



Resale Remote Call Forward Job Aid

Carrier Services

Frontier Communications
Rochester, NY

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Resale Remote Call Forward Job Aid

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Remote Call Forwarding

Remote Call Forwarding (RCF) is a local exchange service that uses central office facilities, instead of those at an end user address, to provide service to a local telephone number. All incoming calls are automatically forwarded to another telephone number of the end user's choice.

Availability & Feature Codes

Resale Remote Call Forward is available in most Frontier service areas; however, the way it is supplied may vary among tariffs. Refer to the feature code matrices on the website for availability.

Restrictions

- RCF service is not offered when the answering location for a forwarded call is a coin/coinless station.
- RCF cannot use DID numbers
- RCF will not be forwarded internationally (except in Acquired WV)
- RCF accounts are billed separately
- RCF cannot have vacation service
- Seasonal suspension is not available
- Do not send directories to RCF services
- RCF terminating telephone numbers/lines may not be equipped with Call Forwarding or Remote Call Forwarding features.
- Calling features are not available with RCF
- RCF are not offered Local Calling Plans
- RCF is not represented as suitable for transmission of data
- RCF allows one call forwarded at a time. If additional simultaneous calls are to be forwarded, additional path must be purchased.

Caller ID

When a call is made to a number that is RCF to another number, caller ID does not display the "caller's" number on the telephone at the final destination of the call. Caller ID delivers the RCF telephone number.

Directory Delivery

Directories (phone books) are not issued to RCF service. The DIRECTORYQUANTITY section should be populated with a zero (0) quantity.

DIRECTORYQUANTITY [Optional Conditional]		
DIRTYP	DIRQTYA	DIRQTYNC
<input type="text" value="W"/>	<input type="text" value="0"/>	<input type="text" value="0"/>

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Additional RCF Paths

To ensure that more than one incoming call is forwarded at the same time, multiple paths of Remote Call Forwarding may be purchased, where available. Each additional path of RCF is a chargeable item. The USOC for additional paths may or may not be different than the initial RCF code. Refer to the feature code matrices on the website for availability.

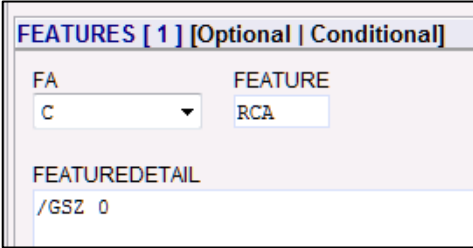
This is an example of how to populate the Feature field on the RS form when the account is owned by the CLEC. Adding additional paths on migrates is ordered differently.

Order Action	FA	FEATURE	FEATUREDETAIL								
FA=N Add RCF & additional paths When additional paths are not already provisioned	N	RCFB <i>(example)</i>	<p>Enter the initial RCF feature code to establish <i>one path</i> of RCF. The FID with call forward number detail is entered in the FEATUREDETAIL section. Enter the ten-digit number to which calls will be forwarded. This is all that is necessary to provision on path of remote call forwarding.</p> <p>In a 2nd Feature section, when more than one RCF path is desired, enter the RCF feature code to establish additional RCF paths. The FID with group size detail is entered in the FEATUREDETAIL section. The group size represents the total quantity of RCF paths provisioned on the service.</p> <p><i>Example: /GSZ 2</i> means the RCF service will have a total of two paths.</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>FEATURES [1] [Optional Conditional]</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">FA</td> <td style="width: 50%;">FEATURE</td> </tr> <tr> <td>N</td> <td>RCFB</td> </tr> </table> <p>FEATUREDETAIL</p> <p>/CFN 8005465400</p> </div> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>FEATURES [2] [Optional Conditional]</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">FA</td> <td style="width: 50%;">FEATURE</td> </tr> <tr> <td>N</td> <td>RCFB</td> </tr> </table> <p>FEATUREDETAIL</p> <p>/GSZ 2</p> </div>	FA	FEATURE	N	RCFB	FA	FEATURE	N	RCFB
FA	FEATURE										
N	RCFB										
FA	FEATURE										
N	RCFB										

