



Throwback & CLEC Disconnect in Error Process

Carrier Services

Frontier Communications
Rochester, NY

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Guidelines: Throwbacks & CLEC Disconnect in Error

Overview

Throwbacks

There are instances when a CLEC may elect to stop a Hot Cut that is in progress and request to have the end user placed back on original Frontier facilities.

The following process identifies and establishes guidelines for reversing a hot cut. The request to reverse a hot cut is referred to as a Throwback.

Frontier supports the following Throwback scenarios:

- The Hot Cut or Number Porting is in progress and the CLEC requests a throwback of the service.
- The Hot Cut or Number Porting order has been completed and the request to throwback is received within 24 hours of completion.
 - The PON status is PCN received.
 - Throwback cannot be performed when the PON status of a PON or related PON is BCN Received.

When a CLEC requests a return of an end user to the original facilities beyond the 24-hour completion window, or the PON status is BCN Received, the request would be treated as a Winback.

There are numerous situations and circumstances where a CLEC may request that Frontier perform a Throwback. Many of these requests are unique with several variables to consider. As a result, Frontier handles Throwbacks on a case-by-case basis.

CLEC Disconnect in Error

As with Throwbacks, Frontier evaluates CLEC disconnect in error requests on a case-by-case basis.

While Frontier will make every effort to work with the CLECs to restore their end user in a timely fashion, the timeframe to restore service may vary from request to request. This is based on Frontier's ability to recover the facilities and have the resources available to re-establish service.

Revisions

Date	Detail
8/19/2016	Included verbiage on page 3 that explains Throwback cannot be performed when the PON status is BCN Received.

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