



# Platform Remote Call Forward Job Aid

## **Carrier Services**

Frontier Communications  
Rochester, NY

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# Platform Remote Call Forward Job Aid

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## Remote Call Forwarding Platform Product

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**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. The telephone number is programmed at the local central office, and all incoming calls are automatically forwarded to another telephone number of the end user's choice.

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### Availability & Feature Codes

Remote Call Forwarding on Wholesale Platform service is available in F13, Acquired WV and Legacy properties, per tariff.

Area	RCF Offering
F13	Platform RCF single path only
Acq WV	Platform RCF single and additional paths
Legacy	Platform RCF single and additional paths

Refer to feature code matrices on the website for availability.

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### Restrictions

- Platform RCF accounts are billed separately
- Platform RCF service is not offered when the answering location for a forwarded call is a coin/coinless station.
- Platform RCF cannot use DID numbers
- Platform RCF can be forwarded internationally only in Acquired WV
- Platform RCF cannot have vacation/seasonal suspension service
- Do not send directories to Platform RCF services
- Terminating telephone numbers/lines to which Platform RCF service is forwarded may not be equipped with Call Forwarding or Remote Call Forwarding features.
- Customer calling features are not available with Platform RCF.
- Platform RCF is not offered Local Calling Plans
- Platform RCF is not represented as suitable for transmission of data

### Multiple path restrictions

- Platform RCF in F13 areas is allowed only one forwarding path. Multiple RCF paths are not offered. If multiple forwarding paths are desired, the Resale RCF product should be ordered.
- Platform RCF in Acq WV and Legacy areas is allowed multiple forwarding paths. Multiple paths of RCF allows multiple calls to be forwarded at the same time.

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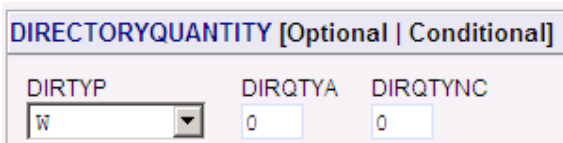
## Caller ID

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.

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## 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
W	0	0

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## Directory Listing Overview

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. MRC charges apply following tariff guidelines.

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. If the central office address is populated on the DL form and LTY=1 or 2, the LSR may be rejected advising that a valid directory listing for RCF service should be provided. 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.

**Note:** Samples of LSR and DPI order entry for various Directory Listings are provided in the *Directory Listing Order Options* section of this document.

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## Additional RCF Paths -Available in Acq WV and Legacy only

Use this chart as a guide for ordering additional RCF paths.

Order scenario	FEATURE Field Population						
<p>FA=N</p> <p>Add additional paths to existing RCF service</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.</p> <p><i>Example:</i> /GSZ 2 results in a total of two RCF paths on the service.</p> <div data-bbox="980 590 1401 783" style="border: 1px solid black; padding: 5px;"> <p><b>FEATURES [ 1 ] [Optional   Conditional]</b></p> <table border="1"> <tr> <td>FA</td> <td>FEATURE</td> <td>FEATQTY</td> </tr> <tr> <td>N</td> <td>UF5</td> <td></td> </tr> </table> <p>FEATUREDETAIL</p> <p>/GSZ 2</p> </div>	FA	FEATURE	FEATQTY	N	UF5	
FA	FEATURE	FEATQTY					
N	UF5						
<p>FA=C</p> <p>Add or reduce additional paths to existing RCF service that already has additional paths.</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 results in the addition or removal of additional RCF paths until there are a total of two RCF paths.</p> <div data-bbox="971 928 1401 1129" style="border: 1px solid black; padding: 5px;"> <p><b>FEATURES [ 1 ] [Optional   Conditional]</b></p> <table border="1"> <tr> <td>FA</td> <td>FEATURE</td> <td>FEATQTY</td> </tr> <tr> <td>C</td> <td>UF5</td> <td></td> </tr> </table> <p>FEATUREDETAIL</p> <p>/GSZ 2</p> </div>	FA	FEATURE	FEATQTY	C	UF5	
FA	FEATURE	FEATQTY					
C	UF5						
<p>FA=C</p> <p>Remove all additional RCF paths</p> <p>When additional paths exist on the RCF service</p>	<p>Enter the group size zero (0.) This indicates that all additional paths will be disconnected.</p> <p><i>Example:</i> /GSZ 0 results in the removal of all additional RCF paths.</p> <div data-bbox="959 1226 1409 1438" style="border: 1px solid black; padding: 5px;"> <p><b>FEATURES [ 1 ] [Optional   Conditional]</b></p> <table border="1"> <tr> <td>FA</td> <td>FEATURE</td> <td>FEATQTY</td> </tr> <tr> <td>C</td> <td>UF5</td> <td></td> </tr> </table> <p>FEATUREDETAIL</p> <p>/GSZ 0</p> </div>	FA	FEATURE	FEATQTY	C	UF5	
FA	FEATURE	FEATQTY					
C	UF5						

