

# **Customer Wholesale Portal User Guide**

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Frontier Wholesale

Jurisdiction: All Revised Date:

05/09/2024



## **Overview**

The Customer Wholesale Portal provides CLECs with the ability to access their wholesale reports. CLEC's must register prior to accessing their reports. Upon completion and approval of the registration, the CLEC will be provided with a User ID and password to access the portal. The CLEC can then login to access specific reports selected during the registration process. Each report is separate and distinct, and a CLEC must request a specific report in order to be granted access. After the CLEC is registered the requested files will be loaded as they are generated. All files listed are available for download to the CLECs desktop.

The following CLEC reports will be available through the Customer Wholesale Portal (CWP):

- Bulk Loop Qualification Extract (Excludes Legacy Service Territory)
- Customer Service Records over 10K
- Listing Verification Report
- Provider Notification Report (formerly known as Line Loss Report)

NOTE: It is important to download the files since they are purged after a period of time. For example, the Provider Notification Report (Line Loss Report) is available for 365 calendar days and Listing Verification Reports are available for 90 days.

In order to obtain access to these reports, individuals must register to use the Customer Wholesale Portal (CWP) Reports application. Your company will establish at least one Super User (SU) to approve requests for sign-on ID(s).

Before users of the Customer Wholesale Portal (CWP) Report Web site can apply for a User ID and password, your company must establish a Super User (SU). The SU will be responsible for approving requests for User Ids and passwords, changing / updating / deleting user record data for each CWP Report Application. A CLEC can have multiple users apply for access to the CWP.

#### System Requirements:

- Frontier's recommended browsers to use CWP are Edge, Chrome, Safari or Firefox
- Unzip tool

If you have any questions or difficulty using Frontier's Customer Wholesale Portal, please contact your Account Manager.



## **Establishing a Super User (SU)**

The first step in accessing Frontier's Customer Wholesale Portal is to establish a **Super User**. You will need to enter the URL address into your Web browser to access the form: <u>https://cwp.frontier.com/Wholesale/reports/login/</u>

Login	
1. Enter Your Username	
Your registered Username.	
2. Enter Your Password	
Password you chose at the time of registration.	
LOG IN CANCEL	Register
For report failures, registration inquiries (new or existing), or profile maintenance, please send an email to Frontier.Connectivity.Management@ftr.com.	
Registration	

The CWP log in screen will appear. Click on "**Register**," located on the lower right hand side of the login in page.

1. Company Details	2. Profile Details	3. Reports
Step 1: Compar	ny Details	
Enter your company infor	mation:	
. Enter Your CCNA a	nd Company Name*	
CCNA Company	Name	
Add more Add more		
First Name	MI	Last Name
Lenter Your Supervis	sor's Phone *and Em	ail address *
5. Non-Disclosure Agr )Yes ONo 6. Register as Super U )Yes ONo	-	



Step 1: Provide Company Details.

You will be asked to supply several key pieces of information:

- Your company name and CCNA(s), OCN
- Your supervisor's name, title, telephone number, email address

On the first page of the registration form, Question #6, *"Register as a Super User for this Company?"* Select "Yes." You will be notified via email when your Super User status has been approved.

Note: For companies accessing the Bulk Loop Qualification extract, a Non-Disclosure Agreement is required and needs to be on file. Copies of the agreements are available by request to Contract.Management@ftr.com

After populating the fields on this page, click "Next" and you will be taken to page two of the registration process:

1		
stration		
1. Company Details	2. Profile Details	3. Reports
Step 2: Profile D	etails	
Enter your profile informati	on:	
8. Enter Your Name *		
- 🔽 First Name	MI	Last Name
Address Line 1 Address Line 2 City	State	e Zip
10. Enter Your Phone *	and Em	ail address *
10. Enter Your Usernar	ne *	
		Check Availability
11. Choose a Password	d * Verify P	assword *
PREVIOUS		NEXT



## Step 2: Profile Details

You will be asked to supply: Your name, address, telephone number, email address

It is here you will create your User Name and Password. In the box, "Enter User Name", type your user name which must be a minimum of 6 characters long. Only Alpha, numeric, #, dot (.) and underscore (\_) are allowed when creating a user name.

Once you have entered your user name, you will then need to create a password. Passwords must be a minimum of 8 characters long and include the following:

- At least 1 numeric character
- At least 1 upper case letter

At least 1 lower case letter

It is recommended you use one special character in your password as well.

