Carrier Wireline Ethernet Ordering Guide

Version 4.0

UPN Company Codes
ICSC Code: UP10
OCN: 243E
Company Code: UPW

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. UPN has a large on-net presence in several cities including, Albuquerque, Dallas, Kansas City, Rockford, and Little Rock. We also have network across the state of Colorado, Iowa, Missouri, and Nebraska.

Headquartered in the Kansas City, MO metro area, UPN has been providing customer-focused communication solutions since 1998.
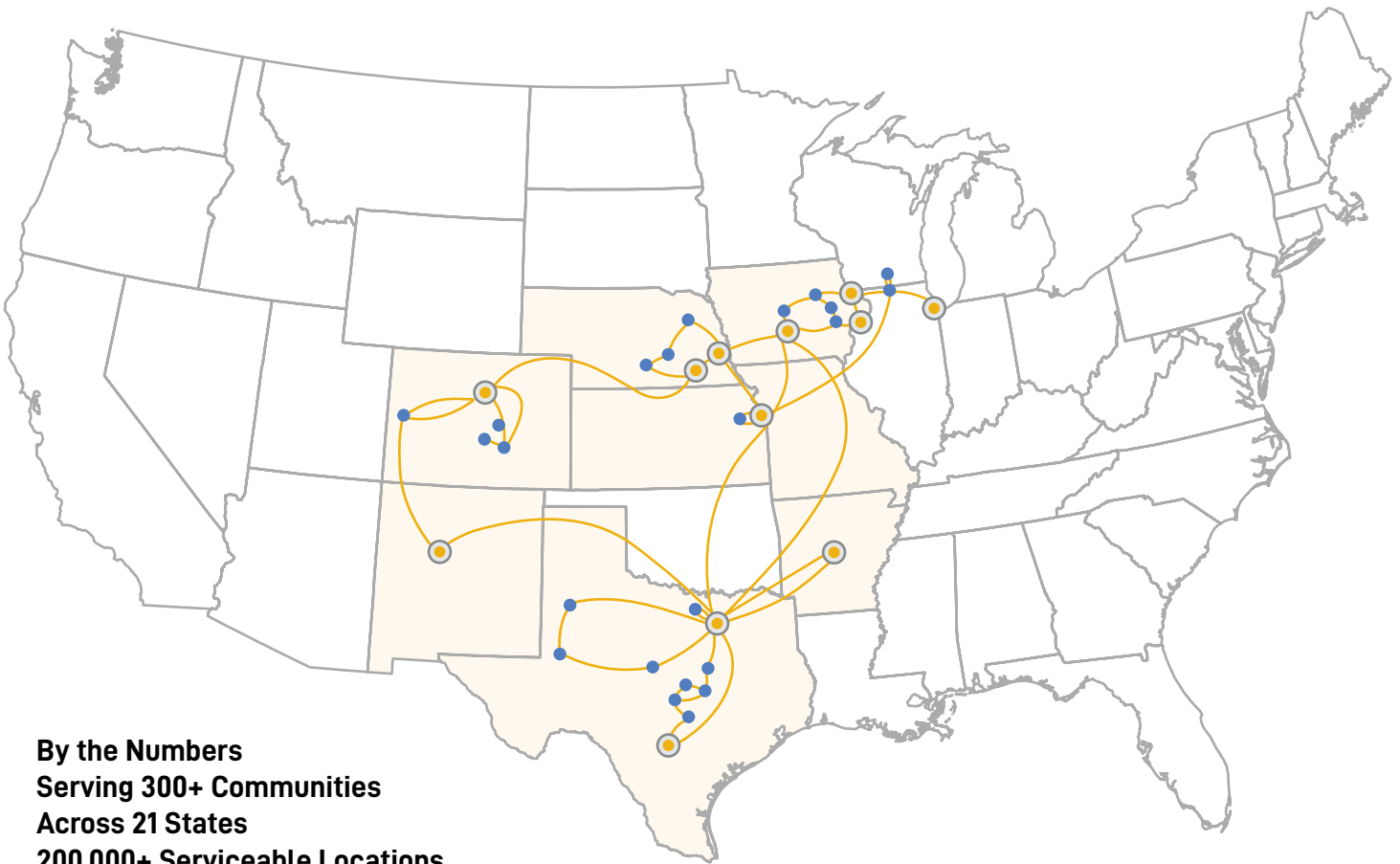
By the Numbers
Serving 300+ Communities
Across 21 States
200,000+ Serviceable Locations
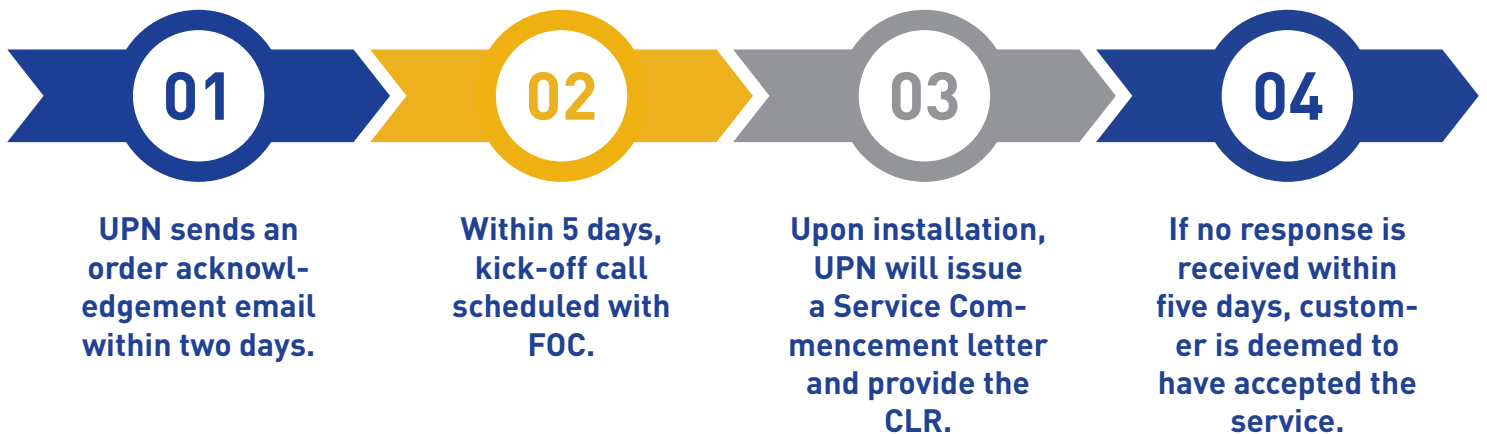**9 Core Markets for Lit Services**

