



Request Special Access Test Policies and Procedures

Carrier Services

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

Updated: 6/9/2010

Disclaimer: This documentation is for information purposes only and does not obligate Frontier to provide services in the manner herein described. Frontier reserves the right as its sole option to modify or revise the information in this document at any time without prior notice. In no event shall Frontier or its agents, employees, directors, officers, representatives or suppliers be liable under contract, warranty, tort (including but not limited to negligence of Frontier), or any other legal theory, for any damages arising from or relating to this document or its contents, even if advised of the possibility of such damages.

© 2010 Frontier Communications Corporation – All Rights Reserved.

Request Special Access Test Policies and Procedures

Introduction

This document explains Frontier Communications' policy and procedures for requesting Special Access circuit tests.

Policy

Carriers can request a test on a Special Access (designed) circuit using the Frontier VFO application or electronically using the TML-TA Schema. The Create Trouble Report function may be used to request a test on a Special Access circuit and if the results of the test show a Frontier issue, the test request can be turned into a Trouble ticket request, using the Create As function. This document explains this function in detail.

There are four types of tests that can be requested:

- Normal
- Quick
- RPVI
- Chronic

For designed circuits that touch the test platform, Frontier will gladly accept requests for Performance Monitoring, Loop Up and Loop Down. For these requests, please call the Customer Maintenance Control Office (MCO) at 888-637-9620, so that they may coordinate with our live technicians.

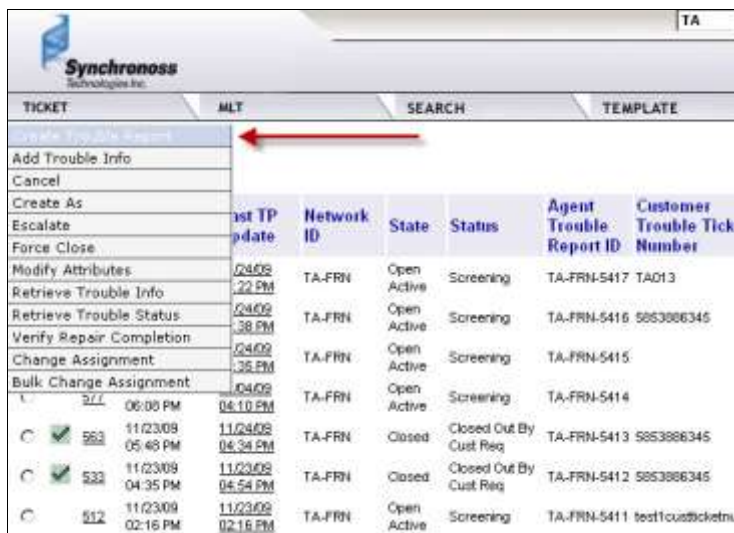
Autotest Stress Patterns

Test Name	Technology	Patterns	Test Time in Seconds
Normal Test	T1HICAP	QRS	30 then 300
		1in8	30 then 300
	DDS	ALL 0'S	20
		S5	180
Quick Test	T1HICAP	QRS	30
		1in8	30
	DDS	ALL 0's	20
		S5	180
Chronic Test	T1HICAP	QRS	30 then 900
		1in8	30 then 300
		ALL O'S	20 then 30
		ALL 1's	300
		S55	900
	DDS	S1	180
		S2	180
		S3	180
		S4	180

RPVI / RPVO	T1HICAP	QRS	30
		1in8	30
		ALL 0'S	20
	DDS	S5	180

How to Submit a Request for Special Access Testing

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



2. Optionally, select a template.
3. Select the Trouble Report Format Designation (**TRFD**). In this case it will be either *1-Service with Premises Address* or *2-Services without Premises Address*.
4. Select your company's CCNA under the **Account Name** field.
5. Select **FRAC** for Design Circuits in the **Network ID** field.