**Please note:** Once you create your password, make a note of it for future reference. For security purposes, your registration confirmation email will only provide your user name. Passwords will not be included in this notification.

After populating the fields on this page, click "Next" and you will be taken to page three of the registration process:

#### Step 3: Reports

On this page, you will select the reports you wish to have access. The options are:

- Bulk Loop Qualification Extract (Excludes Legacy Service Territory)
- Customer Service Records over 10K
- Listing Verification Report
- Provider Notification Report (the former Line Loss Report)



#### **Bulk Loop Qualification Extract**

This report provides the Local Service Providers (LSP) in the Acquired West Virginia, Frontier 13, and Connecticut service territories, with xDSL loop qualification information from the Customer Wholesale Portal (CWP) Reports Web site. The (CWP) Report identifies xDSL-qualified facilities. This DSL information enables the LSP to determine if a working telephone number (WTN) is qualified for DSL service.

A Non-Disclosure Agreement must be signed before access is granted. Please contact <u>Contract.Management@ftr.com</u> to request NDA.

#### Customer Service Record (CSR) Over 10K Report Overview

This report enables the Local Service Provider (LSP) to retrieve unparsed Customer Service Records (CSRs) with more than ten thousand (10,000) lines of data, from a secured web portal. This functionality is an extension of the Pre Order CSR process.

#### Listing Verification Report (LVR) Overview

The Listing Verification report enables the Local Service Provider (LSP) to confirm that data sent to the directory publishers is accurate. These files are created based on the LVR schedule.

The Listing Verification Report files are intended for use just prior to Telco Close to review all the listings the Local Service Provider has submitted for a particular directory. Directory Listing Verification Reports enable the LSP to confirm that the information sent to the directory publisher is accurate (i.e. there are no typographical or other errors). These reports will be automatically generated by Frontier and provided to LSP for each directory in which the LSP has entered end user listings for review.

Corrections required as a result of Directory Listing Verification Report review, should be submitted via the Local Service Request (LSR) process. These corrections will be processed as new, change or delete items, as appropriate, following normal listing service order procedures.



#### **Provider Notification Report Overview**

The Provider Notification Report was previously known as the Line Loss Report, LLR. It provides the existing Local Service Provider (LSP) with information that advises that either the End User has migrated to a new LSP (Loss Notification) or that the status of DSL service has been modified (Line Sharing Notification or Line Splitting Notification).

Once you select your reports, click, "Submit." You have now completed the registration process for Frontier's Customer Wholesale Portal:

1. Company Details	2. Profile Details	3. Reports	4.
			Success!
Step 4: Congrat			
Your registration is now	complete.		
Thank you for your registration you will receive an email cor			48 hours and
Please write down your requite login and download your i			them in order
		approtod.	



Once approved, your will receive the following confirmation via email:

	been approved as a User or Super User / Administrator and now have access a <b>Cs Customer Wholesale Portal (CWP).</b>
The Custo wholesale	omer Wholesale Portal provides you with the ability to access your company's
report is s	ou may login to access specific reports selected during the registration process. eparate and distinct. You must request a specific report in order to be granted a e available for download to your desktop.
	cessing CWP, please review the Customer Wholesale Portal User Guide. A cop vailable on the Frontier Wholesale website:
0	olesale.frontier.com/systems-and-online-tools
Your User	ID is
Frontier's	Customer Wholesale Portal website can be accessed at:
https://cwp	o.frontier.com/Wholesale/Reports/Login/
To Dowr	nload Reports:
Begin by l	ogging into the CWP website to download your files.
	eed to open your reports using an unzip tool. Please refer to the Customer Who er Guide for specific information on how to download files.
Unzip Pas	ssword: Password#1
lf you have Manager.	e questions, please contact your company's CWP Super User or your Frontier A
Regards,	
•	
Carrier Se	rvices

Once a Super User(s) has been established, individuals within your company can now follow the steps above to register and make their report selection. Note: For "Question #6, *"Register as a Super User for this Company?"* Select "No" for general users of the system.

Note: Included in this email is the password required to unzip report files that have been downloaded.

Questions regarding User access requests may be emailed to <u>Frontier.Connectivity.Management@ftr.com</u>



## Logging into CWP

**Step 1**: To log in to CWP, open a web browser and in the address bar enter the address <u>https://cwp.frontier.com/Wholesale/reports/login/</u> and click enter. The CWP Log in screen will appear.

Step 2: Enter your CWP User Name and Password. Select OK.

