Wholesale Help Desk

(WHD)

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General Information

The Wholesale Help Desk (WHD) group is the single point of contact for Competitive Local Exchange Carriers (CLECs) and Service Bureaus concerning:

<u>System Availability</u>
Problems/slowness with system interfaces for local and access services (VFO, WCP, etc.)

<u>System and Business Rule Errors</u>
Returned responses inconsistent with current posted Error Message or the Business Rules.

<u>Billing/Wholesale Performance Plan (WPP)/C2C/PAP Reports</u>
Issues with receiving Daily Usage Feed (DUF), WPP/C2C/PAP and other reports.

<u>Notifications/Inquiries</u>
VFO/EDI /UOM/NDM notifiers, Bulk Loop Qualification and Line Loss errors issues.

<u>Business Rules/Process Assistance</u>
Assistance in locating documentation and/or clarification of Business Rules or Pre-Order/LSR/ASR/TA submission processes to promote "single-pass" performance.

Responsibilities

The purpose of the WHD is to enable CLECs to report issues. The WHD will quickly resolve the issue and communicate the resolution(s) to the customers.

The WHD is responsible for working with all FairPoint internal departments to bring about resolution. The WHD also works with CLECs to conduct joint diagnosis when necessary.

The WHD is responsible for all CLEC issues that occur in the Production Environment. Any problems that occur in the CLEC Test Environment (CTE) should be referred to the CLEC's Testing Coordinator.

Hours of Operation

The WHD is available to support the customer 24 hours a day, 7 days a week via the ticketing tool *(see Contacting WHD for details regarding live staffing).

Contacting WHD

There are 3 methods of reporting issues to the Wholesale Help Desk.
In order of preference, they are:

1. Create a Self Service Ticket in the Wholesale Customer Portal (WCP)
2. Email details to the Wholesale Help Desk at whd@fairpoint.com
3. Call the Wholesale Help Desk at **1-877-648-3038** (Mon.-Fri. 8AM-5PM, Eastern)

Self Service Ticket

Customers can submit tickets on-line using the **Wholesale Customer Portal** Trouble Ticketing Tool. This "Self Service" tool is located on the web at
http://wcp.fairpoint.com/

Email a Ticket

Customers can submit their issues to the Wholesale Help Desk via email. Please email details about your issue to whd@fairpoint.com . The WHD email box is monitored regularly during normal business hours (Mon.-Fri. 8AM-5PM, Eastern).

Phone-in a Ticket

A customer can also reach a WHD call Specialist at **1-877-648-3038** during the hours of 8AM to 5PM Eastern, Monday through Friday (excluding holidays). A voice mail recording will be reached during the following times: 5:01PM – 7:59 AM Eastern, Monday through Thursday, 5:01PM – 12 Midnight Eastern on Friday, and all day Saturday and Sunday.

A WHD Specialist will return the voice message within 1 hour when a customer leaves an urgent message stating that they are unable to process any transactions and no manual work-around is available. For issues reported via voice message after hours, the call will be returned as soon as possible the next business day.

Ticket Resolution Process

When the WHD Specialist receives issues from the customer, they will:
- Attempt to replicate the issue to determine whether the issue is informational, internal human error, or a potential system defect.
    1. If the issue is discovered to be informational, the WHD Specialist will work to educate the initiator of what needs to be corrected/etc.
    2. If the issue is a result of internal human error, they will direct the information through the appropriate channels to rectify the error.
    3. If the issue appears to be a system defect, they will create the appropriate internal ticket to inform IT of the issue needing to be fixed.
- If it is suspected that the issue is an IT defect (or requires IT intervention) the WHD Specialist will open the appropriate internal IT ticket. The following are a few of the different types of IT tickets.
    1. EWOC tickets (for M6, Siebel, and potentially other ordering/provisioning systems)
    2. Synchronoss tickets (VFO, EDI,UOM, etc.)
    3. Internal/FRP tickets (WCP and other system/operational tools)
- Each of these internal tickets will carry unique ticket tracking numbers. The WHD specialists can use these reference numbers to track the progress of the tickets.
- Upon resolution of the internal IT tickets, the WHD Specialist will attempt to verify the fix by replicating examples of the original issue.
- Once success is verified, the WHD Specialist will resolve the WHD ticket which will generate an email response to the initiator to verify on their end and contact the WHD if they discover there is still an issue from the customer's perspective.

Turnaround Time

The types of issues raised with the WHD are various and wide-ranging. As a result, the turnaround time for resolution will vary.

Here are some general guidelines:
- Informational/Educational Issues – Items where the customer is looking for direction on "how to do" or "where to find" something. These are often handled real time although in some cases the WHD Specialist will need to research the information and will follow up with the customer. These are generally handled in 24 hours or less.
- Data Issues – Issues where data does not appear to be current (CSR or DL information not updating, for example). There are different causes for this issue to arise, so again there can be some variance in turnaround time. In cases where the data resulted from order writing errors or data batch issues, corrections can be expected within 5-7 business days. If not resolved within this timeframe please refer to escalation process.
- Systemic Issues – Issues related to system outages, code defects, or other items requiring system enhancement or modification. Systemic issues can be wide-ranging and carry a differing level of turnaround time depending level of severity of the issue. Below is a summary of the various levels and expected turnaround times:
    - **Level 1: Major system outages** – Entire systems become offline, such as VFO (front-end GUI), M6 (backend ordering system), etc. Customers (who are Opted-In) can expect to be notified of such issues within 20 minutes of discovery/confirmation. If any workarounds exist, they will be included in the System Outage Notifications. Issues of this sort should be resolved within 2 hours. If the FairPoint problem is not repaired within four hours and twenty minutes (connectivity) or five hours (transaction affecting) then FairPoint will host a call with the Industry. During the Conference Call, the following items should be discussed:
        - Clarification of the issue
        - Timeline for subsequent updates on status to the Industry i.e., Industry Notifications and/or Industry Conference Calls. Subsequent conference calls are scheduled with updates as agreed to in the initial call until resolution is identified.
    - **Level 2: Modules not working** – Only segments of system functionality are affected; such as Preordering functionality (or a specific transaction type thereof) isn't responding, but Ordering remains unaffected. Industry Letters will be sent to out to customers (who are Opted-In) within 24 hrs of discovery/confirmation of the issue. Workarounds will be formulated and communicated within 5 business days until the long term fix can be implemented. Resolution to the root issue can be expected in the next outage build* (as long as the issue is known 10 days prior to the build).
    - **Level 3: Code Defects** - Issues requiring code changes to resolve the root cause; such as Schema Errors, tabling items or invalid system

5

response. Workarounds will be formulated (if possible) and communicated within 5 business days until the code can be implemented. Resolution to the root issue can be expected in the next outage build* (as long as the issue is known 30 days prior to the build).
- o **Level 4: Change Requests** – Issues that do not prevent normal operations; such as adding new functionality or other such enhancements. These fixes/enhancements will be deployed in the next quarterly release* (as long as the issue is known 30 days prior to the quarterly release).

* Outage Build/Release refers to regularly scheduled system code deployments that happen monthly. Build/Release schedule links coming soon.

Other Issues

Call the WHD and you will be directed to the appropriate center/contact person.