



Vendor Meet Policies and Procedures

Carrier Services

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Updated: 7/15/2010

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Vendor Meet Policies and Procedures

Introduction	This document explains Frontier Communications' policy and procedures for Vendor Meet requests. It also provides a VFO sample trouble ticket for requesting a Vendor Meet. The same information may be provided in an electronic bonded ticket sent directly to Frontier.
Definition	A Vendor Meet is defined as a meeting scheduled between a Frontier technician and a Carrier's technician at the End User location / demarcation point or the Frontier Central Office demarcation point / Collocation Cage.
Policy	The Carrier must initiate a dispatch at least seven (7) business days prior to the scheduling of a vendor meet request. The dispatch must be the same way (dispatch in or dispatch out). A combination of the two is not counted as one dispatch. Only after a dispatch has been made and the trouble is still unresolved will Frontier honor a request to schedule a Vendor Meet.
Reason for Vendor Meet Requests	<p>A Vendor Meet is requested when Frontier does not find a trouble on an initial dispatch and the Carrier believes the trouble to be in Frontier's facilities.</p> <p>A Vendor Meet is then scheduled via a trouble ticket submitted by the Carrier to quickly isolate and resolve the problem or to prove no trouble exists in the Frontier network.</p>
Prerequisites	<p>Frontier will not accept a request for a Vendor Meet as a trouble request for a first report. The initial report must be in a Closed or Cleared state. Only tickets sent to Network ID FRAC will receive a Cleared state. When the ticket is in a Cleared state with Awaiting Customer Verification status, a Vendor Meet can be requested while denying that the ticket is resolved.</p> <p>The preferred means for submitting a trouble ticket for a Vendor Meet Request is VFO or electronic bonding.</p>
Vendor Meets Timelines for Scheduling	<p>The following timelines shall be adhered to when requests are made to schedule a vendor meet:</p> <ol style="list-style-type: none"> 1. Carrier shall provide Frontier with at least a 12 hours notice prior to the meet time. In essence, the date and time of the meet cannot be less than 12 hours of the reported date and time. 2. Vendor meets cannot be scheduled on weekends or major or minor holidays. 3. Allocated time for vendor meets based on service: <ol style="list-style-type: none"> a. HICAP – 9:00 AM or 1PM only b. All others – 9:00 AM to 4:00 PM local time

Dispatched Technicians Roles and Responsibilities

The Frontier technician shall adhere to the following procedures when arriving at the point of demarcation:

1. Wait for 10 minutes when arriving on site at the appointed time and the Trading Partner's technician is not there.
2. After 10 minutes, the Trading Partner's technician has still not arrived; the field technician shall contact the maintenance operations center to advise of the condition.
3. The Frontier desk technician shall attempt to obtain a status from the Carrier. If the Carrier indicates that their technician will arrive within the next ten minutes, then the Frontier field technician waits. The **total wait time shall not exceed twenty minutes.**
4. If the allowable timeframe is exceeded, then the Frontier technician shall close the Vendor Meet ticket.

NOTE: Future Vendor Meets shall be renegotiated. The Carrier shall submit another ticket through VFO or electronic bonding according to the methods and procedures set forth in this document.

Vendor Meet Requests on Closed Tickets

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

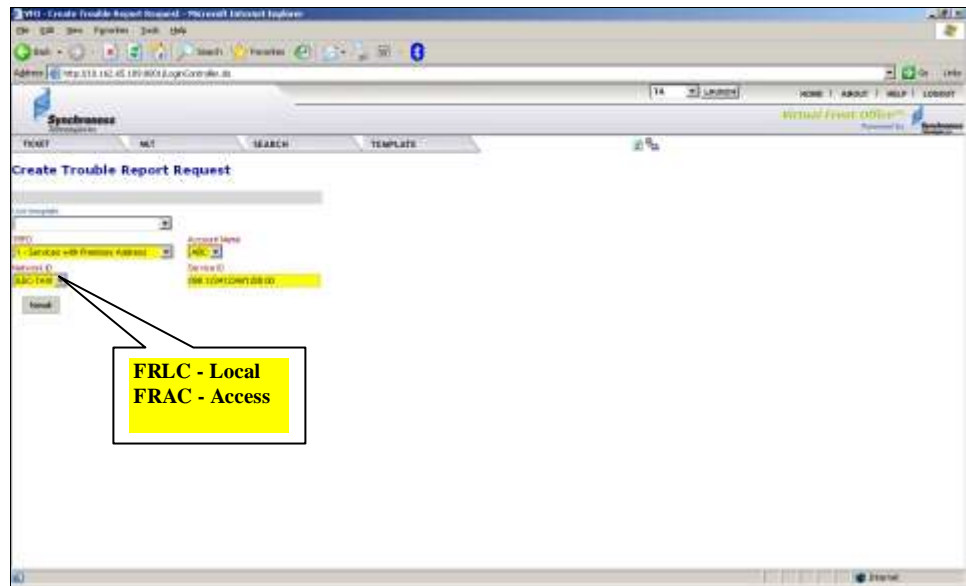
*NOTE: You can also use the **Create As** function to copy the closed ticket's information. However, remember to change the Trouble Type and description.*

