



Carrier Customer Bulletin

Date of Bulletin: July 1, 2020
Notice #: CCBFTR01819
Audience: IXC, Wireless, CLEC, ISP
Subject: Access Service Request – Switched Ethernet PNUM & VTA Notification
Date Effective: July 19, 2020

On July 19, 2020, Frontier will deploy automation to help ensure each switched ethernet User Network Interface (UNI) and associated Ethernet Virtual Connection (EVC) (i.e., its “mate”) carry the same contract identifier, which is known as the PNUM (for “Promotion Number” or, less typically, the Program Number). Additionally, PNUM and Variable Term Agreement (VTA) changes, when permitted, will require an activity (ACT) of Record (R) on the Access Service Request (ASR).

It remains the Customer’s responsibility to correctly populate the ASR, including the PNUM and VTA fields. As a reminder, when ordering UNI and EVC mates (including when submitting subsequent orders, if any), the PNUM must match for the UNI and EVC (i.e., both must be ordered with the same PNUM). A “PNUM mismatch” occurs when the associated PNUMs are not the same. Customer may not change the PNUM or VTA during a service term. At the end of a service term (or earlier, only if expressly allowed by the applicable contract), Customer must use an ACT of R on the ASR to change the PNUM or VTA, when changes are permitted.

- PNUM Match Automation
 - Automation will be deployed for all UNI and EVC activity ASRs with the exception of disconnect (ACT of D)
 - If Customer submits an ASR with a PNUM mismatch between UNI and EVC, Frontier will send a clarification/notification request (C/NR), and Customer must resolve the PNUM mismatch (e.g., use the same PNUM for UNI and EVC)
 - Exception: The UNI and EVC PNUMs are not required to match for Network to Network Interfaces (NNIs)
- PNUM and VTA Change
 - Automation will be deployed for all Change (ACT of C) for EVC, UNI and NNI ASRs and Move (ACT of M) for UNI and NNI ASRs
 - Frontier will send a C/NR if Customer submits a PNUM or VTA change on a C or M ACT ASR. Customer shall correct PNUM or VTA to the PNUM or VTA currently billing or shall cancel and submit the ASR as an R ACT

C/NR examples appear below:

Condition	Error Example	Customer Action
PNUM on pending UNI ASR does not match EVC PNUM	<p>C/NR Message: SUPP IS REQ'D DUE TO PNUM DOES NOT MATCH BETW EVC & UNI. SEE REMARKS FOR DETAILS.</p> <p>C/NR Remarks: PON4567890123440, EVPSL300000, 13/KOGS/123456/ /FTNC, BAN456789012, EVPSL300999, 13/VLXP/123456/ /FTNC.</p>	Determine appropriate PNUM and resubmit ASR(s)
PNUM on pending EVC ASR does not match UNI PNUM	<p>C/NR Message: S SUPP IS REQ'D DUE TO PNUM DOES NOT MATCH BETW EVC & UNI. SEE REMARKS FOR DETAILS.</p> <p>C/NR Remarks: PON4567890123440, EVPSL300000, 13/VLXP/123456/ /FTNC, BAN456789012, EVPSL300999, 13/KOGS/123456/ /FTNC.</p>	
PNUM on pending EVC ASR does not match UNI PNUM or second EVC PNUM	<p>C/NR Message: SUPP IS REQ'D DUE TO PNUM DOES NOT MATCH BETW EVC & UNI. SEE REMARKS FOR DETAILS.</p> <p>C/NR Remarks: PONABC12340540, EVPSL300000, 13/VLXP/123455/ /FTNC, BAN456789012, EVPSL300999, 13/KOGS/123456/ /FTNC, BAN456789012, EVPSL300999, 13/VLXP/123457/ /FTNC.</p>	
PNUM changed before end of service term or when otherwise not allowed	<p>C/NR Message: SUPP IS REQ'D DUE TO PNUM OR VTA CHANGED.SEE REMARKS FOR DETAILS.</p> <p>C/NR Remarks: SUPP REQ'D. PNUM CHANGED AS COMPARED TO PON ABC1234567891011, EIA300999, 36</p>	Correct C/M ACT ASR to PNUM/VTA under which circuit is currently billing
VTA changed before end of service term or when otherwise not allowed	<p>C/NR Message: SUPP IS REQ'D DUE TO PNUM OR VTA CHANGED.SEE REMARKS FOR DETAILS.</p> <p>C/NR Remarks: SUPP REQ'D. VTA CHANGED AS COMPARED TO PON XYZ1234567891011, EPA300999, 36</p>	

If you have questions regarding the information provided in this notice, please contact your account manager.