



# Access Standard Provisioning Intervals

## Contents

|                     |   |
|---------------------|---|
| Purpose             | 2 |
| Special Access: TDM | 3 |
| Switched Ethernet   | 4 |
| Layer 1 Ethernet    | 5 |
| Switched Access     | 6 |
| Change Log          | 7 |

Frontier Wholesale

Jurisdiction: All  
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## Access Standard Provisioning Intervals

### Purpose

The purpose of this document is to provide the Standard Intervals for ordering of Special and Switched Access services. The intervals represent the minimum period between receipt by Frontier of an accurate and complete ASR from customer and provisioning of the access service. If customer requests a service date that is earlier than the standard interval for the service set forth above, then customer shall be responsible for any charges or fees (including any Special Handling charges or Expedite fees) assessed by Frontier in accordance with the applicable Tariff, contract, or Frontier policy. These intervals are guidelines that Frontier will attempt to meet on a consistent basis; however, Frontier makes no guaranty or warranty that the service will be provisioned in accordance with these intervals.



## Access Standard Provisioning Intervals

### Special Access: TDM

| Activity  | Due Date Interval  |
|---|--|
| All Disconnects                                       | 30 business days   |
| Records   | 2 business days  |
| <b>Voice Grade</b>                                    |  |
| New/Move/Change                                       | 7 business days  |
| <b>Digital Data Service</b>                           |  |
| New/Move/Change                                       | 7 business days  |
| <b>DS1 Service</b>                                    |  |
| New/Move/Change                                       | 7 business days  |
| <b>DS3 Service</b>                                    |  |
| New/Move/Change                                       | 8 business days with facilities available  |
| New/Move/Change                                       | Facilities not available: Negotiated   |
| <b>Dark Fiber</b>                                     |  |
| New/Move/Change                                       | 10 business days with facilities available   |
| <b>Video</b>  |  |
| New/Move/Change                                       | 7 business days with facilities available  |
| <b>Optical Carrier Network (OCN) – SONET Services</b> |  |
| New, Change   | 18 business days for OC3, OC3c, STS 1, OC12, OC12c, OC48, OC48c, OC192, OC192c point-to-point with or without multiplexing with facilities available |
| New, Change   | Negotiated for OC3, OC3c, STS 1, OC12, OC12c, OC48, OC48c, OC192, OC192c point-to-point with or without multiplexing facilities not available.       |



## Access Standard Provisioning Intervals

### Switched Ethernet

| Activity   | Due Date Interval  |
|--|--|
| All Disconnects  | 5 business days  |
| Records  | 2 business days  |
| <b>UNI &amp; NNI E-Path and EIA (Layer 2)</b>            |  |
| New  | 5 business days with facilities available<br>Facilities not available:<br>Minor Build - 37 business days<br>Major Build - 63 business days   |
| Change   | 5 business days  |
| Move   | 5 business days with facilities available<br>*** If floor or physical address change, may require N/D orders.  |
| <b>UNI &amp; NNI Metro E-NNI, EVPL and EPL (Layer 2)</b> |  |
| Change   | 5 business days  |
| <b>E-NNI E-Path CORE POP (Layer 2)</b>                   |  |
| New  | 5 business days with facilities available<br>Facilities not available:<br>Minor Build - 37 business days<br>Major Build - 63 business days<br>*** 10G or greater may require a facility build. |
| Change   | 5 business days  |
| <b>EVC (All Layer 2)</b>                                 |  |
| New  | 5 business days  |
| Change   | 5 business days  |



## Access Standard Provisioning Intervals

### Layer 1 Ethernet

| Activity                                   | Due Date Interval   |
|--|---|
| All Disconnects                            | 5 business days   |
| Records                                    | 2 business days   |
| <b>Ethernet Private Line (EPL) Layer 1</b> |   |
| Change                                     | 18 business days for 1 circuit with facilities available (includes check for availability of facilities)<br>*** VzON or Giga MAN (Discontinuation/Grandfather of EOL Product; New no longer accepted) |
| Change                                     | Facilities not available: Negotiated  |
| <b>Wavelength (formerly FOTS)</b>          |   |
| New, Change                                | 18 business days for 1 circuit with facilities available (includes check for availability of facilities)<br>*** 10G or greater may require a facility build.  |
| New, Change                                | Facilities not available: Negotiated  |
| Change                                     | 18 business days<br>*** OWS, Deca MAN, Wave MAN (Discontinuation/Grandfather of EOL Product; New no longer accepted)  |



