



# FairPoint Wholesale User Forum & Change Mgt Meeting

## Henry Lopez - Senior Manager - Wholesale Customer Relations

March 16, 2017

# Agenda - Opening Remarks

## and Conference Call Etiquette



- Mute Phones when not speaking \*6 (\*6 again to un-mute)
- Never put your phone on hold to take another call (avoids music on hold)



- State your name and company when speaking



# Wholesale User Forum & Change Management Process

<b>Agenda</b>	
2:00PM to 2:10PM	Introductions – Agenda
2:10PM to 2:40PM	WUF Topics: <ul style="list-style-type: none"><li>➤ Organizational Updates</li><li>➤ WSC - Wholesale Service Center<ul style="list-style-type: none"><li>➤ Escalation Process Updates</li></ul></li><li>➤ Jeopardy and Cancellation Process Overview</li><li>➤ Trouble Admin Error Response Review</li><li>➤ VFO Access and Admin Responsibilities</li></ul>
2:40PM to 2:55PM	CMP Topics: <ul style="list-style-type: none"><li>➤ Type 1 Change Request (CR) Review</li><li>➤ Type 2, 3, 4, and 5 Change Request (CR) Review</li></ul>
2:55PM to 3:00PM	Wrap Up, General Notifications, Next Steps, Closing



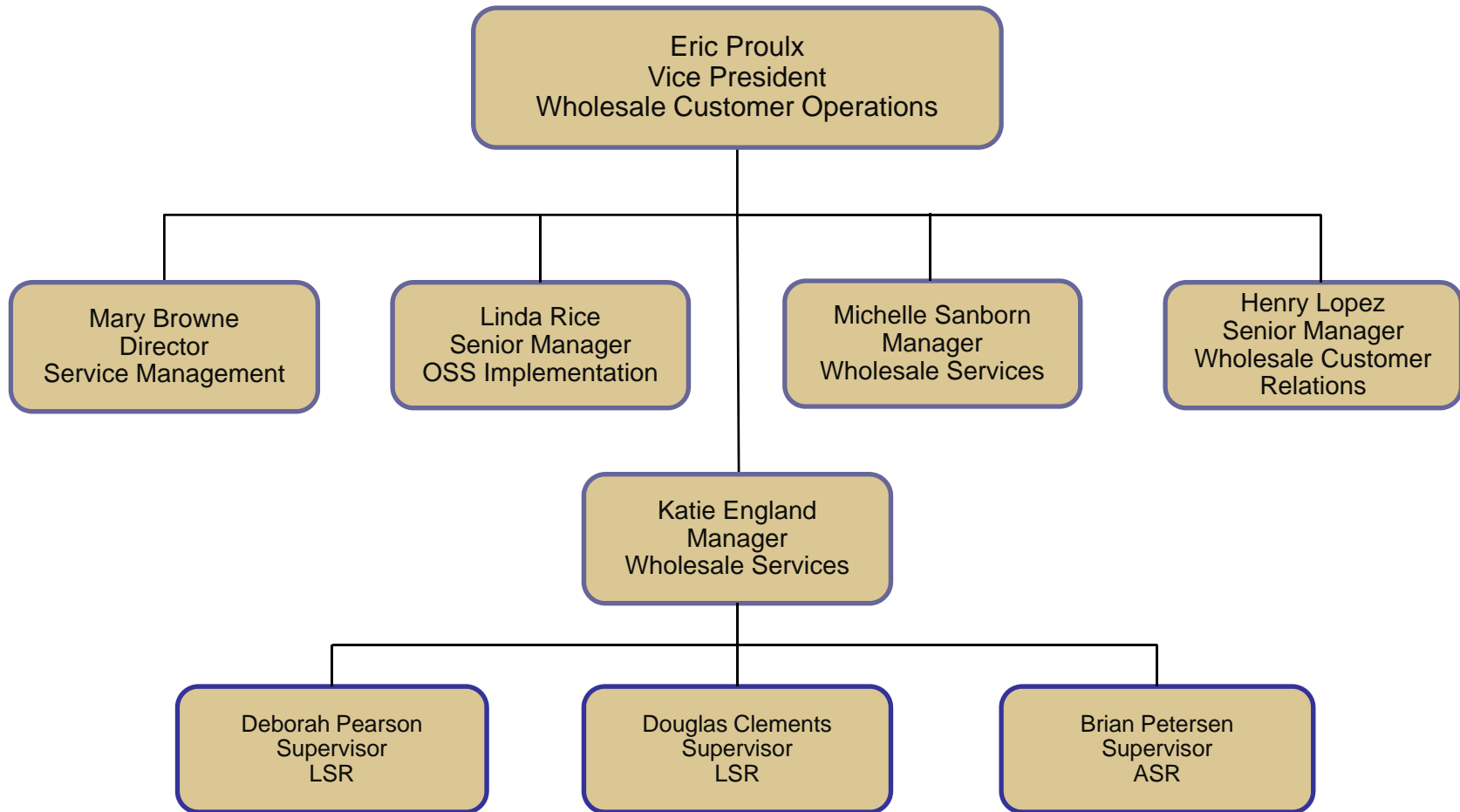
# FairPoint Change Mgt Meeting & Wholesale User Forum Organizational Updates

**Eric Proulx – Vice President - Wholesale Customer Operations**

## Organizational Updates

- Management personnel restructured to provide focus for Wholesale Help Desk, Service Center, and Service Management
- Restructuring focused on leveraging significant Operational improvements for installation and maintenance over the past 18 months
- Focus on providing customers the best contact for first-call resolution to their issues

# Wholesale Services - Organizational Chart



# Wholesale Services - Structure & Responsibilities

- Katie England - Manager, Wholesale Services
  - (21) years in Dispatch, Outside Operations
  - Wholesale Service Center Oversight - ASR & LSR
    - Supervisors - Doug Clements, Deborah Pearson, Brian Petersen
  
