



Wholesale Package Standard Intervals

Service Request	Interval
Service Request (Applies to initial negotiation only)	Due Date Interval to Offer (all intervals are business days):
Facility availability check is always required with requests for 6 or more lines or circuits	* The term "negotiated" refers to the internal Fidium negotiating done within various provisioning organizations. Unless otherwise noted, cut off time for LSR receipt is 5 PM
Analog POTS Platform	
New/Add, Outside Move (ACT T), NID Moves	
1-5 lines	4 Business Days
6+ lines	Negotiated*
Migration	
As is	Next Business Day
As is with minor changes	Next Business Day
As Specified	As Specified work will carry the longest of the intervals for work being requested on LSR, (such as feature or line additions) but no less than As is migration intervals.
Message Waiting Indicator	Next Business Day
Subsequent Changes:	
LPIC/PIC Change	Next Business Day
Number Changes	Next Business Day
Change Request - Consolidate Bill/Accounts	4 Business Days
Temporary Suspend	LSR received before 3 PM - same day LSR received after 3 PM - next business day
Restoral	LSR received before 3 PM - same day LSR received after 3 PM - next business day
Disconnect	Next Business Day

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POTS Features	
New/Add	
Distinctive ring (formerly ringmate)	Next Business Day
Hunting Rearrangement	
1-20 lines	1 Business Day
20+ lines or complex services	Negotiated*
Listings	2 business days from service order completion
Priority Call	Next Business Day
Ultra Call Forward	
LSR received before 5 PM	2 Business Days
LSR received after 5 PM	3 Business Days
Change Caller ID type of services	Next Business Day
Change Line:	
Loop Start to Ground Start	2 Business Days
Ground Start to Loop Start	2 Business Days



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Remote Call Forward			
New/Add		1 Business Day	
Migration As Is		Next Business Day	
Migration As Specified		Next Business Day	
Subsequent Changes			
Change/Add Path		Next Business Day	
Change Call Forwarding Number		Next Business Day	
LPIC/PIC Change		Next Business Day (LPIC/PIC change could take up to 48 hours to complete)	
Disconnect		Next Business Day	



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Digital Services			
ISDN BRI			
New/Add/Migrations As Is & As Specified / NID Moves			
1-9 circuits		10 Business Days	
10+ circuits		Negotiated*	
Disconnect		5 Business Days	
Subsequent Changes			
Change LPIC/PIC		5 Business Days	
Feature Changes		5 Business Days	
ISDN PRI (DS1)			
New/Add			
1-8 circuits		9 Business Days	
9+ circuits		Negotiated*	
Disconnect		5 Business Days	
Change LPIC/PIC		5 Business Days	
Add Block or Change DID Numbers		5 Business Days	
Switched DS1 Service (FlexData)			
New/Add			
1-9 circuits		20 Business Days	
10+ circuits		Negotiated*	
Migrations As Is			
1-9 circuits		20 Business Days	
10+ circuits		Negotiated*	
Migrations As Specified			
1-9 circuits		20 Business Days	
10+ circuits		Negotiated*	
Subsequent Changes			
1-9 circuits		20 Business Days	
10+ circuits		Negotiated*	
Disconnect		5 Business Days	



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Centrex Services	
New/Add	
1-19 lines	10 Business Days
20+ lines	Negotiated*
Migration As Is	
1-5 lines (with standard features)	5 Business Days
6-20 lines (with standard features)	10 Business Days
21 lines and over (with standard features)	Negotiated*
Migration As Specified	
1-20 lines	10 Business Days
21 lines and over	Negotiated*
Message Waiting Indicator	3 Business Days
Subsequent Changes	
LPIC/PIC Change	5 Business Days
Feature Change	5 Business Days
Disconnects	Next Business Days
AD9 Platform Centrex Services	
New/Add	
1-19 lines	10 Business Days
20+ lines	Negotiated*
Migration As Is	
1-5 lines (with standard features)	5 Business Days
6-20 lines (with standard features)	10 Business Days
21 lines and over (with standard features)	Negotiated*
Migration As Specified	
1-20 lines	10 Business Days
21 lines and over	Negotiated*
Subsequent Changes	
LPIC/PIC Change	5 Business Days
Feature Change	5 Business Days
Disconnects	3 Business Days

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Designed FX			
New/Add			
1-19 lines		10 Business Days	
20+ lines		Negotiated*	
Migration As Is		2 Business Days	
Migration As Specified		5 Business Days	
Subsequent Changes		2 Business Days	
Disconnects		4 Business Days	



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PBX Service	
Facility Check 6+ lines	48 hours
New/Add	
1-12 trunks	9 business days + facility check
13-24 trunks	14 business days + facility check
25-38 trunks	18 business days + facility check
39-50 trunks	22 business days + facility check
50+ trunks	Negotiated*
Migrations As Is	
1-23 trunks	5 Business Days
23+ trunks	Negotiated*
Migrations As Specified	
1-23 trunks	5 Business Days
23+ trunks	Negotiated*
Subsequent Changes	
LPIC/PIC Change	5 Business Days
Feature Change	5 Business Days
Disconnects	4 Business Days

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Coin Service (POTS)	
New/Add/NID Move	
1-5 lines	4 Days
6+ lines	Negotiated*
Migration As Is	Next Business Days
Migration As Specified	Migration As Specified work will carry the longest of the intervals for the work being requested on the LSR (such as feature change or line additions) but no less than As Is migration intervals
Subsequent Changes	
LPIC/PIC Change	Next Business Days (LPIC/PIC change could take up to 48 hours to complete)
Disconnect	Next Business Days (Bill cease date applies when received after 5 pm)



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Migrations	
Centrex to POTS As Specified	5 Business Days
POTS to Centrex As Specified	See Centrex Intervals

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Facility availability check is always required with requests for 6 or more lines or circuits	# Of Business Days (actual Service Ready Date may vary). Cut off time for LSR receipt is 5:00 PM
Wholesale Package DSL with Fidium Online Agreement	
New DSL Service	5* Business Days
New DSL - Remote Terminal	10 Business Days
Disconnect DSL Services	2 Business Days
Disconnect DSL Services - Remote Terminal	4 Business Days
New DSL Service - Conditioned Lines	15* Business Days
	*(Due Date may change based upon verification of facilities.)

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	# Of Business Days Cut off time for LSR as noted below
Wholesale Package Voicemail	
Fidium - Residence	
Home Voice Mail (Call Answering Enhanced Services)	Next Business Day
Fidium - Business	
Call Answering	3 Business Days
Voice Messaging Services (instant provisioning with a 2 hour interval is available in New England only on "C" type orders as long as the customer has his 4-10 digit ID number (PID))	3 Business Days
Centrex Plus with Call Answering Inward - New (N, T) Service & Conversions from Other Classes of Service (4-20 Lines, NH, VT: Min-2, Max-None; ME: Not Tariffed)	10 Business Days
Centrex Plus with Call Answering Inward Add Call Answering to Existing Centrex Plus Line	10 Business Days