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Order Action	FA	FEATURE	FEATUREDETAIL				
<p>FA=N</p> <p>Add additional paths to existing RCF service</p>	<p>N</p>	<p>RCA (<i>example</i>)</p>	<p>Adding more RCF paths to existing RCF service is done by FA=N. Enter the RCF feature code to establish additional RCF paths. The FID with group size detail is entered in the FEATUREDETAIL section. The group size represents the total quantity of RCF paths to be provisioned on the RCF service.</p> <p><i>Example:</i> /GSZ 2 means two RCF paths will be provisioned.</p> <div data-bbox="781 659 1227 894" style="border: 1px solid black; padding: 5px;"> <p>FEATURES [1] [Optional Conditional]</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; border-bottom: 1px solid black;">FA</td> <td style="width: 50%; border-bottom: 1px solid black;">FEATURE</td> </tr> <tr> <td style="border-bottom: 1px solid black;">N</td> <td style="border-bottom: 1px solid black;">RCA</td> </tr> </table> <p>FEATUREDETAIL</p> <p>/GSZ 2</p> </div>	FA	FEATURE	N	RCA
FA	FEATURE						
N	RCA						
<p>FA=C</p> <p>Add or reduce additional paths to existing RCF service that already has additional paths</p>	<p>C</p>	<p>RCA (<i>example</i>)</p>	<p>To add or reduce additional paths of RCF is done by FA=C. Enter the RCF feature code to indicate additional paths of RCF. The FID with the <i>end-result group size</i> is entered in the FEATUREDETAIL section. Additional paths will be removed or added to get to desired group size.</p> <p><i>Example:</i> /GSZ 2 means that paths will be added or removed until there is a total of two RCF paths.</p> <div data-bbox="781 1327 1263 1562" style="border: 1px solid black; padding: 5px;"> <p>FEATURES [1] [Optional Conditional]</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; border-bottom: 1px solid black;">FA</td> <td style="width: 50%; border-bottom: 1px solid black;">FEATURE</td> </tr> <tr> <td style="border-bottom: 1px solid black;">C</td> <td style="border-bottom: 1px solid black;">RCA</td> </tr> </table> <p>FEATUREDETAIL</p> <p>/GSZ 2</p> </div>	FA	FEATURE	C	RCA
FA	FEATURE						
C	RCA						

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Order Action	FA	FEATURE	FEATUREDETAIL
<p>FA=C</p> <p>Remove all additional RCF paths</p> <p>When additional paths exist on the RCF service</p>	C	RCA (example)	<p>Enter the group size zero (0.) This indicates that all additional paths will be disconnected.</p> <p><i>Example:</i> /GSZ 0 means that all additional RCF paths are removed.</p> 

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Additional RCF Paths - Migrates

To ensure that more than one incoming call is forwarded at the same time, multiple paths of Remote Call Forwarding may be purchased and ordered on the migrate order. Each additional path of RCF is a chargeable item. The USOC for additional paths may or may not be different than the initial RCF code. Refer to the feature code matrices on the website for availability.

This is an example of how to populate the Feature field on the RS form on the migrate order.

Order Action	FA	FEATURE	FEATUREDETAIL								
<p>FA=N</p> <p>Add RCF & additional paths</p> <p>When additional paths are not already provisioned</p>	N	RCFB (example)	<p>Enter the initial RCF feature code to establish one path of RCF. The FID with call forward number detail is entered in the FEATUREDETAIL section. Enter the ten-digit number to which calls will be forwarded. This is all that is necessary to provision on path of remote call forwarding.</p> <p>In a 2nd Feature section, when more than one path of RCF is desired, enter the RCF feature code to establish additional RCF paths. The FID with group size detail is entered in the FEATUREDETAIL section. The group size represents the total quantity of RCF paths to be provisioned on the service.</p> <p><i>Example: /GSZ 2</i> means the RCF service will have a total of two paths.</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>FEATURES [1] [Optional Conditional]</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">FA</td> <td style="width: 50%;">FEATURE</td> </tr> <tr> <td>N</td> <td>RCFB</td> </tr> </table> <p>FEATUREDETAIL</p> <p>/CFN 8005465400</p> </div> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>FEATURES [2] [Optional Conditional]</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">FA</td> <td style="width: 50%;">FEATURE</td> </tr> <tr> <td>N</td> <td>RCFB</td> </tr> </table> <p>FEATUREDETAIL</p> <p>/GSZ 2</p> </div>	FA	FEATURE	N	RCFB	FA	FEATURE	N	RCFB
FA	FEATURE										
N	RCFB										
FA	FEATURE										
N	RCFB										

