Ordering Resale Services

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RESALE SERVICES OVERVIEW

Overview of Resale Services

With Ziply Fiber **Resale Services**, Competitive Local Exchange Carriers (CLECs) buy Ziply Fiber telecommunications services at reduced prices and resell them at a profit to their end user customers. CLECs who do not own their own telecommunications transmissions facilities are also known as resellers.

Product Overviews

Basic Resale service allows the CLEC to offer business and residential customers a complete communications package. This includes single line service for residence customers, known as plain old telephone service (POTS), toll-free numbers, and more complex services for business customers.

The following service type(s) of Basic Resale are available:

- Automated Call Distribution Manager, Other States
- Coin
- Custom Routing Service
- DID/DOD/DIOD/PBX Services (DDPS)
- Digital Channel Service, Other States
- ISDN BRI (Integrated Services Digital Network—Basic Rate Interface)
- ISDN PRI (Integrated Services Digital Network—Primary Rate Interface)
- Multi-line
- PBX Trunks (Private Branch Exchange)
- Single Line

Centrex Resale is a central office-based telecommunications system that provides telecommunications access lines and call management features. It utilizes a complex dedicated software block in a central office switch that defines the calling patterns, access and call management features for each line in the system.

Resale Private Line provides the end user with a dedicated private line. Private Line circuits are considered pipes that are dedicated to specific points of termination. Circuits are available in different sizes and speeds.

The following service type(s) of Resale Private Line are available:

- Digital Data Service (DDS)
- Flexpath/Digital handoff, WV
- Foreign Exchange (FX)
- Superpath DS1, WV
- Switched 56 K, WV

Resale Fast Packet Services Overview

Asynchronous Transfer Mode (ATM) is a form of "fast packet" switching service for high-speed networks which require flexible bandwidth, high-performance transport and switching for connectivity between and among widely distributed customer locations. ATM is a cell-based, connection-oriented, switching and multiplexing technology designed to be a fast, general-purpose transfer mode for multiple services. ATM Cell Relay Service (ATM CRS) is a public service that enables customers to construct wide area virtual private ATM networks.

Asynchronous Transfer Mode (ATM) is a standards-based technology that provides high-speed telecommunications transport of voice, data and video traffic over a single network facility. It is a fast-packet switched technology, which divides any transmission type (voice, data or video) into fixed-length, 53-byte cells and sends those cells through virtual circuits over the public fast packet switched network. Local ATM Services include: (See local tariff for availability)

- Bandwidth - DS1, DS3, OC3C, OC12C
- DS1- Full bandwidth
- DS3/OC3c - Full or incremental bandwidth - select in 5Mbps increments
- OC12c - Full or incremental bandwidth - select in 15Mbps increments
- Quality of Service (QoS)
- Port Only or Port and Access Services
- Incremental or Full Bandwidth Services
- Tier mileage bands

ATM provides the end user with multiple logical connections over a single physical interface. Once the customer is connected to the network interface, the ATM service functionality inside the network ensures that the customer's

circuit(s) is providing the necessary service parameters that have been established and are routed properly to their destination.

Frame Relay Service (FRS) is a "fast packet" network service that permits the transmission of data at speeds of 56/64Kbps, 128 Kbps, 256Kbps, 384 Kbps, 1.536 Mbps, 4Mbps, 6Mbps, 10Mbps, 22Mbps, and 44.736 Mbps using Frame Relay Access Lines and Permanent Virtual Circuits (PVCs). Frame Relay is a transport service that facilitates exchange of variable length information units (frames) between end user connections by way of assigned virtual connections. Each frame is passed to the Frame Relay network with an address that specifies the virtual connection. Frame Relay Service (FRS) is a fast-packet service that utilizes PVCs (permanent virtual circuits) to connect multiple locations over the public network. A PVC is a logical path between two ports that acts like a private line. With FRS, multiple Local Area Networks (LANs) can access information from distant mainframes or servers. Local Frame Relay Services include: See local tariff for availability

DS0 (56/64 Kbps) Port Only or Port and Access

Fractional DS1 (384 Kbps) Port Only or Port and Access

DS1 (1.536 Mbps) Port Only or Port and Access

Fractional DS3 (4, 6 10 and 22 Mbps) Port only or Port and Access

Full DS3 (45 Mbps) Port only or Port and Access

PVC CIR (Permanent Virtual Circuits/Committed Information Rate)

Frame Relay is connection-oriented. Once a connection is established, it remains active throughout the transmission. All data packets, or frames, follow this same path from the source to the destination.

