



Construction (NRF/NFRT) Due Date Improvement Process

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Frontier Wholesale

Jurisdiction: All
Effective Date: 06/01/2018
Revised Date: 7/12/2021



Construction (NRF/NFRT) Due Date Improvement Process

Overview

Network Facility Requirement (NFR) indicates that the reason the customer's desired due date cannot be met is because additional provider facilities are required to fulfill the request. Network Facility Requirement Type (NFRT) indicates the type of provider requirement needed when the customer's desired due date cannot be met. When the NFR/NFRT fields are populated on a Firm Order Confirmation (FOC) notification, customers will generally also receive additional information in the "remarks" field of the FOC identifying what type of construction is required (e.g., card installation, fiber build) to complete the customer's request via Purchase Order Number (PON). The needed type of construction may require additional time and, if so, affect the confirmed due date (DD) that is provided via FOC.

When the confirmed DD does not meet the customer's needs, an option is available for the customer to request an earlier date by submitting an escalation request per Frontier's process and agreeing to pay additional costs applied by Frontier for the DD improvement. This process is optional, and the customer may avoid the additional costs by not requesting a change in the DD.

If the customer elects not to request a change in the DD, the customer should accept the confirmed DD on the FOC advising the customer of the need for additional facilities/construction.



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Optional Construction DD Improvement Process

When construction is required (e.g., the NRF and NFRT fields are populated on an FOC) and the customer chooses to escalate to obtain an improved DD at additional cost, the customer should:

Issue a supplemental order (i.e., a “supplement”) and, on the supplement:

- a. Populate the Expedite (EXP) field with ‘Y’
- b. Provide a new Desired Due Date (DDD)
- c. Populate ALBR with ‘3’ (Other Labor)

By virtue of issuing a supplement to request an improved DD, the customer is requesting and approving Frontier both to escalate for an improved DD and to apply additional charges per Frontier’s then applicable rates, if the DD is improved. An improved DD is not guaranteed and is subject to factors impacting construction and scheduling such as material constraints.

Frontier’s rates and charges for this optional process may change over time. Please refer to Frontier’s tariffs and its wholesale notices at the link provided below for communications about this process.



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Communications and Rates

For additional information and updates about the Construction DD Improvement Process, including: Notification CCBFTR01520 dated 5/9/2018, Effective 6/1/2018– Change to billing for the NRF/NFRT escalation process, please refer to wholesale notices at:
<https://wholesale.frontier.com/resources/notifications-news/billing-notifications.html>

When the DD is improved, Frontier will apply a rate in the amount of Additional Labor charges of two hours per day for each business day the original confirmed FOC DD is improved, with a maximum of 20 days Additional Labor charges for FOC DD improvements greater than 20 days.



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Rates and Tariffs

Construction DD Improvement charges will be calculated and billed per business day using “Other Labor” Basic rates within the Additional Labor section of the respective tariffs (see tariff references provided below). The Universal Service Order Code (USOC) is FRTAL.



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Illustrative Examples:

- Additional Labor Rate Example:
 - When Frontier bills 2 hours per day for each business day the interval is improved with a cap of 20 days, to calculate the Additional Labor rate, use the following formula:
 - [Tariff rate X # of days DD is improved]
 - Maximum number of days billed - 20
- Interstate Access Example:
 - Order is PIU 100, in California with SWC of SNBRCAXLDS0, served out of FCC No. 14
 - Rate is in an amount equivalent to 2 hours per business day using Additional Labor Rates
 - \$150 first 1/2 hour + \$150 x 3 additional 1/2-hour increments (\$450) = \$600 for 2-hour charge per business day
 - Formula [\$600 (2-hour daily rate) x 13 (days improved)]
 - NFR/NFRT Rate Billed under USOC FTRAL = \$7,800.00



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FCC Tariff Rate Provisions:

FCC Tariff	States	Included ICSCs	Tariff Section
FCC 1	AZ, CA, NY, TN, UT, WI, WV	Rate Group 1 (CI38, CU03, CZ02, & CZ05)	Rates - 20.1.7
	AZ, CA, NM, NV, TN, UT, WV	Rate Group 2 (CZ05)	Rates - 20.2.7
	NY	Rate Group 3 (OT01)	Rates - 20.3.7
	IL, MN, NE	Rate Group 4 (ICZ05)	Rates - 20.4.7
	CA	Rate Group 5 (IW29)	Rates - 20.5.7
FCC 2	AL, FL, GA, IL, IN, MI, NY, OH, PA, WI	AU01,BT02,CA03,CI24, CI60, CI75, EN01, HT05, IA04, IA07, IA13, IA14, IA16, IB37, IB94, IB97, ID60, IS36, LR01, MR01, OR03, RT01, SG01, SL01, SL02	Rates - 16.8
FCC 3	MN, IA	VI10, VI20	Rates - 15.4
FCC 4	WV	FV01	Rates - 13.2.6 (C)
FCC 5	CA, IL, IN, MI, NC, OH, SC, WI	FV02, FV05, FV06, FV07	Rates - 6.2 (G) (1)
FCC 6	AZ, CA, IL, IN, NC, NV	FV04, FV05, FV06	Rates - 8.2.6
FCC 10	AL, GA, IL, IN, MS, PA, WI	CI42, CI63, CT99, IB79, ID35, IS14, IS88, ST03	Rates - 17.4.3
FCC 11	CT	SN01	Rates - 8.6.2 (D)
FCC 13	CONTEL - CA, TX	GT11	Rates - 8.2.6
FCC 14	Former GTE - CA, FL, TX	GT10	Rates - 6.2 (G) (1)

INTRASTATE ACCESS TARIFF RATE PROVISIONS:

See applicable [tariff](#)



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Whom to Contact

For questions regarding how to request a DD improvement when construction is required (e.g., the NRF and NFRT fields are populated on an FOC), please contact Frontier's ASR ordering center: 888-444-2267.

For questions about charges for Construction Due Date Improvement, please contact the assigned wholesale claims and collections representative for assistance. If the wholesale customer does not have an assigned wholesale claims and collections representative, please contact Frontier by email at wholesale.notifications@ftr.com or call the Wholesale Billing Claims and Collections Center using the toll-free number: 844-216-6420.



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Change Log

Date	Page Number	Change
7/12/2021	3	Added ALBR
7/12/2021	4, 6	Updated embedded links

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