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Order Action	FA	FEATURE	FEATUREDETAIL								
<p>Add or Reduce additional paths</p> <p>When additional paths exist on the RCF service</p>	V	RCFB <i>(example)</i>	<p>Enter the initial RCF feature code to establish one path of RCF. The FID with call forward number detail is entered in the FEATUREDETAIL section. Enter the ten-digit number to which calls will be forwarded. This is all that is necessary to provision on path of remote call forwarding.</p> <p>In a 2nd Feature section, when more than one path of RCF is desired, enter the RCF feature code to establish additional RCF paths. The FID with group size detail is entered in the FEATUREDETAIL section. The group size represents the total quantity of RCF paths to be provisioned on the service.</p> <div style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;"> <p>FEATURES [1] [Optional Conditional]</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; border-bottom: 1px solid #ccc;">FA V</td> <td style="width: 50%; border-bottom: 1px solid #ccc;">FEATURE RCFB</td> </tr> <tr> <td colspan="2" style="border-bottom: 1px solid #ccc;">FEATUREDETAIL /CFN 8005465400</td> </tr> </table> </div> <div style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;"> <p>FEATURES [2] [Optional Conditional]</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; border-bottom: 1px solid #ccc;">FA V</td> <td style="width: 50%; border-bottom: 1px solid #ccc;">FEATURE RCFB</td> </tr> <tr> <td colspan="2" style="border-bottom: 1px solid #ccc;">FEATUREDETAIL /GSZ 2</td> </tr> </table> </div> <p><i>Examples:</i></p> <p>/GSZ 2 means that additional paths are added or removed until there is a total of two RCF paths.</p> <p>/GSZ 0 means that all additional RCF paths are removed.</p>	FA V	FEATURE RCFB	FEATUREDETAIL /CFN 8005465400		FA V	FEATURE RCFB	FEATUREDETAIL /GSZ 2	
FA V	FEATURE RCFB										
FEATUREDETAIL /CFN 8005465400											
FA V	FEATURE RCFB										
FEATUREDETAIL /GSZ 2											

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Service Type LG

A CLEC Remote Call Forward line is assigned the LG service type. The LG service type is classified as a business. It is used on the following products whether the end user is business or residence:

- Distinctive Ring
- Remote Call Forward
- Standalone Voicemail

Billing

- Resale Remote Call Forwarding is available on a flat rate. When calls are forwarded to a number that is outside the local, free calling area then usage or toll charges are billed for the duration of the call.

DIRECTORY LISTINGS

Remote Call Forwarding is entitled to a Directory Listing. The initial LSR installation order will include directory listing information to establish a LN, NL or NP listing for the RCF telephone number.

The directory listing profile on Remote Call Forward account is *classified as business*. The printed listing will default to the business section of a phone book. Directory Assistance will release the listing when the caller asks for a business listing.

The CLEC should be careful **not** to publish the Frontier Central Office address. Does the end user really want local patrons to drive to Frontier's Central Office expecting to arrive at their business or residential location? Suggestions for directory listings can be:

- The address of the terminating service (where the calls are forwarded) especially if the intent is to move the TN to that location in the future
- List only the locality (city)
- Omit the address entirely

What if the RCF service is for a residence? The DL form should be populated using the BRO option, which provides a residential listing on a "business" service.

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Sample Residential Listing

Let's assume the TOS of the RCF order is 2BMR. The first TOS position of 2 indicates residential service. The residential TOS will not allow the CLEC to populate the yellow page heading fields.

A residential listing is the name of a person such as Wonka Willy. A residential listing is not the name of a business, such as Willy Wonka's Pizza. If the directory listing form is populated with a business name intended for the residential section, it will be rejected.

Since the LG service type assigned on an RCF account is classified as business in DPI, the CLEC must specifically instruct us to override our normal directory listing classifications and modify the listing so it appears as residential instead of business. This is done by populating the Business Residence Override BRO field on the DL form. When the CLEC includes details for the main listing and BRO = R, this instructs Frontier to create a residential version of the listing.

The result is one residential listing:

Hess Walter.....585 349-3056

DL Form
LACT = N
RTY = LML
LTY = 1
STYC = SL
MTN = 5853493056
BRO = R
LTN = 5853493056
LEX = 585349
LNLN = Hess
LNFN = Walter
ADI = O (omit address)
DIRTYP = W
DIRQTYA = 0

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Sample Business Listing

Let's assume the TOS of the RCF order is 1BMR. The first TOS position of 1 indicates business service. The business TOS will allow the CLEC to populate the yellow page heading fields.

Since the LG service type assigned on an RCF account is classified as business in DPI, all listing sections on the DL form that are populated with an empty (blank) BRO field will be classified as business listings. Follow BAU procedures to create a single business directory listing.

Business section: *Wally's Reuse and Recycle 200 Main St Parma.. 845 497-2232*

This is a sample of a populated DL Form.

DL Form
LACT = N
RTY = LML
LTY = 1
STYC = SL
MTN = 8454972232
LTN = 8454972232
LEX = 845497
LNLN = Wally's
LNFN = Reuse and Recycle
LANO = 200
LASN = Main
LAST = St
LALOC = Parma
LAST = NY
LAZC = 14559
YPH = 00010420
YPHV = Boutique Items-Retail
DIRTYP = W
DIRQTYA = 0

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Sample Business Listing Omit Address

Let's assume the TOS of the RCF order is 1BMR. The first TOS position of 1 indicates business service. The business TOS will allow the CLEC to populate the yellow page heading fields.