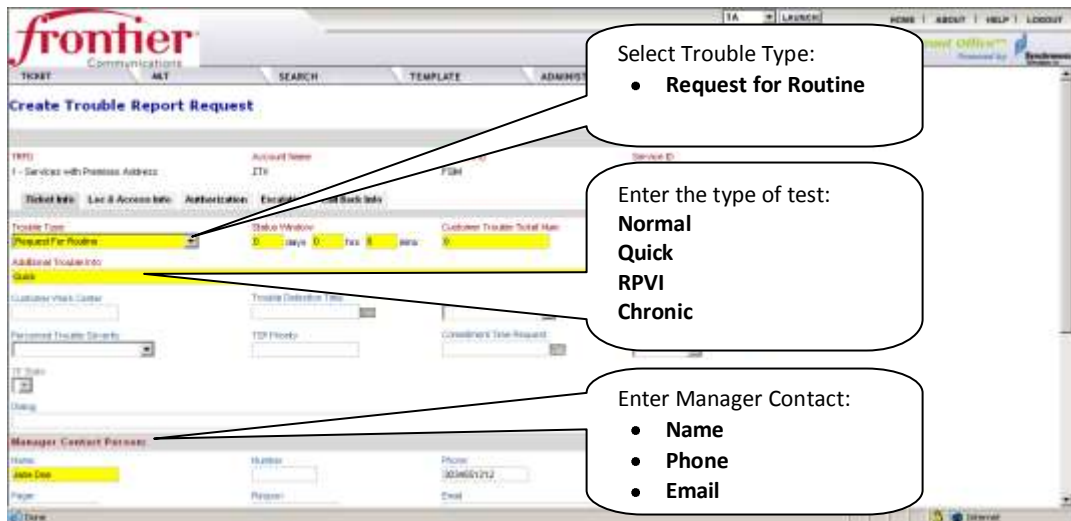


Circuit Information	TRFD Field:	Account Name:	Network ID:	Service ID:
Circuit (Designed)	1 - Services with Premises Address	Company CCNA	FRAC	Circuit ID

Circuit (Central Office Work)	2 - Services without Premises Address	Company CCNA	FRAC	Circuit ID
----------------------------------	--	--------------	------	------------

NOTE: Resold POTS should use the MLT tab to request a test.

6. Enter the Exchange Company Circuit ID (ECCKT) in the **Service ID** field.
7. Select **Request for Routine** from the **Trouble Type** menu.
8. Enter **0** (zero) in the **Status Window** fields.
9. Enter one of the following types of tests in the **Additional Trouble Info** field:
 - Normal
 - Quick
 - RPVI
 - Chronic

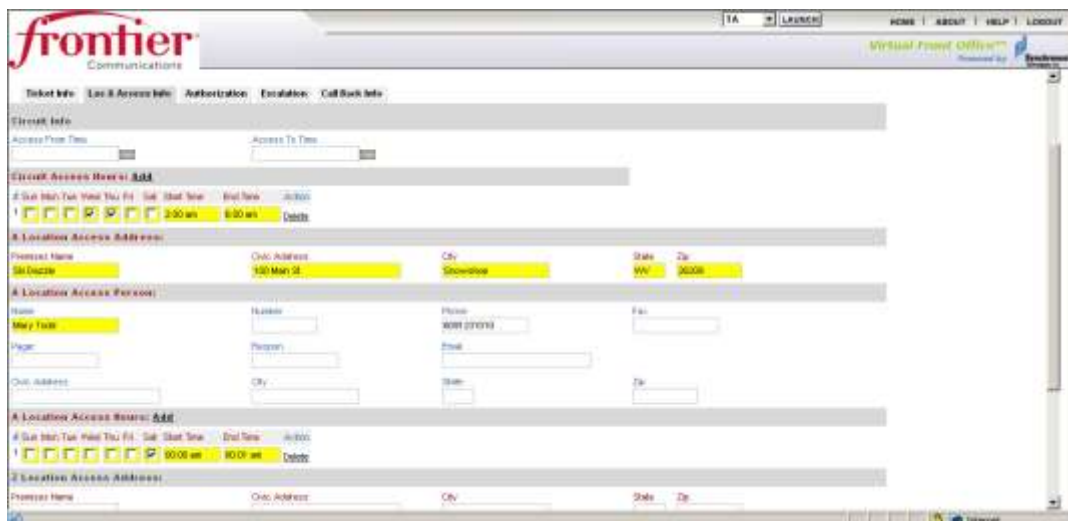


7. Enters **Manager Contact Person:** Name, Phone Number, and Email.

NOTE: Email will be used when the test report is too large to send back in the Close Out Narrative field on the final response. The email will be sent from FrontierTestResults@frontiercorp.com. No emails can be sent to this email box. It is only used for sending results.

