Wholesale Platform Services Overview

Contents

Frontier Wholesale

Jurisdiction: All
Revised Date:

Overview

Wholesale Platform is a bundle of loop, switching, and enhanced features such as Voice Mail, offered through a commercially negotiated agreement between Frontier Communications and a CLEC.

The following optional services are available with a signed amendment or sales agency agreement:

Wholesale Platform Inside Wire and Repair Wholesale Platform

with DIRECTV Wholesale Platform Voice Mail Service Wholesale

Platform with DSL *(WV only)*

Service Types

Wholesale Platform is offered in packet switch locations if the customer has a signed

Packet Agreement.

The following service type(s) of Wholesale Platform are available. Refer to your

Wholesale Platform Agreement for services available per jurisdiction:

- Analog PBX Trunks Centrex/Centranet Coin
- FX WV
- Non-Centrex Basic Rate ISDN Public Access Lines
- Remote Call Forwarding
- Residential and Business POTS

Wholesale Platform Services Overview

Before Completing Your Wholesale Platform Order

Action	Resource
Ensure you have proper Interconnection agreement and facilities in place prior to ordering UNE services	Contact your Account Manager
For new or change service you may schedule and review valid due dates.	Use Appointment Scheduling Pre-Order
When a feature with prerequisites is ordered, you will need to determine if the prerequisites are on the account. If they are not they must be ordered concurrently with the line or feature. You will need to also determine if you are ordering conflicting combinations of features. Does not apply to WV.	Use Wholesale Platform Feature Combination Guide
To ensure accurate order submission and E911 database updates determine valid service address for the end user. Obtain accurate information from the end user and validate by using the appropriate Pre-Order transaction.	Use Address Validation Pre-Order
Determine other order information by completing the appropriate Pre-Order transaction for your order activity type.	See Pre-Order Tutorial – Online Tutorial
Ensure your order is completed accurately for timely installation.	Use LSR Business Rules which provide complete explanations of how to populate order forms with valid entries.
Ensure Operator Services and Directory Assistance Services (OS/DA) contracts are in place.	Contact your Account Manager for details.
Identify the appropriate blocking to be applied if you are ordering a block on an end user account.	Use Blocking Matrix

Other Things to Consider

Provide the correct Network Channel (NC), Network Channel Interfaces (NCI) and Secondary Network Channel Interface (SECNCI) codes. Services cannot be provisioned unless the correct NC/NCI codes are provided.

Wholesale Platform is provided subject to the availability on a first- come first-serve basis in the requested central office. If facilities are not available when a Resale Private Line is requested, the CLEC will be notified via jeopardy. In response to the jeopardy, the CLEC may choose to cancel the order or postpone the date until facilities are available.

When requesting a new or move of a network interface device (NID), review Frontier's Business Rules for appropriate values of the NIDR field.

When requesting Buried Service Wire or a new or move of a network interface device (NID), review the Buried Wire Service Offering page.

Density cells are geographic areas for an end user address based on the end user's central office. Density cells are used to determine the last two characters of the Wholesale Platform service USOC/IOSC.

Voice Mail, check with Frontier for availability, contracts may need to be negotiated with Frontier.

Operator Services and Directory Assistance Services (OS/DA) contracts may need to be negotiated contact Frontier for specific details.

Wholesale Platform is available to a CLEC without a collocation arrangement with Frontier. The End User, prior to migration of an account to Wholesale

Platform, must remove the "Freeze PIC Indicator", WV.

For Non-Centrex Basic Rate ISDN , the Service Product Enhancement Code field "SPEC" is used to indicate ISDN Ordering Code (IOC) when requesting installation, migration, or changing the ISDN Ordering Code.

Wholesale Platform Centrex with AD9: (*WV only*).

- A service that is pre-built into a common block, which does not require an individual common block per system.

  -UNE Centrex Questionnaire is not required when ordering, Standard and Options features are provided.
  -The minimum number of lines is two with AD9.

Analog PBX Wholesale Platform: Analog PBX is offered with different types of service. WV

Analog DID PBX (Analog Direct Inward Dialing Private Branch

Exchange)

Analog DOD PBX (Analog Direct Outward Dialing Private Branch

Exchange)

Analog DIOD PBX (Analog Direct /Inward/Outward Dialing Private

Branch Exchange)

The existing Trunk Group Number (TGP) and Route Index Number

(RTI) are to be reused for migrations.

In FTR13 states, when ordering Centranet, the business group, intercom, pick-up group and number of NARS information is populated in the "Remarks" section of the LSR. In WV, the Centranet Data Gathering Form must be submitted when ordering Centranet service.

CLEC to CLEC Migration -

-Submit an LSR using the "ACT" and the "LNA" of "N".

- When porting in a NXX, the same telephone number (TN) can be ported back provided the end user has not moved out of the rate center. Rate Centers can have multiple switches (wire

  centers). In FTR13 properties, contact the Carrier Service

  Center.
- When porting in a CLEC NXX, the TN can only be provisioned in the wire center associated with the end user's address. Wire Centers are exchange areas within a central office. In FTR13 properties, contact the Carrier Service Center.

Hunting

Changes to Hunting for the following should be done via the Hunt Group Information Form:

> Rearranging an existing Hunt Group
> Adding an existing line or lines on the account to an existing Hunt Group
> Creating a new Hunt Group for existing lines on the account Deleting an entire Hunt Group (no disconnect of any lines) Deleting a line or lines from an existing Hunt Group (no disconnection of any lines)

A Port Service (PS) Form is not required for these changes. If changes in addition to Hunting are required use the appropriate LNA values on the PS Form.

Distinctive Ring (WV)

A Retail telephone number that will be used as a Distinctive Ring number on a CLEC account cannot be migrated "as specified". The CLEC has two options for retaining the Distinctive Ring telephone number.

> The CLEC must have the End User disconnect the account in Retail before re-using the telephone number for a Wholesale Account.

> CLEC must issue 3 separate Local Service Requests (LSRs)

>> First, a migration of account "as is"
>> Second, issue disconnect request, once the Billing Completion Notification (BCN) is received (Relate it to Distinctive Ring LSR)
>> Third, issue Distinctive Ring request on CLEC Billing account (Relate it to disconnect LSR)

Telecommunications Service Priority (TSP)

TSP is available to Business and Government end users. It is not valid on Residential Accounts. It is ordered by populating the "TSP" field with an authorization code. A TSP Authorization Code is assigned to the end user by the Office of Priority

Telecommunications. A separate unique TSP Authorization Code is required for each service or circuit ID. Separate codes are required for each segment or location of a multi-point circuit. It is the responsibility of the end user to obtain the code and provide to their local service provider.

Cooperative Testing (FTR13) Properties)

If an order is placed that does not require a premise visit and the CLEC wants the pairs tested and tagged (marked) at the demarcation point, this would need to be requested via the TNT field on LS or LSNP Page. The CLEC will then be charged the appropriate premise visit charge to complete this request.

Enter the following remark on the LSR: *"TEST AND TAG AT DEMARC. CALL TEST CENTER AT XXX-XXX-XXXX"*

Seasonal Suspension (Vacation Service) (F13 States)

Most state tariffs dictate a minimum time period that vacation service may be applied. If a SUP LSR is submitted to change the restore date of a vacation service arrangement, and the new requested restore date is less than the state-tarrifed minimum, Frontier will restore full service back to the original suspension date, effectively eliminating any discounted rate applied. Information regarding the DDD (desired due date) and ACT (Activity) fields can be found in the LSR Business Rules.

Change Log

Date	Page Number	Change
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