Since the LG service type assigned on an RCF account is classified as business in DPI, all listing sections on the DL form that are populated with an empty (blank) BRO field will be classified as business listings.

In this example, the address is omitted.

Business listing: *Wall Drug Store gift shop217 935-0490*

DL Form Section 1
LACT = N
RTY = LML
LTY = 1
STYC = SL
MTN = 2179350490
LTN = 2179350490
LEX = 217935
LNLN = Wall
LNFN = Drug Store
DES = gift shop
ADI = O
LANO = [blank]
LASN = [blank]
LAST = [blank]
LALOC = [blank]
LAST = [blank]
LAZC = [blank]
YPH = 04001402
YPHV = Pharmacies
DIRTYP = W
DIRQTYA = 0

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Sample Business & Residential Listing-Same Listing in both sections

Let's assume the TOS of the RCF order is 1BMR. The first TOS position of 1 indicates business service. The business TOS will allow the CLEC to populate the yellow page heading fields.

Since the LG service type assigned on an RCF account is classified as business in DPI, the CLEC must specifically instruct us to override our normal directory listing classifications if they want us to list the RCF number as a business *and* a residence. This is done by populating the Business Residence Override BRO field on the DL form. When the CLEC includes details for the main listing and BRO = A, this instructs Frontier to create a primary business listing and a residential version of the same listing.

A residential listing cannot be the name of a business. When BRO = A, the directory listing information should be in a person's name. If the CLEC wants a listing to be in a business format and in a residential format two listing sections should be completed on the DL form. This is described in the *Business & Residence Listings – Different Listings* section of this document.

A Designation is allowed only on a business listing. The DPI code "DGN" is not allowed when creating an ALR listing.

The resulting listings are exactly the same in both sections:

Business section: *Hess Walter 5028 W Ridge Rd Parma..... 585 349-3103*

Residence section: *Hess Walter 5028 W Ridge Rd Parma..... 585 349-3103*

DL Form (invalid entries in red)	DL Form (correctly populated)
LACT =N	LACT =N
RTY = LML	RTY = LML
LTY = 1	LTY = 1
STYC = SL	STYC = SL
BRO = A	BRO = A
DIRIDL = 051916	DIRIDL = 051916
MTN = 5853493103	MTN = 5853493103
LTN = 5853493103	LTN = 5853493103
LEX = 585349	LEX = 585349
LNLN = Hess	LNLN = Hess
LNFN = Walter & Sons -(see Note)	LNFN = Walter
DES = thrft shp (see Note)	LANO = 5028
LANO = 5028	LASD = W
LASD = W	LASN = Ridge
LASN = Ridge	LAST = Rd
LAST = Rd	LALOC = Parma
LALOC = Parma	LAST = NY
LAST = NY	LAZC = 14559
LAZC = 14559	YPH = 00075330
YPH = 00075330	YPHV = Thrift Shop
YPHV = Thrift Shop	DIRTYP = W
DIRTYP = W	DIRQTYA = 0
DIRQTYA = 1	

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Sample Business and Residence Listing – Different Listings

Let’s assume the TOS of the RCF order is 1BMR. The first TOS position of 1 indicates business service. The business TOS will allow the CLEC to populate the yellow page heading fields.

Since the LG service type assigned on an RCF account is classified as business in DPI, the CLEC must specifically instruct us to override our normal directory listing classifications if they want us to list the RCF number as a business name, and then listed differently as a residential name. This is done by completing two sections of the DL form. The main listing will provide the listing instructions for the Business Name. The second DL section will provide listing instructions for the Residential listing and is marked a residential listing when BRO = R.

Business list: *Hess Walter & Sons thrft shp 5028 W Ridge Rd Parma..585 349-3104*

Residence list: *Hess Walter 5028 W Ridge Rd Parma.....585 349-3104*

This is an example of a populated DL form.

DL Form Section 1	DL Form Section 2
LACT =N	LACT =N
RTY = LML	RTY = LAL
LTY = 1	LTY = 1
STYC = SL	STYC = SL
MTN = 5853493104	BRO = R
LTN = 5853493104	DIRIDL = 051916
LEX = 585349	MTN = 5853493104
LNLN = Hess	LTN = 5853493104
LNFN = Walter & Sons	LEX = 585349
DES = thrft shp	LNLN = Hess
LANO = 5028	LNFN = Walter
LASD = W	LANO = 5028
LASN = Ridge	LASD = W
LAST = Rd	LASN = Ridge
LALOC = Parma	LAST = Rd
LAST = NY	LALOC = Parma
LAZC = 14559	LAST = NY
YPH = 00075330	LAZC = 14559
YPHV = Thrift Shops	
DIRTYP = W	
DIRQTYA = 0	

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LSR ORDER GUIDELINES

General Rules

This section defines basic principles for Remote Call Forward orders.