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## Additional RCF Paths on Migrates -Available in Acq WV and Legacy

Multiple paths of Remote Call Forwarding may be ordered only in Acq WV and Legacy areas. Refer to the feature code matrices on the website for availability.

This is an example of how the Feature fields are populated on the PS form of a DB-V when provisioning RCF on a service that does not already have RCF provisioned.

Order scenario	FEATURE Field Population												
<p>FA=N</p> <p>Add RCF &amp; additional paths</p> <p>When additional paths are not already provisioned</p>	<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. A leading “1” can be included, but is not required when the number is long distance. This is all that is required to provision one path of RCF.</p> <p>In a 2<sup>nd</sup> Feature section, when more than one 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 to be provisioned.</p> <p><i>Example: /GSZ 2 results in a total of two RCF paths on the service.</i></p> <div data-bbox="407 961 818 1356" style="border: 1px solid black; padding: 5px;"> <p><b>FEATURES [ 1 ] [Optional   Conditional]</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">FA</td> <td style="width: 30%;">FEATURE</td> <td style="width: 40%;">FEATQTY</td> </tr> <tr> <td>N</td> <td>U3FXM</td> <td></td> </tr> </table> <p>FEATUREDETAIL /CFN 8005465400</p> <hr/> <p><b>FEATURES [ 2 ] [Optional   Conditional]</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">FA</td> <td style="width: 30%;">FEATURE</td> <td style="width: 40%;">FEATQTY</td> </tr> <tr> <td>N</td> <td>UFS</td> <td></td> </tr> </table> <p>FEATUREDETAIL /GSZ 2</p> </div>	FA	FEATURE	FEATQTY	N	U3FXM		FA	FEATURE	FEATQTY	N	UFS	
FA	FEATURE	FEATQTY											
N	U3FXM												
FA	FEATURE	FEATQTY											
N	UFS												

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## Additional RCF Paths on Migrates -Available in Acq WV and Legacy cont.

This is an example of how the Feature fields are populated on the PS form of a DB-V when provisioning RCF on a service that does not already have RCF provisioned.

Order scenario	FEATURE Field Population												
<p>FA=V Add or Reduce additional paths</p> <p>When additional paths exist on the RCF service</p>	<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. A leading “1” can be included but is not required when the number is long distance. This is all that is required to provision one path of RCF.</p> <p>In a 2<sup>nd</sup> Feature section, when more than one 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 to be provisioned.</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p><b>FEATURES [ 1 ] [Optional   Conditional]</b></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;">FA</td> <td style="width: 40%;">FEATURE</td> <td style="width: 40%;">FEATQTY</td> </tr> <tr> <td>V</td> <td>U3XFM</td> <td></td> </tr> </table> <p>FEATUREDETAIL /CFN 8005466500</p> </div> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p><b>FEATURES [ 2 ] [Optional   Conditional]</b></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;">FA</td> <td style="width: 40%;">FEATURE</td> <td style="width: 40%;">FEATQTY</td> </tr> <tr> <td>V</td> <td>UFS</td> <td></td> </tr> </table> <p>FEATUREDETAIL /GSZ 2</p> </div> <p><i>Examples:</i>  <b>/GSZ 2</b> results in the addition or removal of additional paths until there are two RCF paths on the service.  <b>/GSZ 0</b> results in the removal of all RCF paths.</p>	FA	FEATURE	FEATQTY	V	U3XFM		FA	FEATURE	FEATQTY	V	UFS	
FA	FEATURE	FEATQTY											
V	U3XFM												
FA	FEATURE	FEATQTY											
V	UFS												



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## RCF Accounts

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### Common RCF Account Traits

A Remote Call Forward service has the following common characteristics:

- The physical address of an RCF service is that of the local Frontier Central Office address.
- RCF accounts are always separately billed.
- The Service Type of Platform RCF service is LG.
- RCF is entitled to a directory listing.
- RCF billing does not include an access line. Because the service is supplied without using facilities to the end user premise, only the Port, Port surcharge and the feature rates are charged for Platform RCF. NRC charges apply for initial installation and when additional paths are added to the service (Acq WV only.) An NRC is not charged to remove additional paths.