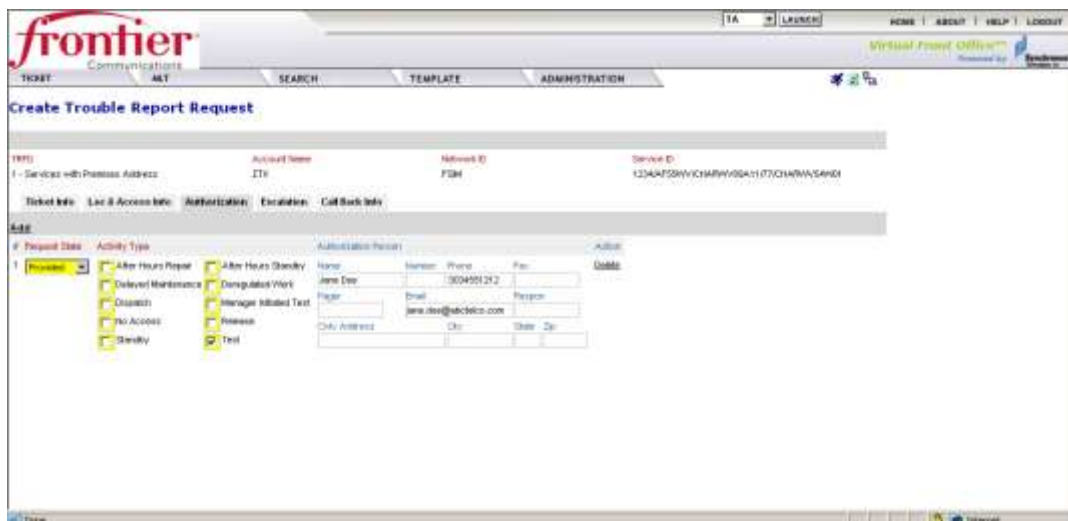
8. Click the **Loc & Access Info** tab and complete all required fields.
 - a. **TRFD 2 – Service without Premise** – only Circuit Access days and hours are required. Make sure the interval is a least 4 hours in length.
 - b. **TRFD 1-Service with Premise**, populate Circuit Access days and hours with a minimum interval of 4 hours, populate the A location address

fields, and for the Location A Access days and hours, select any day with a Start time of 00:00 am and an End time of 00:01 am, since no access is required to the location for this Trouble Type.



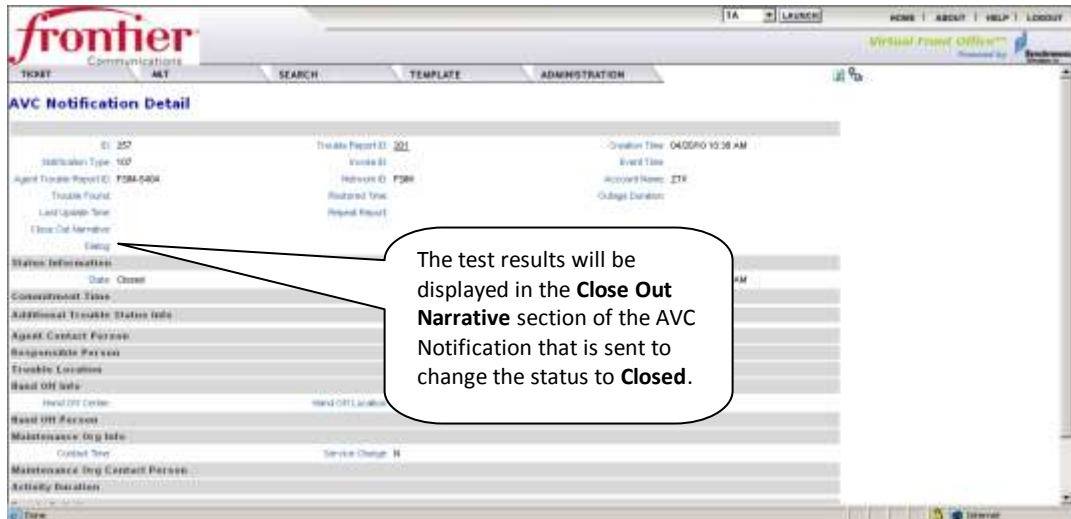
9. Click the **Authorization** tab.
10. Select **Provided** for Request Type and **Test** for Activity.
11. Enter the Name and Phone of the person providing Authorization.

NOTE: Email is requested just in case the test report is too large to transmit electronically.



12. Click the **Submit** icon (running person).
13. The ticket flows downstream to the repair operations center and will receive a **Create Response** to indicate the ticket has been received and an Agent ID is assigned.

