



ReTerm REPON Process

Carrier Services

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Reterm Replacement PON Process

Purpose

The purpose of this document is to assist with the successful management of Term Pricing Plans (TPP) and Service Discount Plans (SDP) portability.

Outlined below is the process a Carrier must follow to ensure the term agreements are transferred correctly. Failure to follow these guidelines may result in application of termination liability. After reviewing this process, if you have any questions, please contact your Frontier Account Manager.

Overview

Termination liability for a disconnected circuit offered under SDP or TPP will not apply if the customer meets the requirements for portability for the following services:

Voice Grade	DIGIPATH digital service II
Digital Data Service	DS1 and DS3 High Capacity

Portability is the replacement of a service under an existing TPP or SDP with another like service for the balance of the commitment period.

ASR Order Requirements to be followed by Carrier:

Step 1. The customer must submit the ASR for the replacement service on the same day the disconnect ASR is submitted.

Please note: The RPON field will not be used for this process and must remain *blank*.

Step 2. The ASRs must be cross-referenced to one another by populating the REMARKS field of each ASR with the entry of "PORTABILITY RPON" followed by the Purchase Order Number (PON) of the related ASR. This must be the last entry in the remarks.

Note: Portability RPON should be followed by a colon (:) immediately followed by the PON and a colon. This should be the last piece of information in the remarks.

Example: WWSCIM:ABC123:

- Step 3.** The REMARKS field of disconnect ASR must contain the PON of the replacement ASR.
- Step 4.** The REMARKS field of the replacement ASR must contain the PON of the disconnect ASR.
- Step 5.** The first five characters of the PROJECT field on both disconnect and replacement ASRs must contain the entry of "REPON". This will enable Frontier's ordering systems to recognize that the customer has requested Portability.
- Step 6.** The Desired Due Date (DDD) field of the replacement ASR must be populated with a date based on the Table 1 below.

Table 1: DDD Matrix

Tariff	Product	Longest Allowed DDD on Replacement ASR
FCC 1 (Former VZ WV)	DS3, DS1, Digital Data, Voice Grade	90 Days

Additional Requirements

- The replacement service must be of the same speed or type.
- For services that had been ordered under Tariff F.C.C. No. 1, the replacement service must remain within the same operating territory of F.C.C. No. 1.
- If the replacement service is an existing month-to-month service, then the ACT field on the replacement ASR must equal "R." [for circuit installed within 90 days](#); If the replacement service is a new service, then the ACT field on the replacement ASR will equal "N." ASRs with ACT field equal to "C" are not eligible for Portability.
- The VTA field on the replacement ASR must be populated with the appropriate value.

- The replacement service must be ordered for a term commitment equal to the commitment period of the service being disconnected.
- The QTY field of both the replacement and disconnect ASRs must be equal.

Table 2: Example of related orders with appropriate cross-reference entries:

Example Disconnect Order (PON1):		Example Replacement Order (PON2):	
ASR Field	Example Field Entry	ASR Field	Example Field Entry
REMARKS	PORTABILITY RPON:PON2:	REMARKS	PORTABILITY RPON:PON1:
RPON	<i>(Leave blank)</i>	RPON	<i>(Leave blank)</i>
PROJECT	REPON-MYPROJECTNAME	PROJECT	REPON-MYPROJECTNAME
QTY	1	QTY	1
PON	PON1	PON	PON2