Carrier Wireline Products
Metro Ethernet, point-to-point, wavelengths, dark fiber, DIA/EIA

Placing Orders

UPN offers a variety of ways to submit your request for service. Wireline customers can place orders directly in the UPN Wholesale Carrier Portal. UPN also accepts industry standard ASR's, or your Wireline Networks Director can prepare an order form for your signature.

Order Milestones

01	02	03	04
UPN sends an order acknowl-edgement email within two days.	Within 5 days, kick-off call scheduled with FOC.	Upon installation, UPN will issue a Service Com-mencement letter and provide the CLR.	If no response is received within five days, custom-er is deemed to have accepted the service.

Standard UPN Order Intervals

On-Net → 30 Calendar Days
Near-Net → 90 Calendar Days [Colorado → 120 Calendar Days]
Off-Net → TBD

Expedites

Expedites can be requested through your Wireline Networks 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.
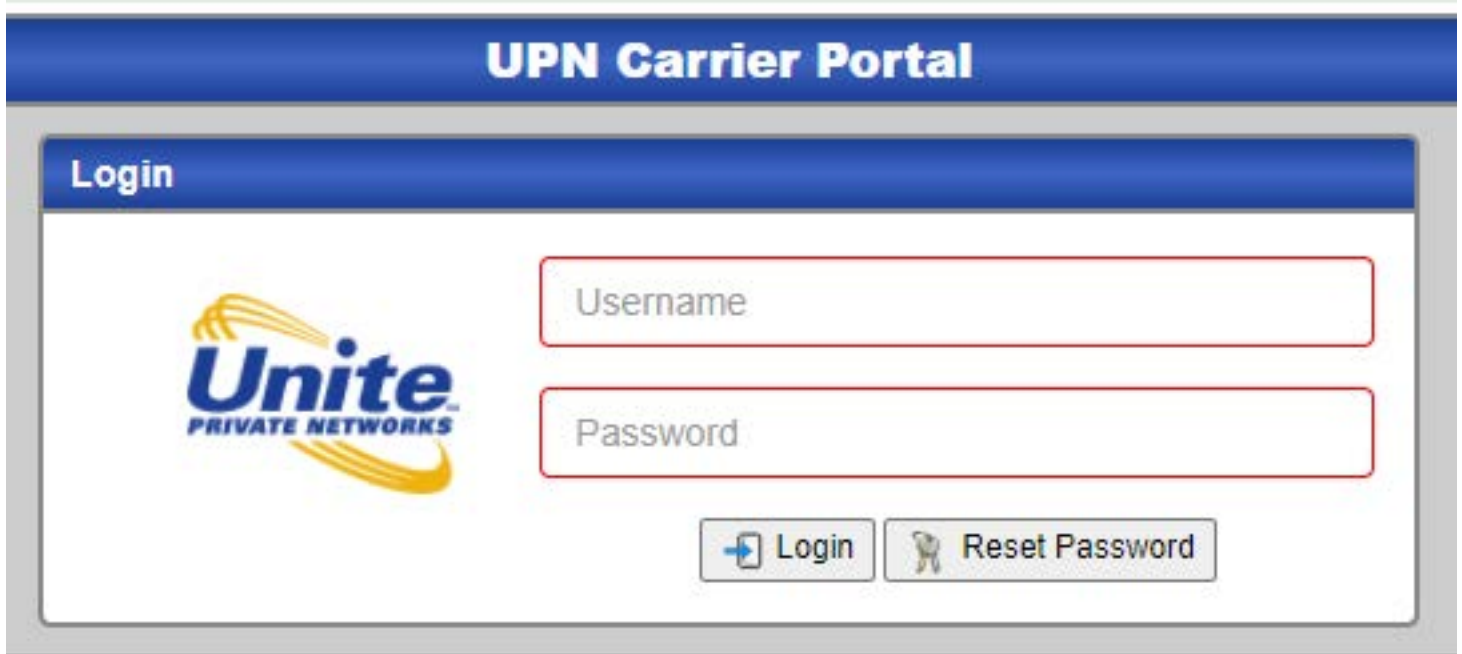
Any request for service earlier than the standard interval is considered an Expedite request and is subject to the Expedite fee.