- The 4th TOS character of RCF service is always R (example: 1BMR.)
- The CLEC must provide the Frontier Central Office address on the EU form of the LSR when ordering new RCF.
- Complete a short explanation of the RCF order scenario in the REMARKS section.
- The CLEC should reserve a telephone number in TN reservation for a *new* RCF service ordered on EB-N. The reserved number must be provided on the PON.
- When adding RCF to an existing telephone number the line must be moved to the central office. See **POTS to RCF** for more details.
- RCF lines should never be billed with other services. An RCF line should always be separately billed. Additional paths of RCF can be ordered in select areas. Refer to the feature code matrices on the website for availability. See *Additional RCF Paths* for details on completing the RS form.

Central Office Address

The CLEC should provide Frontier's central office address on the EU form when the following actions are requested:

- Order new RCF service
- Add RCF to an existing number
- Ordering additional RCF paths
- Migrating RCF service (keeping RCF)

The CLEC can obtain the central office address by using the LERG.

Note: If there are any issues with utilizing the address provided by the LERG, please contact the LCSS Helpdesk.

Rejections

LSRs with RCF may be rejected for the following reasons:

- When RCF service is going "in" the 4th position of TOS must equal R.
- When multiple paths are indicated in remarks but the account is not billing for additional paths and/or the Feature Activity fields are not populated with the additional path codes.
- On the DL form, when LTY=1 the directory listing should never display the Central Office Address. A friendly reminder that they are about to list the Frontier Central Office address can help the CLEC make a correction.
- The End User address should be the Frontier local Central Office when RCF is being ordered as new service, being added to an existing service, or on migrates where the remaining service is RCF. If necessary, provide the Central Office address as it appears in DPI.

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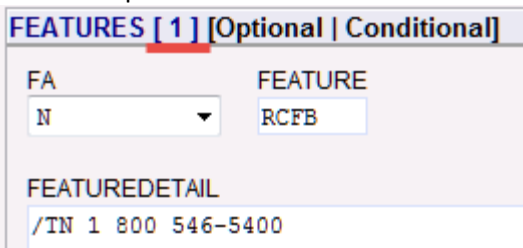
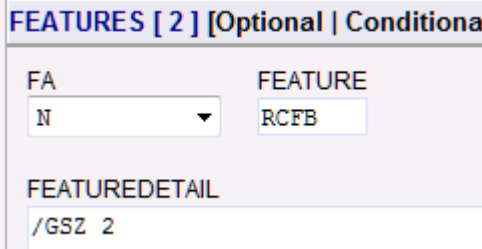
- Additional paths of RCF cannot be added on migrations EB-W/V if multiple paths of RCF are not available in the tariff area.

New RCF

This chart shows the LSR order type used to order new Remote Call Forward.

Action	REQTYP/ACT
New RCF Install Establish new telephone number in CO with RCF	EB/N LNA=N

This chart shows LSR details that are required for RCF orders.

LSR Field/Section	Details
REMARKS	Complete remarks with RCF order scenario
EU ADDRESS	Frontier Central Office Address
TOS	4 th character must be R
PIC and LPIC	None or XXXX
BA and BLOCK	Populated as desired (BAU)
FEATURE FEATUREDETAIL	RCF feature code <ul style="list-style-type: none"> • Populated with the TN to which calls are forwarded. 
FEATURE FEATUREDETAIL	(Optional) RCF code for additional RCF paths. Enter the group size (quantity of additional paths in the FEATUREDETAIL field). 
DIRECTORY LIST	Take care not to list the central office address. When LTY = 1 the address should not be the Central Office address
DIRECTORY QUANTITY	Enter zero (0)

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RCF Feature Changes

This chart shows the LSR order type used to make a change to an existing RCF line.

Action	REQTYP/ACT
RCF Feature Change Add or remove RCF paths; change “forward to” number.	EB/C LNA=C

Notes:

- TOS must have the 4th character R
- Directory listing changes are not allowed on ACT C.

The following charts provide examples of RS form field entries to make changes to an RCF line.

Scenario: Add Additional RCF paths when there are none on the existing RCF service.

