

Directory Listing

Caption Listing VFO Order Job Aid

Included:

Order Creation for Business Caption Listing
Order to Add a New Listing under an Existing Caption

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This is an example of how to create a new business listing with captions. Below is the scenario detail.

Order Activity		New Caption Listing			
Type of Service Order Details		Business Caption ListingNew ListingEstablish a new Caption Listing			
Directory	0	Acme Copier Co			
Sample with Indent Levels	1	Customer Service	100 Main	555-1212	
	1	New Orders	250 Main	555-1000	
	1	Repair	300 Main	555-1213	

Please Note: The screen shots on the right illustrate how to populate this scenario in Virtual Front Office, the information on the left provides descriptions of the fields and dropdown values. This is to enable you to decide which value to select in your customer scenario.

ORDER

Search

PREORDE



Start New Order

- Hover the Order tab and select New.
- Enter a PON.
- Select Service.
- Select Activity.
- Click Initiate button.
- Enter LSR form information (See Notes Below)
- Enter EU form information.
- Click DL icon to complete Directory Listing data.

LSR Form Notes for REQTYP JB

Administration Section Notes:

TOS= 1--- (Business) or 2--- (Residence)

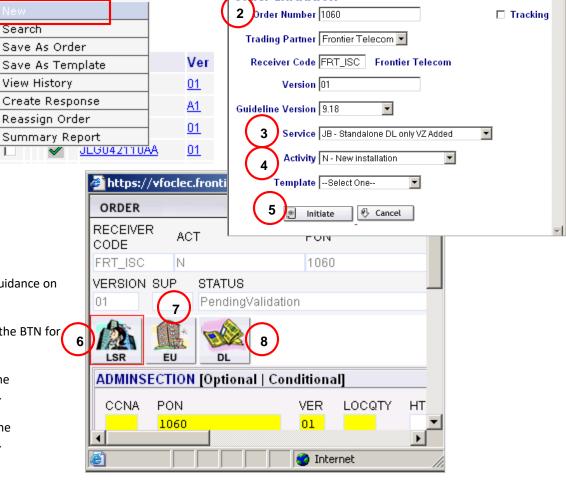
Billing Section Notes:

Based on the REQTYP & ACT, the notes below provide guidance on the BI and BAN fields.

JB/N: BI1=D (directory) and BAN1=N (new) (Frontier will assign the BTN for the new directory listing.)

JB/C: BI1=D (directory) and BAN1=the existing account telephone number. This is in the Package ID field on a DL preorder.

JB/D: BI1=D (directory) and BAN1=the existing account telephone number. This is in the Package ID field on a DL preorder.



Order Initiation

🎒 https://vfoclec.frontier.com - Order Initiation VFO - Microsoft Internet... 🔲 🔲 🗙



Populate Directory Listing Form

- Enter Listing Activity (LACT)
 - N New Listing
 - · D Delete Listing
 - · I Change Listing
- Enter Record Type (RTY)
 - F Foreign AC Alternate call Listing
 - L Local AL Additional Listing
 - S Secondary AM Additional Main

