Unite Private Networks Carrier Wireline Ethernet Ordering Guide

Version 1.0

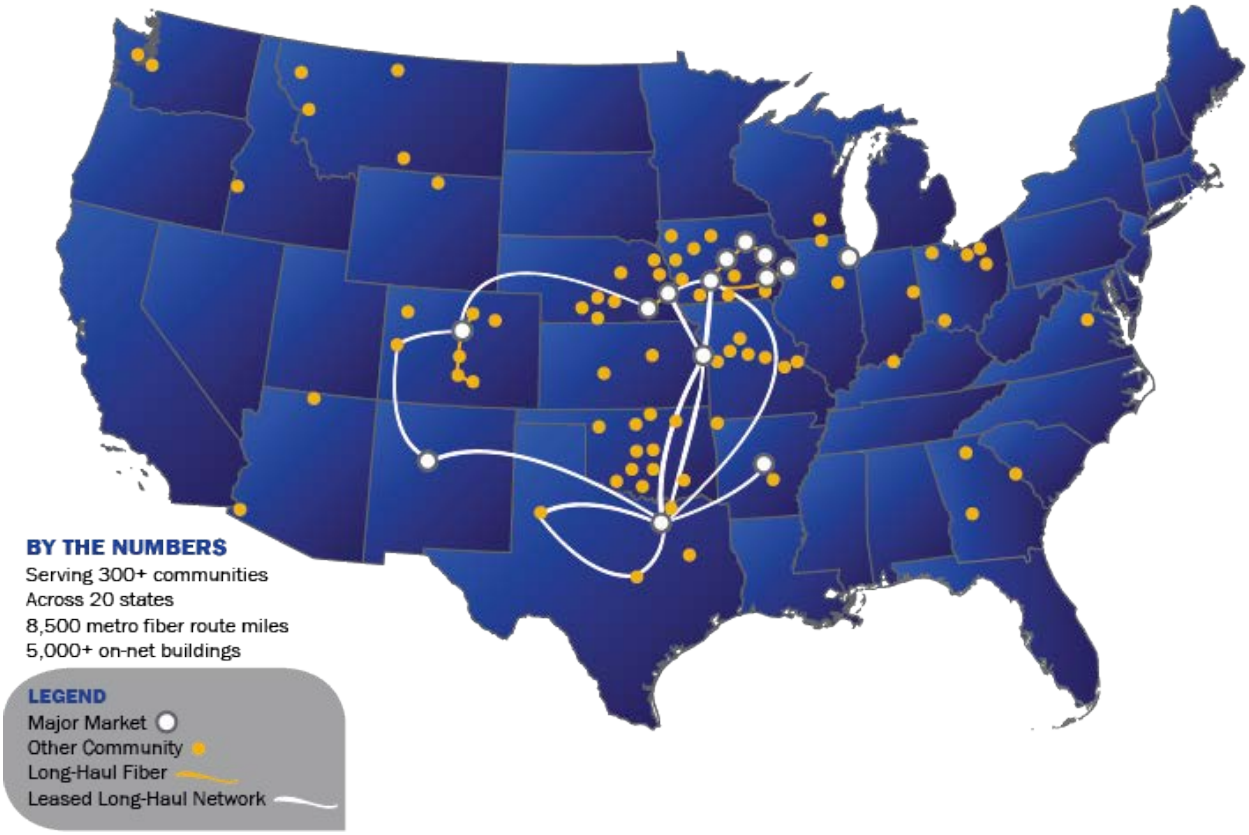
UPN Company Codes

ICSC Code	UP10
OCN	243E
Company Code	UPW

Company Overview

Unite Private Networks (UPN) provides high-bandwidth, fiber-based communications networks and related services to schools, governments, carriers, data centers and enterprise business customers. Service offerings include dark and lit fiber, private line, optical Ethernet, Internet access, Fiber to the Tower and small cell.

Headquartered in the Kansas City, MO metro area, UPN has been providing customer-focused communication solutions since 1998.



Carrier Wireline Products

- Metro Ethernet
- Point-to-Point
- Wavelengths
- Dark Fiber

Placing Orders with UPN

UPN offers various ways to submit your request for service. Your Carrier Sales Director can prepare an order form for your signature or you can send UPN an ASR.

A Carrier Portal is in development to be released 4th quarter 2018. The portal will require a LOGIN and password.

Carrier Order Milestones

- 2 days – UPN sends an order acknowledgement email.
- 5 Days – Kick-off call scheduled with FOC.
- Upon installation, UPN will issue a Service Commencement letter and provide the CLR.
- If no response in 5 days, customer deemed to have accepted the service.

