



Service Delivery Management

POST – FOC ME, NH, VT

General Contact Information ME, NH, VT			
Center	Title	Contact #	Notes
Internet Activation Center (IAC)	Central Office Technician (COT)	844-617-9486	IAC Tech Line
Transport Activation Center (TAC)	Central Office Technician (COT)	866-925-3180 Complex/Special Services Hi-Cap/CES/CFA Grooms Wireline/Wireless	Access Products – Provisioning Post – FOC Test & Turn Up MAC testing CFA Grooms/Migrations Wireline/Wireless Hot Cuts
Escalation Contacts			
Contact/Center	Title	Contact #	Notes
Level 1			
Debbie Morse	IAC Supervisor	913-406-4565	DSL/FAST/Hot Cuts
Kell-ey Hirst	TAC Manager	603-703-9696 - C	Hi-Cap/CES/CFA Grooms/Migrations Wireline/Wireless upgrades Hot Cuts
Services Covered			
Resale POTS Hot Cut Coordination Post-RID UNE HiCap Provisioning Special Access		Carrier Ethernet UNE and UNE P Wireless Switched and Special Switched Access	
Hours of Operation			
Office	Monday – Friday	Saturday	Sunday
IAC	7:30am – 7:00pm ET	7:30am – 6:00pm ET	8:00am – 4:30pm ET
TAC	8:00am – 5:00pm ET	Closed	Closed
Holiday Schedule			
New Year’s Day Martin Luther King Jr Day President’s Day	Memorial Day Independence Day Labor Day	Veteran’s Day Thanksgiving Day Christmas Day	



Carrier Test and Turn-Up

POST – FOC

CA, IA, IL, KS, MN, MO, PA, TX, ND, SD, WI

Vector Selections			
Network Provisioning Center 888-452-7105			
To check the status of your order, press 1 for Network Provisioning This will go to the voicemail box, which will forward to the PRV email inbox. Email is checked hourly and sent to the assigned PRV to contact the initiator.			
Activations 888-452-7105			
For Test and Turn up including MAC testing press 2 For DSO, DS1, DS3, or Trunking Press 1 – Follow prompts according to state			
Pennsylvania	Press 1		
Illinois	Press 2		
Texas	Press 3		
Lufkin	Press 1		
Conroe	Press 2		
Katy	Press 3		
Kansas or Missouri	Press 4		
Minnesota or Iowa	Press 5		
California	Press 6		
For Ethernet press 2 for test and turn up & press 2 for Ethernet			
Hours of Operation			
Office	Monday – Friday	Saturday	Sunday
Activations	8:00am – 5:00pm CT	Closed	Closed
Holiday Schedule			
New Year’s Day President’s Day Good Friday	Memorial Day Independence Day Labor Day	Thanksgiving Day Day after Thanksgiving Day Christmas Day	