

# frontier®

## Carrier Customer Bulletin

Date of Bulletin: December 10, 2015  
Notice #: CCBFTR01109  
Audience: Carrier, IXC, Wireless, CLEC, Reseller, ISP  
Subject: Mechanizing Order to Billing Process for ASR Transactions with Activity (ACT) of C, M, T, or R  
Date Effective: December 13, 2015

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In Frontier's continuing process improvements, Frontier will be mechanizing the order to billing process for ASR transactions with Activity (ACT) of C, M, T or R. This notification is a reminder of appropriate actions.

### Activity C:

ACT = C - Change CFA - For services subject to payment plan regulations, the change of CFA does not constitute a change in payment period.

- If the Variable Term Agreement (VTA) field is left blank, the existing payment period will remain in force.
- If the VTA field is populated, and the VTA field entry is populated with a new variable term agreement (does not match existing term plan), a new payment period would begin with the completion of the CFA change.
- If the VTA field is populated, and the VTA field entry is populated with the existing variable term agreement (does match existing term plan), the existing payment period will remain in force.

### Activity M:

ACT = M is used for inside moves only. An inside move is to change the termination point within the same address with no other changes to the service.

- For services subject to payment plan regulations, the same payment period will remain in force.

### Activity T:

ACT = T is used for an outside move of the end user location from one address to another within the same serving wire center. With the outside move, the term agreement (if applicable) would change.

- Since ACT = T orders are treated as a Disconnect and New Install, the population of the VTA is required and a new minimum period will be established for the service.

### Activity R:

ACT = R is used for administrative change only. Administrative changes include, changing the CKR, Bill Name, adding or removing TSP or changing or deleting a payment plan. Administrative changes are defined in the appropriate tariff.

### Example:

- When revoking TSP, remember to enter the 9 character control identifier and a “00” after the hyphen.
- For payment plans, the VTA field entry is optional. If there is an entry in the VTA field that matches the existing payment plan (i.e. VTA contains 12 and current plan is 12) this will be looked at as a renewal of the 12 month plan.
- If there is an entry in the VTA field that does not match the existing payment plan, (i.e. VTA contains 36 and current plan is 12) this will be looked at as a change of the 12 month plan to a 36 month plan.
- If you are revoking the payment plan, the VTA field will be blank.
- Please note in remarks any changes to a payment plan:
  - Changing payment plan to a month to month
  - Extending Payment plan from 12 month to 36 months

If you have questions regarding the information provided in this notice, please send your emails to [carrier.notifications@ftr.com](mailto:carrier.notifications@ftr.com).

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