Standard UPN Order Intervals

On-Net	30 Calendar Days
Near-Net	90 Calendar Days
Off-Net	TBD

Expedites

Expedites can be requested through your Carrier Account Director. The expedite fee is $1,000 non-recurring charge and will be billed regardless if UPN can meet the date. All effort will be made to meet the expedited due date.

Any request for service earlier than the standard interval is considered an Expedite request and is subject to the Expedite fee.

Billing

All MRC charges invoiced in advance on the 1st day of each month. For questions regarding billing or invoices, please contact the UPN Accounting Department at customercare@upnfiber.com

Sample Service Order

Contact Information		
Unite Private Networks, LLC ("UPN")		**("Customer")**
COMPANY CONTACT:		**COMPANY CONTACT:**
PHONE:		**PHONE:**
EMAIL:		**EMAIL:**
PAYMENT ADDRESS:	Unite Private Networks, LLC 7200 NW 86th Street, Suite M Kansas City, MO 64153	**BILLING ADDRESS:**

Billing Information and Service Commitment Period	
Order Type:	
UPN Service Order ID:	18-
Customer ID:	
Service Type/s:	Ethernet Private Line (EPL)
Service Term Length (beginning on the Installation Date):	months
Service Order Monthly Recurring Charge:	$
Service Order Non-Recurring Charge:	$
Service Other Charges:	$

Circuit 1	
Location A	Location Z
Site Name:	**Site Name:**
Address:	**Address:**
Site Contact: **Phone:**	**Site Contact:** **Phone:**
Point of Demarcation MPOE	**Point of Demarcation:** MPOE

Service and Pricing Schedule

Type	Service			Term	Monthly Recurring Charge	Non-Recurring Charge
New	Circuit 1:	Mbps	EPL	months	$	$
				Total =	**$**	**$**

Comments: Customer shall be responsible for all cross connects. Customer acknowledges and agrees that the Services provided to Customer in this Service Order ("**Services**") will not be accessible to Customer other than at the Location A and Z Points of Demarcation listed above. Within thirty (30) days after the full execution of this Service Order, UPN shall have the option to terminate this Service Order without liability of any kind to Customer if, in UPN's sole determination, providing the services listed herein to Customer will be commercially unreasonable for UPN.

Service Order Term: The term of this Service Order shall commence on the Installation Date and shall continue in effect for the term delineated above ("**Initial Service Order Term**"). Thereafter, this Service Order shall be automatically renewed for successive one (1) year periods (each such period, an "**Additional Service Order Term**" and, together with the Initial Service Order Term, the "**Service Order Term**") unless terminated by either party upon ninety (90) days' written notice to the other party prior to the end of the Initial Service Order Term or Additional Service Order Term, as applicable. Notwithstanding the above, if this Service Order contains multiple circuits, Customer shall be invoiced for its first monthly recurring charge on the Installation Date of the first circuit. Each subsequent monthly recurring charge shall be pro-rated based on the number of circuits that have been installed until all circuits have been installed, at which time the monthly recurring charge shall be the total monthly recurring charge listed above and this total monthly recurring charge shall continue for the entire Service Order Term listed above. For clarity, on a multi-circuit Service Order, the Service Order Term shall commence upon the installation of all circuits.

Minimum Point of Entry: Customer will meet UPN at the Minimum Point of Entry (MPOE) unless otherwise noted above. MPOE is the closest practical point to where the cable enters the building. Where the Customer desires the installation to be somewhere other than the MPOE, Customer understands that there will be additional costs if the demarcation point extends beyond the MPOE. In the event that the Customer does not own the Locations noted above, UPN and Customer will work with the property owner to acquire such rights and Customer understands that they must acquire these rights and any delay or additional costs in receiving these rights may cause a corresponding delay in the requested install date or additional costs passed on to the customer.

Installation Date: Anticipated installation date shall occur approximately thirty to ninety (30-90) days after the following events have occurred: (1) the acquisition of all necessary permits, licenses, pole attachment agreements, third-party fiber, and rights of way to complete the project; and (2) the full execution of this Service Order (the "**Installation Date**").

This Service Order for Lit Services includes and incorporates by reference the Standard Terms and Conditions Applying to Lit Service Orders attached hereto (the "**Agreement**"). Customer and UPN agree to be bound by the Agreement. From time to time, additional Service Orders for Lit Services may be entered into between UPN and Customer which shall incorporate the terms and conditions of the Agreement.

