



Suspension and Restoral Job Aid

Contents

Overview.....	2
Local Service Request (LSR) Order Requirements.....	3
Change Log	6

Frontier Wholesale

Jurisdiction: All

Revised Date: 4/29/2020



Suspension and Restoral Job Aid

Overview

The following outlines the process a Local Service Provider will follow for suspension and restoral of service.

The processes and intervals outlined pertain services on a Wholesale Local account for Wholesale Advantage or Resale POTS (Plain Old Telephone Services) services only.

Suspend or Deny for non-payment is:

Two-way suspension. With this type of suspension, dial tone is turned off and the end user has no access to the phone line, no outgoing or incoming calls can be made. A standard intercept announcement will be provided on two-way suspension.

There are 2 different types of Suspensions. There is a Temporary Suspend, which is an End User requested (example: Seasonal Business, or Summer home that does not require service all year). The other is a Denial for non-payment, which is CLEC initiated when their End User fails to submit payment towards their bill.

Restoral is:

The reactivation of a line that has been suspended, the decision of when dial tone is to be restored is between the CLEC and their End User.

Restrictions:

Seasonal Vacation Suspension:

Seasonal/Vacation suspension (ACT S) is not available in the following states and for the following products:

- Nevada
- Oregon*
- South Carolina
- Business accounts in California F13
- Complex services i.e. Centrex, Circuits

*As Seasonal/Vacation suspension is not tariffed in OR, NV and SC yet Wholesale Advantage (DB) cannot utilize the Non-Pay suspend activity, business rules have been relaxed to allow full account suspension on a REQTYPE/ACT DB-S in Oregon.

Deny for Non – Payment

- Wholesale Advantage (DB)
- Complex services i.e. Centrex, Circuits



Suspension and Restoral Job Aid

Local Service Request (LSR) Order Requirements

The LSR will be used to order suspension of service and/or restore of services.

Required Forms for a Wholesale Advantage Account

- Local Service Request (LSR)
- End User Information (EU)
- Port Service (PS)

Required Forms for a Resale Service Account

- Local Service Request (LSR)
- End User Information (EU)
- Resale Service (RS)

Step 1. Carrier suspends service by submitting the LSR to Frontier

Wholesale Advantage - DB Reqtype

State	Order Scenario	ReqType ACT	LNA	TNS	Required Forms
NV, SC Complex Services not eligible for suspend	Request a Suspend for Wholesale Advantage. <i>Note: the LSR is not populated differently to distinguish Seasonal vs Non Pay suspends for Wholesale advantage.</i>	DB/S	S	A (Account level only)	<ul style="list-style-type: none"> • LSR • EU • PS
NV, SC	Request the Restoral of a POTS Wholesale Advantage account	DB/B	B	A (Account level only)	<ul style="list-style-type: none"> • LSR • EU • PS

Note: Wholesale Advantage providers are not obligated to identify if the suspend they are providing is for non-pay or vacation service. Therefore, the options shown in the DB chart above order both temporary and non-pay suspensions



Suspension and Restoral Job Aid

Resale - EB Reqtype

State	Order Scenario	ReqType ACT	LN A	TNS	Required Forms
All except NV, SC or business accounts in F13 CA Complex Services not eligible for suspend	Request a Seasonal Suspend of a POTS Resale account.	EB/S	S	A or npanxx#### (Specific lines allowed)	<ul style="list-style-type: none"> • LSR • EU • RS
All except NV, SC or business accounts in F13 CA	Request the Restoral of a Seasonal Suspend for a POTS Resale.	EB/B	B	A or npanxx#### (Specific lines allowed)	<ul style="list-style-type: none"> • LSR • EU • RS
All Complex Services are not eligible for suspend	Request Deny for Non-Pay of a POTS Resale account.	n/a	n/a	n/a	n/a
All	Request the Restoral of a Deny for Non-Pay of a POTS Resale account	EB/B	Y	A (Account level only)	<ul style="list-style-type: none"> • LSR • EU • RS



Suspension and Restoral Job Aid

Step 2. LSR is processed and action is taken by Frontier based on the intervals outlined below:

Resale Intervals

Deny for Non-Payment	Same Day (no Future Dates Accepted)
Temporary Suspend ("Seasonal")	
LSR received before 3 PM	Today
LSR received after 3 PM	Next business day
Restore	
LSR received Monday-Friday before 10:30 PM, Saturday & Sunday before 10 PM	Same day
LSR received Monday-Friday after 10:30 PM, Saturday & Sunday after 10 PM	Next day restore (can be any day of the week, including Saturdays, Sundays and Holidays)

Temporary Suspend	
LSR received before 3 PM	Today
LSR received after 3 PM	Next business day
Restoral	
LSR received Monday-Friday before 10:30 PM - Saturday & Sunday before 10:00 PM -	Same Day restore
LSR Received Monday-Friday after 10:30 PM - Saturday & Sunday after 10:00 PM	Next day Restore (can be any day of the week including Saturdays, Sundays and Holidays)



Suspension and Restoral Job Aid

Change Log

Date	Page Number	Change
9/14/2017	3, 4	Defined Resale service to POTS, excluding Complex/Centrex.
10/03/2017	2, 4	Added Restrictions section and reworked scenario charts adding State, TNS
04/29/2020	5, 6	Update for NWF compliance

DISCLAIMER: THIS DOCUMENTATION IS FOR INFORMATIONAL PURPOSES ONLY AND DOES NOT OBLIGATE FRONTIER TO PROVIDE SERVICES IN THE MANNER DESCRIBED IN THIS DOCUMENT. FRONTIER RESERVES THE RIGHT AS ITS SOLE OPTION TO MODIFY OR REVISE THE INFORMATION IN THIS DOCUMENT AT ANY TIME WITHOUT PRIOR NOTICE. IN NO EVENT SHALL FRONTIER OR ITS AGENTS, EMPLOYEES, DIRECTORS, OFFICERS, REPRESENTATIVES OR SUPPLIERS BE LIABLE UNDER CONTRACT, WARRANTY, TORT (INCLUDING BUT NOT LIMITED TO NEGLIGENCE OF FRONTIER), OR ANY OTHER LEGAL THEORY, FOR ANY DAMAGES ARISING FROM OR RELATING TO THIS DOCUMENT OR ITS CONTENTS, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.