### Service Type LG

A Platform 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

### Platform RCF Billing

Platform Remote Call Forwarding is considered a measured-rated product. 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, as well as normal Platform billing per call charges.

Platform RCF lines are charged only the Port, Port surcharge, and RCF feature rates (if any.) An access line or SLC is never charged on Platform RCF.

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## Directory Listing Options

### Sample Residential Listing

Let's assume the TOS of the RCF order is 27MR (F13) or 2MBR (Acq WV.) 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 & Residential listing-Same listing in both sections

Let's assume the TOS of the RCF order is 17MR (F13) or 1BMR (Acq WV) or 1BPR (Legacy). The first TOS position of 1 indicates business service. The business TOS allows 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.

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
<del>LNLN = Hess</del>	LNLN = Hess
<del>LNFN = Walter &amp; Sons</del> (see Note)	LNFN = Walter
<del>DES = thrift shp</del> (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
<del>DIRQTYA = 1</del>	

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## Sample Business and Residence Listing – Different Listings

Let’s assume the TOS of the RCF order is 17MR (F13) or 1BMR (Acq WV) or 1BPR (Legacy). The first TOS position of 1 indicates business service. The business TOS allows 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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## Sample Business Listing

Let's assume the TOS of the RCF order is 17MR (F13) or 1BMR (Acq WV) or 1BPR (Legacy). The first TOS position of 1 indicates business service. The business TOS allows 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 17MR (F13) or 1BMR (Acq WV) or (1BPR). The first TOS position of 1 indicates business service. The business TOS allows 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 shop .....217 935-0490*

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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## LSR Order Guidelines

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### LSR Order Rules

This section defines basic principles for Remote Call Forward orders.

- The 4<sup>th</sup> TOS character of RCF service is always R.
  - The CLEC must provide the Frontier Central Office address on the EU form of the LSR when ordering 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 DB-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 is always separately billed.
  - Additional paths of RCF on Platform service is available only in Acquired WV and Legacy territories. Refer to feature code matrices on the website for availability.
  - Migrations of existing retail service with multiple paths of RCF are accepted only on DB-V in Acq WV and Legacy. When a DB-N with multiple paths is order in F13, the PON is rejected. The order can be SUP'd to order only one path or canceled and replaced with an order for Resale RCF which offers multiple paths.
  - The PS form must be populated with the call forward path quantity and call forward number detail.
- 

### TOS and LTOS

Use this chart as a guide for TOS and LTOS combinations.

Environment	TOS	LTOS
F13	17MR, 27MR	17MR, 27MR
Acq WV	1BMR, 2BMR	-1-R
Legacy	1BPR, 2BPR	1BPR, 2BPR

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## Central Office Address

The CLEC provides 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
- Migrate RCF service (keeping RCF)

The CLEC can obtain the central office address in LERG.

*Note:* The CLEC may contact the LCSS Helpdesk if they have difficulty locating the CO address.

## Rejections

LSRs with RCF may be rejected for the following reasons:

- When the RCF service going "in" the 4<sup>th</sup> positions TOS must be R.
- When a Platform "loop" code is populated in a Feature Field.
- When additional paths are indicated in remarks but the Feature Activity fields are not populated with additional path code and detail.
- When additional paths are ordered in an F13 area.
- 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.
- Additional paths of RCF cannot be ordered in F13 areas.



