Throwback & CLEC Disconnect in Error Process

Guidelines: Throwbacks & CLEC Disconnect in Error

Overview

Throwbacks

There are instances when a CLEC may elect to stop a Hot Cut that is in progress and request to have the end user placed back on original Ziply Fiber facilities.

The following process identifies and establishes guidelines for reversing a hot cut. The request to reverse a hot cut is referred to as a Throwback.

Ziply Fiber supports the following Throwback scenarios:

- The Hot Cut or Number Porting is in progress and the CLEC requests a throwback of the service.

- The Hot Cut or Number Porting order has been completed and the request to throwback is received within 24 hours of completion.
    - The PON status is PCN received.
    - Throwback cannot be performed when the PON status of a PON or related PON is BCN Received.

When a CLEC requests a return of an end user to the original facilities beyond the 24-hour completion window, or the PON status is BCN Received, the request would be treated as a Winback.

There are numerous situations and circumstances where a CLEC may request that Ziply Fiber perform a Throwback. Many of these requests are unique with several variables to consider. As a result, Ziply Fiber handles Throwbacks on a case-by-case basis.

CLEC Disconnect in Error

As with Throwbacks, Ziply Fiber evaluates CLEC disconnect in error requests on a case-by-case basis.

While Ziply Fiber will make every effort to work with the CLECs to restore their end user in a timely fashion, the timeframe to restore service may vary from request to request. This is based on Ziply Fiber's ability to recover the facilities and have the resources available to re-establish service.

Revisions

Date	Detail