

Virtual Front Office (VFO)

Wholesale Broadband Training Guide

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Before We Begin



Customers interested in ordering Wholesale Advantage Broadband services must have a valid contract at the time of order submission. If you are interested in negotiating a Wholesale Advantage Broadband or other contract, please contact your Frontier Account Manager. If you are not sure who your Frontier Account Manager is, please email a request for information to: wholesale_inquiry@ftr.com.

Connectivity to the Local Module of Frontier's Virtual Front Office (VFO), or a valid bonded option, is required to process LSR Pre-Order and LSR Order transactions. Please visit the [Get Connected for Wholesale Broadband Services \(frontier.com\)](https://frontier.com) page to access the necessary forms.

1. Complete and submit the Frontier Connectivity Access Form to request VFO or Bonded connectivity.
2. Complete the Wholesale Advantage Broadband Customer Profile Form to establish a Billing Profile.

Pre-Order

Frontier-MasterStream Portal Qualifying Locations in VFO Online References

Frontier-MasterStream Portal



The Frontier-MasterStream portal provides Wholesale Customers with the ability to request instant quotes for Wholesale Advantage Broadband services. Utilizing the Frontier-MasterStream portal will also provide some measure of qualification for the end user location.

To request quotes for services where instant quotes are not available via the Frontier-MasterStream portal, customers should contact their Account Manager.

- For more information, please visit the [Frontier-MasterStream](#) page of the Frontier Wholesale Operations Website.
 - Agent Company Registration Form
 - URL to Production Application (Google Chrome Browser Required)
 - Frontier-MasterStream User Guide
 - Online Training

Note: With instant quotes from the Frontier-MasterStream portal, some pre-order transactions in VFO may still be required, including the Address Validation Inquiry (TXTYP = A) and the Telephone Number Assignment (TXTYP = B).

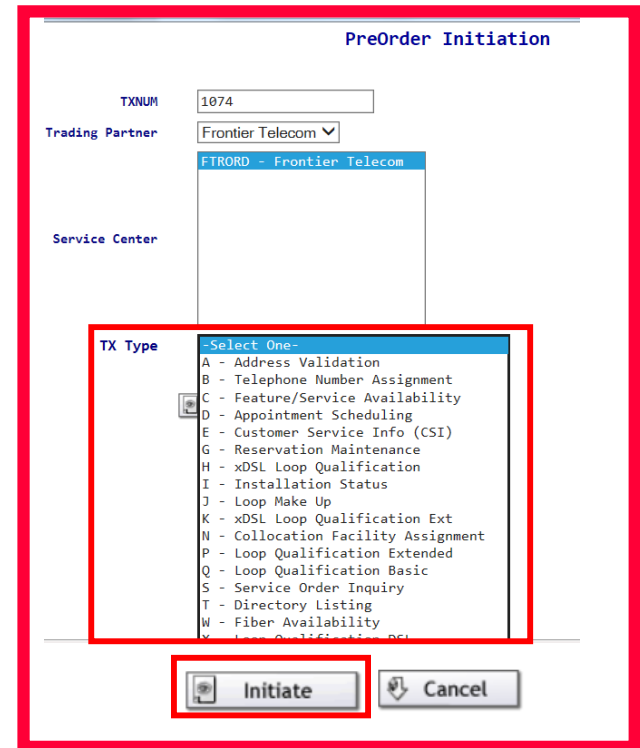
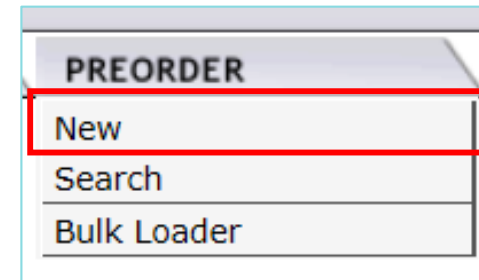
Creating a Pre-Order in VFO

- Hover mouse over PREORDER tab in VFO Local Module
- Select menu option PREORDER > New
- TXNUM auto-populates
- Select Service Center
- Select TX Type
- Click Initiate

Wholesale Broadband Pre-Order Transaction Types

- TX Type A - Address Validation
- TX Type B – Telephone Number Assignment
- TX Type H – xDSL Loop Qualification*
- TX Type K – xDSL Loop Qualification Ext*
- TX Type X - Loop Qualification DSL*

* Not required with Frontier-MasterStream instant quote



A screenshot of a "PreOrder Initiation" form. The form contains several fields: "TXNUM" with the value "1074", "Trading Partner" with a dropdown menu showing "Frontier Telecom", and "Service Center" with a dropdown menu showing "FTRORD - Frontier Telecom". Below these fields is a "TX Type" dropdown menu with a list of options: A - Address Validation, B - Telephone Number Assignment, C - Feature/Service Availability, D - Appointment Scheduling, E - Customer Service Info (CSI), G - Reservation Maintenance, H - xDSL Loop Qualification, I - Installation Status, J - Loop Make Up, K - xDSL Loop Qualification Ext, N - Collocation Facility Assignment, P - Loop Qualification Extended, Q - Loop Qualification Basic, S - Service Order Inquiry, T - Directory Listing, W - Fiber Availability, and X - Loop Qualification DSL. The "TX Type" dropdown is highlighted with a red rectangular box. At the bottom of the form are two buttons: "Initiate" and "Cancel". The "Initiate" button is highlighted with a red rectangular box.

