



Carrier Access Services Test & Turn-Up Process

Frontier Wholesale

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PURPOSE OF THIS DOCUMENT

The purpose of this document is to provide a process for Test & Turn-Up.

(Note: If circuit has a loop-able device and Provider Test Acceptance (PTA) eligible, Frontier will automatically send a PTA script when circuit is completed.)

PROCESS

Process for Test & Turn-Up

For Ethernet *(Prior to sending PTA, all UNI(s) undergo a 6-point NID test. All EVC(s) undergo either a 1564 or 1731 SLA test to ensure parameters are met. Head-to-Head testing should not be needed.)*

If testing is still needed,

a. If the order is prior to Due Date,

- i. Please contact your assigned Frontier Project Manager for an updated status on the order.

b. If the order is completed,

i. If UNI,

1. Testing is not performed on the UNI, only on the EVC circuit.

- a. If additional assistance is required on the UNI order, please contact your assigned Frontier Project Manager.

ii. If NNI,

1. Contact Frontier Repair Center at 877-500-5514 to have a repair ticket created.

iii. If EVC or COMBO UNI/EVC,

1. Please contact Frontier Network Provisioning and Activation Center at 877-398-1620, option 5, option 1. If completion is over 30 days, then contact Frontier Repair Center at 877-500-5514 to have a repair ticket created.



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For Specials

- c. If the order is prior to Due Date,**
 - i. Please contact the Frontier Carrier ASR Center at 888-444-2267 for further assistance.
 - 1. Option 1 – For Ethernet
 - 2. Option 2 – For all other areas including Specials and Switched
 - a. Option 1 – For Specials
 - b. Option 2 – For Switched
- d. If the order is completed,**
 - i. If PTA eligible, Frontier does not test with PTA eligible customers. Frontier will automatically send PTA script when order is completed.
 - 1. If there is an issue with one or more circuits and PTA was received, please contact the Frontier Repair Center at 877-500-5514 for further assistance.
 - ii. If non-PTA eligible, please contact the Frontier Carrier ASR Center at 888-444-2267 for further assistance.



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For Switched

- e. If the order is prior to Due Date,**
 - i. Please contact the Frontier Carrier ASR Center at 888-444-2267 for further assistance.
 - 1. Option 1 – For Ethernet
 - 2. Option 2 – For all other areas including Specials and Switched
 - a. Option 1 – For Specials
 - b. Option 2 – For Switched
- f. If the order is completed,**
 - i. If Test & Turn-Up is for the T1,
 - 1. Please contact the Frontier Carrier ASR Center for further assistance at 888-444-2267.
 - ii. If Test & Turn-Up is for the trunks,
 - 1. Please contact the Frontier TPM Center at 888-352-1275.



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REVISION HISTORY

Date	Page	Revision Summary
03/12/2018	All	Initial document creation
10/10/2018	2	Updated NNI Post Completion
07/21/2023	All	Updated Repair TN, Carrier ASR Center options, and TPM Center TN

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