values supported by Verizon, there are values listed that were not previously supported by Verizon.

Q-12: Can a MLT be used to test a UNE loop?

A-12: No, this is only for Resold POTs lines. A ticket will need to be opened and then the tech will test the loop.

Q-13: Will the disposition codes and cause codes be the same as Verizon?

A-13: No. Frontier is using Trouble Descriptions that do not map one for one to Verizon codes. To view the list of descriptions, see Appendix B in the Trouble Admin Guide.
<http://www.frontier.com/Documents/wholesale/Frontier%20Trouble%20Administration%20Guide%20061410.pdf>

Q-14: How do you indicate on a new ticket that no intrusive testing should be performed?

A-14: In the authorization tab, select “Denied” and check action “Test.” In the “Circuit Access Hours” section the user can enter start time as 00:00 am and end time 00:01 am and this will indicate “no intrusive testing.”

Q-15: Who is contacted if a damage claim is needed?

A-15: Fred Saunders at 304-344-6535

Q-16: What are the criteria for a chronic ticket and is there a Chronic Ticket Manager?

A-16: In West Virginia, if there are 3 tickets reported on the same facility within a 45 day period, the ticket is considered chronic. There is a Chronic Ticket Manager, Mark Browning, at 304 526 0425, in the Maintenance Control Organization (MCO).

Q-17: Do chronic tickets remain open 30 days after resolution?

A-17: No. However, the chronic facility is monitored by the repair team until stable. Stability is defined by no network outages and/or no additional reports received for 45 days.

Q-18: Can a new ticket be opened with the Repeat Report field populated to indicate a chronic issue?

A-18: Frontier is not mapping the Repeat Report field to the back office trouble ticket systems. Chronics are based on three troubles in a 45 day timeframe. This information is tracked in the back office system, so there is no need to provide this information on the ticket.

Q-19: If a ticket is placed in a temporary monitoring status, how long is it monitored?

A-19: 24 Hours.

Q-20: Will the ticket indicate Dispatch In and Dispatch Out?

A-20: Frontier does not use the terms Dispatch In and Dispatch Out. Frontier dispatches the technicians to the location where they believe the trouble resides. If the trouble is determined to be at another location, the technician will notify Frontier’s Repair Center and the ticket will be routed to the new location.

Q-21: In VFO there is a place to indicate two addresses for point-to-point circuits; what if the circuit has multiple legs and another address is needed?

A-21: If the ticket involves more than two addresses for the individual circuit, the additional address information should be noted in the Additional Trouble Info field. This field can house 256 characters. Additional information may be sent on a ticket after the ticket is submitted by using the “Add Trouble Info” menu selection under the Ticket tab. This will allow you to add an additional 256 characters to the ticket.

Q-22: How are group tickets handled? Are we able to open multiple tickets that all relate to a Master Ticket? Will an escalation on a Master Ticket cascade to all sub-tickets?

A-22: Virtual Front Office (VFO) does not support Grouping Tickets, however, the back office systems will group tickets. If an escalation comes in on a master ticket in the group, the back office systems will escalate all related to the group.

Q-23: What is the interval for escalating a ticket? When an escalation is entered electronically will the response show the escalation person? Are escalations for network infrastructure problems handled differently?

A-23: Escalations can be sent hourly. The person the ticket has been escalated to will not be returned on the escalation responses. All escalations are treated the same way.

Q-24: How is the severity of the impact noted on a trouble ticket? For example, the issue is impacting a Hospital.

A-24: There is a place on the ticket to enter the TSP Priority and for Design Circuits you can enter the Perceived Trouble Severity. However, if special action is being requested, Frontier recommends you call the MCO office for Access/Design Circuits or the RCMC for Local/Non-Design Circuits.

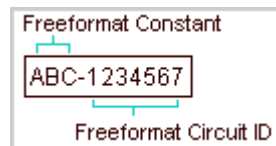
Appendix F: Circuit ID Supported Formats

COMMON LANGUAGE Circuit ID Format

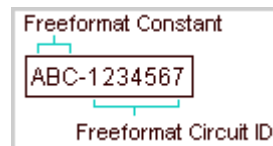
CLF Format



OTF Format



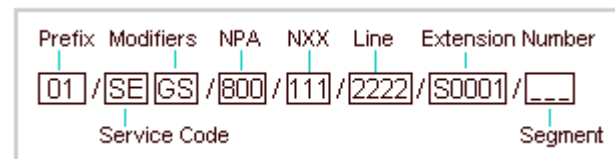
OTS Format



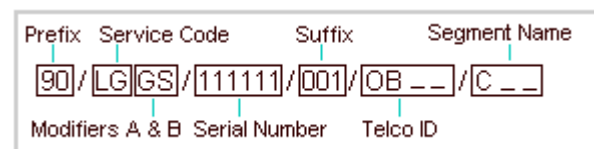
CLM Format



CLT Format



CLS Format





Change Log:

Date	Page	Change
06/10/2010	23	New Repair Escalation Numbers
06/14/2010	43-53	Corrected the Trouble Type header to just include the first row.
6/29/2010	4 9 54 58	Late Bonding Feature will not be available on day one. Added Response Example. Added codes with Trouble Found descriptions. New Appendix – Frequently Asked Questions
2/28/2011	61 67	Added Appendix D – Status Codes Added Appendix F – Supported Circuit ID Formats
5/3/2011	61	Updated Appendix D with Status Codes 12, 13, 31, 32, and 33.
6/30/2011	29	Corrected the “No Response” procedure.
9/18/2011	All	Frontier removed the Network values FRAC and FRLC and supports “Frontier” instead. Frontier validates the Circuit ID prior to the ticket creation. The escalation tab doesn’t show on new ticket. The Call Back Info tab is not supported by Frontier and may not be populated in VFO.