

Resale Standard Intervals

Service Request (applies to initial negotiation only)	Due Date Interval to Offer (all intervals are business days)
Unless otherwise specified below, requests for 6 lines/circuits or greater for POTS, Centrex and Non-High Cap Special Services require a facility availability check to be performed before assigning a due date to the order.	
Unless otherwise noted, cut off time for LSR receipt is 5 PM	The time of the Interval starts when FairPoint receives an accurate LSR from the CLEC
Count Date Due as follows: Today is Monday, day zero; Tuesday is day 1, Wednesday is day 2; Thursday is day 3	
New ("N") Orders include Transfer/Move ("T") orders	* The term "negotiated" refers to the Internal FairPoint negotiating done within various provisioning organizations
Residence	
New/Add/NID Moves	
1-5 lines	4 Business Days
6+ lines	Negotiated*
Additional Lines	
1-5 lines	4 Business Days - expedite procedures to not apply to ADL Order
6+ lines	Requests for 6 lines/circuits or greater for POTS, Centrex and Non-High Cap Special Services require a facility availability check to be performed before assigning a due date to the order.
Hunting Rearrangement	
1-20 lines	1 Business Day
20+ lines or complex	Negotiated*
Change Request - Consolidate Billing/Accounts	4 Business Days
Change Grade of Service	Next Business Day
Telephone Number Changes	Next Business Day
No Access on Original Order	PON/LSR with new standard interval due date
Medical Emergency	See Escalation Procedure
Critical Situation	See Escalation Procedure
LPIC/PIC Changes - Add, Delete or Change	Next Business Day
Features - Add, Change, Delete	
Home Voice Mail (Call Answering/Enhanced Services)	Next Business Day
Call Intercept	1 Business Day
Ultra Forward (formerly CallAbility) Grandfathered	2 Business Days
Remote Call Forwarding	1 Business Day
Personal Messenger and Personal Messenger Plus (formerly Call Mover and Call Mover Plus)	Date of Disconnect
Message Waiting Indicator	1 Business Day on POTS, 3 Business Days on Centrex
Caller ID/CID Deluxe and Call Manager	Next business day
Distinctive Ring (formerly RingMate)	1 Business Day
Electronic White Pages	2 Business Days
Call Waiting	Next Business Day
Call Forwarding	Next Business Day
Call Forwarding Busy Line Don't Answer	Next Business Day
Call Forwarding Busy Line	Next Business Day
Call Forwarding Don't Answer	Next Business Day
Three-Way Calling	Next Business Day
Call Blocking	Next Business Day
Anonymous Call Rejection	Next Business Day
Call Return	Next Business Day
Internet Call Manager	2 Business Days
Talking Call Waiting	Next Business Day
Call Trace	Next Business Day
Disconnect Features	Next Business Day
All Blocking Features	Next Business Day
800 ValueFlex	2 Business Days
Stand Alone Directory Listing	1 Business Day
Directory Assistance Listing Update	2 Business Days from Service Order Completion (For disposition of the listing in directory dbase - not the order interval)
Temporary Suspend ("Seasonal")	LSR received before 3 PM - same day LSR received after 3 PM - next Business Day

Deny for Non-payment	LSR received before 3 PM - same day
	LSR received after 3 PM - next Business Day
Restore	LSR received before 3 PM - same day
	LSR received after 3 PM - next Business Day

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Unless otherwise noted, Intervals shown for Entire FairPoint	
New ("N") Orders include Transfer/Move ("T") orders	* The term "negotiated" refers to the Internal FairPoint negotiating done within various provisioning organizations
Business	
New POTS/NID Moves	
1-5 lines	4 Business Days
6-10 lines	Negotiated*
11-20 lines	Negotiated*
20+ lines	Individual Case Basis
Regrades	
Changes in Class of Service	Next Business Day
Telephone Number Changes	Next Business Day
Temporary Suspend ("Seasonal")	LSR received before 3 PM - same day LSR received after 3 PM - next Business Day
Deny for Non-payment	LSR received before 3 PM - same day LSR received after 3 PM - next Business Day
Restore	LSR received before 3 PM - same day LSR received after 3 PM - next Business Day
Change Request - Consolidate Billing/Accounts	4 Business Days
Features/Services (Add, Delete or Change)	
Call Answering	3 Business Days
Calling Advantage	4 Business Days
Paging Notification	4 Business Days
Wake-Up Call	4 Business Days
Reminder Call	4 Business Days
Call Waiting	Next Business Day
Call Forwarding	Next Business Day
Call Forwarding Busy Line Don't Answer	Next Business Day
Call Forwarding Busy Line	Next Business Day
Call Forwarding Don't Answer	Next Business Day
Message Waiting Indicator	Next Business Day
Three-Way Calling	Next Business Day
Speed Dialing 8 and 30/Speed Dialing	Next Business Day
Remote Call Forwarding	1 Business Day
Callability/Ultra Forward Grandfathered	2 Business Days
Call Mover/Personal Messenger	Same as disconnect date
Call Mover Plus/Personal Mover Plus	Same as disconnect date
Voice Messaging Services	3 Business Days (Instant provisioning w/a 2 hr interval is available in NE only on "C" orders as long as a customer has his 4-10 digit ID number (PID))
Change line:	
Loop Start to Ground Start	2 Business Days
Ground Start to Loop Start	2 Business Days
If 5E Switch (verify w/installation if dispatch required: e.g., lightspan or pair gain)	Negotiated*
800 Value Flex	
If no IC Carrier involved	3 Business Days
If IC Carrier involved	5 Business Days
Phonesmart Services	
Call Blocking	Next Business Day
Anonymous Call Rejection	Next Business Day
Call Return	Next Business Day
Call Trace	Next Business Day
Caller ID - Number Only	Next Business Day
Caller ID	Next Business Day
Caller ID/*69	Next Business Day
Caller ID/Number Only/*69	Next Business Day

