



Carrier Customer Bulletin

Date of Bulletin: September 1, 2020
Notice #: CCBFTR01841
Audience: IXC, Wireless, CLEC, ISP
Subject: Alert for Switched Ethernet PNUM & VTA Changes on Standalone EVC Records
Date Effective: Immediately

As Frontier previously [communicated](#), on August 2, 2020 automation was deployed to help ensure each switched ethernet User Network Interface (UNI) and associated Ethernet Virtual Connection (EVC) (i.e., its “mate”) carry the same contract identifier, which is known as the PNUM (for “Promotion Number” or, less typically, the Program Number). Additionally, PNUM and Variable Term Agreement (VTA) changes, when permitted, require an activity (ACT) of Record (R) on the Access Service Request (ASR).

Customer must perform one of the following two procedures when changing the PNUM:

1. Recommended Procedure (Combination – “Combo”): Submit a UNI and EVC Combo records activity (ACT=R) ASR to change the PNUM
2. Alternative Procedure (Standalones): Submit both a standalone records activity (ACT=R) EVC ASR to change the PNUM on the EVC and also a standalone records activity (ACT=R) UNI ASR to change the PNUM (and not one without the other)

Frontier will notify Customer when additional automation is implemented to reject orders not submitted using one of these procedures. Customer remains responsible for ensuring that UNI and EVC “mates” remain “married.” If Customer fails to do so, Frontier may take all actions necessary to correct the mismatch, including reverting a changed PNUM to the matching PNUM and/or adjusting billing as needed.

If you have questions regarding the information provided in this notice, please contact your account manager.

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