- Michelle Sanborn – Manager, Wholesale Services
  - Assumed responsibility of Wholesale Help Desk
  - Focus on business optimization & process improvement
    - Migration of Pre-Order Address Validation Inquiries to LSR Team as of 3/10
      - 866-925-8971 Option 1 / [WHD@FairPoint.com](mailto:WHD@FairPoint.com)
  
- Henry Lopez – Senior Manager, Wholesale Customer Relations
  - WUF Facilitator, Wholesale Customer Portal, Wholesale Web Site Management, Customer Communications
  
- Linda Rice – Senior Manager, OSS Implementation
  - VFO, E-Bonding, Systems transaction flow
  
- Mary Browne – Director, Service Management
  - Service Management oversight



# FairPoint Wholesale User Forum & Change Mgt Meeting

## WSC-Wholesale Service Center & WHD-Wholesale Help Desk

Michelle Sanborn - Manager - Wholesale Services



## Quick Reference: WHD & WSC

### ■ WHD – Wholesale Help Desk

- Wholesale Customer Portal Reports

Contact Us:

- Create a Self Service Ticket in the Wholesale Customer Portal (WCP)
  - URL: [wcp.fairpoint.com](http://wcp.fairpoint.com)
- Email [whd@fairpoint.com](mailto:whd@fairpoint.com)
- Call 877-648-3038 (M-F 8am-5pm ET)

### ■ WSC – Wholesale Service Center

- General Questions
- Status of an order
- Explanation of a Reject
- CSR Discrepancy
  - Email: [ManualCSR@FairPoint.com](mailto:ManualCSR@FairPoint.com)
- 866-925-8971 (M-F 8am-5pm ET)

As part of the business optimization of roles and responsibilities, changes will be communicated via Accessible Letters and Wholesale Website .

# Escalation List Process Review

## Wholesale Service Center (WSC) Escalation Guidelines

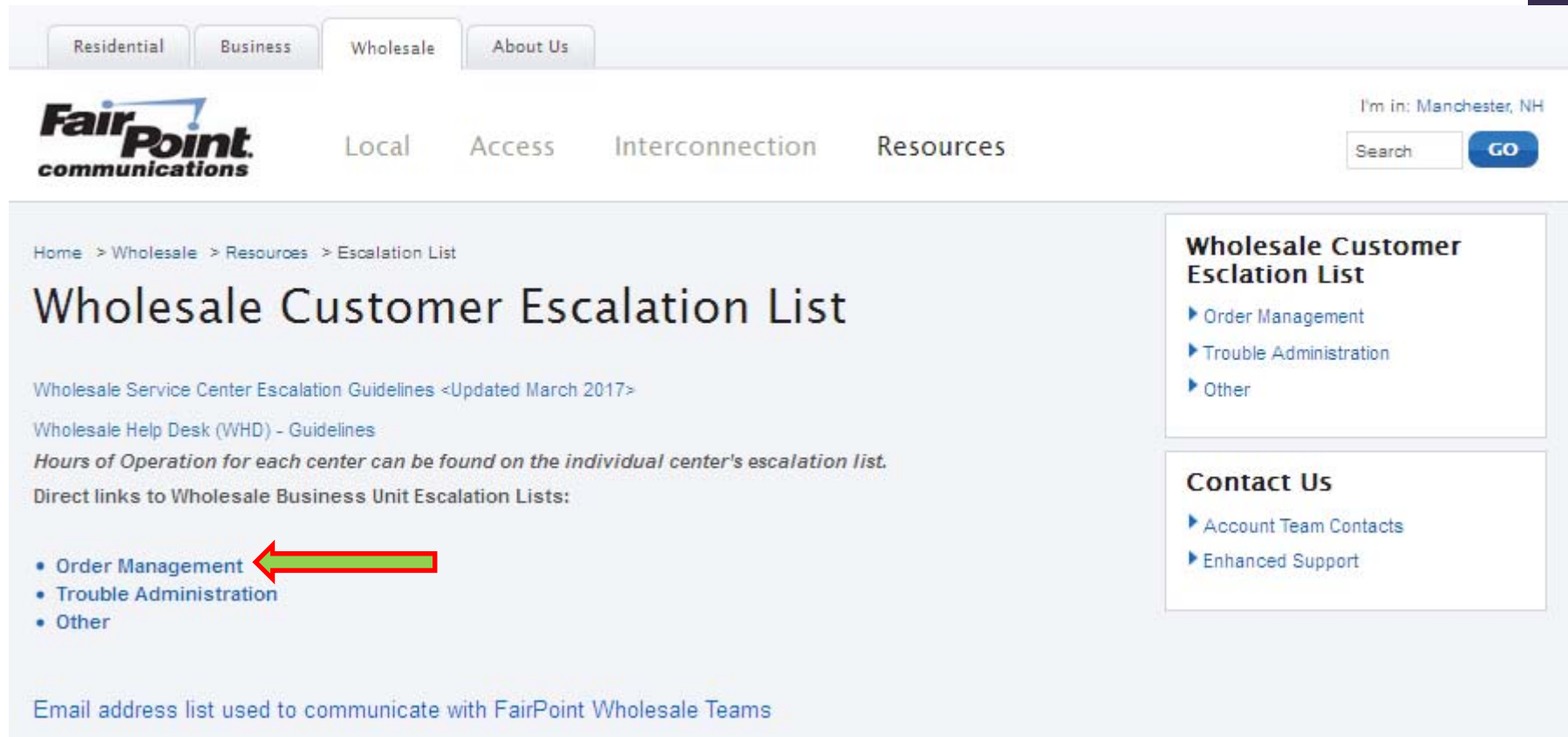
- Wholesale Escalations include:
  - Missed Due Date
  - Disconnect in Error
  
- When contacting the center for an escalation please provide the representative with:
  - Valid LSR/ASR Purchase Order Number (PON)
  - Identify request as an escalation
  - Explain urgency and set expectation
  - If the escalation requires a follow-up you will receive a response within 1 hour

# Escalation List Process Review

- **Level I - WSC (Option 4)\***
  - WSC Rep will call back within 1 hour if no response escalate to Level II
- **Level II - Wholesale ASR/LSR Team Leads\***
  - Send email, include Level I contact name, Team Lead will call back/email within 1 hour, if no response escalate to Level III
- **Level III - Wholesale Center Manager\***
  - Send email, copy Level II, Center Manager will callback/email within 2 hours, if no response escalate to Level IV
- **Level IV - Check Escalation List\***
  - Contact levels vary by product set, designate will respond within 2 hours, if no response escalate to next level.