Caller ID/Busy Redial	Next Business Day
Caller ID/Number Only/Busy Redial	Next Business Day
Caller ID/*69/Busy Redial	Next Business Day
Caller ID/Number Only/*69/Busy Redial	Next Business Day
Call Waiting ID	Next Business Day
Call Waiting ID with Name	Next Business Day
Call Waiting ID/Busy Signal	Next Business Day
Call Waiting ID/*69/Busy Redial	Next Business Day
Caller ID Number Only/*69/Busy Redial	Next Business Day
Call Waiting ID	Next Business Day
Call Waiting ID with Name	Next Business Day
Call Waiting ID/Busy Redial	Next Business Day
Call Waiting ID/*69/Busy Redial	Next Business Day
Call Waiting ID with Name/Busy Redial	Next Business Day
Call Waiting ID with Name/*69/Busy Redial	Next Business Day
Busy Redial	Next Business Day
Call Waiting ID Deluxe - Number Only	Next Business Day
Call Waiting ID Deluxe	Next Business Day
Call Waiting ID Deluxe/*69	Next Business Day
Call Waiting ID Deluxe - Number Only/*69	Next Business Day
Call Waiting ID Deluxe/Busy Redial	Next Business Day
Call Waiting ID Deluxe - Number Only/Busy Redial	Next Business Day
Call Waiting ID Deluxe - Number Only/*69/Busy Redial	Next Business Day
Ring Mate/Distinctive Ring	1 Business Day
Extended Basic Referral	Not less than interval associated with the services being disconnected, changed or suspended
Stand Alone Directory Listing	1 Business Day
Directory Assistance Listing Update	Next Business Day (2 Business Days for Service Order Completion for disposition of listing in directory dbase - not the order interval)
WATS	
800 Value Flex/Toll Free Services	
No IC Carrier involved	3 Business Days
IC Carrier involved	5 Business Days
Alternate Call Routing/Toll-Free Alternate Call Routing	Next Business Day
Emergency Update/Toll Free Alternate Call Routing	Next Business Day
Change of Routing Request/Toll-Free Change of Routing R	Next Business Day
Summary Data Report/Toll Free Summary Data Report	Next Business Day
The Following Products will no longer be marketed - Grandfathered	
WATS 800 Svc w/Svc Agreement A or D/Dedicated Toll-Free Svc Arr. A (2 or 4 wire pre-portable or 2 or 4 wire IEX pre-portable)	USOCS: WACS++/WBY++; WAS++/WBZ++; WMSAS++; W49++
Inward WATS (800)/Dedicated Inward WATS Toll-Free Service	USOC: 8L9S
Changes	
LPIC/PIC - Add, Delete or Change	Next Business Day
Hunting Rearrangements	1 Business Day
Disconnect Orders (D&F)	
POTS	Next Business Day
Foreign Exchange Service	D&F orders are worked between 2 AM and 5 AM
ME, NH, VT	Non-Access Special Service Intervals
Off-Premises Extention	5 Business Days - Grandfathered
Telephone Answering Service	Scheduling and availability response

