Serviceability Codes and Descriptions

The billers are database of record for the standard serviceability codes. In addition to the billers the codes and descriptions are also displayed in Salesforce.

Biller Serviceability Codes					
Legacy MSO	**Code**	**Long Description**	**Notes**	**Serviceability Status**	**Standard Installation Interval[1]**
BHN	BB	Bright House - Fiber & Coax	NA	On-Net	NA
BHN	CB	Bright House - Coax	NA	On-Net	NA
BHN	FB	Bright House - Fiber	NA	On-Net	NA
CHTR	BC	Charter - Fiber & Coax	NA	On-Net	NA
CHTR	CC	Charter - Coax	NA	On-Net	NA
CHTR	FC	Charter - Fiber	NA	On-Net	NA
TWC	B1	Fiber and Coax Ready All Floors 30 Day Activation	Active Agg Switch, MPOE Established, ROE: Complete/Obtained or ROE: Complete/Not Obtained, Coax is available for DOCSIS services	On-Net	Fiber-Lit 30 Calendar Days
TWC	B3	Fiber & Coax in Building 60 Day Activation	Fiber and Coax in building - typically a home-run, MPOE may or may not be established, No Agg Switch, RFOG & EPON (except NYC/LA), Non MPOE MTUs (strip-mall), Coax is available for DOCSIS services, not an F1/B1/C1	On-Net	Fiber-Lit 60 Calendar Days
TWC	B4	Fiber & Coax at Curb 60 Day Activation	Fiber Coil at the Curb and Coax in building or Coil at the Curb (CAC) - typically a home-run that is not an F1/B1/C1	On-Net	Fiber-Lit 60 Calendar Days

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[1] The **Standard Installation Interval** begins once the **Opportunity** is **Stage Closed/Won**.

			Biller Serviceability Codes		
Legacy MSO	Code	Long Description	Notes	Serviceability Status	Standard Installation Interval[1]
TWC	B5	Fiber Port Access Available & Coax at Building 60 Day Activation	Fiber Port Access Available and Coax in building - typically a home-run that is not an F1/B1/C1	On-Net	Fiber-Lit 60 Calendar Days
TWC	B6	Fiber & Coax in Building 90 Day Activation	Fiber and Coax in building - typically a home-run or Fiber to a Cell Tower, mixed build (example; Cell Tower on commercial building) or other non-conventional fiber service such as Type II, RFOG & EPON (NYC/LA). Additional fiber activations will require construction and or network engineering. May require special access arrangements. May have limited access ROE. Coax is available for DOCSIS services. Not an F1/B1/C1	On-Net	Fiber-Lit 90 Calendar Days
TWC	C1	Coax Ready - All Floors 30 Day Activation	Includes full ROE, coax to MPOE and riser for buildings greater than 5 floors	On-Net	30 Calendar Days
TWC	C2	Coax in Building 30 Day Activation	Coax in building - typically a home-run or any building 6+ floors	On-Net	30 Calendar Days
TWC	C3	Coax in Building NYC/LA 60 Day Activation	Coax in building - typically a home-run or any building 6+ floors	On-Net	60 Calendar Days
TWC	C4	Coax at Curb 60 Day Activation	Coax Coil at the Curb (CAC)	On-Net	60 Calendar Days
TWC	C7	Coax Drop 30 Day Activation	Serviceable – No Construction Required	On-Net	30 Calendar Days
TWC	F1	Fiber Ready - All floors 30 Day Activation	Active Agg Switch, MPOE Established ROE: Complete/Obtained or ROE: Complete/Not Obtained	On-Net	Fiber-Lit 30 Calendar Days
TWC	F3	Fiber in Building 60 Day Activation	Fiber in building - typically a home-run MPOE may or may not be established, No Agg Switch, RFOG & EPON (except NYC/LA), Non MPOE MTUs (strip-mall) not an F1/B1/C1	On-Net	Fiber-Lit 60 Calendar Days
TWC	F4	Fiber at Curb 60 Day Activation	Fiber Coil at the Curb (CAC)	On-Net	Fiber-Lit 60 Calendar Days
TWC	F5	Fiber Port Access Available 60 Day Activation	Port Access Available	On-Net	Fiber-Lit 60 Calendar Days

			Biller Serviceability Codes		
Legacy MSO	**Code**	**Long Description**	**Notes**	**Serviceability Status**	**Standard Installation Interval**[1]
TWC	F6	Fiber in Building 90 Day Activation	Fiber in building - typically a home-run or Fiber to a Cell Tower, mixed build (example; Cell Tower on commercial building) or other non-conventional fiber service such as Type II, RFOG & EPON (NYC/LA). Additional fiber activations will require construction and or network engineering. May require special access arrangements. May have limited access ROE. Not an F1/B1/C1	On-Net	Fiber-Lit 90 Calendar Days
TWC	FN	Fiber Serviceable NYC/LA 120 Day Activation	Fiber Serviceable with construction	On-Net	Fiber Serviceable 120 Calendar Days NYC & LA
TWC	FS	Fiber Serviceable 90 Day Activation	Fiber Serviceable with construction	On-Net	Fiber Serviceable 90 Calendar Days
TWC	NS	Cold	Non Serviceable	Off-Net	ICB - 90 Calendar Days All Markets except LA & NYC 120 Calendar Days
TWC	99	Error - mutiple conflicting codes assigned	System response	NA	NA
TWC	0	New Serviceability Code is missing	System response	NA	NA

Revision History

Rev	Date	Description	Author(s)
1.0	November 2016	Combined list of TWC, CHTR, BHN legacy serviceability codes	Louis Violetta