



Carrier Access Services Test & Turn-Up Process

Frontier Wholesale

Jurisdiction: All
Effective Date: 03/12/2018
Revised Date: 10/10/2018



Carrier Access Services Test & Turn-Up Process

TABLE OF CONTENTS

PURPOSE OF THIS DOCUMENT	2
PROCESS.....	2
PROCESS FOR TEST & TURN-UP.....	2
<i>For Ethernet.....</i>	<i>2</i>
<i>For Specials.....</i>	<i>3</i>
<i>For Switched.....</i>	<i>4</i>
REVISION HISTORY	5



Carrier Access Services Test & Turn-Up Process

PURPOSE OF THIS DOCUMENT

The purpose of this document is to provide a process for Test & Turn-Up.

(Note: If circuit has a loop-able device and Provider Test Acceptance (PTA) eligible, Frontier will automatically send a PTA script when circuit is completed.)

PROCESS

Process for Test & Turn-Up

For Ethernet *(Prior to sending PTA, all UNI(s) undergo a 6-point NID test. All EVC(s) undergo either a 1564 or 1731 SLA test to ensure parameters are met. Head-to-Head testing should not be needed.)*

If testing is still needed,

a. If the order is prior to Due Date,

- i. Please contact your assigned Frontier Project Manager for an updated status on the order.

b. If the order is completed,

i. If UNI,

1. Testing is not performed on the UNI, only on the EVC circuit.

- a. If additional assistance is required on the UNI order, please contact your assigned Frontier Project Manager.

ii. If NNI,

1. **Contact Frontier Repair Center at 888-637-9620 to have a repair ticket created.**

iii. If EVC or COMBO UNI/EVC,

1. Please contact Frontier Network Provisioning and Activation Center at 877-398-1620, option 5, option 1. If completion is over 30 days, then contact Frontier Repair Center at 888-637-9620 to have a repair ticket created.



Carrier Access Services Test & Turn-Up Process

For Specials

c. If the order is prior to Due Date,

- i. Please contact the Frontier Carrier ASR Center at 888-444-2267 for further assistance.
 1. If ICSC Code is CS35
 - a. Then Option 1 (All Products)
 2. For All Other ICSC Codes (excludes CS35)
 - a. Then Option 2
 - i. Option 1 for Specials
 - ii. Option 2 for Switched
 - iii. Option 3 for Ethernet
 - iv. Option 4 for RT01/OT01

d. If the order is completed,

- i. If PTA eligible, Frontier does not test with PTA eligible customers. Frontier will automatically send PTA script when order is completed.
 1. If there is an issue with one or more circuits and PTA was received, please contact the Frontier Repair Center at 888-637-9620 for further assistance.
- ii. If non-PTA eligible, please contact the Frontier Carrier ASR Center at 888-444-2267 for further assistance.



Carrier Access Services Test & Turn-Up Process

For Switched

e. If the order is prior to Due Date,

- i. Please contact the Frontier Carrier ASR Center at 888-444-2267 for further assistance.
 1. If ICSC Code is CS35
 - a. Then Option 1 (All Products)
 2. For All Other ICSC Codes (excludes CS35)
 - a. Then Option 2
 - i. Option 1 for Specials
 - ii. Option 2 for Switched
 - iii. Option 3 for Ethernet
 - iv. Option 4 for RT01/OT01

f. If the order is completed,

- i. If Test & Turn-Up is for the T1,
 1. Please contact the Frontier Carrier ASR Center for further assistance at 888-444-2267.
- ii. If Test & Turn-Up is for the trunks,
 1. Please contact the Frontier TPM Center at 877-398-1620, Opt 1, Opt 2.



Carrier Access Services Test & Turn-Up Process

REVISION HISTORY

Date	Page	Revision Summary
03/12/2018	All	Initial document creation
10/10/2018	2	Updated NNI Post Completion

DISCLAIMER: THIS DOCUMENTATION IS FOR INFORMATIONAL PURPOSES ONLY AND DOES NOT OBLIGATE FRONTIER TO PROVIDE SERVICES IN THE MANNER DESCRIBED IN THIS DOCUMENT. FRONTIER RESERVES THE RIGHT AS ITS SOLE OPTION TO MODIFY OR REVISE THE INFORMATION IN THIS DOCUMENT AT ANY TIME WITHOUT PRIOR NOTICE. IN NO EVENT SHALL FRONTIER OR ITS AGENTS, EMPLOYEES, DIRECTORS, OFFICERS, REPRESENTATIVES OR SUPPLIERS BE LIABLE UNDER CONTRACT, WARRANTY, TORT (INCLUDING BUT NOT LIMITED TO NEGLIGENCE OF FRONTIER), OR ANY OTHER LEGAL THEORY, FOR ANY DAMAGES ARISING FROM OR RELATING TO THIS DOCUMENT OR ITS CONTENTS, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.