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New ("N") Orders include Transfer/Move ("T") orders	* The term "negotiated" refers to the Internal FairPoint negotiating done within various provisioning organizations
ISDN	
NEW/NID Moves ISDN-BRI	
The intervals below may fluctuate, based on workload and a Green Light scenario may apply	
1-12 lines (local)	8 Business Days (6 lines or more at same location)
1-12 lines (virtual)	12 Business Days (6 lines or more at same location)
Inward (Adding) ISDN-PRI	See Special Services (DS1 line 54 thru 56)
Disconnects	
ISDN-BRI	5 Business Days for local and/or virtual service
PIC Changes: ISDN BRI, ISDN PRI	
Local BRI	3 Business Days
Virtual BRI	5 Business Days
PRI	12 Business Days
Telephone Number/SPID Changes	
Local BRI	5 Business Days
Virtual BRI	5 Business Days
Change Orders	
Change Point to Multi-Point	
Local BRI	5 Business Days
Virtual BRI	8 Business Days
Change Hunting	
Local BRI	5 Business Days
Virtual BRI	8 Business Days
Non-Standard Configuration Group Changes	
Local BRI	5 Business Days
Virtual BRI	8 Business Days
Centrex with ISDN	
Centrex with ISDN	See Centrex Plus Intervals and Add 2 days
Centrex FX with ISDN	35 Business Days
Change Request - Consolidate Billing/Accounts	8 Business Days
Intervals for various ISDN svcs - new, changes or disconnects that are specified in contracts between FairPoint and a customer, carrier, CLEC, reseller, certified vendor or authorized dealer will always preempt any of the standing intervals	

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Centrex	
Inward (Adding)	
Centrex Plus Inward	
New Service and Conversion from Other Classes of Service	See Digital Centrex Plus- NE, below
NH, VT: Min=2, Max=None; ME : Not Tariffed	
2-20 lines	10 Business Days
21-50 lines	Negotiated* (Minimum 15 Business Days)
50+ lines	Negotiated* (Minimum 20 Business Days)
Centrex Plus with Call Processing Inward - New Service and Conversion from Other Classes of Service	
NH, VT: Min=2, Max=None; ME : Not Tariffed	
2-20 lines	15 Business Days
21-50 lines	Negotiated* (Minimum 20 Business Days)
50+ lines	Negotiated* (Minimum 25 Business Days)
Centrex Plus with Information Mailboxes Inward - New Service and Conversion from Other Classes of Service	
NH, VT: Min=2, Max=None; ME : Not Tariffed	
2-20 lines	10 Business Days
21-50 lines	Negotiated* (Minimum 15 Business Days)
50+ lines	Negotiated* (Minimum 20 Business Days)
Centrex Plus with Call Answering Inward - N, T Service and Conversions from Other Classes of Service	
NH, VT: Min=2, Max=None; ME : Not Tariffed	
2-20 lines	10 Business Days
21-50 lines	Negotiated* (Minimum 15 Business Days)
50+ lines	Negotiated* (Minimum 25 Business Days)
Add Call Answering to existing Centrex Plus line	10 Business Days
FairPAK	
ME, NH& VT 2 line Minimum.	See POTS Intervals
FairPAK provides for the installation of the standard features listed below according to switch type restrictions/limitations	
Billable calls Itemized/Automatic ID of Outward Dialing (AIOD)	
Call Forwarding/Busy line	
Call Forwarding/Don't Answer	
Call Forwarding - Variable	
Call Hold	
Call Pickup Group(s)	
Three Way Conference Calling	
Call Transfer - All Calls	
Direct Inward Dialing	
Direct Outward Dialing	
Hunting	
Touch Tone	
Assumed Dial 9	
Line Treatments	
The following features are optional and can be purchased on a per line basis according to switch type restrictions/limitations	
Automatic Callback	
Call Waiting - Terminating (all calls)	
Directed Call Pickup (with or without Barge In)	
Inside/Outside Ringing (formerly Distinctive Ringing)	
Speed Calling (single digit, two digit)	
Trunk Answer Any Line	

Uniform Call Distribution	
FairPoint Forward features available where tariffed and facilities permit	
Other Centrex	
Nova Centrex	See POTS Intervals
Fidium Centrex Conversions to Centrex Plus	Individual Case Basis
All Centrex that Extends beyond the Pure Centrex Plus	Individual Case Basis
Requests for 6 lines/circuits or greater for POTS, Centrex and Non-High Cap Special Services require a facility check to be performed before a due date can be assigned to the order.	