Address Validation Inquiry – TXTYP = A



A - Address Validation

Purpose:

Validate end user's address is supported by Frontier (address or working telephone number)

INQUIRY RESULTS

TXNUM 1107 DTSENT 20170719104334 TXTYP A TXACT A CC 000Z TOS CTVAL --Select--

LOCATION [Optional | Conditional]

ROUTE BOX AFT N SAPR SANO 3724 SASF SASI --S

SASN CENTER

SATH SASS RD --Select--

LD1 LV1 LD2 LV2 LD3 L

--Select-- --Select-- --Select--

CITY BRUNSWICK STATE OH ZIP 44212

TTYPE QR --Select--

RESERVATIONDATA [Optional | Conditional]

REQNUM

NPANXX

Submit

Populate Form

- CC – Customer Code (OCN)
- TXACT = A (Validate with Address)
 - AFT = N (Normal Physical Address)
 - AFT = C (Provided Assigned House Number)
 - Minimum to populate: SANO, SASN, SATH, CITY, STATE, ZIP
- TXACT = T (Validate with WTN)
 - STATE
 - WTN

Submit

Pre-Order Job Aids: <https://wholesale.frontier.com/local-services/location-product-qualification>

Business Rule Documents Available at: <https://wholesale.frontier.com/local-services/business-rules>

Address Validation Response – TXTYP = A



pad	ADA
cf	0
fci	N
abrvratecenter	BRUNSWICK
tax	UAC3M
terminationdata	
exkey	000000
swdesc	GTD5
locationSection	
aft	N
sano	3724
lso	330220
lst	BRWKOXADS0
sasn	CENTER
sath	RD
city	BRUNSWICK
state	OH
zip	44212-4400
customerdata	
customerdata [1]	
cs	PL-HC
ln	CustXM116143N8 Subscriber
stat	WORKING 19991209
atn	2160118823

Information provided on response includes:

- Validated Address (address fields)
- Switch Description (swdesc)
- Fiber Capability Indicator (fci)
- Local Servicing Office (lso)
- Working Service Customer Data

For full response field definitions, refer to the VFO Pre-Order Response - Address Validation (TXTYP A) available online: [Wholesale Broadband Pre-Order References \(frontier.com\)](https://frontier.com/WholesaleBroadbandPreOrderReferences)

Telephone Number Assignment – TXTYP = B



Purpose:

Pre-order TN Reservation is optional when request is to establish Standalone Broadband service.

B - Telephone Number Assignment

INQUIRY		RESULTS	
TXNUM		DTSENT	
815			
TXTYP	TXACT	CC	TOS
B	E	000Z	
CTVAL		RESID	
--Select--			
LOCATION [Optional Conditional]			
ROUTE	BOX	AFT	SAPR
		N	
SANO		SASF	
206		--Select--	
SASN			
Williams			
SATH	SASS		
Dr	--Select--		
LD1	LV1	LD2	LV2
--Select--		--Select--	
LD3	LV3		
--Select--			
CITY		STATE	ZIP
Crescent City		CA	95531
TNTYPE	QR		
N	1		
RESERVATIONDATA [Optional Conditional]			
REQNUM			
CUSTOMERDATA [Optional Conditional]			
Add : Copy : 1 Section(s) Remove Section			
ATN	LN		
Submit Close			

Populate Form

- TXACT – E
- CC – Company Code (OCN)
- AFT = N (Normal Physical Address)
- Address Fields: SANO, SASN, SATH, CITY, STATE, ZIP
- Select TNTYPE – N (normal)
- Populate Quantity of TNs to Reserve (QR)

Submit

Pre-Order Job Aids: <https://wholesale.frontier.com/local-services/location-product-qualification>

Business Rule Documents Available at: <https://wholesale.frontier.com/local-services/business-rules>

Telephone Number Response – TXTYP = B



preorderinquiryresponse

txnum	815
dtstent	2016062812:36:00
txtyp	B
cc	000Z
cf	0
resno	R295879160628113521601001
expdt	20160728

tndata

tnres	7074645762
-------	------------

LocationSection

aft	N
sano	206
sasn	Williams
sath	Dr
city	Crescent City
state	CA
zip	95531

Information provided on response includes:

- Telephone Numbers Reserved (tnres)
- Reservation Number (resno)
- Reservation Expiration Date (expdt)



For full response field definitions, refer to the Direct Telephone Number Selection Response document.
[Wholesale Broadband Pre-Order References \(frontier.com\)](http://frontier.com/WholesaleBroadbandPre-OrderReferences)

Loop Qualification DSL for Whls BB Inquiry – TXTYP = X



Purpose: Validate local loop qualifies and maximum speeds available for Broadband services

X - Loop Qualification DSL

INQUIRY RESULTS

CCNA
ZTK

TXNUM DTSENT
1110 20170719110032

TXTYP TXACT CC
X A 000Z

LOCATION [Optional | Conditional]

ROUTE BOX AFT SAPR SANO SASF SASD
N --Select-- 3724 --Select--

SASN
CENTER

SATH SASS
RD --Select--

LD1 LV1 LD2 LV2 LD3 LV3
--Select-- --Select-- --Select--

CITY STATE ZIP
BRUNSWICK OH 44212

WTN DCADDRESS1

DCUNIT DCUNITVALUE DCCITY DCSTATE DCZIP
--Select--

Submit Close

Populate Form

- CCNA – Customer Carrier Name Abbreviation
- CC – Customer Code (OCN)
- TXACT = A
- If Validating with Address:
 - AFT = N (Normal Physical Address)
 - AFT = C (Provided Assigned House Number)
 - Minimum to populate: SANO, SASN, SATH, CITY, STATE, ZIP
- If Validating with WTN:
 - STATE
 - WTN

