



## **FairPoint Guidelines for handling:**

- 1) Hot Cut Throwbacks (Within 24 hours of Cut)**
- 2) LNP Throwbacks (Within 24 hours of Cut)**
- 3) Winback (24+ after cutover)**
- 4) CLEC Disconnect in Error Process**

### **Introduction**

At times the Wholesale Customer may elect to stop a Hot Cut that is in progress and request to have the end user placed back on original FairPoint facilities. The following process identifies and establishes guidelines for FairPoint to reverse a Hot Cut. This request to reverse a hot cut is known as a Throwback. FairPoint will "Throwback" a service in its entirety. FairPoint does not support the "Throwback" of partial service.

A "Throwback" may take place within the first 24 hours of completion of a hot cut in the following two scenarios:

- The Hot Cut or LNP is in progress and the Wholesale Customer requests an entire throwback.
- The Hot Cut or LNP order was completed and the throwback request is within 24 hours of completion.

When a Wholesale Customer requests to place an end user back on the original facilities and it is beyond the 24 hour order completion window the Wholesale Customer will be directed to have the customer reach out to the Retail Center to have the order worked as a Winback.

There are numerous situations and circumstances that may require FairPoint to perform a Throwback. At times, depending on the order, facilities may not be available or dispatch may not be available immediately which could result in the Throwback process taking 24-48 hours. FairPoint will evaluate Throwbacks on a case by case basis.

Please note\*\*Throwbacks can only be performed on FairPoint customers who have left FairPoint to go to a Wholesale Customer and then requests to return to FairPoint. The OMC is not permitted to coordinate throwbacks for any other orders.

**Process Flow for Hot Cut Throwbacks within 24 hours of Hot Cut**

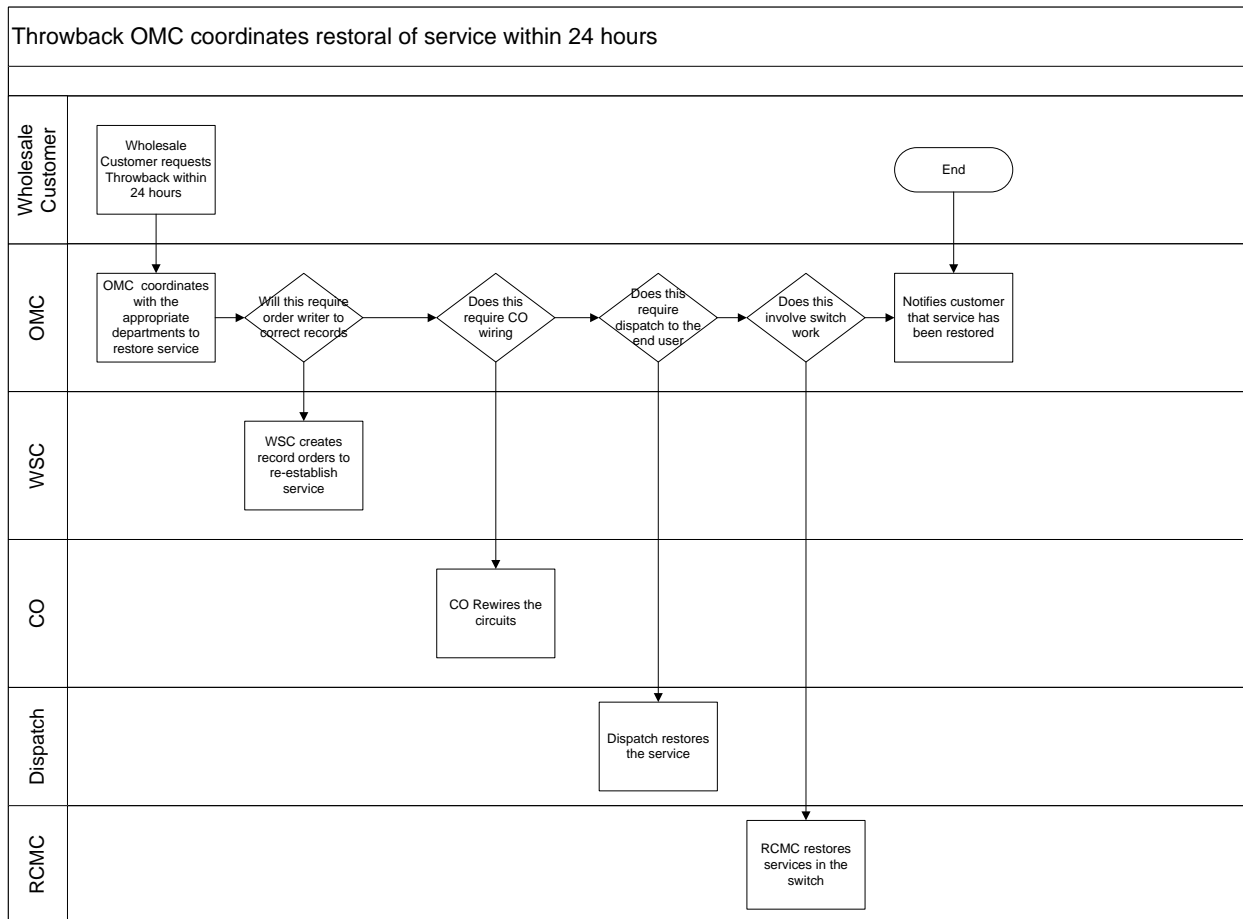
- 1) OMC receives phone call from Wholesale Customer within 24 hours of Hot Cut.