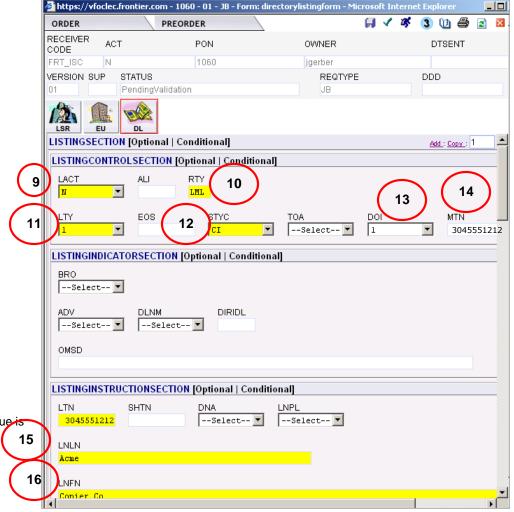
CR - Cross Reference Listing

JU – Joint User ML – Main Listing

- 11. Enter Listing Type (LTY)
 - 1 –Listed

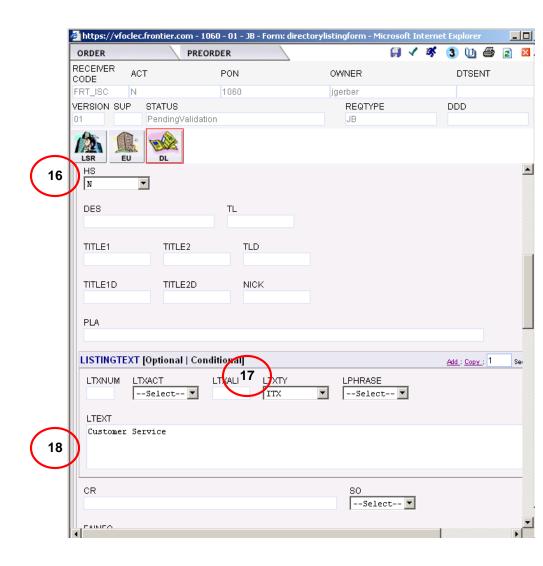
7 – No appearance

- 2 Non Listed
- 3 Non Published
- 12. Enter Style Code (STYL)
 - CI Caption Indent
 - SL Straight Line
- 13. Enter Degree of Indent (DOI)
- 14. Enter a Main Telephone Number in the MTN field. The same value is used in the MTN field throughout the PON.
- 15. Enter the Listed Telephone Number in the LTN field
- 16. Enter Caption Header listed name in the LNLN and LNFN fields





- Enter Header Status (HS)
 - N New caption header
- 17. Enter Listing Text Type (LTXTY)
 - ITX Indent Text
 - TNL TN text left
 - TNR TN text right
 - TT TT text
- 18. Enter Listing Text (LTEXT)



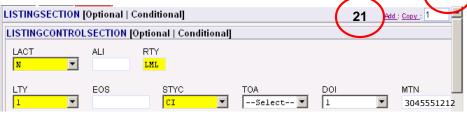


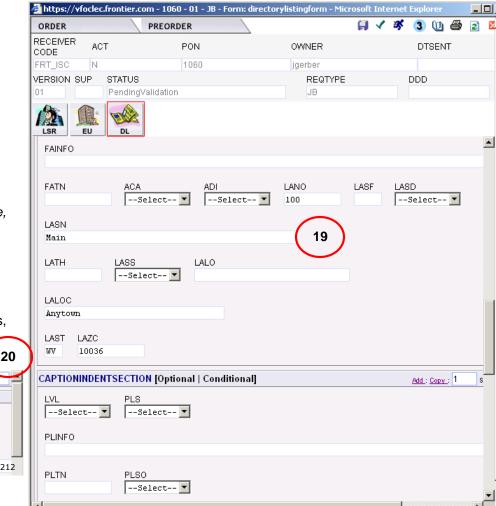
- Enter Address information
 - LANO is Listing Address number
 - · LASF is Listing Address number Prefix
 - LASD is Listing Address Street Directional
 - LASN is Listing Address Street Name
 - LATH is Listing Address Thoroughfare
 - LASS is Listing Address Street Suffix
 - · LALO is Listing Address Location
 - · LALOC is Listing Address Locality
 - · LAST is Listing Address State
 - · LAZC is Listing Address Zip Code

NOTE: Since this business has three listings under the business name, we need 3 listing sections. We just finished the first.

Create Additional Listing

- 20. Enter the number two in the box next to the Add and Copy Links.
- Select either Add or Copy to create two additional listing sections, one for "New Orders" and the other for "Repair."