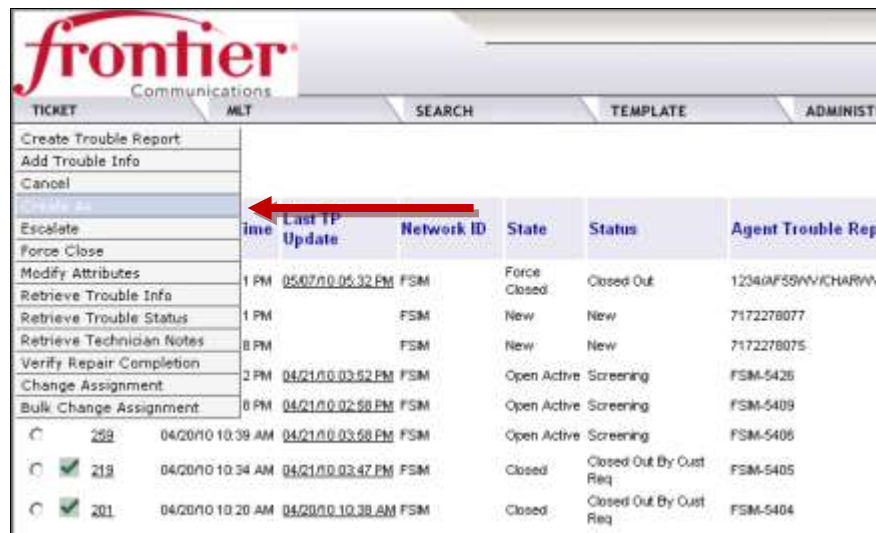
- After the test is complete, the results will be displayed in the **Close Out Narrative** section of the response with the test data or will be sent to the manager contact email address. Emails are sent from FrontierTestResults@frontiercorp.com. This email address is only used for sending testing reports. Do not reply to these emails.



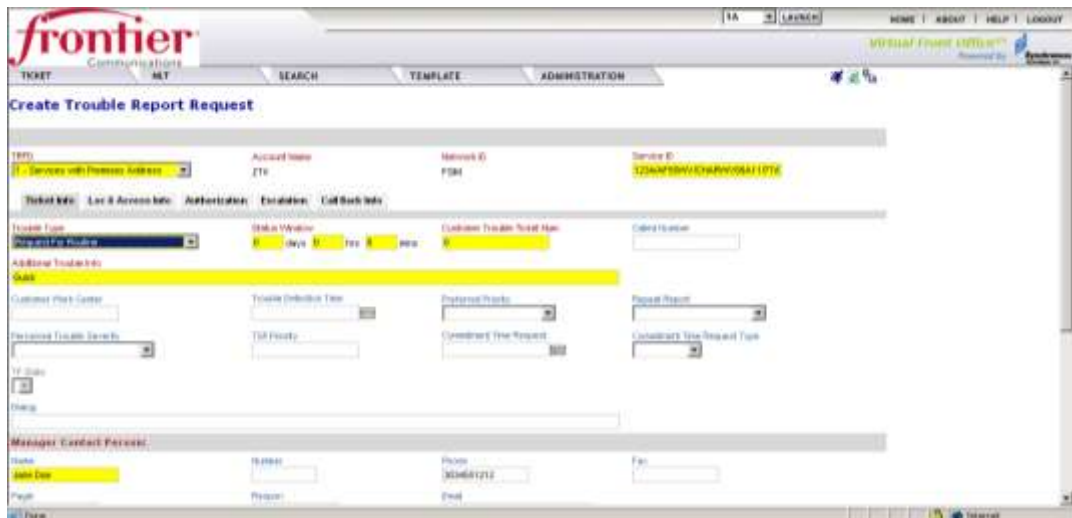
If you believe the results of the test indicate a trouble ticket is needed you may take the information created in this ticket and copy it to a new ticket. See the following instructions for this process.

Creating Trouble Ticket off Test Request Ticket

- Click the radio button next to the closed ticket.
- Hover the **Ticket** tab and select **Create As**.



3. Change the:
 - a. **Trouble Ticket Type**
 - b. **Additional Trouble Information** – Replace test type with a description of the issue.
 - c. **Status Update** – indicate how often you want a status update pulled for this ticket.
 - d. **Customer Ticket Number** – Enter one if it exists, otherwise enter zero.
4. Determine if the following needs to be changed:
 - a. Access Days and Times
 - b. Authorization tab



The screenshot shows the 'Create Trouble Report Request' form in the Frontier Communications system. The form is divided into several sections: 'Ticket Info' (Service, Account Name, Network ID, Service ID), 'Ticket Details' (Ticket Type, Status, Custom Ticket Num, Call Number), 'Additional Ticket Info' (Customer Part Center, Troubleshooting Date, Preferred Work, Power Reset), 'Ticket Search' (Excluded Ticket Search, TDR Priority, Create Ticket Request, Create Ticket Request Type), and 'Manager Contact Person' (Name, Title, Phone, Fax). The 'Ticket Type' dropdown is set to 'Service not Working' and the 'Status' dropdown is set to 'New'. The 'Service ID' field contains the value '3204NPSW/SHARPOVAL/DTX'.

5. Click the **Submit** icon (Running Person).