#### **Super User View**

The administrative page for a Super User has four options along the top of the page:

- Reports Dashboard
- Manage Requests
- Manage Users
- Manage Profile

The Reports Dashboard lists the reports selected by the user under the heading.

Step 1: Select Report Files. Report selections are listed here.

Step 2: **Review Download Queue.** As reports are selected for download, they appear under this heading,

Reports Dashboard	Manage Requests	Manage Users	Manage Your Profile	
Step 1: Select	Donort Files		tep 2: Review Download Queue	
Step 1. Select	Report Files	5	ep 2. Review Download Queue	
🖄 No file available	for download.	×		×
X		¥ ¥	DOWNLOAD NOW!	E E CANCEL



#### **Manage Requests**

The *Manage Requests* tab allows the Super User to view and approve their company's user requests:

ports Dasi	nboard Manage	Requests	Manage Users	Manage Your Profile			
anade	Requests						
anage							
anage							
ID	Company		A Report User	E-Mail	Status	Requested Date	

From the Manage Requests screen, the Super User can view a request by clicking "Action."

Report Requested	Bulk Loop Qualification Extract Repor
Company Name	The good company
CCNA	546
Report User Name	Sally Sally
E-Mail	Pam.Huber-Hauck@FTR.com
Status	New
NDA Signed	YES
Requested Date	06/28/2010
Registration Type	CLEC User
ECC	1234
OCN	1234
LATAs Selected	256
Supervisor Name	Susie Sue
Supervisor Phone	(333) 333-3333
	Save Cancel

The user's request will be displayed. There are drop down boxes that will supply additional information such as reports selected. It is from this screen using the "Status" drop down box where the SU will approve, reject, or hold a request for review:

Report Requested	Bulk Loop Qualification Extract Report	~
Company Name	The good company	
CCNA	546	
Report User Name	Sally Sally	
E-Mail	Sally.Sally@test.com	
Status	New	~
NDA Signed	YES	~
Wholesale Advantage Carrier	YES	~
Requested Date	08/05/2020	
Registration Type	CLEC User	
OCN	1234	
LATAs Selected	320, 324, 325	
	OH	~
States Selected		~
Supervisor Name	Susie Sue	_
Supervisor Phone	(333) 333-3333	
Remarks	-	^
n Maan maan maa		$\sim$
	Save Cancel	



The SU will highlight the appropriate action and select, "Save". Once the SU returns to the Manage Requests Page, the user will reflect the new status. Rejected users will appear as "rejected" in the status field. Pending requests are listed as "review" in the status field.

anage Re	anuaete						
anageria	equests						
ID	Company	CCNA	Report User	E-Mail	Status	Requested Date	

#### Manage Users

A Super User has access to all user profiles by selecting, Manage Users.

age	Users						
ID	First Name	Last Name	Status	Company	CCNA		
<b>ID</b> 6	First Name Patty	Last Name Pat	<b>Status</b> Approved	Company The good company	<b>CCNA</b> 546	Edit	<u>Delete</u>
						Edit Edit	Delete Delete

From this page, a user profile can be edited or deleted. If "Edit" is selected, the following information can be viewed:

Title	First Name	MI	Last Name	
🔻	Susie		Sue	-
Address	Address1		Address2	
	55 berry Lane			
	City		State	Zip
	Rochester		NY	14617
	Phone		Email	
	(343) 535-3345	_	Admin@FTR.com	-
	User Name	Password	, .	- Contract (1997)
	SusieSue99	•••••	_	
Title	Supervisor First Name	MI	Supervisor Last Name	
•	Patty		Pat	_
	[];)	,	,	
🔽 Bulk I	oop Qualification Extract Re	port 🔽 Customer Servi	ce Record (CSR) over 10k Report	
	Verification Report 🛛 🖻 Pro			
USOC 🔽	: File			
CCNA	: 546	Company Name	: The good company	
ECC	: 1234	OCN	: 1234	
LATA	: 254	NDA Signed	: True	
User Ty	pe : CLEC User			
SAV				

A Super User can update any field in white. Changes to user report selection as well as password can be made from this screen. Information appearing in gray cannot be changed or updated: CCNA, ECC, OCN, LATA, User Type, Company Name, NDA signed.