Unite Private Networks, LLC:	**Customer:**
By: _____	By: _____
Name: _____	Name: _____
Title: _____	Title: _____
Date: _____	Date: _____

Access Service Request (ASR) Requirements

ADMINISTRATIVE SECTION		
FIELD	**ENTRY**	**OPTIONS**
CCNA	Customer Carrier Name Abbreviation	REQUIRED
PON	Purchase Order Number	REQUIRED
ICSC	Interexchange Customer Service Center – Identifies UPN	REQUIRED Valid Entry – UP10
DTSENT	Date & Time Sent	REQUIRED
CBD	Call Before Dispatch	OPTIONAL
DDD	Desired Due Date	REQUIRED
REQTYP	Requisition Type and Status – Identifies type of Service requested	REQUIRED SD – Special Access ED – End User Request
ACT	Activity	REQUIRED N = New D = Disconnection C = Change Existing
SEI	Switched Ethernet Indicator	REQUIRED when ordering a UNI or ENNI Valid Entry – Y (YES)
RTR	Response Type Requested	REQUIRED F – Only send FOC N – No response required
QSA	Quantity Service Address Location – Identifies total # of Service Address location information forms customer is sending.	REQUIRED when ordering an EVC or OVC. A = Standalone EVC form B = Combination EVC form
CKR	Customer Circuit Reference	CONDITIONAL – Required when ordering UNIs or NNIs. Prohibited when ordering standalone EVCs or OVCs.
PIU	Percentage of Interstate Usage	REQUIRED Valid Entry = 100
QTY	Quantity	REQUIRED
BAN	Billing Account Number	REQUIRED Valid Entry = E
ACTL	Access Customer Terminal Location - 11 Character CLLI Code	REQUIRED – For the NNI or UNI when the ACTL is not the End User.
REMARKS	Used to provide clarifying information.	REQUIRED

BILL SECTION		
FIELD	**ENTRY**	**OPTIONS**
BILLNM	Billing Name – Identifies Company	REQUIRED
ACNA	Access Customer Name Abbreviation	REQUIRED
TE	Tax Exemption	REQUIRED
FUSF	Federal Universal Service Fee – identifies if services are assessed or exempt from FUSF	REQUIRED for New or Change Valid Entry E = Exempt
STREET	Billing Street Address	REQUIRED
CITY	Billing City	REQUIRED
STATE	Billing State	REQUIRED
ZIP CODE	Billing Zip Code	REQUIRED
BILLCON	Billing Contact	REQUIRED
TEL NO	Billing Contact Telephone Number	REQUIRED
VTA	Variable Term Agreement – Identifies contract term	REQUIRED

CONTACT SECTION		
FIELD	**ENTRY**	**OPTIONS**
INIT	Order Initiator	REQUIRED
TEL NO	Initiator's Telephone Number	REQUIRED
INIT EMAIL	Email address of person placing the order	REQUIRED
DSGCON	Design/Engineering Contact Name – this is where we will send the CLR.	REQUIRED
DSG TEL NO	Telephone Number of Design Contact	REQUIRED
IMPCON	Implementation Contact – employee or office in control of the installation.	REQUIRED
IMP TEL NO	Telephone Number of Implementation Contact	REQUIRED

CIRCUIT DETAIL – SWITCHED ETHERNET SERVICES		
FIELD	**ENTRY**	**OPTIONS**
NC	Network Channel	REQUIRED – See Below
NCI	Network Channel Interface Code	REQUIRED – See Below
SECNCI	Secondary Network Channel Interface	REQUIRED – See Below

Bandwidth	NC	NCI	SECNCI
10	KRFB		
20	KRFD		
50	KRFJ		
100	KRE1		
200	KRE2		
300	KRE3		
400	KRE4		
500	KRE5		
600	KRE6		
700	KRE7		
800	KRE8		
900	KRE9		02CXF.1GE
1 G	KRE0	02LNF.A02	(Central Office)

ADDRESS DETAIL SECTION		
FIELD	**ENTRY**	**OPTIONS**
EUNAME	End User Name	REQUIRED
NCON	New Construction – identifies the service address is new construction	OPTIONAL
SANO	Service Address Number	REQUIRED
SASN	Street Name	REQUIRED
SATH	Street Type (i.e. Street, Avenue etc.)	OPTIONAL
SASS	Street Directional Suffix	OPITONAL – Valid Entries: N, S, E. W, NE, NW, SE, SW
LD1, LD2, LD3	Location Designators (i.e. building, floor, room)	OPTIONAL
CITY		REQUIRED
STATE		REQUIRED
ZIP		REQUIRED
LCON	LOCAL CONTACT for access	REQUIRED
ACTEL	Access Telephone Number – used for access to service address	REQUIRED
LCON EMAIL	Local Contact Email Address	REQUIRED