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Migrations-Conversions	
Conversion As Is	Next Business Day
Conversion As Is with Minor Changes	Next Business Day
Conversion As Specified	Next Business Day

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Special Services	
New/Changes Non-FCC Tariffed (Changes include circuits, trunks, etc)	
Analog Private Lines	Grandfathered
1-12 circuits	9 Business Days Grandfathered
13-24 circuits	14 Business Days Grandfathered
25-38 circuits	18 Business Days Grandfathered
39-50 circuits	22 Business Days Grandfathered
50+ circuits	Negotiated* Grandfathered
Private Line with 27M	8 Business Days Grandfathered
Alarm Connect	3 Business Days
Switchway Low Speed Data	12 Business Days
LADS	12 Business Days
PBX	
Trunks	
1-12 circuits	9 Business Days
13-24 circuits	14 Business Days
25-38 circuits	18 Business Days
39-50 circuits	22 Business Days
50+ circuits	Negotiated*
DID	
1-8 trunks	14 Business Days
9+ trunks	Negotiated*
DDSII	
1-4 circuits	12 Business Days
5-8 circuits	17 Business Days
9-12 circuits	21 Business Days
13+ circuits	Negotiated*
Hunting Changes	
ME, NH, VT	3 Business Days
PIC Change	
ME, NH, VT	3 Business Days
DovRoute	12 Business Days
Webpath	12 Business Days
Fractional T1 Copper	24 Business Days
Fractional T1 Fiber	22 Business Days
Intellitalk	5 Business Days (Grandfathered)
Inside Moves	
1-8 circuits	5 Business Days
9-12 circuits	7 Business Days
13+ circuits	Negotiated*
Disconnects	
Leg or Point on Multipoint	5 Business Days
1-12 circuits	5 Business Days
13-24 circuits	6 Business Days
25-50 circuits	8 Business Days
50+ circuits	Negotiated*
DS1 (Includes FastData DS1 and ISDN PRI)	
1-8 DS1s with facilities	9 Business Days; includes a 3 day facility check; 9+ systems negotiated Interval
1-8 DS1s without facilities	LAM plus 10 Business Days (Note: LAM is = to the latest facility available date)
9+ DS1s	Negotiated*
DS3	

1-4 DS3s with facilities	20 Business Days; includes a 6 day facility check; 9+ systems negotiated Interval
1-4 DS3s without facilities	LAM plus 10 Business Days (Note: LAM is = to the latest facility available date)
5+ DS3s	Negotiated*
FlexData	See DS1
FlexLink Services	12 Business Days
DS1/DS0 Services Riding High Cap (Including PRI, FlexData)	Due date intervals must follow at least 2 days after due date of the Pipe. If Pipe is already installed a 6 business day standard is used.
Customer Redirect Service (CRS)	
Up to 200 lines	2 weeks (interval after completed package is received)
200+ lines	Negotiated*
Changes	
Change PIC - FlexData or ISDN PRI	5 Business Days
Add Block/Change DID Numbers - Flexpath or ISDN PRI	5 Business Days
Frame Relay	
56 Kbp, DS1	9 Business Days, day 1 starts after receipt of VAD CFA
DS3	20 Business Days, day 1 starts after receipt of VAD CFA
Subsequent Special Services Changes Not Requiring Design for the Following Services	
IQ Services	POTS Features Intervals - only or changes to existing Svc Intervals
556/576/976 Restrictions	POTS Features Intervals - only or changes to existing Svc Intervals
Call Denial	POTS Features Intervals - only or changes to existing Svc Intervals
Class of Service	POTS Features Intervals - only or changes to existing Svc Intervals
Suspend for Non-Payment	POTS Features Intervals - only or changes to existing Svc Intervals
Deny/Non-Basic	POTS Features Intervals - only or changes to existing Svc Intervals
Toll Deny	POTS Features Intervals - only or changes to existing Svc Intervals
Record Orders Not effecting any Provisioning dBase	POTS Features Intervals - only or changes to existing Svc Intervals

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Speed	Due Date Interval to Offer (all intervals are business days)
* The term "negotiated" refers to the Internal FairPoint negotiating done within various provisioning organizations	
Count Date Due as follows: Today is Monday, day zero; Tuesday is day 1, Wednesday is day 2; Thursday is day 3	
Frame Relay	
DS0 Services	12 Business Days
Fractional DS1 Service (128/256/384 Kbps)	12 Business Days
Metro Fractional - East South Only	12 Business Days
PVC Only Order	5 Business Days
Disconnect Order	5 Business Days
Port and Access	12 Business Days
Port Only	5 Business Days
DS1	12 Business Days
Fractional DS3 (4/6/10/22 Mbps)	33 Business Days
DS3	33 Business Days
ATM	
PVC Only Order	5 Business Days
DS1 - Full Port Only	5 Business Days
DS1 - Full Port & Access service	12 Business Days
DS3 - Incremental Port Only service	33 Business Days
DS3 - Full Port Only	5 Business Days
DS3 - Incremental Port & Access	33 Business Days
DS3 - Full Port & Access	33 Business Days
Disconnect Order	5 Business Days
OC3c – No Standard Interval	Negotiated*
OC12c – No Standard Interval	Negotiated*
TLS	
Installation	47 Business Days
Disconnect	5 Business Days