## Manage Profile

Both a user and Super User can manage their profile:

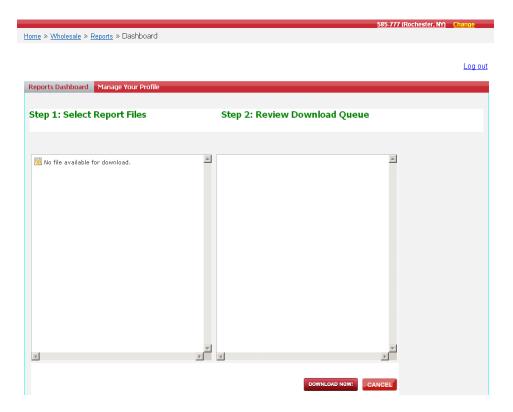
Reports D	ashboard Manage Requests	Manage Users	Manage Your Profile	
Manag	je Profile			
Title	First Name	MI	Last Name	7
💌	Patty		Pat	
Address	Address1		Address2	
	88 Paddy Iane			
	City		State	Zip
Rochester			NY	14617
	Phone		Email	
	(444) 444-4444		admin@FTR.com	]
	User Name	Password		
	PattyCake44	•••••		
Title	Supervisor First Name	MI	Supervisor Last Name	
	Patty		Smith	]
	Phone		Email	
	(333) 345-3333	]	Pattysmith@FTR.com	]
	_			
SAV	E			
	Rochester Phone (444) 444-4444 User Name PattyCake44 Supervisor First Name Patty Phone (333) 345/3333	•••••	NY Email edmin@FTR.com Supervisor Last Name Smith Email	

Fields appearing in white can be changed or updated form the Manage Profile tab.



### **User View**

A User of CWP will not have access to the Manage Requests and Manage Users Tabs:



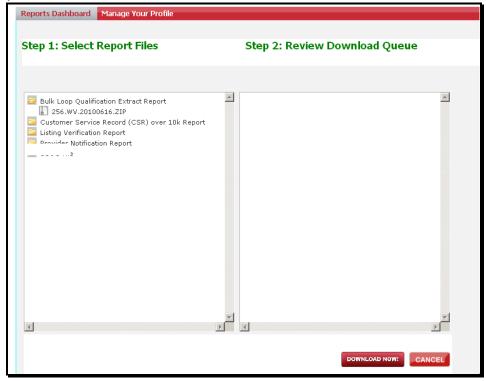


## **Downloading a Report**

When a Super User or User is ready to download a report from the portal, they will follow a series of steps outlined below. This is the process to follow to receive any Frontier report.

## **Step 1: Reports dashboard**

Select the Reports Dashboard Tab. To download a report, click a Report and the files will appear below the report title:





## Step 2: Download the report

Highlight and click the file you want to download. The file will appear to the right under the Download Queue.

Customer Wholesale Portal providing access to CLEC reporting.

Reports Dashboard Manage Requests	Manage Users	
tep 1: Select Report Files	Step 2: Review Download Queue	
Bulk Loop Qualification Extract Report           240 MD 20240507052033.2IP           240 PA 20240507052035.2IP           240 W20240507052045.2IP           240 W20240507052042.2IP           254 W2.20240507052042.2IP           254 W2.20240507052105.2IP           256 W2.20240507052105.2IP           320 OH 20240507052140.2IP           320 OH 20240507052222.2IP           326 OH 20240507052222.2IP           326 OH 20240507052240.2IP           326 OH 20240507052242.2IP           336 IN 20240507052242.2IP           336 IN 2024050705234.2IP           338 IN 2024050705234.2IP           340 ML 2024050705234.2IP           344 M.2024050705234.2IP           344 M.2024050705234.2IP	<ul> <li>254.WV.20240507052109ZIP</li> <li>254.WV.20240507052109ZIP</li> </ul>	•

Once you have made all of your report file selections, click the download button.



Your browser will present you with a dialog box to either open the file immediately or save the file to your hard drive. Click the 'Open' button to view the file immediately. Click the 'Save' button to save a copy to your hard drive.

If you choose save, Internet Explorer will ask you to choose a location on your hard drive to save the file to. When finished, click the 'Save' button in the lower right corner of the dialog box.