*On the Wholesale Customer Escalation List page for Order Management:*

<http://www.fairpoint.com/wholesale/resources/order-management/>

*Select the Order Management Center (OMC) link for the latest contact info.*

- 2) OMC will coordinate the restoral of services with internal departments.
- 3) OMC will contact the customer to let them know service has been restored.



**Process Flow for LNP Throwbacks**

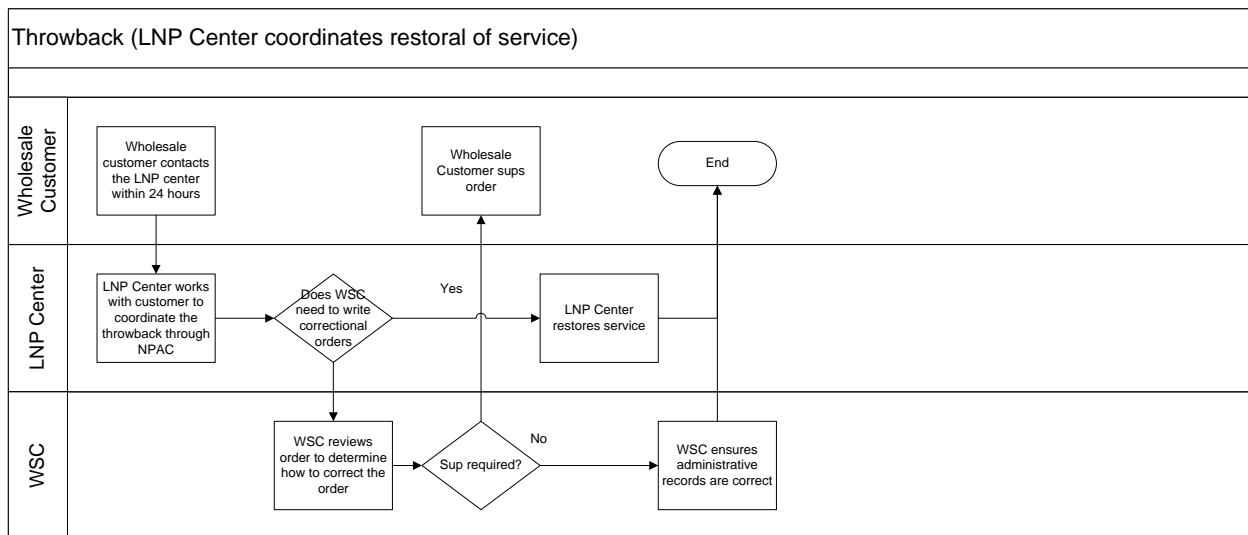
- 1) LNP Center receives phone call within 24 hours of Port Out.

