



# Vendor Meet Policies and Procedures

## Carrier Services

Frontier Communications  
Rochester, NY 14646

Updated: 04/29/2021

# Vendor Meet Policies and Procedures

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<b>Introduction</b>	<p>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.</p>
<b>Definition</b>	<p>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.</p>
<b>Policy</b>	<p>The Carrier must initiate a dispatch at least seven (7) business days prior to the scheduling of a vendor meet request. Only after a dispatch has been made and the trouble is still unresolved will Frontier honor a request to schedule a Vendor Meet.</p>
<b>Reason for Vendor Meet Requests</b>	<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>
<b>Prerequisites</b>	<p>Frontier will <b>not accept</b> 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. When the ticket is in a Cleared state (Designed Circuits ONLY) 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

The following timelines shall be adhered to when requests are made to schedule a vendor meet:

1. Carrier shall provide Frontier with at least a 24 hours notice prior to the meet time. In essence, the date and time of the meet cannot be less than 24 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:
  - a. **HICAP – 9:00 AM or 1PM only**

## Dispatched

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

## Technicians Roles and Responsibilities

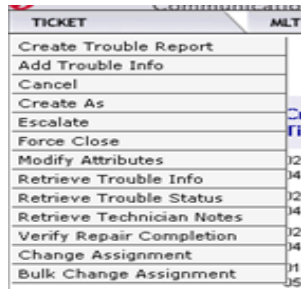
1. Wait for 10 minutes when arriving on site at the appointed time and the Trading Partner's technician is not there.
2. After 10 minutes, the Trading Partner's technician has still not arrived; the field technician shall contact the maintenance operations center to advise of the condition.
3. The Frontier 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. Billing charges will apply.

*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**.

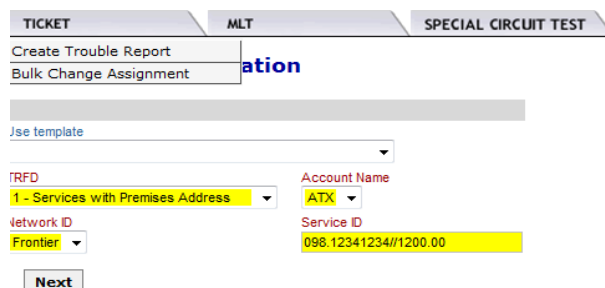
*NOTE: You can also use the **Create As** function to copy the closed ticket's information. However, remember to change the **Trouble Type** and description.*



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

Vendor Meet Request is for:	TRFD Field:	Account Name:	Service ID:
Circuit (Designed or Non-Designed)	1 - Services with Premises Address	Company CCNA	Circuit ID
Circuit (Central Office Work)	2 - Services without Premises Address	Company CCNA	Circuit ID
Resale, UNE Platform, Wholesale Advantage	3 - Resold Pots	Company CCNA	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 (For TRFD-3, select 'Other')
  - 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.

The screenshot shows the 'Create Trouble Report Request' form in the Synchronoss Virtual Front Office. The form is divided into several sections: 'Ticket Info', 'Loc & Access Info', 'Authorization', 'Escalation', and 'Call Back Info'. The 'Ticket Info' section is currently active and contains the following fields: 'Trouble Type' (Manuelintervention Required), 'Status Window' (1 days 2 hrs 0 mins), 'Customer Trouble Ticket Num', and 'Called Number'. The 'Additional Trouble Info' section contains the text 'Vendor Meet Request'. A callout box points to this field with the text 'Enter: "VENDOR MEET REQUEST, TKT # 12345678 Dispatched 03/01/2012"'. Below the 'Additional Trouble Info' section are fields for 'Customer Work Center', 'Perceived Trouble Severity', 'TP State', and 'Dialog'. The 'Manager Contact Person' section contains fields for 'Name' (Tom Smith), 'Number', 'Phone' (301 654 3421), 'Fax', 'Pager', 'Respon', 'Email', 'Civic Address', 'City', 'State', and 'Zip'. The 'Alternate Manager Contact Person' section contains similar fields.

- d. Enter **Manager Contact Person: Name & Phone Number**.

*NOTE: Please put a direct number to be reached in the Manager Contact Person Phone Number field. This is the number Frontier will call with questions on the Vendor Meet.*

- e. Click the **Loc & Access Info** tab and complete all required fields for access.
4. Click the **Submit** (running person) icon.
  - a. The ticket flows downstream to the CCSC.
5. Call the CCSC at 877-500-5514 Option 1 to schedule the Vendor Meet
6. 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 the CCSC at 877-500-5514 Option 1 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 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 "Use template" dropdown menu. The main form area contains several fields: "Close Out Verification" (a dropdown menu with a yellow highlight), "Close Out Narrative" (a text input field), and a "Trouble Clearance Person:" section. This section includes fields for Name, Number, Phone, Fax, Pager, Respon, Email, Civic Address, City, State, and 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 CCSC at 877-500-5514 Option 1 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.

## Change Log

Date	Page	Change
05/23/2016	6	Update to show type of ticket for TRFD-3 as 'Other'
05/23/2016	6, 7	Change all references to 'CNOC' to be 'CCSC' – No change to contact number
04/29/2021	5, 6	Update Contact Number to CCSC

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