# Escalation List on the Wholesale Website

<http://www.fairpoint.com/home/wholesale/resources/escalation-list.html/>



The screenshot shows the FairPoint Wholesale website interface. At the top, there are navigation tabs for Residential, Business, Wholesale, and About Us. The FairPoint communications logo is on the left, and the location 'I'm in: Manchester, NH' is on the right. Below the logo, there are menu items for Local, Access, Interconnection, and Resources. A search bar with a 'GO' button is also present. The main content area displays the breadcrumb 'Home > Wholesale > Resources > Escalation List' and the title 'Wholesale Customer Escalation List'. Below the title, there are links for 'Wholesale Service Center Escalation Guidelines <Updated March 2017>', 'Wholesale Help Desk (WHD) - Guidelines', and 'Hours of Operation for each center can be found on the individual center's escalation list.'. A section titled 'Direct links to Wholesale Business Unit Escalation Lists:' contains a bulleted list with 'Order Management', 'Trouble Administration', and 'Other'. A red arrow points to 'Order Management'. On the right side, there are two sidebars: 'Wholesale Customer Escalation List' with links for 'Order Management', 'Trouble Administration', and 'Other'; and 'Contact Us' with links for 'Account Team Contacts' and 'Enhanced Support'. At the bottom, there is a link for 'Email address list used to communicate with FairPoint Wholesale Teams'.

# Escalation List - Continued

Home > Wholesale > Resources > e-list: Order Management

## *Order Management*

### Local Products:

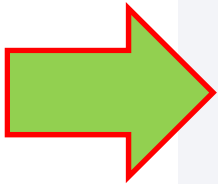
- [Local Number Portability Center](#)
- [Service Delivery Management \(SDM\)](#) <Formerly Known as Order Management Center (OMC)>  
- Resale POTS, UNE, UNE-P, Post-RID: UNE High Cap Provisioning
- [Wholesale Service Center \(WSC\)](#)  
- Line Share, Resale, UNE, Wholesale Package, Equal Access Point of Contact
- [Wholesale Service Center \(WSC\)](#)  
- ISP Designed Services
- [Wholesale Service Center \(WSC\)](#)  
- Pre-RID: UNE High Cap Provisioning

### Access Products:

- [Service Delivery Management \(SDM\)](#) <Formerly Known as Order Management Center (OMC)>  
- Resale POTS, UNE, UNE-P, Post-RID: UNE High Cap Provisioning
- [Wholesale Service Center \(WSC\)](#)  
- Pre-RID: Special & Switched Access Provisioning, Wireless Special & Switched Access, SONET, TLS, Switched & Special Access, Wireless Switched & Special Access Project Management and Ordering

### Systems Help Desk:

- [Wholesale Help Desk \(WHD\)](#)  
- For all FairPoint Systems



# Escalation List Sample

## Escalation List

### Access Service Request (ASR) Products – Ordering (Pre-RID)\*

### Wholesale Service Center (WSC)

#### General Contact Information

Person / Center Name	Title	Contact #	Notes
Wholesale Service Center (WSC)	Order Status Request	866-925-8971	Option 2 - ASR
Wholesale Service Center (WSC)	Customer Service Rep	866-925-8971	Option 4 - Escalation ASR/LSR

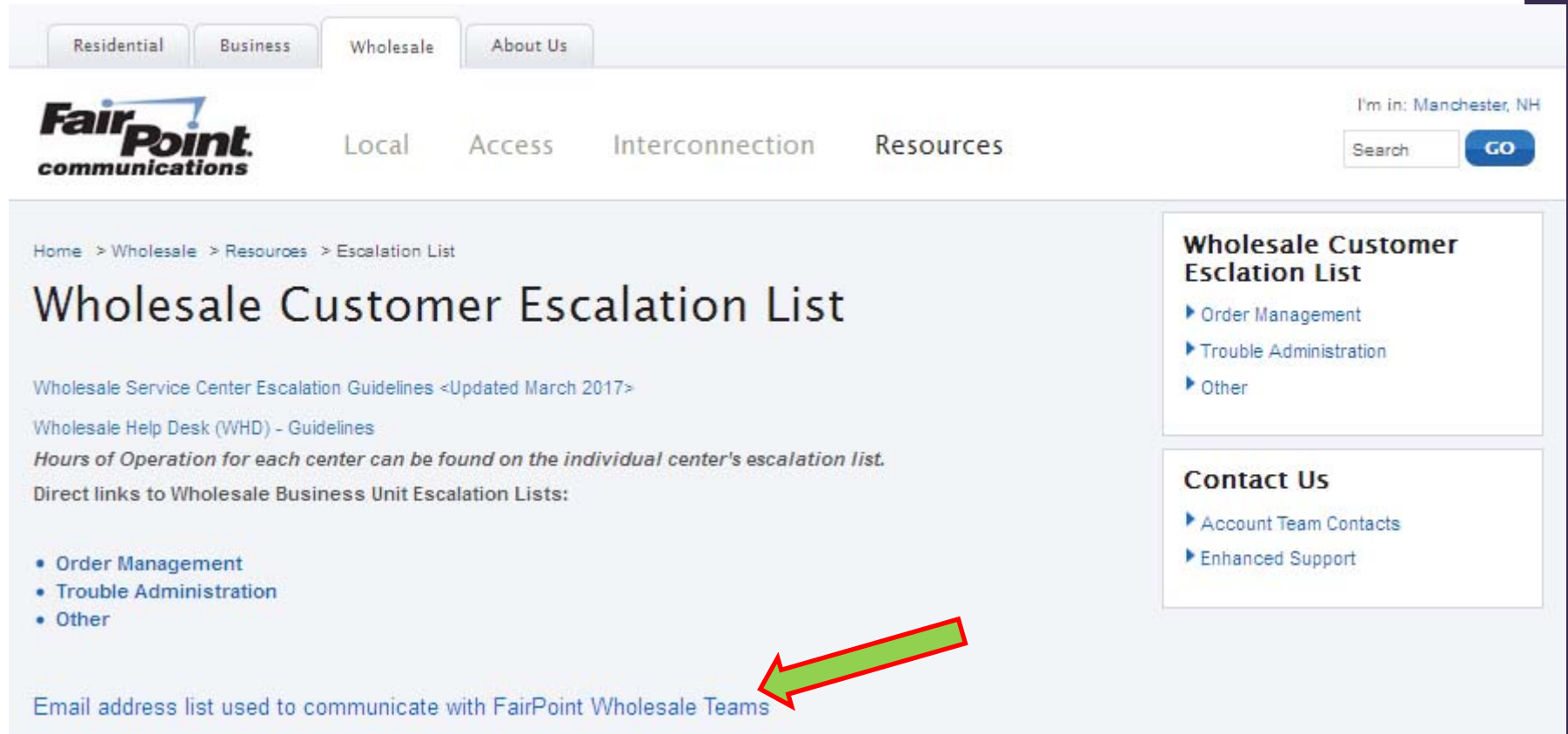
- The Wholesale Service center (WSC) is your point of contact for Access Service Requests (ASRs) once they have been submitted.
- When contacting the WSC, please provide the representative with your valid ASR Purchase Order Number (PON), Order Number, and sufficient information such as urgency level and expectation. To ensure the best service, the representative must be provided a reasonable opportunity to resolve the issue.
- **For additional assistance please use the Wholesale Service Center Escalation Guidelines.**
- Expedite request, please refer to the [Expedite Process](#) document.
- The Wholesale Service Center (WSC) is your point of contact for Access Service Requests (ASRs) once they have been submitted or missing notifiers. If you have questions on how to complete an ASR or are having system problems, or receiving error messages, contact the WHD.

