



Termination Liability Exception for Service Upgrades

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Jurisdiction:

Effective Date: 04/01/2020

Purpose

The purpose of this document is to provide steps the customer must take to avoid Term Liability Charges when submitting D and N activity PONs to upgrade a circuit.

- **Valid ICSC Codes FV03**

Definition

Service upgrades are when the customer is changing the speed of a circuit to a higher speed and the first two positions of the Network Channel (NC) code change. Disconnect and New Connect PONs must be submitted.

Process

To avoid Early Termination charges on the D ACT PON, the TLE field must be populated with "R" and the RORD field must be populated with the N ACT PON.