



Supplement Management Job Aid

Frontier Wholesale

Jurisdiction: All

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Purpose The purpose of this document is to provide information about submitting changes to a Local Service Request (LSR) using the SUP field and to identify the Supplement types and corresponding codes used.

Supplement Selection

Definition A supplement is any new iteration of a Local Service Request (LSR). The entry in the SUP field identifies the reason the supplement is being issued. The LSR will have the same PON number as the original submission, with incremental version.

Sup Values The following codes are the valid supplement values used to make changes to an LSR when updates are required.

Code	Description
1	Cancel a pending request
2	New desired due date
3	Other- Any other change to the request not defined by a SUP code 2, 4, 5, 6 or 7. (Excludes REQTYP and CCNA Changes)
4	CLEC facility modification- i.e. A change to the Cable/Pair or Slot/Shelf values
5	NC/NCI change
6	Engineering query request
7	Network modification charges accepted

For further details on the Supplement Values and when to use them, please refer to **Local Service Request Form (LSR)** available from the [Business Rules](#) page of the Frontier Wholesale Operations Website at: <https://wholesale.frontier.com/>.



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Submitting Supplements

Submitting Sups

When submitting a supplement to a request, a full refresh of the original LSR is required. Full refresh indicates that all unchanged information on the original request is included on the supplement along with changed information.

It is important to note supplement requests may impact/change the original due date assigned to the initial order(s). Meaning, the new due date could be later than originally requested.

Sup 1

Indicates that the pending order is to be canceled in its entirety.

- It may be sent at any time prior to completion of the order
 - Its submission will retire the original request
 - No further action will be required.
 - An FOC will be sent to confirm cancellation of the order.
-

Sup 2

Indicates that a request for a New Desired Due Date which will be specified in the DDD field. The pending order only requires a **change of the desired due date**. When submitting a supplement to a request, a full refresh of the original LSR is required. Full refresh indicates that all unchanged information on the original request is included on the supplement along with a due date change.

- A SUP 2 may be sent only after a Local Response (error or FOC) is received-If a LR (Local Response) was sent on the preceding PON and VER, and the order has not been provisioned, then the SUP 2 is a valid request.
- If the order has been completed, the SUP 2 request will be rejected/errored back to the customer and a new LSR will be required to disconnect or change to any previously provisioned service(s).

A request for a change in desired due date in conjunction with other changes to a pending order should be submitted with a "3" in the SUP field.

NOTE: If the request is to establish a due date less than the due date already provided, the EXP field can be populated. The EXP field should not be populated on an original request unless the APPTRESID is populated.

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Submitting Supplements, Continued

Sup 3

Indicates a change request not defined by the other Sup Codes that result in an update to the initial LSR such as

- Feature addition or deletion
- Changes to the quantity of TNs listed i.e. an initial request with 5 lines removing 2 or more

NOTE: A Sup 3 excludes changes to the REQ TYP and CCNA and **must** include remarks in the Remarks field to be populated with changes made to the LSR.

Sup 4

Indicates Facility Modification on Request Types (REQ TYPs) AB & BB to change either

- Shelf and Slot fields or
- Cable and Pair fields

Note: If the change request includes a change to the facility assignment(s) in conjunction with other changes to a pending order you must use a **SUP 3**.

Sup 5

Indicates a change to the NC/NCI codes on Request Types (REQ TYPs) AB & BB resulting in a change to the Service Code Modifier.

- Must be submitted prior to receiving confirmation of the order being provisioned
- May include a request to change of Cable and Pair fields to correspond to the new NC/NCI codes

Note: If the change request includes a change to the NC/NCI field in conjunction with other changes to a pending order you must use a **SUP 3**.

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Submitting Supplements, Continued

Sup 6

Engineering query request-- AB & BB Request Types (REQTYP)

Indicates a request is made to Frontier to furnish an estimate of the cost associated with the routine network modifications required to alleviate a “No Facilities” condition

- Upon receipt of a “No Facilities” jeopardy if you would like for Frontier to determine if routine network modification is available and all associated charges required to complete a modification- A sup 6 must be submitted.
 - To use this option, a signed TRO must be in place with Frontier.
-

Sup 7

Network Modification Charges Accepted

Indicates your acceptance of the estimate received following the submission of a SUP 6 request.

- Submitting the Sup 7 authorizes Frontier to perform the routine network modifications required to alleviate a “No Facilities” condition and accepts associated charges.
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Business Rules

For further details on the Supplement Values and when to use them, please refer to Local Service Request Form (LSR) available from the [Business Rules](#) page of the Frontier Wholesale Operations Website at: <https://wholesale.frontier.com/>.



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Change Log

Date	Page Number	Change/Update
12/2/2020		Document Creation
07/13/2021	All	Update embedded links, format, logo
9/12/2022	Page 4	Removed partial sentence.

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