Submit

Pre-Order Job Aids: <https://wholesale.frontier.com/local-services/location-product-qualification>

Business Rule Documents Available at: <https://wholesale.frontier.com/local-services/business-rules>

Loop Qualification DSL for Whls BB Response – TXTYP = X



txnum	BULK2100030-0003
dtstent	2021070810:15:00
txtyp	X
txact	A
cc	000Z
loopdata	
loopstat	L
rtind	N
lsa	25.0M/2.0M-
locationSection	
lst	EHRTCT02DS0
state	CT
lstfr	N
multilinetext	
mltdata	
mltdata [1]	
mlt	AVLSP 25.0M/2.0M
mltdata [2]	
mlt	AVLSP 18.0M/1.0M
mltdata [3]	
mlt	AVLSP 12.0M/1.0M
mltdata [4]	
mlt	AVLSP 6.0M/512K
state	CT

Information provided on response includes:

- Loop Status
- Loop Speeds Available (lsa)
- Remote Terminal Indicator (rtind)
- Facility Environment (fe)

For full response field definitions, refer to the VFO Pre-Order Response – DSL Loop Qualification (TXTYP X) available online: [Wholesale Broadband Pre-Order References \(frontier.com\)](https://www.frontier.com/wholesale-broadband-pre-order-references)

xDSL Loop Qualification Inquiry – TXTYP = H



Purpose:

Validate facilities exist for Loop technology - dependent products

H - xDSL Loop Qualification

INQUIRY		RESULTS				
TXNUM	DTSENT					
1106						
TXTYP	TXACT	CC	RESID			
H	A	000Z				
LOCATION [Optional Conditional]						
ROUTE	BOX	AFT	SAPR	SANO	SASF	SASD
		--Select--				--Select--
SASN						
SATH	SASS					
	--Select--					
LD1	LV1	LD2	LV2	LD3	LV3	
--Select--		--Select--		--Select--		
CITY	STATE	ZIP				
	IL					
WTN						
3099289841 x						

Populate Form

- TXACT = A
- CC – Customer Code (OCN)
- If Validating with Address:
 - AFT = N (Normal Physical Address)
 - AFT = C (Provided Assigned House Number)
 - Minimum to populate: SANO, SASN, SATH, CITY, STATE, ZIP
- If Validating with WTN:
 - STATE
 - WTN

Submit

Pre-Order Job Aids: <https://wholesale.frontier.com/local-services/location-product-qualification>

Business Rule Documents Available at: <https://wholesale.frontier.com/local-services/business-rules>

xDSL Loop Qualification Response – TXTYP = H



preorderinquiryresponse	
txnum	1140
dtstent	2018012609:02:00
txtyp	H
cc	000Z
loopdata	
wirectrareafacsid	309928
loopstat	A
ll	4.3130000
lpac	Satellite, ADSLR, IDSL, ADSLC, SDSL
rtind	N
updt	201801260858
wcn	FMCYILXDDS0
locationdata	
lc	FMCYILXDDS0
locationSection	
lst	FMCYILXDDS0
state	IL
fe	C

Information provided on response includes:

- Loop Status (loopstat)
- Loop Length (ll)
- Loop Product Available (lpac)
- Remote Terminal Indicator (rtind)
- Facility Environment (fe)

For full response field definitions, refer to the VFO Preorder Response - xDSL Loop Qualification (TXTYP H,K) available online: [Wholesale Broadband Pre-Order References \(frontier.com\)](https://www.frontier.com/wholesale-broadband-pre-order-references)

xDSL Loop Qualification Extended – TXTYP = K



The xDSL Loop Qualification Extended should be requested after the xDSL Loop Qualification (TXTYP=H) response is returned with one of the following values in the RSNNOTQUAL (xDSL Reason Not Qualified) field:

- No valid loop qual data. Request manual loop qual
- DLC - LST Dependent

-or-

The xDSL Loop Qualification DSL for Whls BB (TXTYP=X) response is returned with the following value in the LOOPSTAT (Loop Status) field:

- P = Reason not qualified is unknown

The xDSL Loop Qualification Extended (TXTYP=K) will receive a manual response via email and will be returned within 48 hours of submission.

Pre-Order Online References



Wholesale Broadband Pre-Order Job Aids are available from the Wholesale Advantage Broadband page at: [Wholesale Broadband Pre-Order References \(frontier.com\)](https://frontier.com/wholesale-broadband-pre-order-references)

Job Aids

- Wholesale Broadband Ordering Scenario Matrix
- Wholesale Broadband Product Qualification Guide

Response Documents

- VFO Preorder Response - Address Validation (TXTYP A)
- VFO Preorder Response - DSL Loop Qualification (TXTYP X)
- VFO Preorder Response - Telephone Number Reservation (TXTYP-B)
- VFO Preorder Response - xDSL Loop Qualification (TXTYP H,K)

Please also visit the Business Rules page for pre-order inquiry forms: [LSR Business Rules \(frontier.com\)](https://frontier.com/lsr-business-rules)

LSR Pre-Order Forms

- Address Validation / Direct TN Selection (TXTYP-A/B)
- Loop Qualification DSL for Whls BB (TXTYP-X)
- xDSL Loop Qualification (TXTYP-H)
- xDSL Loop Qualification Extended (TXTYP-K)

Wholesale Broadband Orders

Wholesale Broadband Ordering References



Once a location is qualified for broadband services and speeds, please refer to the Wholesale Broadband LSR Order references available from the Wholesale Advantage Broadband page: [Wholesale Broadband Order References \(frontier.com\)](https://frontier.com/wholesale-broadband-order-references).

