Account Restructure
Change AC Field
Job Aid

Carrier Services
Frontier Communications
Rochester, NY

Effective: 04/01/2019
Revised: 04/01/2019
Contents

General ................................................................................................................................................. 3
  Purpose .................................................................................................................................................. 3
  AC Field Description .......................................................................................................................... 3
  Limitations ........................................................................................................................................... 3

BTN Disconnect and WTN Becomes New BTN (Reqtype DB/EB) .................................................. 4
  Reviewing the LSR .............................................................................................................................. 4
  LSR Screen Shots ............................................................................................................................... 5

BTN Disconnect and New Install Becomes New BTN (Reqtype DB/EB) ........................................... 6
  Reviewing the LSR .............................................................................................................................. 6

Migrations and the AC Field (Reqtype DB/EB) .................................................................................. 7
  Reviewing the LSR .............................................................................................................................. 7

BTN Disconnect and WTN Becomes New BTN (Reqtype AB) ......................................................... 8
  AB ReqType Not Supported ................................................................................................................ 8

Change Log .......................................................................................................................................... 9

Change Log .......................................................................................................................................... 10
General

Purpose

The purpose of this document is to provide information about the restructure of an account in Frontier’s database and to assist with LSR order entry of the AC field on the LSR form for DB and EB ReqType Orders.

AC Field Description

The AC – Account Structure Change field is located on the LSR form.

Business rules allow the AC field to be completed only on Reqtypes DB and EB, with ACT C or V. Therefore, you can...

- Rearrange or restructure an account when migrating a Resale or Platform account, or
- Rearrange the billing structure within an existing account.

In either case, an account restructure may involve adding a new line, or disconnecting one.

AC Field Options

A – Auxiliary line to Main Line
B – Business Service to Residence Service
C – Residence Service to Business Service
D – Coin/PAL Service to Business Service
E – Business Service to Coin/Pal Service

Limitations

There are Business Rules restrictions that will prevent a PON from being submitted.

1. On a DB-C in Acq WV area, when the LTOS 2nd POS is L, an edit informs the you that the only type of Account Structure change is “A” – Auxiliary to Main Line. Any other type of rearrangement is rejected.
2. On DB/EB-C, when LNA = T, an account structure change is not accepted. This prompts you to submit an ACT T to move service, and perhaps a related PON to identify the new structure of lines that are NOT moving.
BTN Disconnect and WTN Becomes New BTN (Reqtype DB/EB)

Reviewing the LSR

When disconnecting the BTN of an account, you must provide clear direction on how to handle the remaining TNs with respect to the providing the
- New BTN
- Directory Listing Changes
- Hunting Instructions and
- Operator Intercept

This can be accomplished on a single PON.

LSR Form
- ACT = C
- AC field = A (Aux to Main)
- ATN = the WTN that becomes the new BTN
- LNA D on the BTN to be disconnected
- LNA Z on the WTN that becomes the new BTN
- LNA Z on all remaining phone numbers to be billed with the new BTN.

The PON will reject if you don’t account for all the members of the existing account.

Optional Forms
- HGI Form is not required when disconnecting a line(s.) It can be populated, at your discretion. When not populated, the hunt sequence is recalculated without the disconnected line(s.)

- DL Form is not required when disconnecting a line(s.) Additionally, it is not possible to add a new LML (main listing) on a DL form. You can use RTY = LAM to advise how the new WTN should be listed.
When the main BTN is being disconnected, the LSR form should be populated with the new BTN in the ATN field and the AC field could be updated to letter A indicating the new BTN will be one of the auxiliary lines on the account.

Continued on next page
BTN Disconnect and New Install Becomes New BTN (Reqtype DB/EB)

**Reviewing the LSR**

When the BTN is disconnected, and a brand-new line becomes the new BTN, you must instruct that the new line becomes the new BTN by placing the newly installed number in the ATN field.

Follow the instruction in the *BTN Disconnect and WTN Becomes New BTN section* with the following LSR details that include ordering a new line LNA = N.

**LSR Form**
- ACT = C
- AC field = A (Aux to Main)
- ATN = the WTN that becomes the new BTN **Important!**
- LNA N on the new install number (new BTN)
- LNA D on the BTN to be disconnected
- LNA Z on all remaining phone numbers to be billed with the new BTN. The PON will reject if you don’t account for all the members of the existing account.

**Optional Forms**
- HGI Form is not required when disconnecting a line(s.) It can be populated, at your discretion. When not populated, the hunt sequence is recalculated without the disconnected line(s.)
- DL Form is not required when disconnecting a line(s.) Additionally, it is not possible to add a new LML (main listing) on a DL form. You can use RTY = LAM to advise how the new WTN should be listed.
Migrations and the AC Field (Reqtype DB/EB)

Reviewing the LSR

When the BTN-to-WTN billing structure of the account will not be the same as the existing account after the account is migrated- the number in the EATN field is the existing account BTN, but the number in the ATN field displays the number that will become the new account BTN.

LSR Form
- ACT = V
- AC field = A (Aux to Main)
- ATN = the WTN that becomes the new BTN
- EATN = the BTN of the existing account
- LNA V on all existing numbers the new install number (new BTN)
- LNA D on any TN to be disconnected
- LNA N on any new line installations.

Optional Forms
- HGI Form is required when a hunting is requested on the migration.
- DL Form is required when you choose to provide the listings for the migrated account (ELT E, P.) When ELT = A, the DL form is not required.

The listings on the accounts will remain as they are, even if that means the only line with a listing is a WTN and not the new BTN.
BTN Disconnect and WTN Becomes New BTN (Reqtype AB)

The AC field is not supported. RPONs are required to disconnect the BTN and establish the WTN as the new BTN.

To disconnect the BTN and keep WTNs, an RPON is required to establish the new BTN.

Related PONs

AB-C LNA D (Disconnect BTN)

- Remarks:
  Disconnect loop. Work with related PON ABNEWBTN-RPON to make 3100006588 the new BTN.

AB-N (Establish WTN as new BTN)

- Remarks:
  Related PON to establish left behind loop 3100006588 as new BTN. Work with related PON ABBTNDISC.
<table>
<thead>
<tr>
<th>Date</th>
<th>Page Number</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Disclaimer:** This documentation is for information purposes only and does not obligate Frontier to provide services in the manner herein described. 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.

© 2019 Frontier Communications Corporation – All Rights Reserved.
Change Log

<table>
<thead>
<tr>
<th>Date</th>
<th>Page</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Disclaimer: This documentation is for information purposes only and does not obligate Frontier to provide services in the manner herein described. 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.

© 2019 Frontier Communications Corporation – All Rights Reserved.