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 **billing@upnfiber.com.**
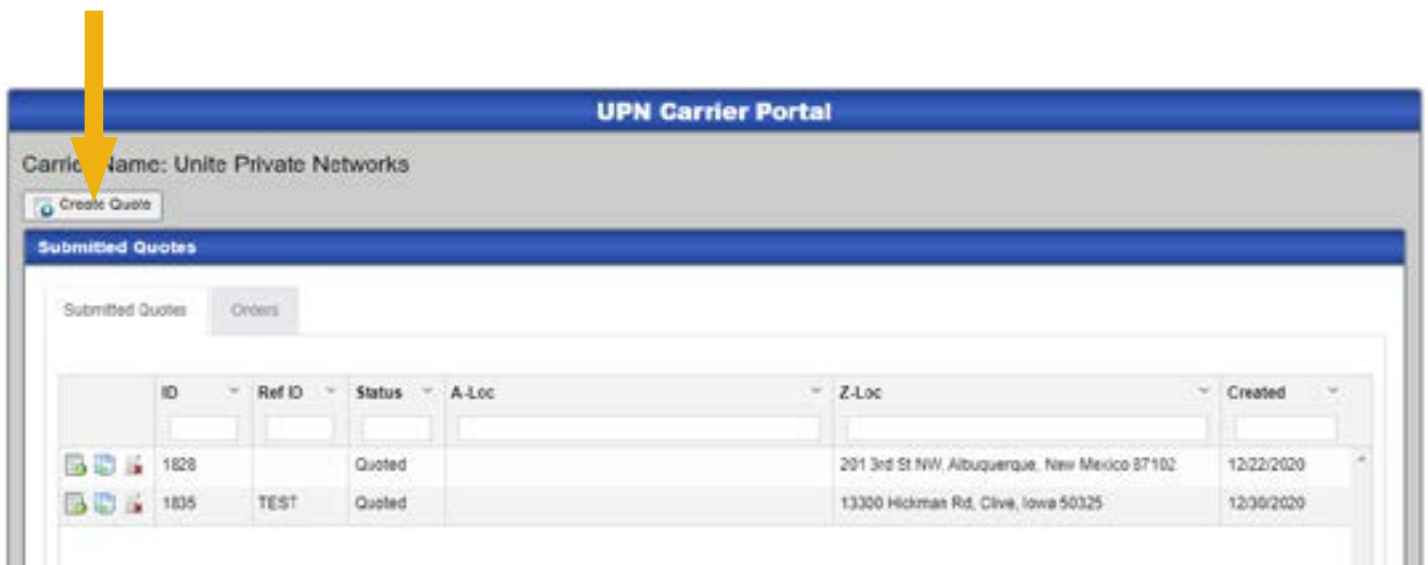
Carrier Portal

UPN designed the Carrier portal to provide an efficient and fast way for wholesale customers to obtain pricing and order service. In just a few clicks, the portal will generate pricing. Your Wireline Networks Director will provide you with login credentials.

The next screen shows all your submitted quotes and orders. This is also the screen to create a quote using the 'Create Quote' button.

Drop down menus make it easy to quickly navigate the screens. Over 200,000 serviceable locations are currently loaded into the system, and Google validates addresses for any new locations. New locations and diversity options automatically trigger ICB. After populating the information, hit Save and your pricing will pop up. You will also receive an email with the quote information.

To order service, pull up the quote.

Pull up the quote from Submitted quotes. You can also view your submitted orders on the Orders Tab.

Select the term and hit the Request Service button.

UPN Carrier Portal

View Quote

Carrier Name:	Unite Private Networks	Contact Phone #:	5154436066
Contact:	Norbert Grasso	Contact Email:	
Account Executive:	Debbie Grasso		

Quote Information

Reference ID:		Customer Required Equipment Diversity:	No
Product:	Direct Internet Access/EIA		
Quantity:	1		
Bandwidth:	50 Mbps		

Physical Route Protection

| Dual Entrance: | No |
| Route Diversity: | No |

Location(s)

A-LOC:

Z-LOC: 201 3rd St NW, Albuquerque, New Mexico 87102

Available Pricing Options

Service Term:
- ● 1 Year @ $569 per month; Installation Fee: $1200
- ○ 2 Years @ $474 per month; Installation Fee: $600
- ○ 3 Years @ $413 per month; Installation Fee: $600
- ○ 5 Years @ $371 per month; Installation Fee: Waived

Price Quote valid for 60-days

[Request Service] [✖ Close]

You will need to confirm you are authorized to order the service.

Request Service

By clicking this Request Service button, Customer understands and acknowledges that it is requesting Service(s) from UPN in accordance with the MSA entered into between the Parties and the stipulations listed within the Quote. In the event Customer desires to cancel the Services, early cancelation or early termination fees may apply. The individual placing an order through this UPN Carrier Portal warrants it has the full and complete authority to act on behalf of Customer.

[Confirm Request] [Cancel]

The order information pulls up and you will be required to populate the Local Contact (LCON) information on the service order.

POP Contact

Name:	Tech On Duty
Phone #:	5555555555
Email:	

Site Contact

Name:	Norbert
Phone #:	5555555555
Email:	
End Connector Hand-Off Type:	SC

That's it! You will receive a confirmation email after submission. If for any reason you do not receive a confirmation email, please contact your Wireline Networks Director.