Populate Directory Listing Form

- 22. Enter Listing Activity (LACT)
 - N New Listing
 - · D Delete Listing
 - · I Change Listing
- 23. Enter Record Type (RTY)
 - F Foreign AC Alternate call Listing
 - L Local AL Additional Listing
 - S Secondary AM Additional Main

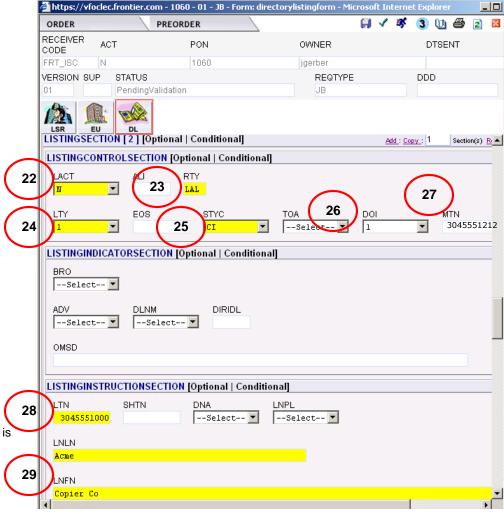
CR - Cross Reference Listing

JU – Joint User ML – Main Listing

- Enter Listing Type (LTY)
 - 1 –Listed

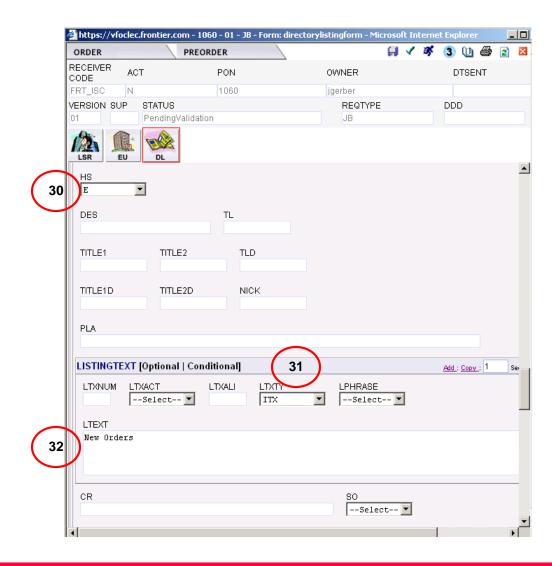
7 – No appearance

- 2 Non Listed
- 3 Non Published
- 25. Enter Style Code (STYL)
 - CI Caption Indent
 - SL Straight Line
- 26. Enter Degree of Indent (DOI)
- Enter a Main Telephone Number in the MTN field. The same value is used in the MTN field throughout the PON.
- 28. Enter the indented Listed Telephone Number in the LTN field
- 29. Enter Caption Header Listed Name in the LNLN and LNFN fields





- 30. Enter Header Status (HS)
 - E Existing SLU header or caption header
- 31. Enter Listing Text Type (LTXTY)
 - ITX Indent Text
 - TNL TN text left
 - TNR TN text right
 - TT TT text
- 32. Enter Listing Text (LTEXT)
 - Enter the indented listed name [e.g. New Orders]





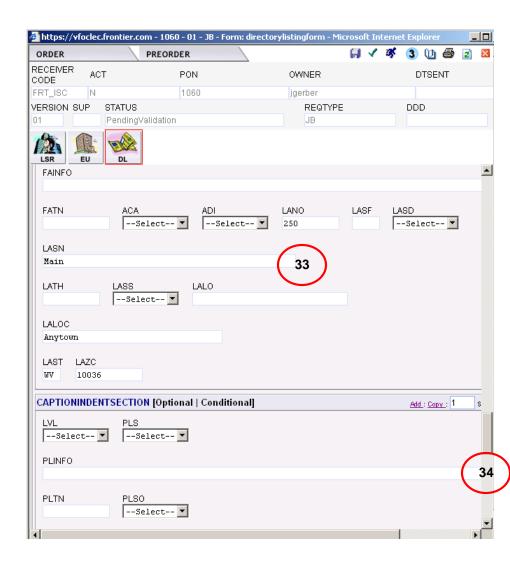
Enter Address information

- · LANO is Listing Address number
- LASF is Listing Address number Prefix
- · LASD is Listing Address Street Directional
- · LASN is Listing Address Street Name
- · LATH is Listing Address Thoroughfare
- LASS is Listing Address Street Suffix
- · LALO is Listing Address Location
- · LALOC is Listing Address Locality
- · LAST is Listing Address State
- · LAZC is Listing Address Zip Code

