



Service Members Civil Relief Act Ordering Guide

OVERVIEW

Service Description

The ***Veteran's Benefits Act of 2010, TITLE III Service members Civil Relief Act*** (SCRA) allows a Service Member to terminate a telephone service contract any time after the date the Service Member receives military orders to relocate for a period of not less than 90 days.

This method outlines Fidium Fiber' process for receiving requests from Wholesale Customers in regards to the termination of telephone service contracts for their end user.

ORDERING

General

Fidium Fiber will provide the Wholesale Customer with a ***SCRA Telephone Number Reservation Request*** form available from Fidium' Wholesale website to use when submitting a request to disconnect and reserve a TN for an eligible Service Member. The Wholesale Customer is responsible for verifying the end user qualifies under the Service Members Act and for retaining copies of required documentation.



Ordering Steps

1) Verification:

- The Wholesale Customer is responsible for verifying their End User is an active military Service Member who is being deployed for a minimum of 90 days.

2) Submit LSR Request:

- Submit LSR requesting to Disconnect the Service Member's Telephone Number and reserve the TN for future reinstatement
- Complete BAU fields
- Complete "Vet Deployment" required fields as follows:
- **PROJECT** = "VETDEPLOY"
- **PROJINDR** = "V" (*indicates Fidium approved project*) ▪ **REMARKS:**
- **EXAMPLE:** *"The EU is an Active Military Service Member deployed from his/her premises with expected return date of MM/DD/YY. Please reserve TN, NPA-NXA- XXXX to be reinstated upon the customer's return date"*

3) TN Reservation Request:

- Complete the [SCRA TN Reservation Request](#) form (*See link on Page 3*)
- Check the **Reserve TN** radio button in the **Requested Action** section
- Required fields are indicated by a *
- Email SCRA TN Reservation Request to the Wholesale Service Center at WSCVETDEPLOY@fidium.com
 - Include in the subject line:
***"Company Name," "Vet Deployment", "Request to Reserve TN & the TN" EXAMPLE:
"FIDIUM, Vet Deployment, Request to Reserve 207-555-8387"***
- A confirmation email acknowledging receipt of the TN Reservation request will be sent within 24 hours



4) TN Reinstatement

- Complete the [SCRA TN Reservation Request](#) form
- Check the **Reinstate TN** radio button in the **Requested Action** section

5) Required fields are indicated by a *

- Email SCRA TN Reservation Request to the Wholesale Service Center (WSC) to WSCVETDEPLOY@fidium.com
 - Include in the subject line:
“Company Name,” “Vet Deployment”, “Request to Reinstate TN & the TN”
- A confirmation email acknowledging receipt of TN Reinstatement request will be sent within 24 hours

6) Submit LSR Request:

- Submit LSR requesting to Reinstate the Service Member’s Telephone Number
- Complete BAU fields
- Complete “Vet Return” required fields as follows:
- **PROJECT** = “VETDEPLOY”
- **PROJINDR** = “V” (*indicates Fidium approved project*)
- **TNS** = previously reserved TN ▪ **REMARKS:**
EXAMPLE: *“The EU is a Military Service Member who returned from deployment as of MM/DD/YY. Please reinstate previously reserved TN NPANXA-XXXX to provide the customer’s service”*

SCRA TN Reservation Request Form is located immediately following this document on the website.