UPN Carrier POPs – Standard NNI Locations

Street	City	County	State
325 W Capitol Ave	Little Rock	Pulaski	AR
102 Tejon Street	Colorado Springs	El Paso	CO
639 E 18th Ave	Denver	Denver	CO
910 15th Street	Denver	Denver	CO
123 N 7th St	Grand Junction	Mesa	CO
317 North Main Street	Pueblo	Pueblo	CO
550 E 84th Ave	Thornton	Adams	CO
1205 Technology Pkwy	Cedar Falls	Black Hawk	IA
666 Walnut St	Des Moines	Polk	IA
17501 West 98th Street	Lenexa	Johnson	KS
9669 Lackman Rd	Lenexa	Johnson	KS
10801 North Amity Avenue	Kansas City	Platte	MO
10828 Northwest Airworld Drive	Kansas City	Platte	MO
1102 Grand Boulevard	Kansas City	Jackson	MO
9050 Northeast Underground	Kansas City	Clay	MO
1001 Fort Crook Road North	Bellevue	Sarpy	NE
134 South 13th Street	Lincoln	Lancaster	NE
206 South 13th Street	Lincoln	Lancaster	NE
3880 Vermaas Place	Lincoln	Lancaster	NE
1623 Farnam Street	Omaha	Douglas	NE
6805 Pine Street	Omaha	Douglas	NE
11425 South 84th Street	Papillion	Sarpy	NE
505 Marquette Ave NW	Albuquerque	Bernalillo	NM
102 North Greenleaf	Brownwood	Brown	TX
1649 W Frankford Road	Carrollton	Denton	TX
1950 North Stemmons Freeway	Dallas	Dallas	TX
1950 North Stemmons Freeway	Dallas	Dallas	TX

1950 North Stemmons Freeway	Dallas	Dallas	TX
2323 Bryan Street	Dallas	Dallas	TX
400 South Akard Street	Dallas	Dallas	TX
1221 Coit Road	Plano	Collin	TX
904 Quality Way	Richardson	Dallas	TX

Order Escalations

Level	Name	eMail	Cell #
1	Assigned Project Manager	TBD	TBD
2	Lisa Jameson – Director Project Management	lisa.jameson@upnfiber.com	816-820-1777
3	Kelly Ayars - Vice President Customer Implementation	Kelly.Ayars@upnfiber.com	816-286-5954

Post-Installation Service Support

If you are experiencing service difficulties, please contact UPN's Service Team at **1-866-963-4237** and reference the UPN contract number. The UPN Service team is available 24 hours a day to assist you with any service issues and should be your first call to ensure prompt service issue resolution.

REPORT SERVICE ISSUES TO

UPN NOC

AVAILABLE 24 HOURS A DAY

1-866-963-4237 or NOC@upnfiber.com

Once an issue has been reported to the UPN NOC, the escalation process provides another method for obtaining information and resolutions.

Regional Service Escalation Contact List

If an issue has already been reported and you need further information regarding the service issue resolution, please refer to the service escalation contact list below.

Level	Name	Email	Cell#
1st	Marcus Prieto NOC Manager	marcus.prieto@upnfiber.com	816-591-3045
2nd	George Forbes – Colorado Regional Vice President	george.forbes@upnfiber.com	478-832-0669
2nd	Shanon Morris – Omaha Regional Vice President	shanon.morris@upnfiber.com	402-575-1239
2nd	Clark Lundy – Iowa Regional Vice President	clark.lundy@upnfiber.com	515-288-1281
2nd	Bill Tyler – Texas Regional Vice President	bill.tyler@upnfiber.com	469-354-3214
2nd	Huck Inhat – Kansas/Missouri Regional Vice President	huck.ihnat@upnfiber.com	816-425-3539
3rd	Jimmy Chapman Vice President, Operations South	jimmy.chapman@upnfiber.com	816-656-1281
3rd	Thomas Pope Vice President, Operations North	thomas.pope@upnfiber.com	704- 290-4671
4th	Chad Senglaub Chief Operations & Technology Officer	chad.senglaub@upnfiber.com	816-500-9935

Contact Unite Private Networks

1-866-813-3608

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