Note: to omit the address ADI = O

Create Additional Listing Section

34. Scroll down until you see LISTINGSECTION [3].





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Populate Directory Listing Form https://vfoclec.frontier.com - 1060 - 01 - JB - Form: directorylistingform - Microsoft Internet Explorer ORDER PREORDER Enter Listing Activity (LACT) RECEIVER N - New Listing ACT PON CODE · D - Delete Listing FRT ISC 1060 I - Change Listing VERSION SUP STATUS PendingValidation Enter Record Type (RTY) F – Foreign AC - Alternate call Listing LISTINGSECTION [3] [Optional | Conditional] L – Local AL - Additional Listing S – Secondary AM – Additional Main CR - Cross Reference Listing ◩ 35 36 JU - Joint User ML - Main Listing 38 ┰ 37 Enter Listing Type (LTY) 1 –Listed 7 - No appearance 2 – Non Listed --Select-- ▼ 3 – Non Published DIRIDL --Select-- ▼ --Select-- ▼ Enter Style Code (STYL) OMSD CI – Caption Indent SL – Straight Line

Enter Degree of Indent (DOI)

used in the MTN field throughout the PON.

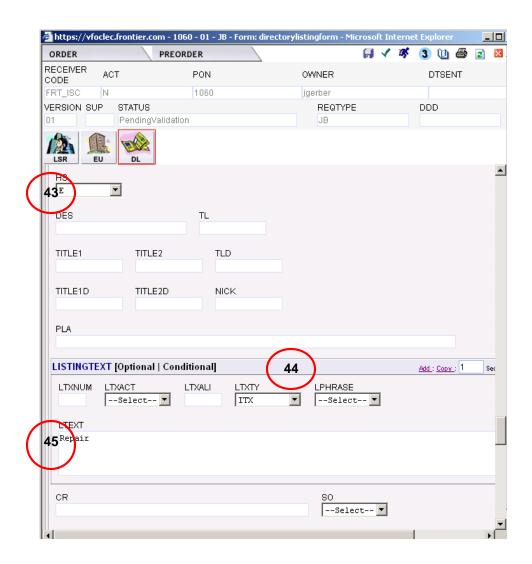
Enter a Main Telephone Number in the MTN field. The same value is

Enter the indented Listed Telephone Number in the LTN field Enter Caption Header Listed Name in the LNLN and LNFN fields

OWNER DTSENT igerber DDD REQTYPE JΒ Add: Copy: 1 Section(s) Ra LISTINGCONTROLSECTION [Optional | Conditional] 40 3045551212 LISTINGINDICATORSECTION [Optional | Conditional] LISTINGINSTRUCTIONSECTION [Optional | Conditional] SHTN --Select-- ▼ 3045551213 --Select-- ▼ LNLN 42 Copier Co



- 43. Enter Header Status (HS)
 - E Existing SLU header or caption header
- 44. Enter Listing Text Type (LTXTY)
 - ITX Indent Text
 - TNL TN text left
 - TNR TN text right
 - TT TT text
- 45. Enter Listing Text (LTEXT)
 - Enter the indented listed name [e.g. Repair]

