



Wholesale Broadband Ordering Scenario Matrix

| ALLOWED SCENARIOS: WHOLESAL BROADBAND - STANDALONE | | | | |
|---|--|-----------------|--|---|
| PRODUCT | ORDER SCENARIO | REQTYPE/ ACT | NOTES | ORDERING SAMPLE |
| Standalone WABB | Install Wholesale Broadband Standalone service | DB/N | | DB/N - New Wholesale Broadband |
| Standalone WABB | Change Standalone Wholesale Broadband service: -Change Speed -Add/remove optional features ie; Static IP | DB/C | Static IP only available on Business | DB/C - Post-Migration Change Wholesale Broadband Speed |
| Standalone WABB | Full Disconnect Standalone Wholesale Broadband | DB/D | | |
| ALLOWED SCENARIOS: SHARED WHOLESAL (Platform) VOICE & BROADBAND | | | | |
| PRODUCT | ORDER SCENARIO | REQTYPE/ ACT | NOTES | ORDERING SAMPLE |
| Shared Platform Voice and WABB | Install new Wholesale Broadband with Platform Voice service | DB/N | Copper only No CLEC Fiber VOIP available | DB/N - New Business POTS with Wholesale Broadband |
| Shared Platform Voice and WABB | Add Wholesale Broadband to existing Platform Voice | DB/C | Copper only Voice line must already exist as Platform service <i>Note: Not available where HSI service exists. End user or existing service provider must issue an order to disconnect existing HSI service.</i> | DB/C - Post-Migration Add Wholesale Broadband |
| Shared Platform Voice and WABB | Add Wholesale Broadband Static IP to existing Platform Voice | DB/C | Copper only Voice line must already exist as Platform service <i>Note: Not available where HSI service exists. End user or existing service provider must issue an order to disconnect existing HSI service.</i> | DB/C - Post-Migration Add Wholesale Broadband Static IP |
| Shared Platform Voice and WABB | Migrate Retail Voice with Broadband to Platform Voice and Wholesale Broadband | DB/V | Copper only Fiber/VOIP migrations not available No service interruption if the speed remains the same | DB/V - Migration with Wholesale Broadband |



Wholesale Broadband Ordering Scenario Matrix

| ALLOWED SCENARIOS: SHARED WHOLESALÉ (Platform) VOICE & BROADBAND | | | | |
|--|--|-----------------|---|--|
| PRODUCT | ORDER SCENARIO | REQTYPE/ ACT | NOTES | ORDERING SAMPLE |
| Shared Platform Voice and WABB | Migrate Retail Voice Only to Platform Voice and add Wholesale Broadband | DB/V | Copper only Fiber/VOIP migrations not available Feature Activity FA=N Broadband products | DB/V - Migration with Wholesale Broadband |
| Shared Platform Voice and WABB | Migrate Resale Voice with Broadband to Platform Voice and Wholesale Broadband | DB/V | Copper only Fiber/VOIP migrations not available No service interruption if the speed remains the same | DB/V - Migration with Wholesale Broadband |
| Shared Platform Voice and WABB | Migrate Resale Voice to Platform Voice and add Wholesale Broadband | DB/V | Copper only Fiber/VOIP migrations not available Feature Activity FA=N Broadband products | DB/V - Migration with Wholesale Broadband |
| Shared Platform Voice and WABB | Migrate another CLEC's Platform Voice with Wholesale Broadband account to Platform Voice and Wholesale Broadband | DB/V | Copper only Fiber/VOIP migrations not available No service interruption if the speed remains the same | DB/V - Migration with Wholesale Broadband |
| Shared Platform Voice and WABB | Migrate another CLEC's Platform Voice account to Platform Voice and add Wholesale Broadband | DB/V | Copper only Fiber/VOIP migrations not available Feature Activity FA=N Broadband products | DB/V - Migration with Wholesale Broadband |
| Shared Platform Voice and WABB | Disconnect Wholesale Broadband from a Platform Voice Line | DB/C | | DB/C - Disconnect Wholesale Broadband Only |
| Shared Platform Voice and WABB | Full Disconnect of Platform Voice including the shared wholesale Broadband | DB/D | | DB/D - Wholesale Broadband Full Account Disconnect |



Wholesale Broadband Ordering Scenario Matrix

| ALLOWED SCENARIOS: SHARED RESALE VOICE & BROADBAND | | | | |
|--|--|-----------------|---|--|
| PRODUCT | ORDER SCENARIO | REQTYPE/ ACT | NOTES | ORDERING SAMPLE |
| Shared Resale Voice and WABB | Add Wholesale Broadband to existing Resale Voice | EB/C | Copper only Voice Line already exists as Resale Note: Not available where HSI service exists. End user or existing service provider must issue an order to disconnect existing HSI service. | EB/C - Post-Migration Add Wholesale Broadband |
| Shared Resale Voice and WABB | Wholesale Broadband Changes: -Change Speed -Add/remove optional features ie; Static IP blocks Switch between Dynamic/Static products | EB/C | Static only available on Business | EB/C - Wholesale Broadband Speed Change |
| Shared Resale Voice and WABB | Disconnect Wholesale Broadband from Resale Voice Line | EB/C | | EB/C - Disconnect Wholesale Broadband Only |
| Shared Resale Voice and WABB | Full Disconnect of Resale Voice including the shared Wholesale Broadband | EB/D | | EB/D - Wholesale Broadband Full Account Disconnect |



Wholesale Broadband Ordering Scenario Matrix

| SCENARIOS NOT ALLOWED | | | | |
|--------------------------------|---|-----------------|--|--|
| PRODUCT | ORDER SCENARIO | REQTYPE/ ACT | NOTES | |
| Standalone Broadband | Migration of Existing Retail HSI Only account or another CLEC's Wholesale Standalone Broadband account to Wholesale Broadband | N/A | Migration of Standalone Broadband service is not allowed. Disconnect order must be submitted for existing Broadband service. Then, order for new install of Wholesale Broadband can be submitted. | |
| Standalone Broadband | Outside Move of Existing CLEC HSI Only Account | N/A | Outside move of Standalone Broadband service is not allowed. Disconnect and new install of existing Wholesale Broadband must be submitted. | |
| Shared Platform Voice and WABB | Outside Move of Platform Voice with Broadband | N/A | Outside move of Platform Voice with Broadband is not allowed. Outside move must be submitted for voice only. Then, order for new install of Wholesale Broadband can be submitted on existing voice service | |
| Shared Resale Voice and WABB | Outside Move of Resale Voice with Broadband | N/A | Outside move of Resale Voice with Broadband is not allowed. Outside move must be submitted for voice only. Then, order for new install of Wholesale Broadband can be submitted on existing voice service at the new address. | |
| Shared Resale Voice and WABB | Migrate Retail Voice with Broadband to Resale Voice and Wholesale Broadband | N/A | Resale Wholesale Broadband can be added only to existing Resale line; Can migrate to Platform Voice with Wholesale Broadband (see above) | |
| Shared Resale Voice and WABB | Migrate existing Platform Voice with Wholesale Broadband account to Resale Voice with Wholesale Broadband | N/A | | |
| Shared Resale Voice and WABB | Install new Resale Voice account with Wholesale Broadband | N/A | Resale Wholesale Broadband can be added only to an existing Resale line | |



Change Log

| Date | Change |
|-----------|---|
| 4/23/2019 | Initial document posting |
| 8/30/2019 | Added outside move information under Scenarios Not Allowed section. |
| 8/24/2021 | Update embedded links |
| | |
| | |
| | |

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.