



# Wholesale Platform Product Guide

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## Overview

**Wholesale Platform** is a bundle of loop, switching, and enhanced features such as Voice Mail, offered through a commercially negotiated agreement between Ziplly Fiber and a CLEC.

The following optional services are available with a signed amendment or sales agency agreement:

- Wholesale Platform Inside Wire and Repair Wholesale Platform Voice Mail Service
- Wholesale Platform with Broadband

## Service Types

Wholesale Platform is offered in packet switch locations if the customer has a signed Packet Agreement.

The following service type(s) of Wholesale Platform are available. Refer to your Wholesale Platform Agreement for services available per jurisdiction:

- Analog PBX
- Trunks
- Centrex/Centranet
- Coin
- Non-Centrex Basic Rate
- ISDN Public Access Lines
- Remote Call Forwarding
- Residential and Business POTS

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## Before Completing Your Wholesale Platform Order

Action	Resource
Ensure you have proper Interconnection agreement and facilities in place prior to ordering UNE services.	Contact your Account Manager
For new or change service you may schedule and review valid due dates.	Use Appointment Scheduling Pre-Order
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.	Use Wholesale Platform Feature Combination Guide
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 – Online Tutorial
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.
Identify the appropriate blocking to be applied if you are ordering a block on an end user account.	Use Blocking Matrix

## Other Information to Consider

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.

Wholesale Platform is provided subject to the availability on a first-come first-serve basis in the requested central office. If facilities are not available when a service 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 Ziplly Fiber's Business Rules for appropriate values of the NIDR field.

When requesting Buried Service Wire or a new or move of a network interface device (NID), review the Buried Wire Service Offering job aid.

Voice Mail check with Ziplly Fiber for availability, contracts may need to be negotiated with Ziplly Fiber.

Operator Services and Directory Assistance Services (OS/DA) contracts may need to be negotiated contact Ziplly Fiber for specific details.

Wholesale Platform is available to a CLEC without a collocation arrangement with Ziplly Fiber.

The End User, prior to migration of an account to Wholesale Platform must remove the "Freeze PIC Indicator".

For Non-Centrex Basic Rate ISDN , the Service Product Enhancement Code field "SPEC" is used to indicate ISDN Ordering Code (IOC) when requesting installation, migration, or changing the ISDN Ordering Code.

Analog PBX Wholesale Platform: Analog PBX is offered with different types of service.

Analog DID PBX (Analog Direct Inward Dialing Private Branch Exchange )

Analog DOD PBX (Analog Direct Outward Dialing Private Branch Exchange )

Analog DIOD PBX (Analog Direct /Inward/Outward Dialing Private Branch Exchange)

The existing Trunk Group Number (TGP) and Route Index Number (RTI) are to be reused for migrations.

In Flag F states, when ordering Centranet, the business group, intercom, pick-up group and number of NARS information is populated in the "Remarks" section of the LSR.

CLEC to CLEC Migration -

- Submit an LSR using the "ACT" of "V" and the "LNA" of "N".
  
  - When porting in an NXX, the same telephone number (TN) can be ported back provided the end user has not moved out of the rate center. Rate Centers can have multiple switches (wire centers). In Flag F properties, contact the Carrier Service Center.
  
  - When porting in a CLEC NXX, the TN can only be provisioned in the wire center associated with the end user's address. Wire Centers are exchange areas within a central office. In Flag F properties, contact the Carrier Service Center.
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### **Hunting**

Changes to Hunting for the following should be done via the Hunt Group Information Form:

Rearranging an existing Hunt Group

Adding an existing line or lines on the account to an existing Hunt Group

Creating a new Hunt Group for existing lines on the account  
Deleting an entire Hunt Group (no disconnect of any lines)  
Deleting a line or lines from an existing Hunt Group (no disconnection of any lines)

If changes in addition to Hunting are required use the appropriate LNA values on the PS Form.

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### **Telecommunications Service Priority (TSP)**

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.

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### **Cooperative Testing (Flag F Properties)**

If an order is placed that does not require a premise visit and the CLEC wants the pairs tested and tagged (marked) at the demarcation point, this would need to be requested via the

TNT field on LS or LSNP Page. The CLEC will then be charged the appropriate premise visit charge to complete this request.

- Enter the following remark on the LSR:  
*"TEST AND TAG AT DEMARC. CALL TEST CENTER AT XXX-XXX-XXXX"*

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### **Seasonal Suspension (Vacation Service) (Flag F States)**

Most state tariffs dictate a minimum time period that vacation service may be applied. If a SUP LSR is submitted to change the restore date of a vacation service arrangement, and the new requested restore date is less than the state-tariffed minimum, Ziplly Fiber will restore full service back to the original suspension date, effectively eliminating any discounted rate applied. Information regarding the DDD (desired due date) and ACT (Activity) fields can be found in the LSR Business Rules.

## Change Log

Date	Page Number	Change