RS Form	Details								
FA	N								
FEATURE	RCF additional path feature code <ul style="list-style-type: none"> • <i>Example</i> RCFB 								
FEATURE DETAIL	Enter the group size. This is quantity of additional paths being ordered “in.” <i>Example: /GSZ 2</i> means the RCF service will have a total of two paths. <div style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">FA</td> <td style="width: 50%;">FEATURE</td> </tr> <tr> <td style="border: 1px solid #ccc; padding: 2px;">N</td> <td style="border: 1px solid #ccc; padding: 2px;">RCFB</td> </tr> <tr> <td colspan="2" style="padding-top: 10px;">FEATUREDETAIL</td> </tr> <tr> <td colspan="2" style="border: 1px solid #ccc; padding: 2px;">/GSZ 2</td> </tr> </table> </div>	FA	FEATURE	N	RCFB	FEATUREDETAIL		/GSZ 2	
FA	FEATURE								
N	RCFB								
FEATUREDETAIL									
/GSZ 2									

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Scenario: Remove Additional RCF paths.

RS Form	Details
FA	C
FEATURE	RCF additional path feature code <ul style="list-style-type: none"> • <i>Example RCFB</i>
FEATURE DETAIL	<p>Enter the group size. This is quantity of additional paths that will remain once the order is provisioned. Additional paths will be removed or added to get to desired group size.</p> <p><i>Examples:</i></p> <p>/GSZ 2 means the RCF service will have a total of two paths.</p> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p>FA FEATURE</p> <p>C RCFB</p> <p>FEATUREDETAIL</p> <p>/GSZ 2</p> </div> <p>/GSZ 0 means that all additional RCF paths are removed.</p> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p>FA FEATURE</p> <p>C RCFB</p> <p>FEATUREDETAIL</p> <p>/GSZ 0</p> </div>

Scenario: Change “Forward To” number

RS Form	Details
FA	C
FEATURE	RCF feature code <ul style="list-style-type: none"> • <i>Example RCFB</i>
FEATURE DETAIL	<p>Enter the new “forward to” number.</p> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p>FEATURES [1] [Optional Conditional]</p> <p>FA FEATURE</p> <p>C RCFB</p> <p>FEATUREDETAIL</p> <p>/TN 1 800 546-5400</p> </div>

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POTS to RCF

To order Remote Call Forward RCF on an existing POTS account the CLEC must submit orders to disconnect the POTS service and Connect the telephone number as an RCF service. It is very important that the PONs are related.

Action	REQTYP/ACT
Disconnect POTS service Add RCF to existing telephone number <i>Important:</i> RPON with EB/N	EB/D EB/C LNA=D
New RCF Connect <i>Important:</i> RPON with EB/D or EB/C LNA=D	EB/N

Note: See *New RCF* for details about submitting an LSR for new RCF services.

RCF to POTS

This chart shows the LSR order type used to remove Remote Call Forward from a telephone number and install it at an end user location. This is done by moving the telephone number out of the Central Office to the end user's new location, removing the RCF feature, and programming services as directed on the LSR (much like a new install order.)

Action	Legacy & WV	F13
RCF to POTS Take off RCF and move telephone number to an end user location	EB/T LNA=N	EB/T LNA=T

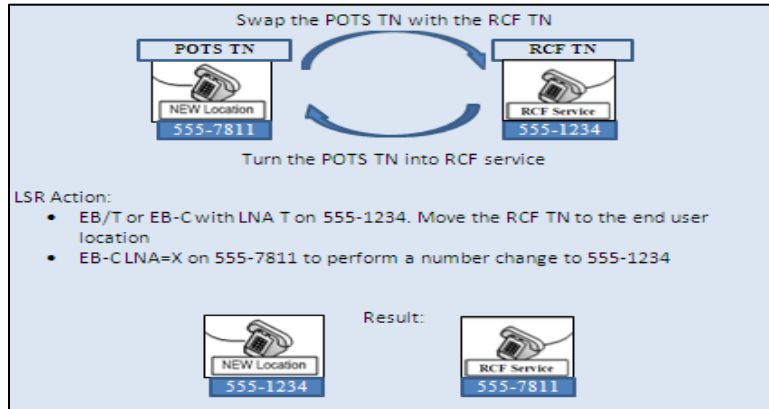
The LSR order should mirror an order for *new* service. This chart shows the important LSR details that are used to turn an RCF service into a POTS line. Of course, the CLEC may include additional details on the LSR. Read the entire LSR for other details that may not be included on this chart.