# Escalation List Sample - Continued

Escalation List			
Person / Center Name	Title	Contact #	Notes
<b>LEVEL 1</b>			
Wholesale Service Center (WSC)	Customer Service Rep	866-925-8971	Option 4 - Escalation ASR/LSR
<b>LEVEL 2</b>			
Brian Petersen	Wholesale ASR Team Lead	207-797-1785	Email: <a href="mailto:bpetersen@FairPoint.com">bpetersen@FairPoint.com</a>
<b>LEVEL 3</b>			
Katie England	Manager Wholesale Service Center	207-535-3058	Copy Level 2 Email: <a href="mailto:kenland@fairpoint.com">kenland@fairpoint.com</a>
<b>LEVEL 4</b>			
Service Manager	Wholesale Service Manager		Contact Your Assigned Service Manager, if applicable
<b>LEVEL 5</b>			
Mary Browne	Director of Fairpoint Service Management	207-797-1963	Copy Level 3 and Level 4 Email: <a href="mailto:mbrowne@FairPoint.com">mbrowne@FairPoint.com</a>
<b>LEVEL 6</b>			
Eric Proulx	Vice President Wholesale Customer Operations	207-535-4214	Peer to Peer Email: <a href="mailto:eproulx@fairpoint.com">eproulx@fairpoint.com</a>
<b>Hours of Operation</b>			
<b>Office</b>	<b>Monday – Friday</b>	<b>Saturday</b>	<b>Sunday</b>
Wholesale Service Center (WSC)	8:00 am - 5:00 pm	Closed	Closed

# Contact Us - Wholesale Website

<http://www.fairpoint.com/home/wholesale/resources/escalation-list.html/>



Residential Business Wholesale About Us

**FairPoint**  
communications

I'm in: Manchester, NH

Local Access Interconnection Resources

Search **GO**

Home > Wholesale > Resources > Escalation List

## Wholesale Customer Escalation List

Wholesale Service Center Escalation Guidelines <Updated March 2017>

Wholesale Help Desk (WHD) - Guidelines

*Hours of Operation for each center can be found on the individual center's escalation list.*

Direct links to Wholesale Business Unit Escalation Lists:

- Order Management
- Trouble Administration
- Other

Email address list used to communicate with FairPoint Wholesale Teams

**Wholesale Customer Escalation List**

- ▶ Order Management
- ▶ Trouble Administration
- ▶ Other


**Contact Us**

- ▶ Account Team Contacts
- ▶ Enhanced Support



# Email address list used to communicate with FairPoint Wholesale Teams

**Email addresses used to communicate information/inquires with the FairPoint Wholesale Teams.**

Description	Email Address
Use for submitting manual loop qual and loop makeup requests	<a href="mailto:manualloopqual@FairPoint.com">manualloopqual@FairPoint.com</a>
Use to request a manual CSR when Wholesale customer is unable to pull from the VFO	<a href="mailto:manualcsr@FairPoint.com">manualcsr@FairPoint.com</a>
Use to submit directory listing questions regarding LVR's	<a href="mailto:clecdl@fairpoint.com">clecdl@fairpoint.com</a>
Escalation to request a Directory Assistance listing update	<a href="mailto:411TT@FairPoint.com">411TT@FairPoint.com</a>
For questions with any of FairPoint's applications or systems	<a href="mailto:WHD@FairPoint.com">WHD@FairPoint.com</a>
Use to communicate information regarding Wholesale 499 requests	<a href="mailto:wholesale499@fairpoint.com">wholesale499@fairpoint.com</a>
Use to submit BDT and DUF issues  For billing questions, claims upload and tracking	<a href="mailto:wholesalebilling@FairPoint.com">wholesalebilling@FairPoint.com</a>
Use to request/inquire about any signaling issues, adding a new switch, changes to a CLEC's SS7 provider, offnet signaling requests, etc	<a href="mailto:SS7@FairPoint.com">SS7@FairPoint.com</a>
Use to submit change requests items and issues for the CMP (Change Management Process) meetings	<a href="mailto:FairPointcmp@FairPoint.com">FairPointcmp@FairPoint.com</a>
Interconnection Requests	<a href="mailto:contractmanagement@FairPoint.com">contractmanagement@FairPoint.com</a>