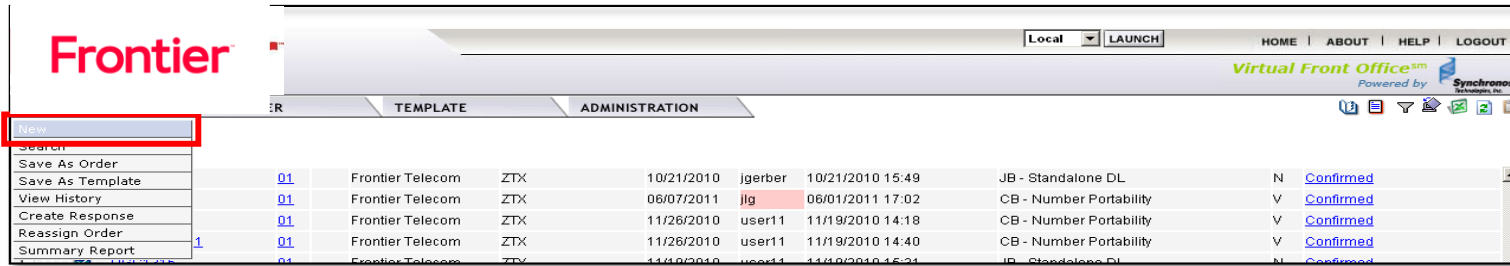
Here you will find the Wholesale Broadband Ordering Guide which will assist you with locating and utilizing the online references.

Also available is the Ordering Code Matrix that contains the codes required to place an order for broadband service.

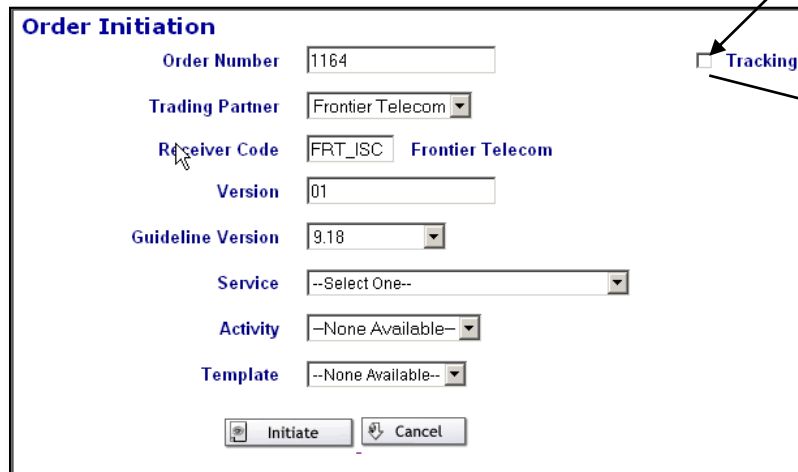
The LSR Validation Sheets will assist you with ensuring your LSR is populated correctly.

Creating New Orders in VFO

- Hover the Order tab and select **New**



- Enter a new Order Number (PON)
- Select:
 - Trading Partner (Frontier Telecom)
 - Receiver Code (FTRORD)
 - Version (01)
 - Guideline Version (9.30)
 - Service (DB / EB)
 - Activity (N, C, D, V)
 - Template (Optional)
- Click Initiate



Order Initiation

Order Number: 1164

Trading Partner: Frontier Telecom

Receiver Code: FRT_ISC Frontier Telecom

Version: 01

Guideline Version: 9.18

Service: --Select One--

Activity: --None Available--

Template: --None Available--

Initiate Cancel

NEVER CHECK THIS BOX! Tracking is used when VFO should **NOT** submit the order to Frontier.

☐ Tracking



Status ICON Train Tracks
Tracking box has been checked and the order within VFO is only being used for tracking purposes only and not sent to Frontier.

Note: For help completing the order in VFO, please refer to the full LSR Orders Training Course available from the VFO Online Training Video Library.

Wholesale Broadband Order Samples



Wholesale Broadband order samples are available from the Wholesale Advantage Broadband page: [Wholesale Broadband Order References \(frontier.com\)](https://frontier.com/wholesale-broadband-order-references)

- Please select the order sample that meets the request type and activity of the order you are submitting. (DB – Wholesale Platform, EB – Resale)
- Order samples provide direction on populating the fields that are required, conditional or optional for each form on the LSR.

Note: Resale (EB) Order Samples are for Activity ‘C’ Only. Wholesale Broadband can only be added to “Existing” Resale Voice Service.

Wholesale Advantage Broadband Ordering Matrix



Frontier Wholesale Advantage Broadband Package Ordering Codes (Standalone)								
SPEED	WHOLESALE ADVANTAGE BROADBAND DESCRIPTION		DYNAMIC IP ORDERING CODE	STATIC IP ORDERING CODE (BUSINESS ONLY)	MODEM ORDERING CODE (Purchase or Lease)			
Copper Network Asymmetrical Speeds, Frontier Modem Required ² Available in All Areas								
3M/384K	Wholesale Advantage Broadband	Standalone Internet 3	WBC15	WBC39	Basic [WMDSL] or Bonded	Purchase	Basic [WMBLS] or Bonded	Lease
6M/512K	Wholesale Advantage Broadband	Standalone Internet 6	WBC16	WBC40	Basic [WMDSL] or Bonded		Basic [WMBLS] or Bonded	
9M/1M	Wholesale Advantage Broadband	Standalone Internet 9	WBC17	WBC41	Bonded [WMBF]		Bonded [WMFLS]	
12M/1M	Wholesale Advantage Broadband	Standalone Internet 12	WBC18	WBC42	Bonded [WMBF]		Bonded [WMFLS]	
18M/1M	Wholesale Advantage Broadband	Standalone Internet 18	WBC19	WBC43	Bonded [WMBF]		Bonded [WMFLS]	
25M/2M	Wholesale Advantage Broadband	Standalone Internet 25	WBC20	WBC44	Bonded [WMBF]		Bonded [WMFLS]	
45M/3M	Wholesale Advantage Broadband	Standalone Internet 45	WBC21	WBC45	Bonded [WMBF]		Bonded [WMFLS]	
70M/3M	Wholesale Advantage Broadband	Standalone Internet 70	WBC22	WBC46	Bonded [WMBF]		Bonded [WMFLS]	
90M/5M	Wholesale Advantage Broadband	Standalone Internet 90	WBC23	WBC47	Bonded [WMBF]		Bonded [WMFLS]	
115M/7M	Wholesale Advantage Broadband	Standalone Internet 115	WBC24	WBC48	Bonded [WMBF]		Bonded [WMFLS]	

