



# Expedite Service LSR

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Frontier Wholesale

Jurisdiction: All

Revised Date: 4/29/2021



# Expedite Service LSR

## Overview

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### Expedite Description

Expedite service indicates that special treatment regarding the due date of an order is requested, and that any charges generated in provisioning this request (e.g., additional engineering charges or labor charges if applicable) will be accepted by the ordering CLEC.

Expedite Service is premium in nature, is not subject to resale obligations, and is not essential to the CLEC's provisioning of telecommunications services. The availability and provisioning of services with Expedite Service request is dependent upon Frontier's available resource and workload limitations at the time the CLEC requests is received. Frontier may limit the number of service orders which can be expedited based on workload and resources available. Frontier reserves the right to suspend the availability of the Expedite Service during unanticipated heavy workload/activity periods. Heavy workload includes any unanticipated volume of work that impacts Frontier's ability to provide its baseline service. Where time permits, Frontier will make every effort to notify the CLEC when such unanticipated activities occur.

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### Business Rules EXP Field

Field: **EXP** Value: **Y Expedited Charges Authorized**

The EXP field on the LSR form is populated with Y when the CLEC wishes to expedite the due date of a service request.

Business rules place the following restrictions on Expedite Service:

- Not available on ACT D (full account disconnect)
- Not available on 2<sup>nd</sup> character TOS = F (data/voice shared)
- Not available on CHC A large job or B batch hot cut
- Not available on loop regrades LS form CI = E
- Not available on Platform DSL orders

**Note:** Entry in the EXP field does not guarantee a shortened interval.

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# Expedite Service LSR

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## Expedite Order Activity

Frontier does not use EXP=Y in determining due date on initial LSR submission.

On an initial PON, Frontier's automation system assigns the next available due date when the desired due date is not available.

### What should the CLEC do?

The CLEC should submit a SUP with EXP=Y requesting a new (sooner) due date once they receive confirmation on their initial request. When the confirmation FOC is returned, review the date and any **remarks about Expedite procedures**. When manual expedite procedures are followed Frontier includes them on the SUP confirmation.

Remarks scenarios:

- "Expedite attempt results in due date MM/DD/YYYY", or
- "Expedite attempt submitted. Results will be returned on another FOC."

**Note:** In some cases additional time is needed to consult downstream provisioning teams. Please allow 4 hours for a 2<sup>nd</sup> response.

### What if the date is still unsuitable?

When the due date returned on the SUP'd PON confirmation is still not suitable the CLEC may call into the Local Carrier Service Center and ask for a due date expedite.

Frontier associate action:

- Validates the PON for EXP = Y and advises CLEC to submit SUP with EXP = Y, if not done.
- If SUP with EXP=Y has been submitted, the confirmation FOC remarks are read concerning expedite procedures.
- Performs manual expedite procedures if they have not already been performed.
- Advises CLEC when manual expedite procedures have already been attempted. Existing due date cannot be changed via Expedite.

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## Escalations

When the EXP=Y procedures described in the Expedite Order Activity section of this document do not result in an agreeable due date, the CLEC may choose to escalate the order.

Escalation contacts are found on the Frontier Wholesale website at [Contacts and Escalation Lists](#).

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## Expedite Service LSR

### Change Log

Date	Page Number	Change
4/25/2014		Initial document creation.
10/26/2017		Updated embedded links to secured URLs
04/29/2021		Update embedded link URL

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