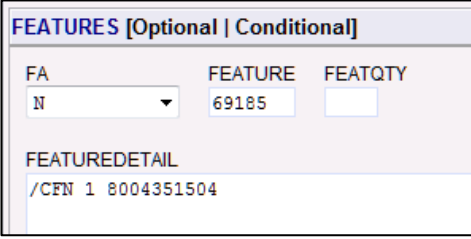
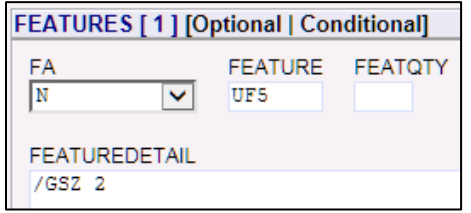
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## LSR Order Entry

### New RCF Order LSR Details

To establish a new telephone number in the Central Office with RCF.

Rectype/ACT: **DB/N**      LNA: N

LSR Field/Section	Details
REMARKS	Complete remarks with RCF order scenario
EU ADDRESS	Frontier Central Office Address
TOS	See <a href="#">TOS and LTOS</a>
PIC and LPIC	None or XXXX
LNA	N
LTOS	See <a href="#">TOS and LTOS</a>
TNS	RCF number
BA and BLOCK	Populated as desired (BAU)
FEATURES  <i>Initial RCF path</i>	FA = N FEATURE: Feature code  FEATUREDETAIL: FID /CFN followed by the number to which calls are forwarded. Enter a 10 digit number. A leading "1" can be included, but is not required when the number is long distance.  <i>Examples: /CFN 5554611234 or /CFN 1 8005461234</i>
	
FEATURES  <i>Additional RCF paths Available only in Acq WV &amp; Legacy</i>	FA = N FEATURE: Feature code for additional paths  FEATUREDETAILS: Enter the FID "GSZ" followed by the total quantity of RCF paths to be provisioned on the service.  It is not necessary to repeat the TN to which calls are forwarded.
	
DIRECTORY LIST	Take care <i>not</i> 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 Change LSR Details

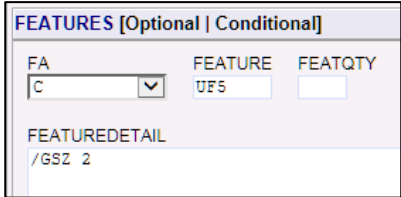
This chart shows the LSR order type used to make a change to an existing RCF line.

Action	REQTYP/ACT
<b>RCF Feature Change</b> Add or remove RCF paths; change “forward to” number. Change PIC	DB/C LNA=C
	DB/C LNA=P

### Notes:

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

**Scenario:** Change the quantity of additional RCF paths.

PS form	Details
FA	N or C Additional paths are ordered with FA=N if there are not existing additional paths, or FA=C if additional paths already exist.
FEATURE	RCF additional path feature code <ul style="list-style-type: none"> <li>• <i>Example</i> <b>RCFB</b></li> </ul>
FEATUREDE TAIL	<p>Enter the group size.</p> <p>The GSZ is the total quantity of RCF paths to be in service once the order is provisioned. Additional paths will be removed or added to get to desired group size.</p> <p><i>Examples:</i> /GSZ 2 results in the addition or removal of additional paths until there are 2 RCF paths on the service. /GSZ 0 results in the removal of all additional paths.</p> 

## Platform Remote Call Forward Job Aid

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**Scenario:** Remove Additional RCF paths.

PS form	Details						
FA	C						
FEATURE	RCF additional path feature code <ul style="list-style-type: none"> <li>• <i>Example RCFB</i></li> </ul>						
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>  <b>/GSZ 2</b> results in the addition or removal of additional RCF paths until there are 2 RCF paths on the service.</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p><b>FEATURES [Optional   Conditional]</b></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">FA</td> <td style="width: 30%;">FEATURE</td> <td style="width: 40%;">FEATQTY</td> </tr> <tr> <td>C</td> <td>UFS</td> <td></td> </tr> </table> <p>FEATUREDETAIL</p> <p>/GSZ 2</p> </div> <p><b>/GSZ 0</b> results in the removal of all additional RCF paths.</p>	FA	FEATURE	FEATQTY	C	UFS	
FA	FEATURE	FEATQTY					
C	UFS						