Reading the product matrix

- **Select the product type** Standalone or Shared
- **Select the product type** (Asymmetrical or Symmetrical)
- Take note of Dynamic IP or Static IP product options
 - Asymmetrical: Default Static IP block is /30 unless a larger IP block is ordered
 - Symmetrical: **All Static IP Blocks (1-61) REQUIRE a Static IP Code**
- **Select ordering code** for the desired speed
 - Use the same code for residential and business types of service
- **Select the modem**
 - Required on Asymmetrical products
 - Optional on Symmetrical products
 - Leased modem option Included in the WH BB Symmetrical package
 - **Select the term**-Include the term S&E code on the LSR
 - Asymmetrical: M-t-M, 1-Year, 2-Year options
 - Symmetrical: M-t-M

Asymmetrical Term (Offer) Codes ¹	
Term (Offer) Codes ¹	
Description	Ordering Code
Month-to-Month	#18WM
1-Year	#18WN
2-Year	#18WR
Symmetrical Term (Offer) Codes ¹	
Available 9/30/2022	
Description	Ordering Code
Month-to-Month	#22WM

Note: This instruction is included in the Wholesale Broadband Ordering Guide.

Wholesale Advantage Broadband Ordering Matrix



Symmetrical Fiber Speeds & Static IPs

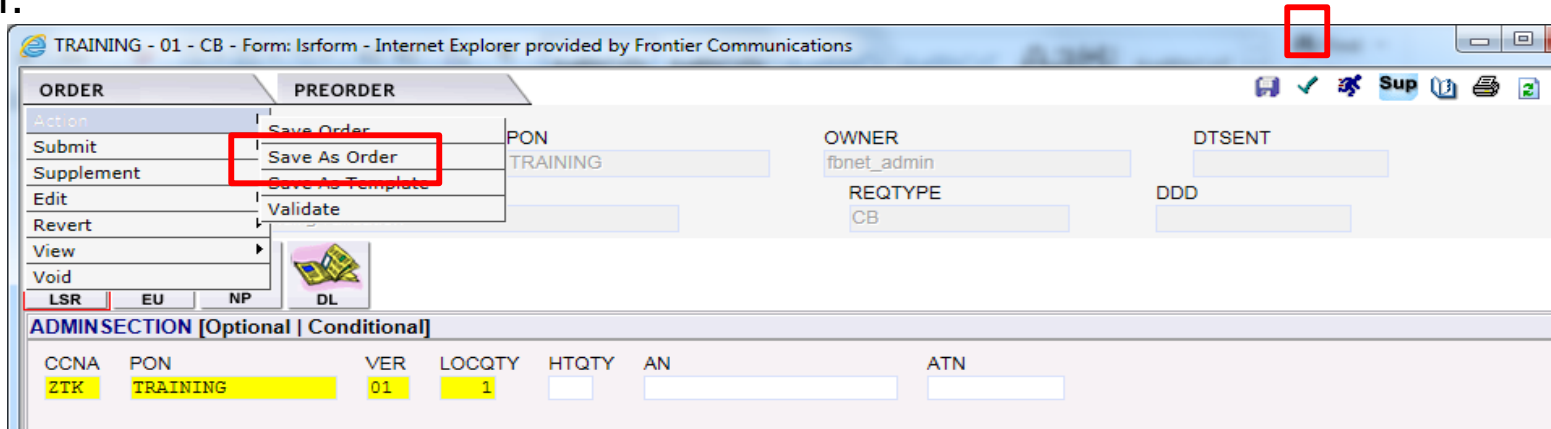
The Symmetrical Fiber Speed Codes are the same for Dynamic and Static IP options. Therefore, to add Static IPs, the appropriate Static IP S & E Code **Must** be Entered on the LSR. Failure to include the code will result in provisioning of Dynamic Service.

