



# Term Liability Exception for Service Upgrades

## Purpose

The purpose of this document is to provide steps the customer must take to avoid Term Liability Charges when submitting D and N activity PONs to upgrade a circuit.

Valid ICSC Codes Include: Frontier Footprint

## Definition

Service upgrades are when the customer is changing the speed of a circuit to a higher speed, and the first two positions of the Network Channel (NC) code change. Disconnect and New Connect Access Service Requests (ASRs) must be submitted.

## Process

To avoid Early Termination charges, the RPON field on the Disconnect ASR must be populated with the New Connect Purchase Order Number (PON) and the RPON field on the New Connect ASR must be populated with the Disconnect Purchase Order Number (PON).

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