**Scenario:** Change “Forward To” number

PS form	Details						
FA	C						
FEATURE 1 & FEATURE DETAIL	<p>Enter RCF feature code <i>example RCFB</i>. The new forward to number is entered in the FEATUREDETAIL section.</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p><b>FEATURES [Optional   Conditional]</b></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">FA</td> <td style="width: 30%;">FEATURE</td> <td style="width: 40%;">FEATQTY</td> </tr> <tr> <td>C</td> <td>69185</td> <td></td> </tr> </table> <p>FEATUREDETAIL</p> <p>/CFN 8006547900</p> </div> <p><b>Note:</b> It is not necessary to identify the quantity of additional paths on the PS form when changing the forward to number.</p>	FA	FEATURE	FEATQTY	C	69185	
FA	FEATURE	FEATQTY					
C	69185						

# Platform Remote Call Forward Job Aid

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## POTS to RCF LSR Details

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

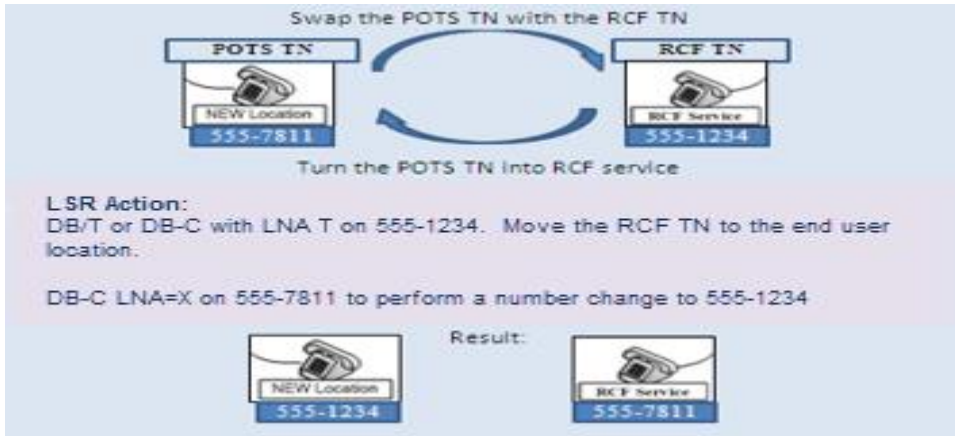
Action	REQTYP/ACT
<b>Disconnect POTS service</b> Add RCF to existing telephone number  <i>Important:</i> RPON with DB/N	DB/EB-D DB/EB-C LNA=D
<b>New RCF Connect</b>  <i>Important:</i> RPON with DB/EB-D or DB/EB-C LNA=D	DB/N

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

# Platform Remote Call Forward Job Aid

## POTS to RCF TN Swap LSR Details

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 This order is written on the TN that will be kept	<b>DB-T or DB-C LNA=T</b> (when a line is left behind) This will move the RCF number to the new location.
At the New location This order is written on the TN that will be changed	<b>DB/DB-C LNA=X</b> 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 <sup>th</sup> 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.

## Platform Remote Call Forward Job Aid

### POTS to RCF TN Swap LSR Details (continued)

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

Detail	DB-T or DB-C LNA=T 555-1234	DB-C LNA=X 555-7811
Location of TN	RCF (Central Office)	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.”
How to order features	<ul style="list-style-type: none"> <li>• Delete feature codes that are no longer wanted on the service at the new location.</li> <li>• Add feature codes that are no longer wanted on the service at the new location. <i>Example: hunting</i></li> </ul>	<ul style="list-style-type: none"> <li>• Add RCF feature code.</li> <li>• Provide the “Forward To” number</li> <li>• Add RCF add'l path, when applicable</li> </ul>

# Platform Remote Call Forward Job Aid

## RCF to Platform POTS LSR Details

This chart shows the LSR order type used to remove Remote Call Forward service and install the phone number 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	Acq WV & Legacy	F13
<b>RCF to Platform POTS</b> Take off RCF and move telephone number to an end user location	DB/T LNA=N	DB/T LNA=T

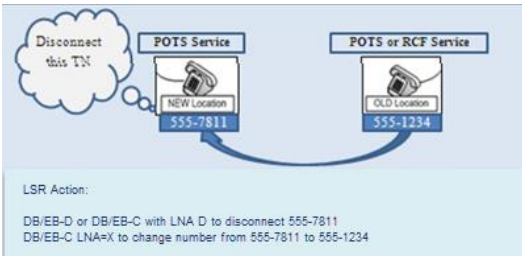
The LSR order should mirror an order for *new* service. This chart shows the important LSR details that are used to turn an RCF service into a Platform POTS line. Of course, the CLEC may include additional details on the LSR. Read the entire LSR for other details that may not be included on this chart.

