Termination Liability Exception for Service Upgrades

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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

WV Acquired: FV01

Frontier 13: FV02, FV03, FV04, FV05, FV06, FV07

CTF: GT10, GT11

Legacy: AU01, BT02, CA03, CI24, CI38, CI42, CI60, CI63, CI75, CT99, CU03, CZ02, CZ05, EN01, HT05, IA04, IA07, IA13, IA14, IA16, IB37, IB79, IB94, ID35, ID60, IS14, IS36, IS88, IW29, LR01, MR01, OR03, OT01, RT01, SG01, SL01, SL02, ST03, VI10, VI20, CI08, IB97, CS35, CI39

Connecticut: SN01

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 PONs must be submitted.

Process
To avoid Early Termination charges on the D ACT PON, the TLE field must be populated with "R" and the RORD field must be populated with the N ACT PON.

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