# FairPoint Change Mgt Meeting & Wholesale User Forum WSC-Wholesale Service Center

Jeopardy and Cancellation Process Review (ASR & LSR)

Doug Clements - Team Leader - WSC – LSR & Directory

# Jeopardy and Cancellation Process Review (ASR)

- This process affects all customers who submit Switched, Special Access, CES, EDIA and UNE Service Requests. Cancellation of ASRs will occur (if applicable) manually at the pertinent point in the order process.
- For ASRs that are received with errors, a Clarification or TP Error will be sent. If no Supplement (SUP) is received, the WSC Rep will cancel the ASR on the eleventh business day from the date the Clarification or TP Error was sent.
- For ASRs that are in a "Customer Not Ready" jeopardy situation, a Clarification will be sent. If no SUP is received, on Due Date + 31 calendar days, the order will be cancelled by the WSC Rep and any applicable cancellation charges will be applied. Customer no access or customer not ready may not be SUPed out past 60 calendar days.
- This process allows FairPoint to continue to provide more efficient and timely provisioning of service.
- FairPoint Communications Accessible Letter PRC 0076 04162010 ASR Cancellation Policy

## Jeopardy and Cancellation Process Review (LSR)

- Good contact information on the PON is essential!
- Jeopardy for work load – we will reschedule for next available work day – for questions regarding status, please use the dispatch tool located on the Wholesale Customer Portal:
  - <http://wcp.fairpoint.com/>
- Jeopardy for customer not ready – CLEC must submit SUP for new due date using standard interval:
  - <http://www.fairpoint.com/home/wholesale/resources/product-interval-guides.html>

# Jeopardy and Cancellation Process Review (LSR)

## FairPoint initiated cancel for no response:

- No response to valid reject:
  - If there is no response to a valid reject the PON will be cancelled on the 31<sup>st</sup> calendar day from the date of the valid reject
- No response to Jeopardy:
  - If there is no response to a jeopardy notification, the PON will be cancelled on the 31<sup>st</sup> calendar day from date of notification
- Missed due date:
  - If the migration has not been completed (number(s) ported out) on the due date plus 30 calendar days, the PON will be cancelled on the 31<sup>st</sup> calendar day after the due date

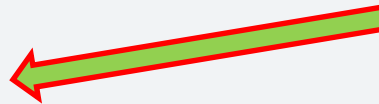
# Wholesale Customer Portal (WCP) Dispatch Tool Guide

## Ordering

- Bona Fide Request (BFR) Process
- Bona Fide Request (BFR) Form
- Demarcation Point Locations
- Local Sample Orders
- Loop Modifications - USOCs and Alpha Identifiers
- Loop Qual Reasons Not Qualified
- Simple Ports Technical Specifications
- Special Project Guidelines
- UNE Hi-Cap Services Process -Trunk Group Service Request (TGSR) Form
- UNE Hi-Cap Services, UNE Hi-Cap Process - Network Channel (NC), Network Channel Interface (NCI) & Secondary Network Channel Interface (SECNCI) Guide For UNE Hi-Cap Facilities
- UNE Hi-Cap Services Process - Trunk Group Service Request Instructional (TGSR) Guide
- UNE Hi-Cap Services Process - UNE DS1 Loop NID Move
- UNE Hi-Cap Products - Certification of Local Usage Options Form
- UNE LSR LOOPS NC NCI CODES
- Servicemembers Civil Relief Act SCRA Ordering Guide
  - SCRA TN Reservation Request Form
- Wholesale Customer Portal (WCP) Dispatch Tool Guide
- Wholesale Package - Voice Mail Optional Feature Details
- Voice Mail Access Numbers
- Wholesale Package - Voice Mail Mapping Guide - Optional Features

<http://www.fairpoint.com/home/wholesale/resources/local.html>

Resources Tab,  
Local Page,  
Scroll to WCP Dispatch Tool guide





# FairPoint Wholesale User Forum & Change Mgt Meeting Trouble Admin Error Response Review

**Linda Rice - Senior Manager Wholesale Customer Relations**

# Trouble Admin Error Response Review

## Identifying Failed Trouble Reports

Visual indicators appear in the Work List to assist in letting you know FairPoint did not create a trouble ticket.

Icon	ID	Creation Time	Last TP Update	Network ID	State	Status	Agent Trouble Report ID	Customer Trouble Ticket Number	Last Assignment	Trouble Type	Chronic
●	<a href="#">5524010</a>	01/31/17 11:53 AM	<a href="#">01/31/17 11:53 AM</a>	FRP	Open Active	Screening	OP-000002852489	TEST01302017-01		207 - All Access Busy	N
●	 <a href="#">5523989</a>	01/31/17 09:42 AM	<a href="#">01/31/17 09:42 AM</a>	FRP	New	New	15/HCGS/230050//NW	TEST173581210		101 - No Dial Tone	N

**The Double Gold Bars indicates no Trouble Ticket was created**

**The Time Stamp in the Last TP Update Column indicates FairPoint processed your ticket and provided an explanation why a ticket was not create.**



# Trouble Admin Error Response Review

## Tickets Not Accepted - View Cause

Open the ticket by clicking the Trouble ID or Last TP Update field.