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

# Platform Remote Call Forward Job Aid

## RCF to Platform POTS TN Swap LSR Details

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	<b>DB/EB-D or DB/EB-C LNA=D</b> (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	<b>DB-C LNA=X</b> 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	DB/EB-D or DB/EB-C LNA=D 555-7811	DB/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”



# Platform Remote Call Forward Job Aid

## Migrates

### Migrate Rules

The CLEC can migrate an existing account to Platform services using the DB reqtype. They are allowed to keep, add or remove Remote Call Forward service on ACT V (ACT W is not allowed) under the following conditions:

- RCF to Platform POTS is allowed
- POTS to RCF is allowed
- RCF to RCF is allowed

**Note:** Additional paths are available in Acq WV and Legacy only. When existing service has additional paths, the additional paths can be kept only if the service is in Acq WV and Legacy territories. When the migrated service is in F13 area, only one RCF path is allowed.

### ACT-W Migrates

DB-W migrate orders are not accepted.

### ACT V Migrates

DB/V migrate orders will change ownership of an account and allow changes involving RCF. The following scenarios are ordered on DB/V:

- When the TN is already a resale or retail RCF service, the migrate order can include adding or removing RCF paths (in Acq WV and Legacy only.)
- A DB/V order can add Platform RCF to a POTS line.
- A DB/V order can remove RCF service and install the telephone number at an end user location.

When ACT = V the EU, PS and DL forms are populated to indicate order requirements.

This chart shows the LSR order type used to migrate an account with minor changes ACT V.

From this...	To this...	Reqtype/ACT
Retail RCF	Platform RCF	DB/V
Resale RCF	Platform RCF	DB/V
Platform RCF	Platform RCF	DB/V
Retail POTS	Platform RCF	DB/V
Resale POTS	Platform RCF	DB/V
Platform POTS	Platform RCF	DB/V

# Platform Remote Call Forward Job Aid

## Migrate POTS to RCF LSR Details

Action	LSR Order
<b>POTS to RCF Migrate</b> Change ownership of an existing POTS line and change it to RCF service	DB-V

The following chart provides the important LSR field entries for **POTS 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 <sup>th</sup> 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"> <li>• <i>Example /CFN 555 461-1234</i></li> <li>• <i>Example /CFN 1 800 546-1234</i></li> </ul>
FEATURE	Feature code for additional RCF paths, where available. See <i>Additional RCF Paths - Migrates</i>
DIRECTORY LIST	When R is 4 <sup>th</sup> character TOS, ELT must = E or P. A DL form is required.

## Migrate RCF to Platform POTS LSR Details

Two PONs are necessary to migrate RCF service and change it into Platform POTS service. First the CLEC must take ownership of the RCF service. Once ownership is established the CLEC may place a DB-T to move the service to the End User location.

Action	LSR Order
<b>RCF to RCF Migrate</b> Change ownership of an existing RCF service.	DB-V
<b>RCF to Platform POTS</b> Move TN from central office to End User location	DB-T

# Platform Remote Call Forward Job Aid

## RCF to RCF LSR Details

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

Action	LSR Order
<b>RCF to RCF Migrate</b> Change ownership of an existing RCF service.	DB-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 <sup>th</sup> 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 = RCFxx FEATUREDETAIL =/CFN 555 461-1234
FEATURE	If additional RCF features do not exist and are being added then: FA = N FEATURE = RCFxx FEATUREDETAIL =/GSZ ##  If additional RCF features exist and are changing then: FA = V FEATURE = RCFxx FEATUREDETAIL =/GSZ ##  See <i>Additional RCF Paths – Migrates</i> for details.
DIRECTORY LIST	When R is 4 <sup>th</sup> character TOS, ELT must = E or P. A DL form is required.

# Platform Remote Call Forward Job Aid

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## Change Log

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The purpose of this section is to indicate all changes made to this document from the time of posting.

<b>Date/Time</b>	<b>Page No</b>	<b>Description/Details</b>
3/7/17	6-8, 17-19	Revised detail for FID /GSZ additional RCF paths.
4/20/2020	All	Modified document to include Platform RCF in Legacy territories

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