LSR Field/Section	Details
REMARKS	Complete remarks with RCF order scenario
TOS	TOS for residence or business service BAU
EU ADDRESS	End User service address
PIC and LPIC	(Optional) None or XXXX
BA and BLOCK	(Optional) Populated as desired (BAU)
FEATURE(s)	(Optional) Populated as desired for new POTS service (BAU)
FEATUREDETAIL	(Optional) Populated, as needed
DIRECTORY LIST	Populate the directory listing screen for service at the new address.
DIRTYP	W
DIRQTYNC	Enter the Quantity desired

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POTS to RCF TN Swap

In this TN Swap scenario, an RCF number is swapped with a number on an existing POTS service, and the number on the POTS service is turned into an RCF line.



The CLEC must submit two (2) related PONS to perform this TN swap.

On the TN...	The Reqtyp/Act is...
That is existing RCF	DB/EB-T or DB/EB-C LNA=T (when a line is left behind)
This order is written on the TN that will be kept	This will move the RCF number to the new location.
At the New location	DB/EB-C LNA=X
This order is written on the TN that will be changed	This will release the existing POTS TN so the RCF number can be provisioned at the new location. The TOS on this order has 4 th character R, and the feature codes will indicate the “replaced” telephone number should now be RCF. This order is written on the number in the OTN field.

The following chart provides the LSR requirements for a TN Swap.

Detail	DB/EB-T or DB/EB-C LNA=T 555-1234	DB/EB-C LNA=X 555-7811
Location of TN	RCF	New Location
Product types	POTS	RCF
TCOPT	N	N/A
OTN	N/A	Required
DFDT	Optional	Optional
CHC	Optional	Optional
IMPCON	Required	Required
IMPCON TELNO	Required	Required
RPON	Required	Required
Remarks	Required “TN Swap. Swap 555-7811 with 555-1234. Add RCF to 555-7811 TN=800-555-4800.”	Required “TN Swap. Swap 555-7811 with 555-1234. Add RCF to 555-7811 TN=800-555-4800.”

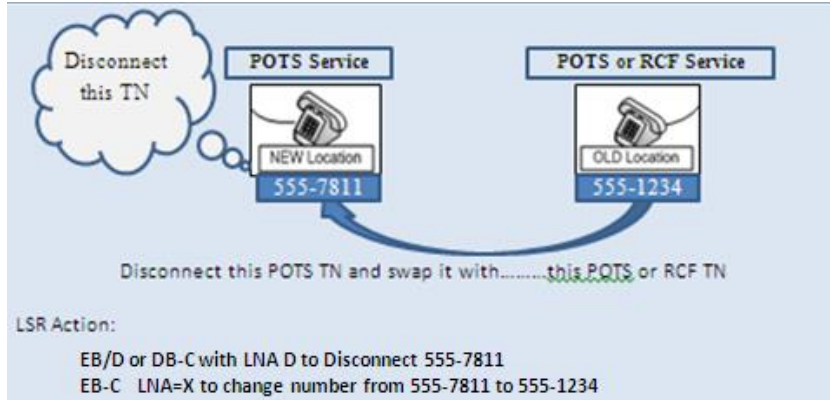
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How to order features	<ul style="list-style-type: none">• Delete feature codes that are no longer wanted on the service at the new location.• Add feature codes that are no longer wanted on the service at the new location. <i>Example: hunting</i>	<ul style="list-style-type: none">• Add RCF feature code.• Provide the “Forward To” number• Add RCF addl path, when applicable
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Resale Remote Call Forward Job Aid

RCF to POTS TN Swap

In this TN Swap scenario one number will be entirely disconnected and another number will replace the disconnected TN. The replacement telephone number can be either POTS or RCF service but will always be provisioned on POTS service.



This chart shows the LSR order types used to process a TN Swap when the existing service is RCF. This unique ordering process disconnects the RCF number at the central office and makes it immediately available to be used in a number change order at the new location.

The CLEC must submit two (2) related PONS to perform a TN swap.

On the TN...	The Reqtyp/Act is...
At the Old location	EB-D or EB/C LNA=D (when a line is left behind) This will disconnect the RCF number allowing it to be used at the new location.
At the New location	EB/C LNA=X This change order will swap (replace) the old phone number with the “RCF” TN.

The following chart provides the important LSR field entries for a TN Swap.

Detail	EB-D or EB/C LNA=D 555-7811	EB/C LNA=X 555-1234
Location of TN	Central Office	New Address
Product type	RCF	POTS only
TCOPT	N	N/A
OTN	N/A	Required
DFDT	Optional	Optional
CHC	Optional	Optional
IMPCON	Required	Required
IMPCON TELNO	Required	Required
RPON	Required	Required
Remarks	Required “TN Swap, replace 555-7811 with 555-1234”	Required “TN Swap, replace 555-7811 with 555-1234”

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MIGRATES

Migrate Rules

The CLEC can migrate an existing account to Resale services using the EB reqtype. They can keep, add or remove Remote Call Forward service under the following conditions:

ACT W

- Existing Retail, Resale or Platform services must remain RCF
- No programming changes are allowed. If PIC changes, or additional paths are requested the correct order type will be EB-V

ACT V

- RCF to POTS is allowed
- POTS to RCF is allowed
- RCF to RCF is allowed. Additional paths can be added or removed, where available.