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
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

Billing Section

Field	Entry	Options
BILLNM	Billing Name – Identifies Company	Required
ACNA	Access Customer Name Abbreviation	Required
TE	Tax Exemption	Required Valid Entry – UP10
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 con-tract 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
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

Circuit Detail – Switched Ethernet Services

Bandwidth	NC	NCI	SECNCI
10	KRBB		
20	KRBD		
50	KRBJ		
100	KRE1		
200	KRE2		
300	KRE3		
400	KRE4		
500	KRE5		
600	KRE6	02LNF.A02	02CXF.1GE (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	Optional – 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

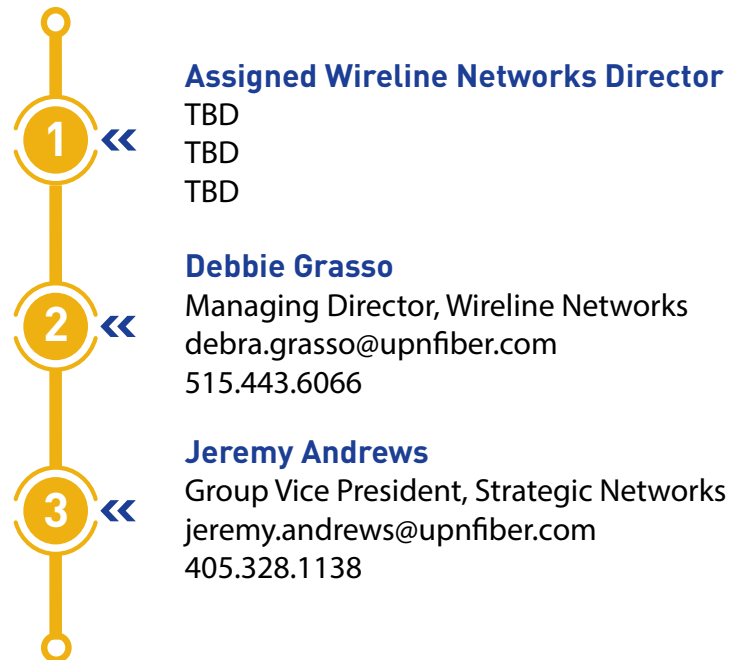| Street	County	City	State
325 W Capitol Ave	Pulaski	Little Rock	AR
102 Tejon Street	El Paso	Colorado Springs	CO
639 E 18th Ave	Denver	Denver	CO
910 15th Street	Denver	Denver	CO
123 N 7th St	Mesa	Grand Junction	CO
317 North Main Street	Pueblo	Pueblo	CO
550 E 84th Ave	Adams	Thornton	CO
1205 Technology Pkwy	Black Hawk	Cedar Falls	IA
666 Walnut St	Polk	Des Moines	IA
17501 West 98th Street	Johnson	Lenexa	KS
9669 Lackman Rd	Johnson	Lenexa	KS
9050 Northeast Underground	Clay	Kansas City	MO
1102 Grand Boulevard	Jackson	Kansas City	MO
10801 North Amity Avenue	Platte	Kansas City	
10828 NW Airworld Dr	Platte	Kansas City	MO
1001 Fort Crook Road North	Sarpy	Bellevue	NE
134 South 13th Street	Lancaster	Lincoln	NE
206 South 13th Street	Lancaster	Lincoln	NE
3880 Vermaas Place	Lancaster	Lincoln	NE
1623 Farnam Street	Douglas	Omaha	NE
6805 Pine Street	Douglas	Omaha	NE
11425 South 84th Street	Sarpy	Papillion	NE
505 Marquette Ave NW	Bernalillo	Albuquerque	NM
102 North Greenleaf	Brown	Brownwood	TX
1649 W Frankford Road	Denton	Carrollton	TX
1221 Coit Road	Collin	Plano	TX
1950 North Stemmons Freeway	Dallas	Dallas	TX
2323 Bryan Street	Dallas	Dallas	TX
400 South Akard Street	Dallas	Dallas	TX
904 Quality Way	Dallas	Richardson	TX