*On the Wholesale Customer Escalation List page for Order Management:*

<http://www.fairpoint.com/wholesale/resources/order-management/>

*Select the Local Number Portability Center link for the latest contact info.*

- 2) LNP Center will restore service and coordinate with WSC to ensure administrative and billing records are correct
- 3) LNP Center will let the customer know service has been restored.





### **Process Flow for LNP Winback**

- 1) Order closure is beyond 24 hours, Wholesale Customer requests end user to call appropriate retail group to re-establish service. (FairPoint retail will not accept a call from the Wholesale Customer to re-establish an end users service)
  - a. 866-984-2001 - Residence
  - b. 866-984-3001 – SM and Med Business
  - c. 866-984-4001 – Large Business
- 2) Retail groups will process Winback through normal business process and standard interval. (the average interval to re-establish the Winback is 8 business days)

### **Process Flow for all other CLEC disconnect in error**

FairPoint will evaluate CLEC disconnects in error on a case by case basis. Restoral may vary based on the ability to recover facilities and the resources needed to re-establish service. FairPoint will make every effort to work with the Wholesale Customer to restore their end user in a timely fashion.

The WSC will be the first point of contact for all disconnect in error scenarios not mentioned in the Throwback, LNP and Winback processes. The WSC will be responsible for directing the customer on next steps for restoring service which may involve coordination with the business office to re-establish service for the retail end user.

The following are general guidelines the Wholesale Customer should follow to reinstate their end user.

### **Wholesale Customer's End User was disconnected in error**

- 1) Wholesale Customer will create a new PON with remarks to restore service using original facilities if one of their end users has been disconnected in error.
- 2) Wholesale Customer will work with the WSC to pull the PON and see if facilities can be reclaimed. If facilities can be reclaimed the WSC will make every effort to have the customer restored within 24 hours. If facilities are not available the order will be worked as a new installation and the WSC will coordinate and provide expected timeframe for installation.

*On the Wholesale Customer Escalation List page for Order Management:*

<http://www.fairpoint.com/wholesale/resources/order-management/>

*Select the link for Wholesale Service Center (WSC), for the latest WSC contact info.*

*- Line Share, Resale, UNE, Wholesale Package, Equal Access Point of Contact*

- 3) WSC will work with the customer to communicate timeline for restoral of service.
- 4) WSC will work with internal departments to coordinate restoral of service and notify Wholesale Customer upon completion of restoral.



Please note the WSC is open from 8-5 Eastern M-F. If you have a critical request that requires immediate attention after hours please contact the Customer Service Maintenance Center (CSMC)\*.

**Wholesale Customer's disconnected an End User as part of a migration and wants to help the retail customer re-establish service.**

- 1) If the request from the Wholesale Customer is to re-establish retail service disconnected as part of a failed migration the WSC will direct the Wholesale Customer to have the end user contact the Retail Business office and follow the Winback process.
- 2) If the Wholesale Customer feels that they are not getting the expected response from the Business office the Wholesale Service Center and escalation lists are available to request additional support in facilitating restoral of the service.

Please note the WSC is open from 8-5 Eastern M-F. If you have a critical request that requires immediate attention after hours please contact the Customer Service Maintenance Center (CSMC)\*.

*\*On the Wholesale Customer Escalation List page for Trouble Administration:*

<http://www.fairpoint.com/wholesale/resources/trouble-management/>

*Select the link: Customer Service Maintenance Center (CSMC) for the latest contact info.*