



## Broadview Networks Local Service Request (LSR) Process

**Effective:** 11/20/2004

**Description:** Guidelines and Business Rules for submitting Local Service Requests (LSR) to Broadview Networks LNP Department.

### Acceptable means of submitting LSR to Broadview Networks.

- LSR's must be entered and submitted via Broadview Networks CLEC support web-center: [www.broadviewnet.com/CLEC](http://www.broadviewnet.com/CLEC).
- See attached documentation regarding field descriptions and requirements.
- Any inquiries about a submitted LSR must be e-mailed to: [lsrorder@broadviewnet.com](mailto:lsrorder@broadviewnet.com).
- Faxing of LSR's are prohibited.

### LSR Response Guidelines:

- All LSR's will be reviewed and a response of a FOC or Reject will be updated on the PON in the Support CLEC web-center within two business days of each request.
- If a LSR is submitted after 3 PM or on a weekend/holiday, the interval will begin the next business day.
- If a LSR is rejected and a SUP is submitted, the received date of the LSR is considered zero days from the date the SUP is submitted.
- If a LSR is SUP'd, the interval date on the port date begins at zero from the date of when the SUP is issued.
- CANCELLATION OF A FOC BY BROADVIEW NETWORKS – if a port out is not completed within five business days of the Desired Due Date (DDD), the LSR will be updated to a JEPORDY status in the CLEC Support web-center – voiding the original FOC. At this point, the order should be SUP'd with a *stand Interval* to re-schedule an order. If the winning carrier does not respond after the 10<sup>th</sup> business day from the DDD, the LSR status will be updated to CANCELLED. If the carrier still wishes to port the customers TN(s) at this point, a new LSR will have to be submitted from the beginning.

### Standard Intervals for Desired Due Date (DDD):

- Less than 10 lines – 5 business days from date LSR submitted or SUP'd.
- 10 lines or more – 10 business days from date LSR submitted or SUP'd.
- Advanced Network Services – 15 business days from date LSR submitted or SUP'd. E.g. T1 / DIDs, Centrex.
- If a subsequent SUP is issued, the standard interval for the DDD begins again from the date the SUP is issued, NOT from the original date of the LSR.

### Expedite Procedure:

- Enter a LSR via the CLEC Support web-center.
- Request the proper standard interval DDD.
- Note in remarks the reason for expedite, and the DDD that is being requested for expedite.

- Submit the LSR for review.
- Once a FOC is issued, check to see if the DDD has been adjusted based on the expedite. If the FOC does not have the DDD requested, escalate to the first level.

**Business Hours:** 9:00am – 5:00pm EST, Monday – Friday (excluding holidays). All LSR's received after 3:00pm EST are considered received the following business day.

**Escalation and contact information:**

<b>1st Level</b>	<b>lsrorder@broadviewnet.com</b> <b>LNP Dept Number 718-947-8685</b>	<b>All First Inquires must directed here</b>
<b>2nd Level</b>	<b>Jason Wagner -</b> <b>jwagner@broadviewnet.com</b>	<b>718-947-8551</b>
3rd Level	Cynthia Pieters - cpieters@broadviewnet.com	718-947-8719
4th Level	Melissa Paredes - mparedes@broadviewnet.com	718-947-8648
5th Level	Brian Miraval - bmiraval@broadviewnet.com	718-947-8693

**Escalation Procedure:**

- All escalations should begin with either e-mail [lsrorder@broadviewnet.com](mailto:lsrorder@broadviewnet.com) or contacting Broadview Networks LNP department at 718-947-8685.
- Escalations should follow appropriate levels on our escalation list above. Please afford each level of escalation professional courtesy to reply to a voicemail or e-mail prior to escalating to the next level.
- If a response on an escalation is not received in an appropriate time frame (4 – 8 hours), an escalation to the next level can be made.