



## **Fidium Fiber Expedite Process**

### **Introduction:**

Fidium quickly responds to your expedite or escalation requests offering you clear and complete explanations to allow you to satisfactorily respond to your end-users.

### **Criteria:**

Expedites are requests for an improved interval that is shorter than the standard interval defined in our Product Interval Guide or your Interconnection Agreement (ICA), Individual Case Basis (ICB) or committed to ICB date.

The following summarizes the processes used within Fidium for all Wholesale Products and Services to handle expedite and escalation requests.

### **Expedites Requiring Approval**

Following is a list of conditions where an expedite would be granted:

- Fire
- Flood
- Medical Emergency
- National Emergency
- Conditions where your end-user is completely out of service (primary line)
- Disconnect in error by Fidium
- Requested service necessary for your end-user's grand opening event delayed for facilities or equipment reasons with a future due date
- Delayed orders with a future due date that meet any of the above described conditions
- National Security
- Classes of Service unable to dial 911 due to previous order activity
- Classes of Service where hunting, call forwarding or voice mail features are not working correctly due to previous order activity where Fidium made an error in provisioning the services

For any of the above conditions, expedited requests can be made either prior to, or after, submitting your service request.

To request an expedite on a Local Service Request (LSR):

- Submit order with Standard Interval Due Date & populate the EXP field. Include in REMARKS the expedite due date requested and the reason for the expedited request (one of the above conditions).

- If you supplement the PON to add an Expedited Request you must still populate Standard Interval Due Date & populate the EXP field. Include in REMARKS the expedite due date requested and the reason for the expedited request (one of the above conditions).
- You will receive a FOC with the Standard Interval Due Date until the CWC REP can verify the Expedite Request.

**Ensure your Initiator Info is valid and can be reached. If the information is not valid and the CWC rep cannot reach the initiator the expedite will be denied.**

To request an expedite on service requests issued via an Access Service Request (ASR):

- Send the ASR PON EXP with a minimum of 3 business days. The CWC ASR rep will work the order internally to try to accommodate the requested better due date working with internal teams. If it is less than 3 business days on the Expedite request you will need to call the CWC ASR team 1 866-925-8971 (option 2) for the rep to make every attempt to provide a sooner due date.

You may be asked to provide verification of the reason or situation for any of the expedite conditions listed above. In some cases, you may be asked for the PON that caused the expedite condition, such as the PON which resulted in the hunting or call forwarding expedite. The type of verification required will depend on the specific circumstances of the expedite and will be determined by the Wholesale Service Center (CWC).

Once your expedite request is received, your Wholesale Service Center Representative will review the request based on the previous list of available expedite scenarios to determine if the request meets the eligibility for an expedite. If approved, the next step is for the CWC Rep to contact our internal departments to determine resource availability.

Depending on the type of service on the account, the following action is taken by Fidium once the request is determined to be eligible for an expedited due date.

### **Designed Services**

For Designed Services, the Order Management Center (OMC) is contacted to determine workload availability for the Central Office and Outside Technicians as well as for the Testers that work with you to accept the service.

### **Approved Expedited Requests**

Once the expedite has been approved the CWC Rep will contact the Initiator and request the PON to be supplemented with the improved or requested Expedited Due Date. The supplement should ideally be sent when the CWC Rep contacts you to ensure the held date is reserved with internal organizations. Once the SUP is received the new expedited Due Date will be sent back on a new FOC.

### **Denied Expedited Requests**

For LSR, if denied, Fidium will provide you with the reason(s) the request was denied or will offer an alternative date when we could install the service. If the request is denied the original standard due date (FOC) sent on the initial version remains on the PON.

For ASR, the PON will then need to be supplemented to remove the "Y" from the EXP field within 24 hours of being notified in order to retain the original standard DD interval. Otherwise the Due Date will need to be renegotiated

Any requests that are expedited due to a Fidium caused reason, do not incur an expedite charge. Additionally, if the due date of an expedited request is missed due to Fidium reasons, expedite charges do not apply.

