



# Standard Provisioning Intervals Job Aid

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**Jurisdiction: FV03**  
**Effective Date: 05/01/2020**  
**Revised Date: 5/28/2020**

## Purpose

The purpose of this document is to provide the Standard Intervals for ordering of Special and Switched Access services. The intervals represent the minimum period between receipt by Zply Fiber of an accurate and complete ASR from customer and provisioning of the Access service. If customer requests a service date that is earlier than the standard interval for the service set forth above, then customer shall be responsible for any charges or fees (including any Special Handling charges or expedite fees) assessed by Zply Fiber in accordance with the Tariffs.

These intervals are Zply Fiber's guidelines that Zply Fiber will attempt to meet on a consistent basis; however, Zply Fiber makes no guaranty or warranty that the service will be provisioned in accordance with these intervals.

## Special Access

<b>Activity</b>	<b>Due Date Interval</b>
<b>Voice Grade</b>	
New/Move/Change	7 business days for 1-14 Circuits with Facilities available
Disconnect	5 business days
<b>Digital Data Service</b>	
New/Move/Change	7 business days for 1-14 Circuits with Facilities available
Disconnect	5 business days
<b>DS1 Service (Non-Wireless)</b>	
New/Move/Change	7 business days for 1-14 Circuits with Facilities available
Disconnect	5 business days
<b>DS1 Service (Wireless)</b>	
New/Move/Change	7 business days for 1-14 Circuits with Facilities available 15+ Circuits or Facilities not available - Negotiated
Disconnect	5 business days
<b>DS3 Service</b>	
New/Move/Change	8 business days for 1-14 Circuits with Facilities available 15+ Circuits or Facilities not available - Negotiated
Disconnect	5 business days
<b>Frame Relay 56 – 768 Kbps</b>	
New/Move/Change	12 business days with facilities available
Disconnect	5 business days
<b>Asynchronous Transfer Mode (ATM)</b>	
New/Move/Change	12 business days with facilities available
Disconnect	5 business days

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Special Access

Activity	Due Date Interval
<b>Metro E UNI, EVPL, E-Path, EIA and EPL (Layer 2) Silver, Gold and Platinum</b>	
New	20 business days with facilities available (1 Circuit only per ASR) Facilities not available: Minor Build - 37 business days Major Build - 63 business days
Change	6 business days
Inside Move (ACT = M)	6 business days *** 6 days is for move within the same physical address and same floor; if floor or physical address change, requires N/D orders and 20 day interval
Disconnect	5 business days
Records	2 business days
<b>E-NNI EPATH CORE POP (Layer 2)</b>	
New	<u>Port Only (NC = SNH1, SNH2)</u> 10 business days with facilities available Facilities not available : Minor Build - 37 business days Major Build – TBD; timeframes to be provided by Ziplly Fiber Project Management
Change	6 business days
Inside Move (ACT = M)	6 business days *** 6 days is for move within the same physical address and same floor; if floor or physical address change, requires N/D orders and 20 day interval
Disconnect	5 business days
<b>EVC</b>	
New/Change	6 business days
Disconnect	5 business days
Records	2 business days
<b>Private Line Service (PLS) - SONET</b>	
New	18 business days for 1 point-to-point non-multiplexed OC3, OC3c, STM 1, OC12, OC12c, OC48, or OC48c with facilities available (includes check for availability of facilities)
New	Negotiated for 2 or more point-to-point non-multiplexed OC3, OC3c, STM 1, OC12, OC12c, OC48, or OC48c between the same two locations
New	Negotiated for any OC3, OC12, and OC48 point-to-point w/multiplexing.
New	Negotiated for any OC192 or OC192c
Disconnect	5 business days
<b>Ethernet Private Line (EPL) Layer 1</b>	
New	18 business days for 1 circuit with facilities available (includes check for availability of facilities)
Disconnect	5 business days

**UNE**

<b>Activity</b>	<b>Due Date Interval</b>
<b>UNE LOOP DS0/VG</b>	
New	10 business days
Disconnect w/out RPON	5 business days
<b>UNE LOOP DS1</b>	
New	10 business days
Disconnect w/out RPON	5 business days
<b>UNE LOOP DS3</b>	
New	15 business days
Disconnect w/out RPON	5 business days
<b>EEL DS1</b>	
New	10 business days
Disconnect w/out RPON	5 business days
<b>EEL DS3</b>	
New	15 business days
Disconnect w/out RPON	5 business days
<b>Dark Fiber</b>	
New (Inquiry Order)	15 business days
New (Firm Order)	30 business days
Change	15 business days
Disconnect	5 business days

## Switched Access

<b>Activity</b>	<b>Due Date Interval</b>
<b>FGB, C, D and SS7 Install</b>	
New	10 business days
Disconnect	5 business days
<b>FGB, C, D and SS7 Augment</b>	
New	10 business days
Disconnect	5 business days
<b>Translations</b>	
Change	10 business days
<b>Links</b>	
New	10 business days
<b>Wireless FGB, C, D and SS7 Install</b>	
New	10 business days
Disconnect	5 business days
<b>Wireless FGB, C, D and SS7 Augment</b>	
New	10 business days
Disconnect	5 business days
<b>Wireless Translations</b>	
Change	10 business days
<b>Wireless Links</b>	
New	10 business days

## Change Log

Date	Page Number	Change
04/01/2020		Original Document
5/28/2020	4	Updated EVC Interval
4/27/2023		Updated E-NNI EPATH; Major Build interval