Ticket ID	Last TP Update	Network ID	State	Status	Agent Trouble Report ID	Customer Trouble Ticket Number
577	06:08 PM 11/23/09	TA-FRN	Open Active	Screening	TA-FRN-5417	TA013
563	05:48 PM 11/23/09	TA-FRN	Closed	Closed Out By Cust Req	TA-FRN-5413	5853886345
533	04:35 PM 11/23/09	TA-FRN	Closed	Closed Out By Cust Req	TA-FRN-5412	5853886345
512	02:16 PM 11/23/09	TA-FRN	Open Active	Screening	TA-FRN-5411	test1.custticketnum

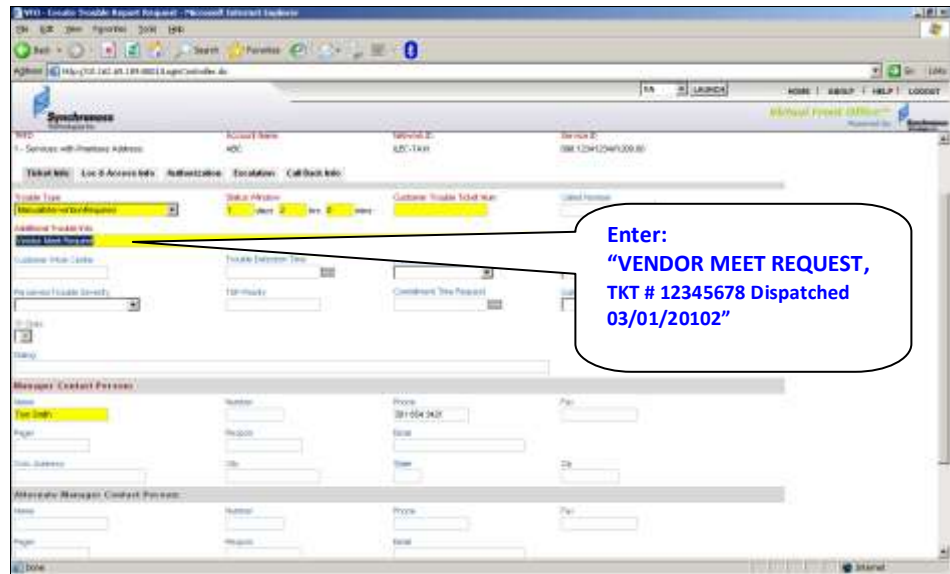
2. Use the following table to initiate the trouble ticket:

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

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 “0” fill these fields.
 - c. **Additional Trouble Info** – Enter “Vendor Meet Request,” previous trouble ticket number, and date of the previous dispatch.



- d. Enters **Manager Contact Person:** Name & Phone Number.
 - e. Click the **Loc & Access Info** tab and complete all required fields for access.
 - f. The ticket flows downstream to the repair operations center.
 - g. The desk technician pulls the ticket and calls the Manager Contact Person on the ticket to schedule the vendor meet. The call will be made within two hours of receiving the ticket.
4. The ticket will receive updated statuses once the meeting is scheduled and again after the issue has been resolved.

Vendor Meet Requests on Cleared Tickets (Design Circuits Only)

When a Carrier responds to a Design Circuit ticket in a Cleared state with any “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,” along with 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.

1. From the Work List, click the radio button that corresponds to the Cleared Trouble Report Request with status “Awaiting Customer Verification.”
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 form titled "Verify Repair Completion Request". At the top, there are navigation tabs: TICKET, MT, SEARCH, TEMPLATE, and ADMINISTRATION. Below the title, there is a "Use Template" dropdown menu. The main form area contains several sections:

- Close Out Verification:** A dropdown menu with a yellow highlight.
- Close Out Narrative:** A text input field.
- Trouble Clearance Person:** A section with multiple input fields:
 - Name
 - Number
 - Phone
 - Fax
 - Pager
 - Reason
 - Email
 - City
 - Address
 - State
 - Zip

3. Select Denied in the *Close Out Verification* field.
4. Enter "Vendor Meet Requested" in the *Close Out Narrative* field.
5. Enter Name and Phone in Trouble Clearance Person.
6. Click **Submit** icon (Running Person).
7. Call MCO 888-637-9620 to schedule the vendor meet.

NOTE: 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.