Frontier Wholesale Advantage Broadband Package Ordering Codes (Standalone)

SPEED	WHOLESALE ADVANTAGE BROADBAND DESCRIPTION	DYNAMIC IP ORDERING CODE	STATIC IP ORDERING CODE (BUSINESS ONLY)	MODEM ORDERING CODE (Purchase or Lease)
Copper Network Asymmetrical Speeds, Frontier Modem Required ² Available in All Areas				
3M/384K	Wholesale Advantage Broadband Standalone Internet 3	WBC15	WBC39	Basic [WMDSL] or Bonded
6M/512K	Wholesale Advantage Broadband Standalone Internet 6	WBC16	WBC40	Basic [WMDSL] or Bonded
9M/1M	Wholesale Advantage Broadband Standalone Internet 9	WBC17	WBC41	Bonded [WMBF]
12M/1M	Wholesale Advantage Broadband Standalone Internet 12	WBC18	WBC42	Bonded [WMBF]
18M/1M	Wholesale Advantage Broadband Standalone Internet 18	WBC19	WBC43	Bonded [WMBF]
25M/2M	Wholesale Advantage Broadband Standalone Internet 25	WBC20	WBC44	Bonded [WMBF]
45M/3M	Wholesale Advantage Broadband Standalone Internet 45	WBC21	WBC45	Bonded [WMBF]
70M/3M	Wholesale Advantage Broadband Standalone Internet 70	WBC22	WBC46	Bonded [WMBF]
90M/5M	Wholesale Advantage Broadband Standalone Internet 90	WBC23	WBC47	Bonded [WMBF]
115M/7M	Wholesale Advantage Broadband Standalone Internet 115	WBC24	WBC48	Bonded [WMBF]
Symmetrical Symmetrical Speeds, Frontier Modem Optional ³ Available in All Frontier FiberOptic areas (where fiber exists)				
		DYNAMIC IP ORDERING CODE	STATIC IP ORDERING CODE REQUIRED (BUSINESS ONLY)	
300M/300M	Wholesale Advantage Broadband FiberOptic Internet 300	WSI30	WSI30	Bonded [WMBF]
500M/500M	Wholesale Advantage Broadband Fiber Optic Internet 500	WSI50	WSI50	Bonded [WMBF]
700M/700M	Wholesale Advantage Broadband FiberOptic Internet 700	WSI70	WSI70	Bonded [WMBF]
1G/1G	Wholesale Advantage Broadband FiberOptic Internet 1G	WSI1G	WSI1G	Bonded [WMBF]

Validating Orders in VFO – VFO Status Updates

- Click either the Validate icon or Validate menu option to verify the accuracy of the order.



TRAINING - 01 - CB - Form: lsform - Internet Explorer provided by Frontier Communications

ORDER **PREORDER**

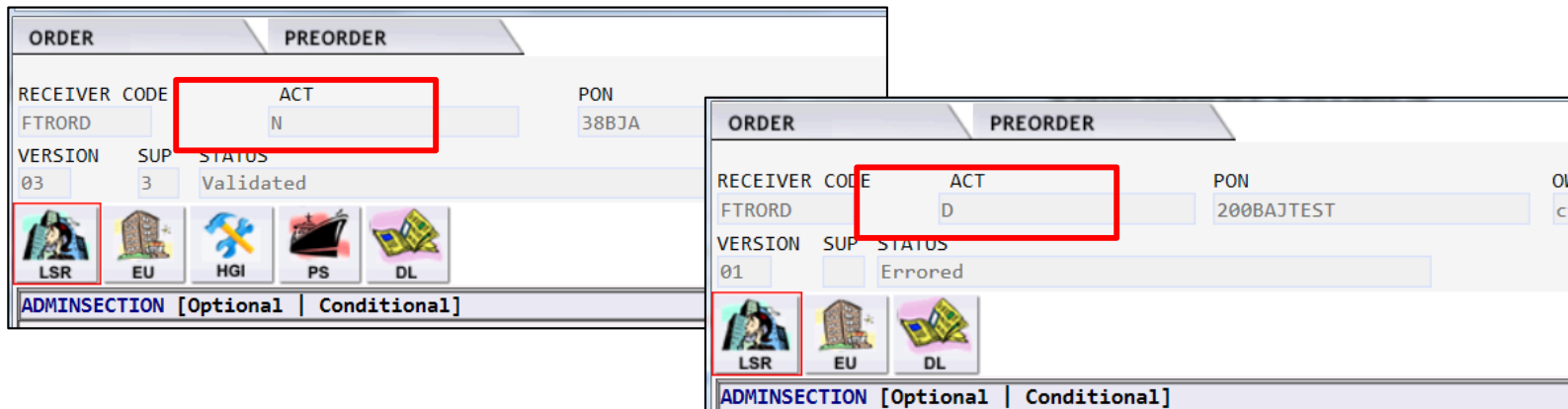
Action: **Save Order** (highlighted in red box) **Save As Order** **Save As Template** **Validate** **Revert** **View** **Void**

PON: TRAINING OWNER: fbnet_admin DTSENT:
REQTYPE: CB DDD:
LSR EU NP DL

ADMINSECTION [Optional | Conditional]

CCNA	PON	VER	LOCQTY	HTQTY	AN	ATN
ZTK	TRAINING	01	1			

- The status of the order will either be Validated or Errored.



ORDER **PREORDER**

RECEIVER CODE: ACT (highlighted in red box) PON: 38BJA

FTORD: N

VERSION: 03 SUP: 3 STATUS: Validated

LSR EU HGI PS DL

ADMINSECTION [Optional | Conditional]

ORDER **PREORDER**

RECEIVER CODE: ACT (highlighted in red box) PON: 200BAJTEST

FTORD: D

VERSION: 01 SUP: STATUS: Errored

LSR EU DL

ADMINSECTION [Optional | Conditional]