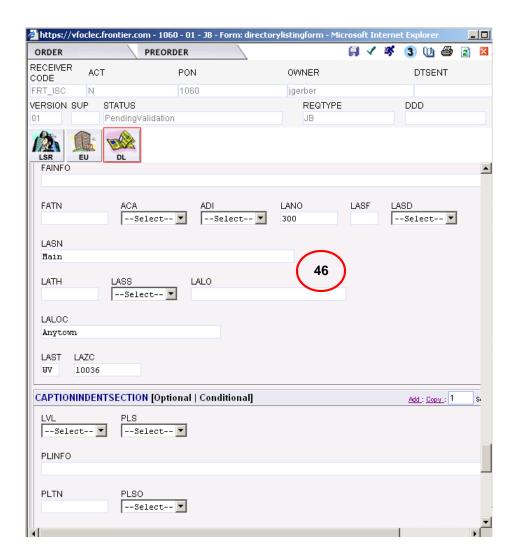




Enter Address information

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- · LASF is Listing Address number Prefix
- LASD is Listing Address Street Directional
- · LASN is Listing Address Street Name
- · LATH is Listing Address Thoroughfare
- LASS is Listing Address Street Suffix
- · LALO is Listing Address Location
- · LALOC is Listing Address Locality
- · LAST is Listing Address State
- LAZC is Listing Address Zip Code

Note: to omit address ADI = O





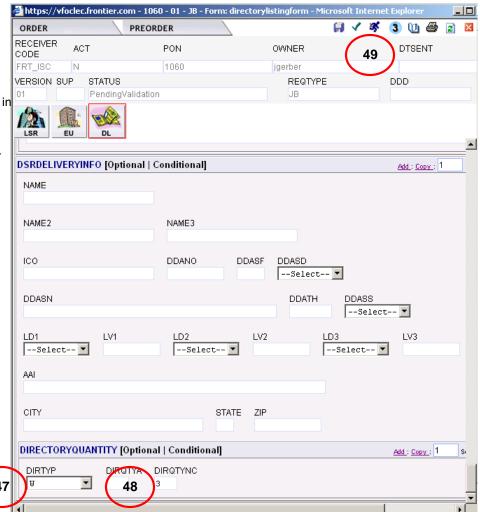
Complete Directory Quantity

- 47. Enter Directory ID Type in the DIRTYP field.
 - W White Pages or Cobound
- Enter the number of directories delivered on new connect or Moves in the DIRQTYNC field.

Note: When multiple Directory ID Types are requested use the Add or Copy links to insert additional Directory Quantity sections.

Submit the Order

49. Review the request and then click the submit icon (running person).





This is an example of how to update a listing with a new listing under a caption listing. Below is the scenario detail.

Order Activity		Sub Categories			
Type of Service Order Details		Business Caption Listing Add Indent "Smith Hall" with telephone number to appear under existing sub category "Dormitories"			
Directory	0	Frontier University			
Sample with	1	Information			
Indent Levels	2	Events Hotline	289-9281		
	2	Class Schedules	289-9282		
	1	Residence Halls	289-9280		
	2	Dormitories			
	3	Alfred Hall	289-9283		
	3	Dana Hall	289-9284		
	3	Smith Hall	289-9999		

Please Note: The screen shots on the right illustrate how to populate this scenario in Virtual Front Office, the information on the left provides descriptions of the fields and drop down values. This is to enable you to decide which value to select in your customer scenario.



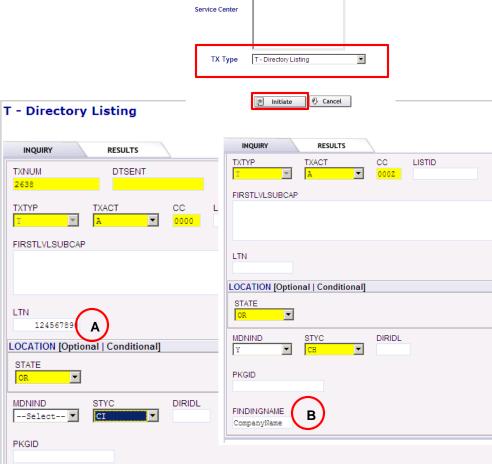
Frontier Telecom

TXNUM Trading Partner



The first step is to process a Directory Listing Preorder Inquiry to determine the Main Telephone number.