If the order becomes a Delayed Order on the due date, Fidium will cooperatively work with you to obtain the best due date possible and expedite charges do not apply.

If an order was delayed due to a Customer Not Ready (CNR) condition you will need to supplement your PON with the standard due date interval.

### **Expedites Supporting Non-Fidium caused Restoral Requests**

This process includes Restoral Requests on Retail to Resale or Conversions and Transfer of Service when the service orders have completed. This process applies to Resale/POTS, Resale Centrex products.

You will follow this documented Expedite process as outlined when you require an expedite to a standard interval in order to restore an end-user due to a Non-Fidium caused out of service condition. An expedite restoral request is a result of your inability to complete a conversion or outside move service request where you were unable to cancel or change the due date on the service order(s) prior to order completion. Restoral requests may involve you alone, a Fidium Retail account and you, or you and a different CLEC on conversion and outside move orders. Restoral requests will be accepted for both full and partial restorals.

When an expedite restoral request situation occurs, refer to the Disconnect in Error - Expedited Reinstallation Process when you prepare your service request. This process can be found at the end of this guide.

### **Benefits**

- Expedited intervals for restoral of previous service (restoring service to previous address until the order is installed at the new location or order is fixed)
- Uniform documented process for restoral requests (restoring service to previous address until the order is installed at the new location or order is fixed)

## **Restrictions**

- You must issue appropriate LSRs first and receive the FOC before contacting the Wholesale Service Center to escalate. Restoral requests received prior to new LSR issuance will not be accepted.
- Standard intervals must be used when submitting LSRs. The CWC will expedite due date appropriately for restoral.
- Expedited restoral requests must be requested within 24 hours, extending into the next business day, following the LSR completion date. Restoral requests received after 3 PM will be considered next business day work activity.
- Service being restored must be the same type of service with same features, same TN's, etc. as was previously provisioned. Full or partial restorals are acceptable.
- Fidium will reuse facilities when the facilities are available for the restoral.
- All applicable recurring and non-recurring charges will apply, based on order completion and physical work that was completed or needs to be completed to restore service. Retail practices will apply when restoring Fidium Retail accounts.
- When a restoral involves two CLECs, it is up to you and the old CLEC to coordinate and agree upon an expedite, prior to opening up the Escalation ticket(s).
- Expedite charges may apply based upon individual interconnection agreements or state tariffs.

The following **Order Type Scenarios** are included in this restoral process:

- Resale T & F, same CLEC
- Resale Conversion as is, same CLEC
- Resale Conversion as specified, same CLEC
- Wholesale Package to Resale Conversion as is, same CLEC
- Wholesale Package to Resale Conversion as specified, same CLEC
- Resale Conversion as is, to a new CLEC
- Resale Conversion as specified, to a new CLEC
- Fidium Retail to Resale Conversion as is
- Fidium Retail to Resale Conversion as specified