Wholesale Broadband Order Validation Job Aids

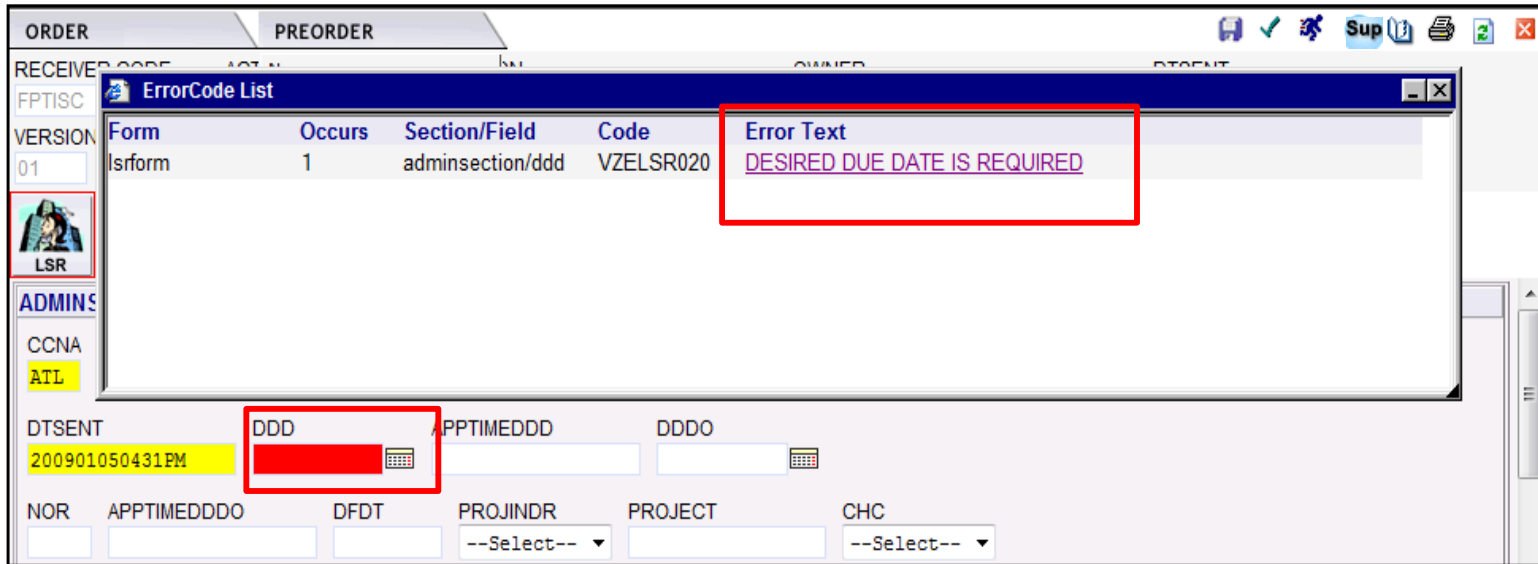


Wholesale Broadband Order Validation Job Aids are available from the Wholesale Advantage Broadband page: [Wholesale Broadband Order References \(frontier.com\)](https://www.frontier.com/wholesale-broadband-order-references).

- If you have errors as a result of your validation of the order, please refer to the associated validation job aid.
 - Locate the job aid specific to the service territory of the location on your order.
 - Further assistance is available upon email request to: Local.Broadband@ftr.com More contact information is available on the [Broadband Services Contacts \(frontier.com\)](https://www.frontier.com/broadband-services-contacts) page of the Frontier Wholesale Operations Website.

Correcting Order Errors in VFO

- If there are errors:
 - The Error Code List is displayed with the Form, Occurrence, Section/Field, Error Code and Error Text.
 - Click the Error Text link to move cursor to the form and field in error.
 - The field is highlighted in red until the field is corrected and the order is validated again.



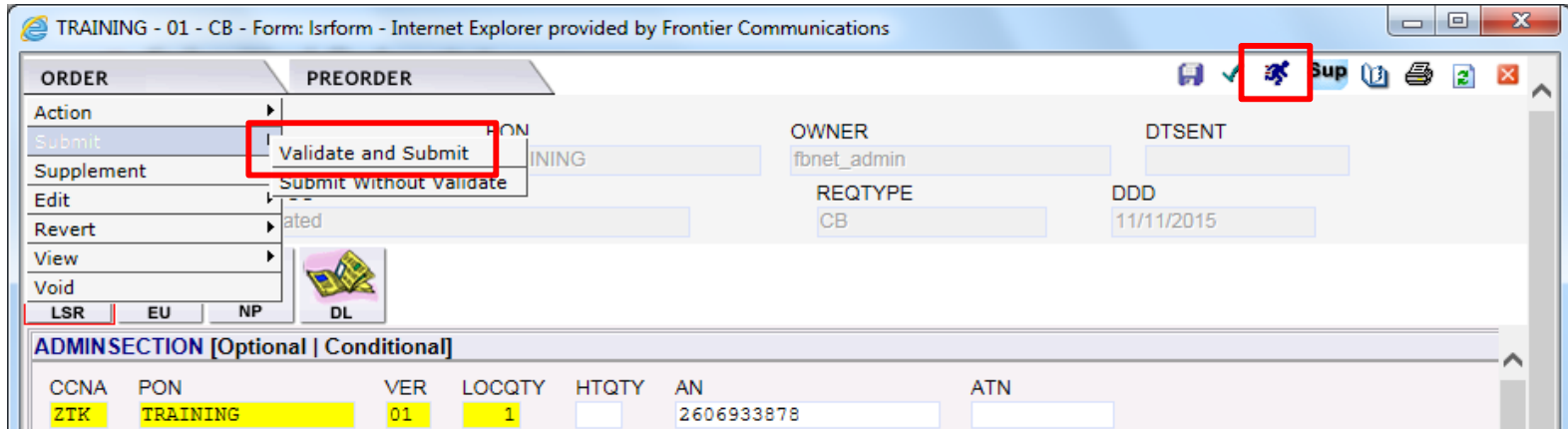
The screenshot displays the VFO (Voice Frequency Order) interface. At the top, there are tabs for 'ORDER' and 'PREORDER'. Below these, a window titled 'Error Code List' is open, showing a table with the following data:

Form	Occurs	Section/Field	Code	Error Text
lsrform	1	adminsection/ddd	VZELSR020	DESIRED DUE DATE IS REQUIRED

The 'Error Text' column contains a link that, when clicked, moves the cursor to the 'DDD' field in the form below. This field is currently highlighted in red, indicating an error. The form also includes other fields such as 'DTSENT' (with a value of '200901050431PM'), 'APPTIMEDDD', 'DDDO', 'NOR', 'APPTIMEDDDO', 'DFDT', 'PROJINDR', 'PROJECT', and 'CHC'. The 'PROJINDR' and 'CHC' fields have dropdown menus with '--Select--' as the current selection.