Transparent LAN Service (TLS) is a fiber-based access, switching and transport service that utilizes a shared backbone to provide customers with Ethernet LAN Interconnection among multiple sites within a LATA. TLS is designed to enable interconnection of Local Area Networks (LANs) within a metro-wide network at native LAN speeds using a dedicated fiber access method. TLS is offered to customers whose sites are within the acceptable range of the nearest deployed switch. North Central will provision a Network Interface Device (NID) at each customer site to terminate the loop fiber and

provide a standard interface for connecting into the customer's Local Area Network (LAN).

Standard Ethernet Interfaces

- 10 Mbps
- 100 Mbps
- 1000 Mbps (GigE)

TLS is a network-based service that includes: Network Interface Device (NID) at end-user location. A dedicated fiber pair, from NID to Switch central office, a shared central office-based switching platform and shared GigE backbone.

The following type(s) of Resale Fast Packet Services are available:

Resale Asynchronous Transfer Mode (ATM)

Resale Frame Relay

Resale Transparent LAN Service (TLS)

DID/DOD/DIOD/PBX SERVICE (DDPS) are services that permit incoming and outgoing call through a Private Branch Exchange extension, thereby bypassing the attendant or switchboard operator.

The following service types of DID/DOD/DIOD/PBX Services (DDPS) are available:

DID—Direct Inward Dialing

DOD—Direct Outward Dialing

DIOD—Direct Inward and Outward Dialing

PBX SERVICE—Private Branch Exchange Service

RESALE SERVICES OVERVIEW

Before Completing Your Order

Action	Resource
When a feature with prerequisites is ordered, you will need to determine if the prerequisites are on the account. If they are not, they must be ordered concurrently with the line or feature. You will need to also determine if you are ordering conflicting combinations of features	Resale Feature Combination Table
You will need to determine if the area where you are provisioning service is served by FTTP (Fiber to the Premises)	Use Fiber Availability Pre- Order
For new or change service you may schedule and review valid due dates.	Use Appointment Scheduling Pre-Order
Identify the appropriate blocking to be applied to the account if you are ordering a block on an end user account.	Use Blocking Matrix
To ensure accurate order submission and E911 database updates, determine valid service address for the end user. Obtain accurate information from the end user and validate by using the appropriate Pre-Order transaction.	Use Address Validation Pre-Order
Determine other order information by completing the appropriate Pre-Order transaction for your order activity type.	See Pre-Order Tutorial – Web Based Training
Ensure your order is completed accurately for timely installation.	Use LSR Business Rules which provide complete explanations of how to populate order forms with valid entries.
Ensure Operator Services and Directory Assistance Services (OS/DA) contracts are in place.	Contact your Account Manager for details.
Ensure complete information for Centranet, ATM, DID/DOD and Frame Relay Products.	Complete appropriate Data Gathering Form

Other Information to consider:

- Telecommunications Service Priority (TSP) is available to Business and Government end users. It is not valid on Residential Accounts. It is ordered by populating the "TSP" field with an authorization code. A TSP Authorization Code is assigned to the end user by the Office of Priority Telecommunications. A separate unique TSP Authorization Code is required for each service or circuit ID. Separate codes are required for each segment or location of a multi-point circuit. It is the responsibility of the end user to obtain the code and provide to their local service provider.
- Revalidation of the PIC and LPIC values should be processed before issuing an order for Res to Bus/Bus to Res changes.
- Provide the correct Network Channel (NC), Network Channel Interfaces (NCI) and Secondary Network Channel Interface (SECNCI) codes. Services cannot be provisioned unless the correct NC/NCI codes are provided.
- Resale Private Line is provided subject to the availability of facilities on a first-come first-serve basis in the requested central office. If facilities are not available when a Resale Private Line is requested, the CLEC will be notified via jeopardy. In response to the jeopardy, the CLEC may choose to cancel the order or postpone the date until facilities are available.
- When requesting a new or move of a network interface device (NID), review for appropriate usage and values of the NIDR field.
- When placing an order, it is essential to format the circuit information correctly according to the specific Ziply Fiber Business Rules.
- The CLEC must provide CFA cable facilities location for the carrier system being connected
- Common Language Circuit Identification (CLCI) is an industry standard method of assigning circuit numbers. There are two standard formats for circuit number identification, Serial Number and Telephone Number format.
- The Serial Number format should be used when the circuit cannot be immediately identified as a telephone number.
- The Telephone Number format will be used only on those circuits that are directly connected to dial tone.
- The Resale Private Line form must include all primary and secondary terminal locations of the circuit. When a CLEC orders multiple points to a circuit the PRILOC, and SECLOC information must be placed in the correct fie

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