



Special Project Guidelines

Special Project Definition:

Unique or large-volume order activity which requires deviating from normal business practices and systems edits on the part of the CLEC and/or Fidium Fiber qualifies for special handling. This special handling requires dedicated resources and detailed coordination and is considered a Special Project. Upon agreement to proceed as a Special Project, Fidium Fiber will assign a Project Manager to work with the CLEC.

Special Project Criteria:

All orders for quantities that require a negotiated interval may be considered for Special Project handling.

All orders for the same ordering customer that meet the following criteria will be considered a Project and negotiated intervals will apply:

(See Fidium Product interval Guides: <https://www.fidiumwholesale.com/wholesale-resources/customer-documentation/access-resources>)

Examples of Special Projects include, but are not limited to:

- Migrations of a large volume of end users to the CLEC platform acquired simultaneously from another Wholesale provider in a business acquisition such as a bankruptcy
- Line or feature changes to a CLEC's entire customer base; for example, large volumes of changes to the PIC or LPIC or blocking of certain types of services
- All rolls, grooms or hot cuts =/> a DS1 service
- Jobs involving a sensitive customer such as a hospital or government agency
- Requests to port large quantities of telephone numbers =/>100

Port Out Ordering Requirements

When a customer has a request for port outs of telephone numbers which meet the project criteria, they must send an email to LNPprojects@fidium.com to negotiate the due date(s). It is recommended the customer provide a list of telephone numbers being ported. This will assist Fidium Fiber in making certain all of the numbers are correctly in our inventory, and will assist the customer in negotiating the due date and in turn placing subsequent port out orders.



Project Management Criteria		Product Type
Type	=/> Qty	Description
Message Trunks	240	Build new and/or augment existing switched network trunk groups between Fidium Fiber and Customer's switch
ACTL / POP / POI	All	Access Customer Terminal Location- ACTL- component of the Trunk ECCKT, "New ACTL" required when customer establishes a new APOT New point of Presence-POP/Point of Interconnection-POI
New Switch deployment	All	Deployment of a new customer switch within the ME, NH or VT LATAs, includes SS7 Certification
LATA deployment	All	Deployment of a switched access trunking network in a new LATA - existing customer switch
Wireless DS1	20	Installation of Special Access 1.544mb services between Fidium Fiber and Wireless customers' cell towers
Wireless Trunks	All	Build new and/or augment existing switched network trunk groups between Fidium Fiber and Wireless Carrier's switch
Grooms/Rolls/Hot Cuts	All	Coordinate the Roll/Groom of DS3/DS1/DS0 circuits from one Facility to another, generally occurring out of normal business hours. Please note: Grooms/rolls/hot cuts of facilities will not be accepted with multiple circuits on a single PON. The request will be rejected back to the customer for corrective action.
DS0 (new)	>100	Installation of Special Access/Special Service/POTS up to 64KB service
DS1 (new)	>25	Installation of Special Access/Special Service 1.544mb service, muxed, point to point, PRI, etc.
DS3 (new)	>5	Installation of Special Access/Special Service 45mb service, muxed or point to point
Carrier Ethernet Service (CES)	>20	CES Site Installation for E-line/E-LAN products
SPUNE/SWUNE Conversions	All	See SPUNE/SWUNE Process on the Access Page of the Wholesale website
Local Number Portability (LNP)	=/>100	Porting out Fidium Fiber TNs to another Local Service Provider



Special Project PON Exclusions

Special Project PONs will be excluded from the Wholesale Performance Plan (WPP) metrics shown in Table A. Table B lists other WPP metrics that may be excluded when circumstances warrant. Fidium Fiber will alert the CLEC of impacted Table B metrics as soon as possible in the project planning process.

TABLE A

<i>Metric #</i>	<i>Metric Name</i>	<i>Reason for Exclusion</i>
OR-1 except for OR-1-02	Order Confirmation Timeliness	Special project orders require extra time and resources to manually coordinate order activity, process orders, and negotiate due dates.
OR-2 except for OR-2-02	Reject Timeliness	Special project orders require extra time and resources to manually coordinate order activity, process orders, and negotiate due dates.
PR-1	Average Interval Offered	Special project orders have non-standard due-date intervals.
PR-3	Percent of Orders Completed within Specified number of Bus. Days	Special project orders have non-standard due-date intervals.
PR-4-16	% Directory Data Base Updates Completed On Time	Special project orders for directory listings do not generate individual directory listing orders in M6.

TABLE B

<i>Metric #</i>	<i>Metric Name</i>	<i>Reason for Exclusion</i>
OR-4	Timeliness of Completion Notification	If the unique circumstances of the special project or account will cause the completion notifications to be delayed the orders will be excluded from relevant OR-4 metrics.
OR-5	Percent Flow-through LSRC	Special project orders for products that are designed to flow-through, that fall out for special handling, will be excluded.
PR-6-02	Percent Installation Troubles Reported within 7 Days	Special project hot cut orders will be excluded when cooperative testing will not occur.



General Ordering Requirements

When a request meets the project criteria, the CLEC must contact its Account Manager who will assist with the preparation of a Project Request Form. The Account Manager will submit the Project Request for approval and assignment of a Project Manager.

The Project Manager will provide the CLEC with a Metrics Waiver letter which the CLEC must sign and submit prior to the project initiation.

The Metric Waiver letter shall include the following information:

1. Project ID
2. List of Purchase Order Numbers (PONs) associated with the project
3. Unique PON identifier
4. ACNA
5. Start date and end date
6. Description of special handling required
7. Listing of metrics for which the special project PONs will be excluded
8. The state(s) in which the special project PONs will apply.