## Access Standard Provisioning Intervals

### Switched Access

| Activity                                  | Due Date Interval  |
|---|--|
| All Disconnects                           | 30 business days for DS1 and trunks (combo/LTR)<br>5 business days for trunks only |
| Records                                   | 2 business days  |
| <b>FGB, C, D and SS7 Install</b>          |  |
| New                                       | 10 business days   |
| Change                                    | 10 business days   |
| <b>FGB, C, D and SS7 Augment</b>          |  |
| New, Change                               | 10 business days   |
| <b>Translations</b>                       |  |
| Change                                    | 10 business days   |
| <b>SS7 Links</b>                          |  |
| New                                       | 10 business days   |
| <b>Wireless FGB, C, D and SS7 Install</b> |  |
| New                                       | 10 business days   |
| <b>Wireless FGB, C, D and SS7 Augment</b> |  |
| New                                       | 10 business days   |
| <b>Wireless Translations</b>              |  |
| Change                                    | 10 business days   |
| <b>Wireless SS7 Links</b>                 |  |
| New                                       | 10 business days   |



## Access Standard Provisioning Intervals

### Change Log

| Date       | Page Number          | Change  |
|------------|----------------------|---|
| 10/01/2011 |                      | Original Document   |
| 02/13/2012 | Page 11              | Updated FTR4 VG, DDS and Non-Wireless DS1 interval from 5 to 7 days.  |
| 03/01/2012 | Page 11              | Updated to reflect 7 day interval for all FTR13 VG, DDS, and Non-Wireless DS1s.                                     |
| 10/25/2012 | Page 9               | Updated WV UNE Disconnects to reflect 5 business days   |
| 11/26/12   | All                  | Updated to reflect 5 day interval for all disconnects orders.   |
| 02/08/13   | Page 11              | Updated Frontier 13 Wireless DS1 Interval   |
| 4/10/13    | Pages 4,7 and 12     | Updated to add EVPL Silver intervals  |
| 5/30/14    | Page 4               | Updated to Correct EVPL Silver  |
| 10/1/14    | All                  | Updated to add Connecticut Intervals  |
| 3/31/15    | Page 4               | Added EPL Interval to Legacy  |
| 7/15/15    | Page 5,9,15          | Added ACT = M for UNI services all areas  |
| 8/31/15    | All                  | Updated to show 10 day interval for all Switched products in Legacy (Citizens & Rochester) & WV Acquired properties |
| 9/9/15     | All                  | Updated Frontier 13 to to include CTF, Verizon properties of CA, TX and FL; Added ICSC Codes for each section.      |
| 4/22/16    | Page, 4,5,8,10,14,16 | Added Layer 1 to existing EPL. Added EPL Layer 2 and E-PATH to F13 and Legacy                                       |
| 8/1/16     | Page 3,5             | Added Ogden to Legacy Legacy – Citizens and Rochester   |
| 8/3/16     | Page 4, 8, 15, 22    | Added New Interval for EPATH CORE POP   |
| 1/18/17    | Page 11, 13, 24      | Corrected Intervals for UNE Loops DS0,DS1,DS3   |
| 11/29/17   | Page 3               | Removed ICSC code CI08  |
| 3/6/2018   | Multiple             | Change EPATH to E-Path (Branding name change)   |
| 4/21/2021  | All                  | Align Intervals across Frontier properties  |
| 9/13/2021  | 3                    | Purpose   |
| 9/22/2021  | 4                    | Core POP – FacI. build  |
| 4/8/2022   | 4                    | Updated Switched Ethernet>New from 20 to 10<br>*Effective 04/11/2022  |
| 8/15/2022  | 3                    | Grandfather Frame Relay and ATM Services 6/12/2022<br>CCBFTR02018   |
| 6/14/2023  | Page 4,7             | Updated Switched Ethernet>New and Change from 10 to 5<br>*Effective 06/15/2022                                      |
| 3/26/2024  | Page 3               | Update TDM Disconnects adding FCC versus ISG Billed<br>Effective 03/26/2024   |
| 12/9/2024  | All                  | Deleted reference to ICSC codes, SN01 section, and change to disconnect interval                                    |

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