| Decision Chart, Scenario's Same CLEC                                 |                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|----------------------------------------------------------------------|-------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| IF                                                                   | AND                                                   | THEN                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Conversion, Migration and/or Move Service Order has completed        | You want full or partial restoral of previous service | <ul style="list-style-type: none"> <li>┆ Issue Restoral Request LSR as appropriate based on order scenario and order completion, such as a New Connect, Change or Conversion with or without move, Transfer of Service or Disconnect</li> <li>┆ Follow expedite procedures</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Decision Chart, Scenario's To a New CLEC                             |                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| IF                                                                   | AND                                                   | THEN                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Conversion, Migration and/or Move Service Order has completed        | You want full or partial restoral of previous service | <ul style="list-style-type: none"> <li>┆ Either the end-user, or the new CLEC and the end-user must contact the old CLEC's Customer Contact Center and request that the end-user's service be re-established as previously provisioned for the old CLEC on Resale or Wholesale Package service</li> <li>┆ Old CLEC must follow expedite procedures</li> <li>┆ Old CLEC will issue Restoral Request LSR as appropriate based on order scenario and order completion, such as a New Connect, Change or Conversion with or without move</li> <li>┆ New CLEC must follow expedite procedures</li> <li>┆ New CLEC will issue Disconnect LSR if required based on order scenario and order completion</li> <li>┆ Old and new CLECs will coordinate their order activity</li> </ul> |
| Decision Chart, Scenario's Conversion from Fidium Retail to New CLEC |                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| IF                                                                   | AND                                                   | THEN                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Conversion, Migration and/or Move Service Order has Completed        | You want full or partial restoral of previous service | <ul style="list-style-type: none"> <li>┆ Contact the CWC Center 1.844.FIDIUMWHS (1.844.343.4869)</li> <li>┆ Advise you are requesting an expedite of the main line/circuit</li> <li>┆ The CWC rep will determine if a new order is necessary</li> <li>┆ If a new LSR is needed and it will need to be issued in order to work the expedite request for restoral</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                   |

## **Escalations**

Escalations are a request for intervention around a missed critical date such as:

- Plant Test Date (PTD)
- Due Date (DD)

## **Note: if the order is regarding a missed due date contact the Transport Activation Center (TAC) for (ASR only).**

The Wholesale Service Center pro-actively escalates any critical dates in jeopardy and will communicate updates to the Initiator. However, if you find it necessary to initiate an escalation, call the CWC to speak to a rep.

## **Disconnect In Error – Expedited Reinstallation Process**

### **Overview**

Services disconnected in error by the CLEC will be expeditiously restored through the provisioning process during normal working hours. This process defines the steps necessary for the CLEC to restore service on a TN or circuit that has been disconnected in error.

### **Error Discovery**

- The CLEC discovers that a TN or Circuit has been disconnected in error and needs to reinstate service.
- If the service was disconnected due to service order activity, an LSR is required by the CLEC to reestablish service.
- If the wrong service was disconnected by Fidium in error Fidium will work with engineering and the field technicians to restore the service as quickly as possible.

### **CLEC Disconnected in Error**

- Expedited restoral requests must be requested within 24 hours, extending into the next business day, following the LSR completion date. Restoral requests received after 3 PM will be considered next business day work activity.
- The CLEC is required to input a Local Service Request (LSR) to initiate the reinstallation process.

- You must issue appropriate LSRs first and receive the FOC before contacting the Wholesale Service Center to escalate. Restoral requests received prior to new LSR issuance will not be accepted. The CLEC will submit the LSR referencing the Circuit ID and or TN that has been disconnected, and flags the LSR as an expedite request.
- Standard intervals must be used when submitting LSRs. The CWC will expedite due date appropriately for restoral.
- The CLEC must include “Disconnect in Error” in the remarks section of the LSR.
- Includes the disconnecting PON in the remarks section of the LSR.
- Service being restored must be the same type of service with same features, same TN's, etc. as was previously provisioned. Full or partial restorals are acceptable.
- Verbally notifies the Wholesale Service Center after submitting the LSR to coordinate the reinstatement of service.

Note: If the CLEC is requesting restoral of a TN that was disconnected in error they must populate the AAI field on the EU page with the following remark exactly: RE-INSTATE TN. This will allow the system to identify that you are trying to recapture the same facilities when the order flows through, and the system will automatically make an attempt to reclaim the facilities. It is important to note that not all facilities can be reclaimed and depending on available inventory the service may have to be provisioned on new facilities.

### **Wholesale Service Center**

- Works with the CLEC to identify the problem and process the LSR as quickly as possible to provide a FOC back to the carrier.
- Notifies the appropriate internal departments of an expedite and attempts to coordinate reinstatement of the service.

### **Review**

- LSR required for circuits in “D” status
- Quickly identifying the error will greatly improve restoration efforts
- After hours, weekends, and holidays will be processed the next business day.
- Expedite charges apply