



Project Management Guidelines

Project Requests & Criteria

To submit a request to obtain project manager assignment and project ID, review the project definition criteria below. Orders that meet the criteria will be considered a *Project* and *negotiated intervals* will apply.

Service Type	Project Definition and Criteria
<p>SONET / Ethernet</p> <p><i>(Note 1: Project Manager will be assigned automatically for all ACT=N,C,M,T orders.)</i></p> <p><i>(Note 2: No Project Manager will be assigned for standalone disconnect orders.)</i></p>	<p>SONET (Synchronous Optical NETWORK)/OCn (Optical Carrier) services:</p> <p>SONET/OCn project managed orders received will be project managed when order has been confirmed – post-FOC. <i>(Note: Customer Care PM Team email Frontier.CCPM.Team@FTR.com)</i></p> <p>Ethernet services:</p> <p>Switched Ethernet (Layer 2) and EPL (Ethernet Private Line) (Layer 1) project managed orders received will be project managed when order has been confirmed – post-FOC. <i>(Note: Customer Care PM Team email Frontier.CCPM.Team@FTR.com)</i></p> <p>The Fiber-To-The-Cell (FTTC) services are handled by the PMO team. PM support is coordinated by the Program Manager.</p>
<p>Special Access – Non Wireless</p>	<p>300 or more circuits <i>(Note: Project Management Team email ocoprogramgrall@FTR.com)</i></p>
<p>Special Access – Wireless</p>	<p>Minimum circuit volumes to qualify for project management is as follows, unless approved by PM manager:</p> <p>DS0 - 50 circuits DS1 - 15 circuits DS3 - 10 circuits <i>(Note: Project Management Team email ocoprogramgrall@FTR.com)</i></p>
<p>Special Access - Rolls and Hot Cuts</p>	<p>Specials non muxed rolls and hot cuts</p> <ul style="list-style-type: none"> ○ Less than 15 circuits – send individual ASRs using standard HOTCUT project id and ASR remarks ○ Greater than 15 circuits or muxed hot cuts – project managed <p><i>(Note: Project Management Team email ocoprogramgrall@FTR.com)</i></p>



Project Management Guidelines

Service Type	Project Definition and Criteria
Switched Access	<p>All new switched access services including first presence in Frontier Territory, brand new switch, complex changes involving trunking, and work resulting from Frontier initiated activity (Includes Wireless)</p> <p>New, augments or major translations (including CIC) – 360 or more Trunks <i>(Note: Project Management Team email ocoprogramgrall@FTR.com)</i></p>
Switched Access - Grooms, Rolls and Hot Cuts	<p>May require coordination and project manage according to volumes.</p> <ul style="list-style-type: none">o Less than 15 T1s or more than 360 trunks- Send using standard HOTCUT project id and ASR remarks. <i>(Note: Project Management Team email ocoprogramgrall@FTR.com)</i>

If your project falls within these guidelines, send an email to the respective team and copy your account manager. If you are unsure of your account manager, send a separate email inquiry to Wholesale_Inquiry@ftr.com.

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.