- Hover the **Preorder** tab, select **New**, and select TXTYP = **T Directory** Listing
- Populate:
 - O TXACT = A
 - CC = Your Company Code or OCN
 - o Enter either:
 - ❖ LTN = Existing Listing Telephone Number
 - Finding Name = First 12 characters of Caption Header with no spaces (You may need to scroll down to see this field.)
 - Enter the State abbreviation in the State field
 - STYC
 - ❖ CH Caption Header (Select this value when providing the Finding Name.)
 - ❖ CI Caption Indent
 - ❖ CS Caption Sub-header
- View Results:
 - · Look for the package id field.
 - The first 10 digits of the pkgid field is the MTN value.
 - The Main Telephone Number is required in the order to associate this new listing with the existing caption.



Submit

Close

INQUIRY

TXNUM

2638

TXTYP

STATE

MDNIND

PKGID



Start New Order

- Hover the Order tab and select New.
- Enter a PON.
- 3. Select Service.
- Select Activity.
- Click Initiate button.
- Enter LSR form information.
- Enter EU form information.
- 8. Click DL icon to complete Directory Listing data.

🎒 https://vfoclec.frontier.com - Order Initiation VFO - Microsoft Internet Expl... 🔲 🗖 🔀 ORDER PREORDE Order Initiation 2 drder Number 1059 ☐ Tracking Search Trading Partner Frontier Telecom ▼ Save As Order Receiver Code FRT_ISC Frontier Telecom Ver Save As Template View History 01 Version 01 Create Response A1. Guideline Version 9.18 Reassign Order 01 3 Service JB - Standalone DL only VZ Added Summary Report 01 JEGU4ZTTUĀĀ Activity C - Change an existing account Template --None Available-- 🔻 ⊕ Cancel Initiate

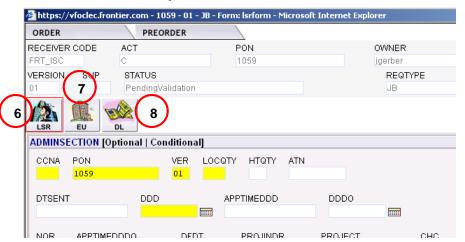
REQTYP JB LSR Form Billing Section Notes:

Based on the REQTYP & ACT, the notes below provide guidance on the BI and BAN fields.

JB/N: BI1=D (directory) and BAN1=N (new) (Frontier will assign the BTN for the new directory listing.)

JB/C: BI1=D (directory) and BAN1=the existing account telephone number. This is in the Package ID field on a DL preorder.

JB/D: BI1=D (directory) and BAN1=the existing account telephone number. This is in the Package ID field on a DL preorder.