Submitting Orders in VFO

- Click either the submit icon or Validate and Submit menu option to transmit the order to the Service Provider.



TRAINING - 01 - CB - Form: lsrform - Internet Explorer provided by Frontier Communications

ORDER PREORDER

Action

Submit

Supplement

Edit

Revert

View

Void

Validate and Submit

Submit Without Validate

OWNER fbnet_admin

DTSENT

REQTYPE CB

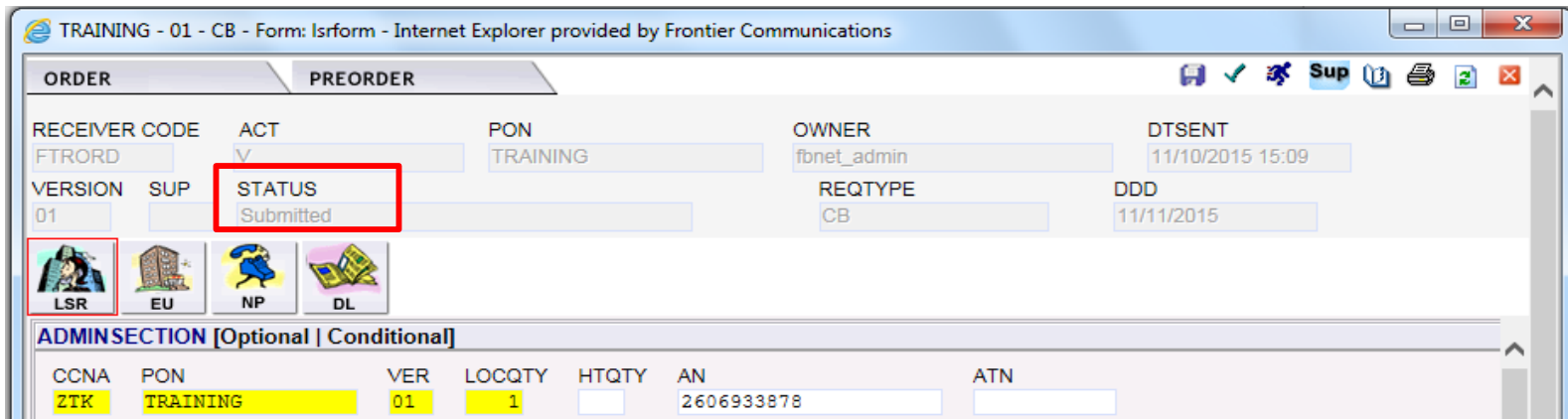
DDD 11/11/2015

LSR EU NP DL

ADMINSECTION [Optional | Conditional]

CCNA	PON	VER	LOCQTY	HTQTY	AN	ATN
ZTK	TRAINING	01	1		2606933878	

- The status changes to reflect the results of the submission.



TRAINING - 01 - CB - Form: lsrform - Internet Explorer provided by Frontier Communications

ORDER PREORDER

RECEIVER CODE ACT PON OWNER DTSENT

FTORD V TRAINING fbnet_admin 11/10/2015 15:09

VERSION SUP STATUS

01 Submitted

REQTYPE CB

DDD 11/11/2015

LSR EU NP DL

ADMINSECTION [Optional | Conditional]

CCNA	PON	VER	LOCQTY	HTQTY	AN	ATN
ZTK	TRAINING	01	1		2606933878	

Viewing Order Confirmation in VFO

LSR Response - Confirmed

CCNA	PON	VER	PODATE
ZTK	HCTD07CBVEA0126	01	01/26/2012

AN	ATN
3046245642	3046245642

LSRNO	ORD
HCTD07CBVEA0126	029969034

CNO	INIT
	FTR LSR CERT

DTSENT	REP
20120126	Local Service Re

REPTLNO	FEP	RT	ECI
8005551212	B	C	

NMR

PIA	CHC	FDT	DD	EBD
--Select--	--Select--		01/27/2012	

BI1	BAN1	BI2	BAN2
D	N	--Select--	

ECVER	RCODE
	--Select--

LINELEVELORDNO [Optional | Conditional]

ORDL
029969034

- LSRNO = PON
- ORD = Main Order Number
- DD – Confirmed Due Date
- ORDL = Line Order Number

Online References



- [Wholesale Broadband \(frontier.com\)](#)
 - Link to VFO Application (Production)
 - Broadband Pre-Order Job Aids
 - Wholesale Broadband Ordering Matrix
 - Broadband Order Samples
 - Broadband Order Validation Job Aids
- [Frontier-MasterStream](#)
- [LSR Business Rules \(frontier.com\)](#)
- [Broadband Services Contacts \(frontier.com\)](#)
- Subscribe to Frontier Wholesale Industry and System Update Notices: [subscribe-to-wholesale-notifications \(frontier.com\)](#)