

Brightspeed Wholesale Broadband Q&A

EASE LSR OCN – **C000**;

EASE LSR Project ID – **CWSXXXXXBSA**

1. Contacts

- a. **LSR Order Support** – Prior to order completion or questions on order, assistance issuing EASE order, jeps, rejects, etc.
 - i. 1st Level Contact:
 1. 833 363-2400 use opt 1, opt 2, opt 2 or NEAC-CLECINQUIRY@Brightspeed.com or Chat <https://www.brightspeed.com/ew/wholesale/CTLcustomerservice.html>
- b. **LSR System Support** (System issues, password resets, etc)
 - i. EASE Helpdesk – 888 796-9102 opt 2, opt 2 or helpdesk.ease@brightspeed.com
- c. **Repair – Problems with service after order completion** = repair at 833-363-2400 Opt 1, Opt 1 and provide WBSA TN#.
- d. Use the Repair Escalation Matrix on website
- e. **Control Center issues or questions**
 - i. CSM or Brightspeed control center helpdesk -control.center2@brightspeed.com
- f. **Receiving communication from Brightspeed=**

Go to the following URL and read through the options. The Subscription Tool will allow you to sign up for notifications concerning your service.

[Brightspeed | Wholesale | Subscribe to Notices](#)

 - a. You will need to select the following, at minimum:
 - i. Resale and DSL-Commercial
- g. **Questions on ICA for voice**
 - i. CLEC Regulatory Support Manager – Provides onboarding, access, contract questions, etc
 1. LSR Order Support – questions on orders issued from existing ICA, see numbers above
- h. **Billing Inquiries – Including bill copies**
 - i. bs_wholesale.dispute@brightspeed.com

2. Ordering

- a. **Where do I find the ordering guides?**
 - i. Ordering Guides were provided in onboarding communications

For EASE training for new installs/changes/disconnects/Suspends/Restores, please see EASEVFOLSR document provided in onboarding communications
- b. **Can you save a template in EASE to pre-fill fields?**
 - i. Yes, templates can be created
- c. **Where do you go for WBS order status updates?**
 - i. EASE will show the order status, like Sent, Confirmed, Completed
- d. **What are the standard WBS milestones & provisioning intervals?**
 - i. Brightspeed order intervals are as follows:

1. New install, Move, Changes– 8-15 days
- e. **How do you create a Static IP? Do you need an IP justification form at any point?**
See Static IP information in onboarding communications or at <https://www.brightspeed.com/help/internet/>

3. Is there a portal for...

a. Order Updates?

- i. Order updates are issued in EASE

b. Service Assurance?

- i. Yes –See Service Assurance portal here [Brightspeed Wholesale Repair Portal - How To Guide v3 R2.pdf](#) – or repair escalation link [EnterpriseandWholesaleRepairUpdated10.4.2022.pdf \(brightspeed.com\)](#)

c. Billing?

- i. Yes, Control Center after 1st bill is received.
 1. Contact your CSM or Control Center Helpdesk at control.center2@brightspeed.com

4. MACDs

a. What are the NRCs/MRCs associated with a MAC?

- i. Move – Charged as a new connect
- ii. Add – Charged as a new connect
- iii. Change – Charge based on the type of change
 1. e.g. If a speed is upgraded, the MRC could increase and if a new modem & tech install is required, NRC could apply

b. How do you submit a MACD?

- i. EASE – ACT = T for Move, N for Add, C for Change, D for Disconnect

c. How do you change an in-flight order?

- i. A sup is issued on the PON in EASE

5. Billing

a. Is there a portal for billing?

- i. Yes, Control Center. <https://www.brightspeed.com/ew/business/login/>

b. Is a new BAN created?

- i. Yes, new BAN's will be created

c. What surcharges apply to WBS?

- i. Possible Surcharges



WBSA

Surcharges.xlsx

- ii. Can they be waived? NO

Process

d. What is the basic process flow?

- i. Prequalify the address in Control Center
 1. <https://www.brightspeed.com/ew/business/login/>
- ii. Open EASE and order
 1. Use OCN for ordering
- iii. Submit the order in EASE using the ordering guides.

6. Documents

- a. **Wholesale Broadband Questionnaire:** This questionnaire contains all the customer specific information we need to process the setup
 - i. Contact Sales, RSM or Rachel Manley for your current questionnaire.
- b. **Brightspeed Wholesale Broadband Service Agreement:** This is the service agreement contract
 - i. Contact Sales, RSM, Contract and compliance team or Rachel Manley if you need copy.