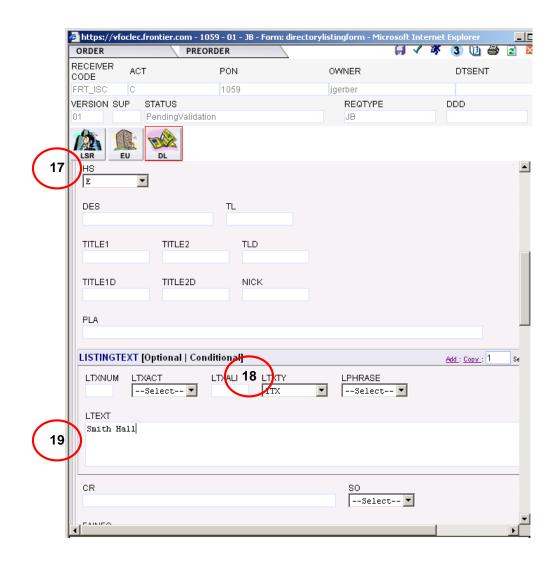




Populate Directory Listing Form 🎒 https://yfoclec.frontier.com - 1059 - 01 - JB - Form: directorylistingform - Microsoft Internet Explorer ORDER PREORDER Enter Listing Activity (LACT) RECEIVER ACT PON OWNER DTSENT N - New Listing CODE · D - Delete Listing 1059 FRT_ISC iderber VERSION SUP STATUS REQTYPE DDD I - Change Listing PendingValidation Enter Record Type (RTY) F – Foreign AC - Alternate call Listing LISTINGSECTION [Optional | Conditional] Add: Copy: 1 L – Local AL - Additional Listing LISTINGCONTROLSECTION [Optional | Conditional] S – Secondary AM – Additional Main 10 CR - Cross Reference Listing JU - Joint User EOS ML - Main Listing 11 --Select-- ▼ 2012899280 LISTINGINDICATORSECTION [Optional | Conditional] Enter Listing Type (LTY) 1 –Listed 7 – No appearance --Select-- 2 – Non Listed 3 – Non Published DLNM DIRIDL --Select-- ▼ --Select-- ▼ Enter Style Code (STYL) OMSD CI – Caption Indent SL – Straight Line LISTINGINSTRUCTIONSECTION [Optional | Conditional] SHTN Enter Degree of Indent (DOI) 3042899999 --Select-- ▼ Enter a Main Telephone Number in the MTN field. The same value is used in the MTN field throughout the PON. LNLN Frontier Enter the Indented Listed Telephone Number in the LTN field 15. 16 Enter Caption Header Listed Name in the LNLN and LNFN fields LNFN University



- Enter Header Status (HS)
 - N New caption header
 - E Existing SLU header or caption header
- 18. Enter Listing Text Type (LTXTY)
 - ITX Indent Text
 - TNL TN text left
 - TNR TN text right
 - TT TT text
- Enter Listing Text (LTEXT)
 - Enter the indented listed name [e.g. Smith Hall]



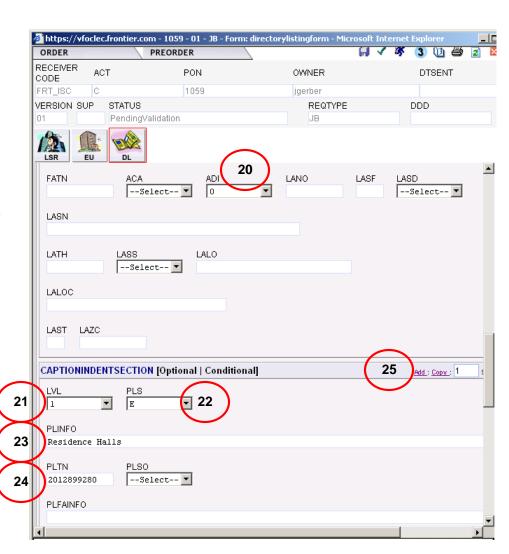


- Enter Address Indicator (ADI)
 - · O Omit Address in DA and Directory
- 21. Enter Level (LVL) one information
- 22. Enter Prior Level Status (PLS)
 - N New Caption Sub Header
 - E Existing Caption Indent or Caption Sub-header
- 23. Enter Prior Level Info (PLINFO)
- 24. Enter Prior Level TN (PLTN)

Note: Since the new listing is at Degree of Indent (DOI) 3, we need to state where this falls under caption level 2.

Create Additional Section

 Select either Add or Copy to create another Caption Indent section.





- 26. Enter Level (LVL) two information
- 27. Enter Prior Level Status (PLS)
 - N New Caption Sub Header
 - E Existing Caption Indent or Caption Sub-header
- 28. Enter Prior Level Info (PLINFO)
- Enter Prior Level TN (PLTN)

Note: Review the information you have entered and make sure it is ready to be submitted.

Submit Order

29. Select the icon that looks like a running person, this is used to Submit the service request to Frontier.

