

ITEM #11



FairPoint Hot Cut Process (Manual)

Overview

FairPoint has developed a process which is dedicated to help facilitate and manage the hot cut process. This process brings together the CLEC, WSC (Wholesale Service Center), Frame Technician, and CO Technician in a collaborative environment to manage this process. The purpose of this process is to ensure timely completion of each Hot Cut according to the Frame Due Date and Time.

The process is designed to easily organize Hot Cut orders in various ways to assist in identifying service order errors, cable pair mismatches, dial tone problems and other non conformance that could result in a missed Due Date.

2 Wire Hot Cut Scenarios

- FairPoint customer migrates to a CLEC with a loop and with local number portability (most common)
- FairPoint customer migrates to a CLEC with a loop and without local number portability (rare)

This process does NOT perform the hot cut, but rather, coordinates the effort.

The WSC receives a Hot CUT request BB LSR (Local Service Request) type of order. The order is processed manually or via flow through from the Wisor system down stream to MetaSolv (order management) system. The Wholesale customer will receive a FOC (Firm Order Confirmation) with the scheduled Frame Due Date and Time attached.

The ROC (Regional Operations Center) or screener will receive the order from MetaSolv. The screener will then check the schedule and assign the Hot Cut to the appropriate COT (Central Office Technician) for processing.

The COT will analyze the order; determine the quality of order, accuracy of assignment, and IDLC involvement. The COT would contact appropriate work groups if there are any problems with the Hot Cut order. COT communicates with the Wholesale Customer via a telephone call and documents the communication if there is a problem with the order. The COT schedules the FRAME personnel to work the Hot Cut, opens and schedules a Pre-wire and Hot Cut ticket in Adventyx. The COT verifies, one or two days prior to hot cut, to check for CLEC dial tone

- Check Frame Technician Ticket for this info
- If there is a problem, notify CLEC by Phone
- Create 2nd ticket to FRAME to recheck the dial tone (repeat until dial tone is available)

The COT will contact any other work group to resolve any other discrepancy which may exist on the service order. The COT will then document the status of the order, all contacts made and the actions taken.

Due Date Arrives

COT verifies Wholesale Customer authorization ("Go Ahead") for FDT received via phone call to Wholesale customer.

If No Authorization, the order FDT is pushed out.

Work teams are contacted to stop work

Request the Wholesale Customer submit a supplement order requesting a new frame due date and time.

COT receives authorization from CLEC to continue, the Frame Technician is notified to proceed with Frame Work (one hour but no less than 15 minutes prior to FDT).

Frame Technician performs physical aspects of the Hot Cut and moves the jumpers. The Frame Technician then notifies the COT that the Hot Cut has been completed.

The COT notifies the Wholesale Customer the physical work is complete via a phone call. The COT enters the turn up information into the service order and updates the record. Then the COT completes the order and marks it Cut OK. The Wholesale customer will then receive the PCN (Provisioning Completion Notice) and the BCN (Billing Completion Notice).

Escalation Process

If the order is in a Pre FOC or Post FOC condition but prior to FDT the Wholesale customer would follow the escalation process for the Wholesale Service Center. If the order is at FDT or beyond the Wholesale customer would contact the Regional Operations Center.



FairPoint Hot Cut Process (Updated)

Overview

FairPoint is developing a system which is dedicated to help facilitate and manage the hot cut process. This application brings together the CLEC, WSC, Frame Technician, and CO Technician in a collaborative environment to manage this process. The purpose of this application is to ensure timely completion of each Hot Cut according to the Frame Due Date and Time.

The system is designed to easily organize Hot Cut orders in various ways to assist in identifying service order errors, cable pair mismatches, dial tone problems and other non conformances that could result in a missed Due Date.

2 Wire Hot Cut Scenarios

- FairPoint customer migrates to a CLEC with a loop and with local number portability (most common)
- FairPoint customer migrates to a CLEC with a loop and without local number portability (rare)

This application does NOT perform the hot cut, but rather, coordinates the effort.

The WSC (Wholesale Service Center) receives a Hot CUT request BB LSR (Local Service Request) type of order. The order is processed manually or via flow through from the Wisor system down stream to MetaSolv (order management) system. The Wholesale customer will receive a FOC (Firm Order Confirmation) with the scheduled Frame Due Date and Time attached.

The ROC (Regional Operations Center) or screener will receive the order from MetaSolv in the new FairPoint Hot Cut system. The screener will then check the schedule and assign the Hot Cut to the appropriate COT (Central Office Technician) for processing.

The COT will analyze the order; determine the quality of order, accuracy of assignment, and IDLC involvement. The COT would contact appropriate work groups if there are any problems with the Hot Cut order. COT communicates with the Wholesale Customer via the FairPoint Hot Cut system and documents the communication if there is a problem with the order. The COT schedules the FRAME personnel to work the Hot Cut, opens and schedules a Pre-wire and Hot Cut ticket in Adventyx. The COT verifies, one or two days prior to hot cut, to check for CLEC dial tone

- Check Frame Technician Ticket for this info
- If there is a problem, notify CLEC by FairPoint Hot Cut system or Phone
- Create 2nd ticket to FRAME to recheck the dial tone (repeat until dial tone is available)

The COT will contact any other work group to resolve any other discrepancy which may exist on the service order. The COT will then document the status of the order, all contacts made and the actions taken.

Due Date Arrives

COT verifies Wholesale Customer authorization ("Go Ahead") for FDT received via FairPoint Hot Cut System.

- If No Authorization, order FDT is pushed out.
Work teams are typically contacted to stop work
- Request the Wholesale Customer submit a supplement order requesting a new frame due date and time.

COT receives authorization from CLEC to continue, the Frame Technician is notified to proceed with Frame Work (one hour but no less than 15 minutes prior to FDT).

Frame Technician performs physical aspects of the Hot Cut and moves the jumpers. The Frame Technician then notifies the COT that the Hot Cut has been completed.

The COT notifies the Wholesale Customer the physical work is complete via the FairPoint Hot Cut systems. The COT enters the turn up information into the service order and updates the record. Then the COT completes the order and marks it Cut OK.