ACT W Migrates

EB/W migrate orders will change ownership of an RCF service but not allow programming changes. If RCF is already on the line being migrated, then it must stay that way. Additional paths cannot be added or removed.

The following chart provides the important LSR field entries for RCF Migrate when ACT=W. When ACT=W the RS and DL forms are not allowed.

LSR Field/Section	Details
EU ADDRESS	Frontier Central Office address
TOS	4 th position of TOS must equal R
PIC and LPIC	Not allowed
BA and BLOCK	Not allowed
LNA	Not allowed
FEATURE	Not allowed
DIRECTORY LIST	Not allowed

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ACT V Migrates

EB/V migrate orders will change ownership of an account and allow changes that involve Remote Call Forwarding. If the line is already RCF the migrate order can include adding or removing RCF paths. An EB/V order can add RCF to a POTS line. An EB/V order can remove RCF service and install the telephone number at an end user location. When ACT = V the EU, RS and DL forms should be populated to indicate order requirements.

Migrate POTS to RCF

Action	LSR Order
POTS to RCF Migrate Change ownership of an existing POTS line and change it to RCF service	EB-V

The following chart provides the important LSR field entries for **POTS to RCF Migrate** with ACT V. ACTW does not allow POTS to RCF migration.

LSR Field/Section	Details
REMARKS	Complete remarks with RCF order scenario
EU ADDRESS	Frontier Central Office address
TOS	4 th position of TOS must equal R
PIC and LPIC	XXXX
BA and BLOCK	Populated as desired (BAU)
FA	N
FEATURE	Feature code for RCF
FEATUREDETAIL	Enter the "Forward to" TN <ul style="list-style-type: none"> • Example /CFN 555 461-1234 • Example /CFN 1 800 546-1234
FEATURE	Feature code for additional RCF paths, where available. See <i>Additional RCF Paths – Migrates</i>
DIRECTORY LIST	4 th character TOS required an ELT=E or P. This will result in the DL form being populated.

Migrate RCF to POTS

Two PONs are necessary to migrate RCF service and change it into POTS service. First the CLEC must take ownership of the RCF service. Once ownership is established and the PCN and BCNs are received, the CLEC may place an EB-T to move the service to the End User location.

Action	LSR Order
RCF to RCF Migrate Change ownership of an existing RCF service.	EB-W, V
RCF to POTS Move TN from central office to End User location	EB-T

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RCF to RCF

This chart shows the correct order type used to migrate RCF service to a CLEC, while retaining the RCF service.

Action	LSR Order
RCF to RCF Migrate Change ownership of an existing RCF service.	EB-W, V Note: Feature changes are allowed only on ACT=V.

The following chart provides the important LSR field entries for **RCF to RCF Migrate** with ACT V.

LSR Field/Section	Details
REMARKS	Complete remarks with RCF order scenario
EU ADDRESS	Frontier Central Office address
TOS	4 th position of TOS must equal R
PIC and LPIC	Required None or XXXX
BA and BLOCK	Required Populated as desired (BAU)
LNA	V
FEATURE	The RCF Feature code is not needed on the order unless the “forwarded to” number is changing. If changing, then: FA = C FEATURE = RCFx FEATUREDETAIL =/CFN 555 461-1234
FEATURE	If additional RCF features do not exist and are being added, then: FA = N FEATURE = RCFx FEATUREDETAIL =/GSZ ## If additional RCF features exist and are changing, then: FA = V FEATURE = RCFx FEATUREDETAIL =/GSZ ## See <i>Additional RCF Paths – Migrates</i> for details.
DIRECTORY LIST	4 th character TOS required an ELT=E or P. This will result in the DL form being populated.

Resale Remote Call Forward Job Aid

Change Log

Date	Page	Change
10/16/13	14	Update information on how to locate Central Office Address – Add Note
08/11/14	All	Update with new S&E ordering codes effective 07/20/14
08/12/14	7	Updated Billing Section to reflect RCF offering
09/24/14	4 - 9	Clarified FEATURE field population options for Additional Paths.
11/24/14	4,5,8,16,25	Revised how to find feature code availability.
3/7/17	4 – 9, 18-19	Revised direction for FID /GSZ additional RCF paths.

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