



Access Standard Provisioning Intervals

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Frontier Wholesale

Jurisdiction: All
Effective Date: 10/25/2014
Revised Date: 3/26/2024



Access Standard Provisioning Intervals

Purpose

The purpose of this document is to provide the Standard Intervals for ordering of Special and Switched Access services. The intervals represent the minimum period between receipt by Frontier of an accurate and complete ASR from customer and provisioning of the Access service. If customer requests a service date that is earlier than the standard interval for the service set forth above, then customer shall be responsible for any charges or fees (including any Special Handling charges or expedite fees) assessed by Frontier in accordance with the applicable Tariff, contract, or Frontier policy. These intervals are Frontier's guidelines that Frontier will attempt to meet on a consistent basis; however, Frontier makes no guaranty or warranty that the service will be provisioned in accordance with these intervals.



Access Standard Provisioning Intervals

Citizens and Rochester/WV/Frontier 13 and CTF

ICSC Codes: AU01, BT02, CA03, CI24, CI38, CI39, CI42, CI60, CI63, CI75, CS35, CT99, CU03, CZ02, CZ05, EN01, FV02, FV04, FV05, FV06, FV07, GT10, GT11, HT05, IA04, IA07, IA13, IA14, IA16, IB37, IB79, IB94, IB97, ID35, ID60, IS14, IS36, IS88, IW29, LR01, MR01, OR03, OT01, RT01, SG01, SL01, SL02, ST03, VI10, VI20.

Special Access: TDM

Activity	Due Date Interval
All Disconnects	FCC Billed - 5 business days. ISG Billed - 30 business days.
Records	2 business days
Voice Grade	
New/Move/Change	7 business days
Digital Data Service	
New/Move/Change	7 business days
DS1 Service	
New/Move/Change	7 business days
DS3 Service	
New/Move/Change	8 business days with facilities available
New/Move/Change	Facilities not available: Negotiated
Dark Fiber	
New/Move/Change	10 business days with facilities available
ISP/T1 for DID Riders	
New/Move/Change	14 business days



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Switched Ethernet

Activity	Due Date Interval
All Disconnects	5 business days
Records	2 business days
UNI & NNI E-Path and EIA (Layer 2)	
New	5 business days with facilities available Facilities not available: Minor Build - 37 business days Major Build - 63 business days
Change	5 business days
Move	5 business days with facilities available *** 5 days is for move within the same physical address and same floor; if floor or physical address change, requires N/D orders and 5 day interval
UNI & NNI Metro E-NNI, EVPL and EPL (Layer 2)	
Change	5 business days
E-NNI E-Path CORE POP (Layer 2)	
New	5 business days with facilities available Facilities not available: Minor Build - 37 business days Major Build - 63 business days ** all 10Gig or greater NNIs will require a facility build
Change	5 business days
EVC (All Layer 2)	
New	5 business days
Change	5 business days



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Layer 1 Ethernet

Activity	Due Date Interval
All Disconnects	5 business days
Records	2 business days
Private Line Service (PLS) – SONET	
New, Change	18 business days for OC3, OC3c, STM 1, OC12, OC12c, OC48, OC48c, OC192, OC192c point-to-point with or without multiplexing with facilities available
New, Change	Negotiated for OC3, OC3c, STM 1, OC12, OC12c, OC48, OC48c, OC192, OC192c point-to-point with or without multiplexing facilities not available.
Ethernet Private Line (EPL) Layer 1	
New, Change	18 business days for 1 circuit with facilities available (includes check for availability of facilities)
New, Change	Facilities not available: Negotiated
Frontier Optical Transport Service (FOTS)	
New, Change	18 business days for 1 circuit with facilities available (includes check for availability of facilities)
New, Change	Facilities not available: Negotiated



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Switched Access

Activity	Due Date Interval
All Disconnects	5 business days
Records	2 business days
FGB, C, D and SS7 Install	
New	10 business days
Change	10 business days
FGB, C, D and SS7 Augment	
New, Change	10 business days
Translations	
Change	10 business days
Links	
New	10 business days
Wireless FGB, C, D and SS7 Install	
New	10 business days
Wireless FGB, C, D and SS7 Augment	
New	10 business days
Wireless Translations	
Change	10 business days
Wireless Links	
New	10 business days