FRONTIER			Downloads	E Q
	Customer Wholesale Portal pr	oviding access to CLEC rep	CWP_Reports (73).zip	
out			See more	
ports Dashboard Manage Requ	ests Manage Users			
ep 1: Select Report Files	Step 2: Review Download Qu	eue		
Puk Loop Gualification Estrato Bayos     Add Mc 2024007152033.219     Add Mc 2024007152033.219     Add Mc 2024007152033.219     Add Mc 2024007152033.219     Add Mc 20240570752042.21P     Add Mc 20240570752042.21P     Add Mc 20240570752142.21P     Add Mc 2024057075214     Add Mc 2024057075214     Add Mc 2024057075214     Add Mc 2024057075214     Add Mc 2024057052342.21P     Add Mc 2024057052342.21P	t 🔹 🚺 🖬 🗋 254 WV 2024056	7705210921P ▲		

To view the file, double click on the file name

2024 3	_15_37	E	xtract	_		×
Share	View	Compresse	ed Folder Tools			~ ?
« _CV	V > 5_9	9_2024	<b>∨ ບ</b> Se	earch 5_9_2024 3_15_37 PMujsuo	5zigzjert	ta 🔎 🕅
^	Name		^	Туре		Cc
C	254	I.WV.202405	07052109	Compressed (zippe	ed) Folde	er

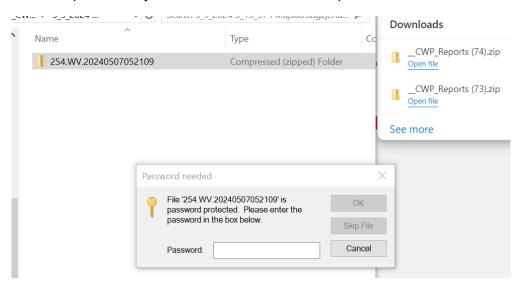


## **Opening a Report**

Once you have saved a report file to your computer, you will need to unzip the file. This will require an unzip tool.

Locate the file and click to unzip.

You will be asked to enter a password. This password is provided in the welcome email sent to confirm your CWP registration as shown on page 9 above. (Unzip Password: Password#1) Once you enter the password, you will have access to this report.





## **Appendix A: Report Field Description**

#### **Provider Notification Report Field Description**

- **NT** Notification Type
- "A" for end user disconnect
- "B" for end user changes (will include NTA field)
- NTA Notification Type Activity
  - "A" = end user disconnects on a line share or line split TN
  - "B" = end user changes TN on line share or line split TN
  - "C" = end user move on line share or line split TN
  - "H" = configuration change

**TER** and **HML** fields will be populated if the line lost is part of a multi-line hunting arrangement.

- CTI Customer Type Indicator B=Business R=Residence P=PBX Q=Public Payphone R=Residence X=Centrex Z=Semi-public payphone CTI field may also be blank.
- Old LSP Indicates the request type originally submitted by the losing CLEC R=Resale (EB) L=LNP (BB) U=Wholesale/Platform (DB) C=Port Out (CB) E=Loop (AB)
- New LSP Indicates the request type submitted by the winning CLEC R=Resale (EB) L=LNP (BB) U=Wholesale/Platform (DB) C=Port Out (CB) E=Loop (AB)

**TNC** = Telephone Number Change. If applicable, this will show the new telephone number.

**ECCKT** - Circuit ID associated with the existing service.

NECCKT - New circuit ID associated as a result of the line loss.

**ACNA** - Populated on a line split notification when a customer has a configuration change (NTA=H) from line share to line split and the data provider does not change, but the ACNA (OCN) of the new voice provider is sent.



## **Change Log**

Date	Page	Change/Update		
4/25/2014	2	Update system requirements – first bullet to show updated list of		
		recommended browsers		
10/23/2014	2&6	Update Bulk Loop Qualification Extract Report to include CT		
10/23/2014	All	Update all URLs to new Wholesale Domain		
07/15/2015	6	Update Bulk Loop Qualification Extract Report to show excludes Legacy Service Territory, available for LSP in Acquired WV, F13 and CT		
07/15/2015	4	Remove ECC and LATA information as a requirement of Step 1		
07/15/2015	19	Add password information to Opening a Report section		
07/15/2015	3, 4, 5, 6	Update screen shots		
10/26/2017	All	Updated embedded links to secured URLs		
03/18/2020	Various	Remove references to USOC Report – Add contact for NDA required for Bulk Loop Qual Extract		
7/15/2020	16, 17	Remove USOC Report from screenshots		
08/05/2020	Various	Updated screenshots, add IE11 to System Requirements on Page 2		
08/06/2020	2	Updated Note		
04/15/2021	Various	Update CWP URL to new Domain: <u>https://cwp.frontier.com</u>		
01/31/2021	Various	Update contact email for CWP inquiries to		
		Frontier.Connectivity.Management@ftr.com		
05/09/2024	2, 5	Remove reports no longer available Carrier to Carrier Reports,		
		Performance Assurance Plan (PAP) Reports		

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