		<b>5523989</b>	01/31/17 09:42 AM	<b>01/31/17</b> 09:42 AM	FRP	New	New	15/HCGS/23080//NW	TEST173581210	101 - No Dial Tone	N
--	--	----------------	----------------------	-----------------------------	-----	-----	-----	-------------------	---------------	-----------------------	---

Clicking the Trouble ID will require one more step. It will open the Trouble Report Detail - click the History Tab

### Trouble Report Detail

Trouble Information	
ID: 24861	Creation Time: 07/09/10 04:50 PM
State: New	Status: New
Agent Trouble Report ID: 54/HMXUM01244/WW	Network ID: I
Service ID: 54/HMXUM01244/WW	Trouble Type: Open To DEMARC
Authorization Pending: false	TP State:

Manager Info
Additional Info
Loc & Access Info
Authorization
Escalation
Agent Info
**History**
Assignments

# Trouble Admin Error Response Review

## Viewing Error Messages

The history shows an Error

Message History				
Message ID	Creation Time	Message Type	Error Type	User
<a href="#">5523999</a>	01/31/17 09:42 AM	Create Response	Invalid Data Received Error	
<a href="#">5523997</a>	01/31/17 09:42 AM	Create Request		jlg

To see the Error:

- Click the Message ID for the Error

An Error Message

### Create Trouble Report Response Detail

ID : 5523999	Trouble Report ID: <a href="#">5523989</a>
Creation Time: 01/31/17 09:42 AM	Invoked ID: 365005
Agent Trouble Report ID:	Network ID: FRP
<b>Exception</b>	
Invalid Data : Invalid Service ID - TN or CID not found ; Received:	

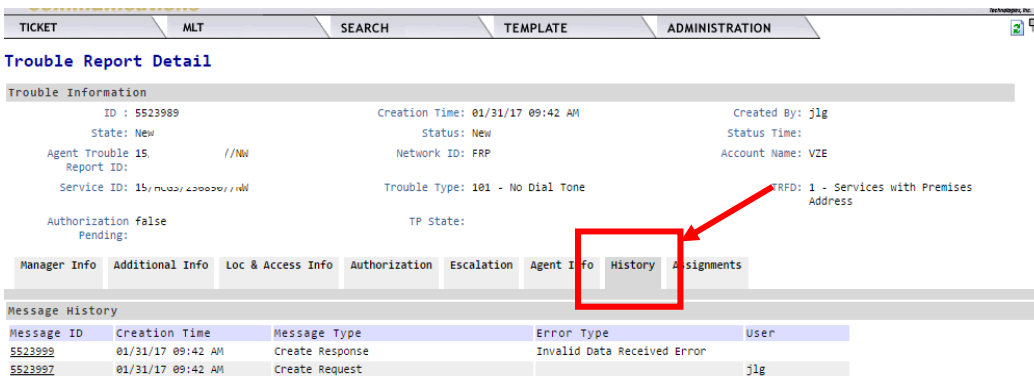
# Trouble Admin Error Response Review

## 3 Ways to view Ticket History

1. Click the radio button next to the Ticket and then the History Icon.



2. Click the ID in the Work List and then click the History tab.



**Trouble Report Detail**

**Trouble Information**

ID : 5523989	Creation Time: 01/31/17 09:42 AM	Created By: jlg
State: New	Status: New	Status Time:
Agent Trouble 15	Network ID: FRP	Account Name: VZE
Report ID:	Trouble Type: 101 - No Dial Tone	FRPD: 1 - Services with Premises Address
Service ID: 15/17/05/23/0000//NN	TP State:	
Authorization false		
Pending:		

Manager Info | Additional Info | Loc & Access Info | Authorization | Escalation | Agent Info | **History** | Assignments

**Message History**

Message ID	Creation Time	Message Type	Error Type	User
5523989	01/31/17 09:42 AM	Create Response	Invalid Data Received Error	
5523997	01/31/17 09:42 AM	Create Request		jlg

3. Click Last TP Update link in the Work List for History Results.

Icon	ID	Creation Time	Last TP Update	Network ID	State	Status	Agent Trouble Report ID	Customer Trouble Ticket Number	Last Assignment	Trouble Type	Chronic
●	5524010	01/31/17 11:53 AM	01/31/17 11:53 AM	RP	Open	Active	Screening OP-000002852489	TEST01302017-01	207 - All Access Busy		N
●	5523989	01/31/17 09:42 AM	01/31/17 09:42 AM	RP	New	New	15/17/05/23/0000//NN	TEST173581210	101 - No Dial Tone		N
●	5523956	01/25/17 07:23 AM	01/25/17 07:27 AM	RP	Open	Pending Active	OP-000002852574	TEST	1513 - Request Dispatch		N

# Trouble Admin Page on the Wholesale Website

<http://www.fairpoint.com/home/wholesale/resources/trouble-administration-page.html>

- Resources Tab
- Local and/or Access Page
- Scroll down

- Resale Private Line USOC Guide
- Resale RCF USOC Guide

## Billing

- Billing, Daily Usage Files and Related Documents.

## Trouble Administration

- Trouble Administration Documents

## Other Wholesale Documents:

- Existing Wholesale DSL Customers GATC
- FairPoint Flow Through Order Scenarios

## *Trouble Administration*

### Trouble Administration VFO Documents

- Cause and Disposition Code Job Aid
- How To Create a Trouble Ticket - Quick Reference Guide <Updated August 2016>
- Updating Existing Ticket and Force Closing <Updated August 2016>
- VFO-TA User Guide

### Trouble Administration Reference Documents

- Cause Codes
- Disposition/Fault Codes
- Metallic Loop Test (MLT) Request User Guide V1
- Metallic Loop Test (MLT) Verification (VER) Codes
- Requirement for Dispatch Direction (D/D/O) Process <Updated November 2016>
- System Error Severity Levels
- TA Process for Dark Fiber
- Vendor Meet User Guide <Updated January 2016>



