



Local Response Completion Notice Intervals

Overview

Completion Notices

A Provisioning Completion Notice (PCN) is received to advise that all provisioning associated with a request has completed. A Billing Completion Notice (BCN) provides the CLEC with confirmation that customer service records have been updated and ZiPLY Fiber billing can be rendered for all service orders associated with a request.

Intervals

PCN – Provisioning Completion Notice

A PCN provides the CLEC with request details and the completion date of the order. The PCN will be sent by 11:59PM on the business day following the confirmed due date of the LSR.

- When the PCN is not received by the third business day, submit a trouble ticket to the helpdesk contact email available from the Local Contacts page of the Wholesale Operations Website.

BCN - Billing Completion Notice

A BCN provides general information about the request, order and billing numbers, listings affected by the request and all features affected by the request. The BCN will be sent to the CLEC by the end of the 2nd business day following the PCN. If the BCN is scheduled for transmission and the bill cycle intervenes, then the request will be held until the bill cycle is complete.

- When the BCN is not received by the third business day following receipt of a PCN, submit a trouble ticket to the helpdesk contact email available from the Local Contacts page of the Wholesale Operations Website.