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Connecticut (SN01)

Activity	Due Date Interval
All Disconnects	5 business days
Records	2 business days
ASE & OPT-E-MAN (Layer 2)	
Change, Move	5 business days
Dedicate Sonet Ring Service (DSRS) – SONET	
New, Change	18 business days for 1 circuit with facilities available (includes check for availability of facilities)
New, Change	Facilities not available: Negotiated
Optical Carrier Network (OCN) Point to Point – SONET	
New, Change	18 business days for OC3, OC3c, STM 1, OC12, OC12c, OC48, OC48c, OC192, OC192c point-to-point with or without multiplexing <i>with facilities available</i>
New, Change	Negotiated for OC3, OC3c, STM 1, OC12, OC12c, OC48, OC48c, OC192, OC192c point-to-point with or without multiplexing <i>facilities not available</i> .
Ethernet Over Sonet (EOS)	
New, Change	18 business days for 1 circuit with facilities available (includes check for availability of facilities)
New, Change	Facilities not available: Negotiated
WaveMAN	
New, Change	18 business days for 1 circuit with facilities available (includes check for availability of facilities)
New, Change	Facilities not available: Negotiated
GigaMAN and DecaMAN	
New, Change	18 business days for 1 circuit with facilities available (includes check for availability of facilities)
New, Change	Facilities not available: Negotiated
Video Service	
New/Move/Change	7 business days for 1-14 circuits with facilities available



Access Standard Provisioning Intervals

Change Log

Date	Page Number	Change
10/01/2011		Original Document
02/13/2012	Page 11	Updated FTR4 VG, DDS and Non-Wireless DS1 interval from 5 to 7 days.
03/01/2012	Page 11	Updated to reflect 7 day interval for all FTR13 VG, DDS, and Non-Wireless DS1s.
10/25/2012	Page 9	Updated WV UNE Disconnects to reflect 5 business days
11/26/12	All	Updated to reflect 5 day interval for all disconnects orders.
02/08/13	Page 11	Updated Frontier 13 Wireless DS1 Interval
4/10/13	Pages 4,7 and 12	Updated to add EVPL Silver intervals
5/30/14	Page 4	Updated to Correct EVPL Silver
10/1/14	All	Updated to add Connecticut Intervals
3/31/15	Page 4	Added EPL Interval to Legacy
7/15/15	Page 5,9,15	Added ACT = M for UNI services all areas
8/31/15	All	Updated to show 10 day interval for all Switched products in Legacy (Citizens & Rochester) & WV Acquired properties
9/9/15	All	Updated Frontier 13 to to include CTF, Verizon properties of CA, TX and FL; Added ICSC Codes for each section.
4/22/16	Page, 4,5,8,10,14,16	Added Layer 1 to existing EPL. Added EPL Layer 2 and E-PATH to F13 and Legacy
8/1/16	Page 3,5	Added Ogden to Legacy Legacy – Citizens and Rochester
8/3/16	Page 4, 8, 15, 22	Added New Interval for EPATH CORE POP
1/18/17	Page 11, 13, 24	Corrected Intervals for UNE Loops DS0,DS1,DS3
11/29/17	Page 3	Removed ICSC code CI08
3/6/2018	Multiple	Change EPATH to E-Path (Branding name change)
4/21/2021	All	Align Intervals across Frontier properties
9/13/2021	3	Purpose
9/22/2021	4	Core POP – Faci. build
4/8/2022	4	Updated Switched Ethernet>New from 20 to 10 *Effective 04/11/2022
8/15/2022	3	Grandfather Frame Relay and ATM Services 6/12/2022 CCBFTR02018
6/14/2023	Page 4,7	Updated Switched Ethernet>New and Change from 10 to 5 *Effective 06/15/2022
3/26/2024	Page 3	Update TDM Disconnects adding FCC versus ISG Billed Effective 03/26/2024

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