Contacts

Order Escalations

1 «
Assigned Project Manager
TBD
TBD
TBD

2 «
Dan Murray
Manager Project Managers
dan.murray@upnfiber.com
816.206.6500

3 «
Lisa Jameson
Sr. Director Project Managers
lisa.jameson@upnfiber.com
816.820.1777

4 «
Kelly Ayars
VP, Customer Implementation
kelly.ayars@upnfiber.com
816.286.5954
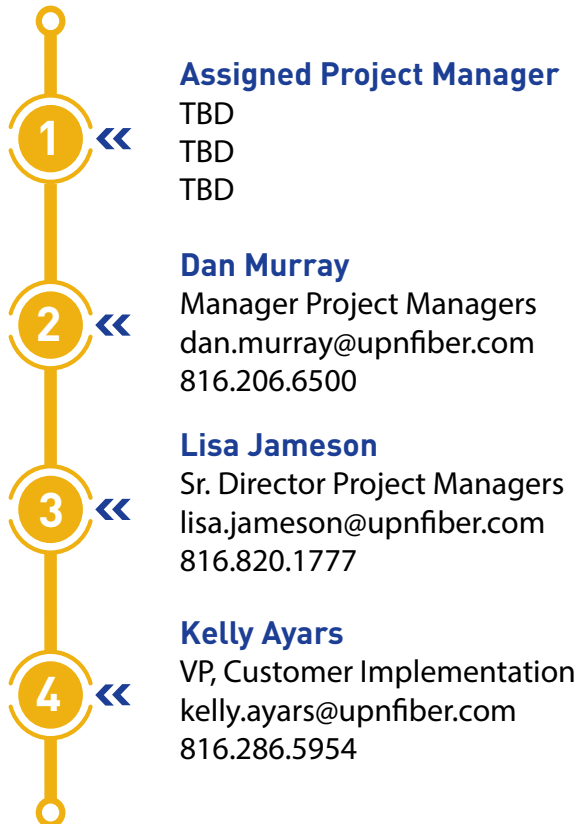
Wireline Networks Escalations

1 «
Assigned Wireline Networks Director
TBD
TBD
TBD

2 «
Debbie Grasso
Managing Director, Wireline Networks
debra.grasso@upnfiber.com
515.443.6066

3 «
Jeremy Andrews
Group Vice President, Strategic Networks
jeremy.andrews@upnfiber.com
405.328.1138

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.

Contact Unite Private Networks Headquarters
1-866-813-3608

REPORT SERVICE ISSUES TO THE UPN NETWORK OPERATIONS CENTER

AVAILABLE 24x7x365

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			
Level	**Name**	**Email**	**Cell #**
1st	Jamey Crubaugh NOC Manager	jamey.crubaugh@upnfiber.com	816.381.0278
2nd	Marcus Prieto Director of Network Operations Center	marcus.prieto@upnfiber.com	816.591.3045
3rd	Nebraska Shanon Morris, Regional Vice President	shanon.morris@upnfiber.com	515.321.3336
	Iowa Clark Lundy, Regional Vice President	clark.lundy@upnfiber.com	402.575.1239
	Kansas City Harold Kalwei, Regional Vice President	harold.kalwei@upnfiber.com	816.500.3737
	Texas Bill Tyler, Regional Vice President	bill.tyler@upnfiber.com	469.354.3214
	New Mexico Vincent Herrera, Regional Vice President	vincent.herrera@upnfiber.com	505.301.9124
	Out of Market North George Forbes, Regional Vice President	george.forbes@upnfiber.com	478.832.0669
	Out of Market South Eric Filkins, Regional Vice President	eric.filkins@upnfiber.com	832.497.3264
4th	North Region Huck Ihnat, VP of Operations	huck.ihnat@upnfiber.com	816.425.3539
	South Region Jimmy Chapman, VP of Operations	jimmy.chapman@upnfiber.com	816.656.1281
5th	Thomas Pope, SVP of Operations	thomas.pope@upnfiber.com	704.290.4671
6th	David Cromwell, SVP of Engineering	david.cromwell@upnfiber.com	816.509.7420