# FairPoint Change Mgt Meeting & Wholesale User Forum VFO Access & Administration Guidelines

**Eric Proulx – Vice President - Wholesale Customer Operations**

# VFO Access & Administration Guidelines

Eric Proulx, Vice President, Wholesale Customer Operations

- New Administrator & User Review Process
  - Preliminary reviews have identified several users or administrators in the VFO no longer are employed by company they are built under
  - Implementing new process to protect data access for all companies
  - Bi-annual review process under development (April & September of each year)
    - Coming Soon!!!
    - FairPoint will provide list of current VFO users to specific contact for each company for review and changes required by their administrator
    - Each Carrier/CLEC will need to provide Manager or above contact to receive this information
- FairPoint currently receives numerous requests to add New Users to VFO
  - FairPoint does not have oversight to validate Requester's business requirements or employment condition requiring access to insure integrity and protection of data
  - Additions of new VFO Users must be performed by the requesting company's administrator
- Please contact Wholesale Help Desk (WHD) if your current Company Administrator list is required

# Wholesale User Forum

- Questions





# FairPoint Wholesale Change Management Process

**Linda Rice - Senior Manager Wholesale Customer Relations**



# 2017 Release Schedule

## **ASOG Release Schedule:**

- March 20 – ASOG 54
- September 18 – ASOG 55



# FairPoint Wholesale Change Management Process Type 2, 3, 4, and 5 Change Requests

**Linda Rice - Senior Manager - Wholesale Customer Relations**

# Type 3 Industry Guidelines

Industry Forum	Change Request Summary
ATIS: OBF Ordering Solutions -ASO	CR # 5876 - ASOG v54 Release  <ul style="list-style-type: none"> <li>•Flash Cut Weekend starting Friday, March 17, 2017</li> </ul>
ASOG CTE	CLEC Testing - Complete
Dates	73 days: Draft Business Rules <ul style="list-style-type: none"> <li>• January 6, 2017</li> </ul> 66 days: Draft Technical Specifications - TC's have 15 days from publication of draft documents to provide comments <ul style="list-style-type: none"> <li>• January 13, 2017</li> </ul> 45 days: Final Business Rules and Technical Specifications and error message documentation <ul style="list-style-type: none"> <li>• February 2, 2017</li> </ul> Effective Date/Implementation - Monday, March 20, 2017

## New Change Requests – Type 4 and 5

## New Change Requests

**No new Change Requests**

# Change Requests Pending - Ranked and Balloted

# Type 5 Change Request

CLEC	Change Request Summary
EarthLink Business Christina Barrett Lisa DeMonache	CR# - <i>FRP01- 06052014</i> - VFO CSI Request to include listing AECN owner By adding the AECN code of the listing owner to the CSI Pull in the VFO we will be able to avoid un-necessary manual efforts for EarthLink and FairPoint. In the other ILEC companies where the VFO is the CLEC Interface there is a AECN code provided in the CSI Pull.
CR Second by	<i>Linda Birchem - Comcast</i>
Level of Effort <b>TBD</b>	<i>This change will impact internal systems</i>
Ranking	Pending
Current Status	Pending
Draft Notes	We recently met with FairPoint to put together a process to assist my team in locating the AECN code for listing we have housed with FairPoint, this process includes sending over Manual CSR requests specifically requesting the AECN code, this is a completely manual effort for my Directory Listing team. FairPoint advised the response time would be 24 hours. This adds 1 full day to my teams response time to the customers request. Also we are adding undo work to FairPoint's manual CSR team by having to request this information and a FairPoint rep manually work the request.

Ranked and Balloted -

Type 4 and 5 Change Requests



# Type 5 Change Request

CLEC	Change Request Summary
Broadview  Karen Bracken Verizon Business - Sherry Lichtenberg	CR# - <i>FRP01- 05262009</i> - Add Drop Down under Pre Order TN Reservation that would allow rep to select RANDOM/GOLD/SEQUENTIAL TNs/specified numbers other than NPA -NXX - XXXX only by line number
Level of Effort  <b>High</b>	<i>This change will impact internal systems</i>
Final Ranking - 4.5	
Current Status	Pending
Date to Production	Production - not scheduled
Draft Notes	<p><i>N- Random - no changes currently supported</i></p> <p><i>G – Gold – Easy number to remember Line number only – 4 numbers the same (1111, 2222, 3333), 2 number pattern (2211, 3322, 4411), 3 and 1 number (3331, 1113, 2224,), or 1 and 3 numbers (1333, 4111, 3222)</i></p> <p><i>S – Sequential – Line numbers that are sequence ( 1001, 1002, 1003)</i></p>

# Type 4 FairPoint Change Request

CLEC	Change Request Summary
FairPoint  Gwen Hammond	<p>CR # - <b>FRP01 - 02102010</b> - LSR Forms LSNP and LS - This is change to build the validation and requirements around the "TNT" field. The purpose of this change is to allow Wholesale Customer to request a "Test" and "Tag" on a "cut through" order.</p> <p><i>Note: When the Pre-Order responses indicates the address is "cut-through" and the End Users uses this field as described below the Service Provider will be billed for this service.</i></p> <p>TNT values are 1 alpha character as follows:            A - Test            B - Tag            D - Test &amp; Tag</p>
CR Second by	<i>Jeanette Toledo - BCN</i>
Level of Effort	
Final Ranking - 3.9	Aug 2010 Ballot
Status	Pending
Date to Production	Production - not scheduled

# CR – Adding TNT field to LS and LSNP Draft

<b>TNT</b>	<b>Test and Tag Requested-</b> Identifies the customer is requesting additional testing and tagging beyond that which is included with the product ordered.	Drop Down: (1 alpha) A – Test B – Tag D – Test & Tag	This field is applicable to migration Requests only.		
			CHC = Y without TNT field will designate a Hot Cut.		
			CHC = Y with the TNT field will designate a Hot Coordinate Conversion		
			If populated with a “D”, enter the following in “REMARKS” field on the LSR form: “Test and Tag at demark Call Test Center at NPA-NXX-XXXX”		
			If populated with “A” enter the following in “REMARKS” field on the LSR form: “Test at demark Call Test Center at NPA-NXX-XXXX”		
			If populated with “B” enter the following in “REMARKS” field on the LSR form: “Tag at demark Call Test Center at NPA-NXX-XXXX”		

# Type 4 FairPoint Change Request

CLEC	Change Request Summary
FairPoint  Gwen Hammond	<p>CR # - <i>FRP01 - 04152010</i> -LSR Order - Business Rule Change - LSR FORM field "REMARKS" conditional when the IMPCON - Implementation Contact is also required. FairPoint is requesting that when the IMPCOM field is required that the Wholesale Customer send the E-Mail address for a Implementation Contact so issues and or concerns may be sent via email for feedback about the PON.</p> <ul style="list-style-type: none"> <li>•IMPCON - Identifies the customer's representative or office responsible for control of installation and completion.               <ul style="list-style-type: none"> <li>• Required when the CHC field = "A", "B", or "Y". Required when the first position of the REQTYTYP field = "A" and the LNA field on the LS Form = "N". Required when the first position of the REQTYTYP field = "A" and the CI. field on the LS Form = "E". Required when the first position of the REQTYTYP field = "D" and the LNA field on the PS Form = "N" or "T". Required when the first position of the REQTYTYP field = "F" or "M" and the LNA field on the PS Form = "N". Required when the first position of the REQTYTYP field = "K" and the LNA field on the RPL Form = "N". Required when the first position of the REQTYTYP field = "L" and the LNA field on the RFR Form = "N". Required when the first position of the REQTYTYP field = "N" and the TNA field on the DDPS Form = "N". Required when the first position of the REQTYTYP field = "P" and the LNA field on the CRS Form = "N". Required when the first position of the REQTYTYP field = "Q" and the LNA field on the IS Form = "N".</li> </ul> </li> </ul>
CR Second by	Jennifer - One Communications
Level of Effort	
Final Ranking - 3.7	Aug 2010 Ballot
Status	Pending
Date to Production	Production - not scheduled

# Type 5 Change Request

CLEC	Change Request Summary
Cornerstone  Austin Brower	<p>CR # - <i>FRP01 - 01262010</i> - TA Module - This is a request to return the FairPoint "tester's" extension and name</p> <p>Please configure Remedy/VFO TA to return the FairPoint Tester's extension and name (via an Attribute Value Change Notification) when the tester picks up the ticket. This will provide a more efficient communication channel if the CLEC needs to call in to inquire on the ticket.</p>
CR Second by	<i>SegTel - Kath Mullholand</i>
Level of Effort	
Final Ranking - 3.6	Aug 2010 Ballot
Status	Pending
Date to Production	Production - not scheduled

# Type 5 Change Request

CLEC	Change Request Summary
BCN Telecom- Jeanette Toledo/Janet Rodriguez	CR# - <i>FRP01 - 04212011</i> - LSR Reqtyp DB and EB/ Act V and W Need to create a process that will allow us to migrate Local lines that have Fairpoint DSL in place. Line would be migrated and the DSL service would remain active with FairPoint and the DSL would be direct billed to the customer. We would be responsible for the voice services on the line and FairPoint would maintain the DSL services.
CR Second by	<i>Austin Brower - Cornerstone</i>
Level of Effort	High
Ranking - 3.6	Feb 2012 ballot
Current Status	Pending
Date to Production	Production – not scheduled

# Type 5 Change Request

CLEC	Change Request Summary
Cornerstone Communications  Austin Brower	CR# - <i>FRP01 - 07172009</i> - VFO GUI - Proposed Changes:  VFO GUI - For all pop-up selections, please provide the meaning of each value /within/ the pop up, as well as in a tool tip at the bottom of the form. This is also inclusive for Sup "Other" - Pop-up selector should include the meaning of each value (1 through N).
Level of Effort  <b>High</b>	This request will require new development to apply FairPoint Business Rules to each REQTYP/ACT and allow for changes/updates to VFO GUI as new versions of the LSOG are placed into production.
Final Ranking - 3.4	
Current Status  Date to Production	Pending initiative FairPoint has yet to complete all requirements  Production - not scheduled

# FairPoint Alerts System - *alerts.FairPoint.com*

Home > Wholesale > Resources > Online Tools

## Online Tools.

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+ GO TO PORTAL

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# FairPoint Alerts System

## Sign Up

These notices provide the latest up-to-date information on Interface Change Management, Network Related Events, New Web Content, Process changes in policies and procedures, New Products and Services, System Availability, System Outages, Tariff, and Weather / Miscellaneous Events.

Using the Sign Up link, you can have essential news and information delivered directly to your e-mail inbox.

First Name	<input type="text"/>
Last Name	<input type="text"/>
Company	<input type="text"/>
Email Address	<input type="text"/>
Customer Type	<input type="checkbox"/> CLEC <input type="checkbox"/> ISP <input type="checkbox"/> ITC <input type="checkbox"/> IXC <input type="checkbox"/> Reseller <input type="checkbox"/> Wireless Carrier
Requested Alerts	<input type="checkbox"/> Accessible and Industry Letters <input type="checkbox"/> Interface Change Management <input type="checkbox"/> Network Related Event Notification <input type="checkbox"/> New Web Content Notification <input type="checkbox"/> Process Notification <input type="checkbox"/> Product Notification <input type="checkbox"/> System Availability Notification <input type="checkbox"/> System Outage Notification <input type="checkbox"/> Tariff Notification <input type="checkbox"/> Weather / Miscellaneous Event Notification
	<input type="button" value="Submit Request"/>

# Change Management Process

- Questions





FairPoint Wholesale User Forum & Change Mgt Meeting  
Wrap Up, General Notifications, Next Steps, Closing  
**Henry Lopez - Senior Manager Wholesale Customer Operations**

## 2017 WUF/CMP Meeting Schedule

- March 16
- **July 20**
- November 16
  
- Schedule Distributed via FairPoint Accessible Letter:
  - 2016-12-21 - PRC 0232 - [FairPoint Wholesale User Forum 2017 Schedule](#)
  
- WUF/CMP Feedback and future topics
  - Send to [FairPoint.CMP@fairpoint.com](mailto:FairPoint.CMP@fairpoint.com)

# Wholesale User Forum and Change Management Process

- Questions

