



# Virtual Front Office Training

Access Module - ASR Pre-Order Training  
Location Inquiry Switched Ethernet Only

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# Overview



In September 2018, new VFO functionality was implemented allowing Access Module users the ability to prequalify locations for Switched Ethernet facilities. The new functionality is available to VFO GUI users only.

As of September 17, 2018, the following ASR Pre-Order Transactions will be available to VFO GUI Users:

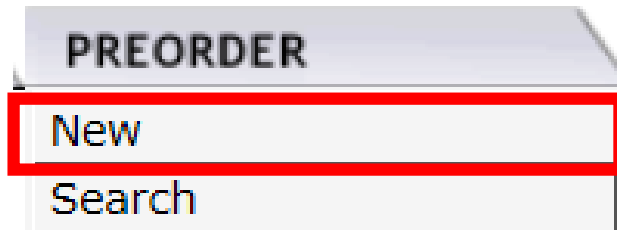
CFA Inquiry

Location Inquiry All But Switched Ethernet *\*Name Change*

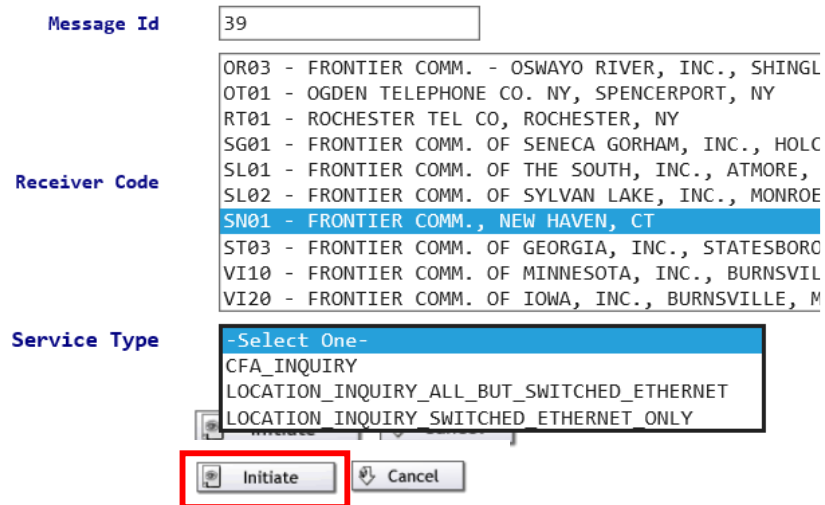
**Location Inquiry Switched Ethernet Only** *\*New*

This training course was developed for existing VFO Access Module users and will provide direction on utilization of the new **Location Inquiry Switched Ethernet Only** pre-order transaction.

# Create a Pre-Order Transaction



## PreOrder Initiation



A screenshot of the 'PreOrder Initiation' screen. It features three input fields: 'Message Id' with the value '39', 'Receiver Code' with a dropdown menu showing a list of codes, and 'Service Type' with a dropdown menu showing a list of service types. The 'Initiate' button at the bottom is highlighted with a red rectangular box.

Message Id: 39

Receiver Code:

- OR03 - FRONTIER COMM. - OSWAYO RIVER, INC., SHINGL
- OT01 - OGDEN TELEPHONE CO. NY, SPENCERPORT, NY
- RT01 - ROCHESTER TEL CO, ROCHESTER, NY
- SG01 - FRONTIER COMM. OF SENECA GORHAM, INC., HOLC
- SL01 - FRONTIER COMM. OF THE SOUTH, INC., ATMORE,
- SL02 - FRONTIER COMM. OF SYLVAN LAKE, INC., MONROE
- SN01 - FRONTIER COMM., NEW HAVEN, CT**
- ST03 - FRONTIER COMM. OF GEORGIA, INC., STATESBORO
- VI10 - FRONTIER COMM. OF MINNESOTA, INC., BURNSVIL
- VI20 - FRONTIER COMM. OF IOWA, INC., BURNSVILLE, M

Service Type:

- Select One-
- CFA\_INQUIRY
- LOCATION\_INQUIRY\_ALL\_BUT\_SWITCHED\_ETHERNET
- LOCATION\_INQUIRY\_SWITCHED\_ETHERNET\_ONLY

Initiate Cancel

- From the Access Module:
- Hover Mouse Over the PREORDER Tab
  - Select **New**
- From the PreOrder Initiation Screen:
- **Message ID** Auto-Populates
- Select **Receiver Code** (ICSC)
- Select **Service Type**
  - **LOCATION\_INQUIRY\_SWITCHED\_ETHERNET\_ONLY**
- Select **Initiate**

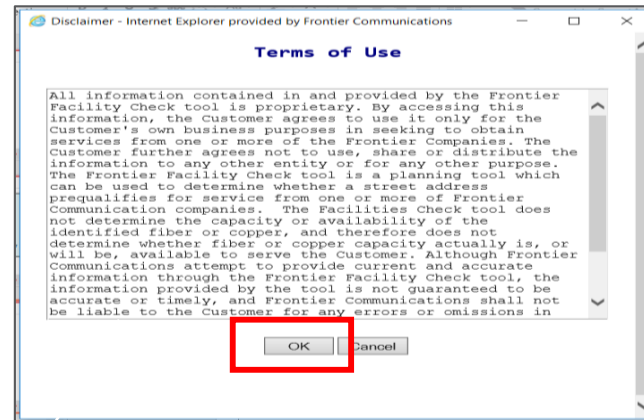
# Create Location Inquiry Switched Ethernet Only



Upon initiation of the Location Inquiry Switched Ethernet pre-order, a disclaimer box will be presented.

Customer must accept Terms of Use prior to utilizing the Location Inquiry Switched Ethernet pre-order transaction.

Accept by selecting the 'OK' button.



All information contained in and provided by the Frontier Facility Check tool is proprietary. By accessing this information, the Customer agrees to use it only for the Customer's own business purposes in seeking to obtain services from one or more of the Frontier Companies. The Customer further agrees not to use, share or distribute the information to any other entity or for any other purpose. The Frontier Facility Check tool is a planning tool which can be used to determine whether a street address prequalifies for service from one or more of Frontier Communication companies. The Facilities Check tool does not determine the capacity or availability of the identified fiber or copper, and therefore does not determine whether fiber or copper capacity actually is, or will be, available to serve the Customer. Although Frontier Communications attempt to provide current and accurate information through the Frontier Facility Check tool, the information provided by the tool is not guaranteed to be accurate or timely, and Frontier Communications shall not be liable to the Customer for any errors or omissions in the data provided. This tool should be used for planning purposes only. All information must be verified through the normal Access Service Request ordering. Frontier Communications shall not be responsible for any damages alleged to have occurred as a result of, in connection with the use of, or in reliance upon this information.

# Create Location Inquiry Switched Ethernet Only



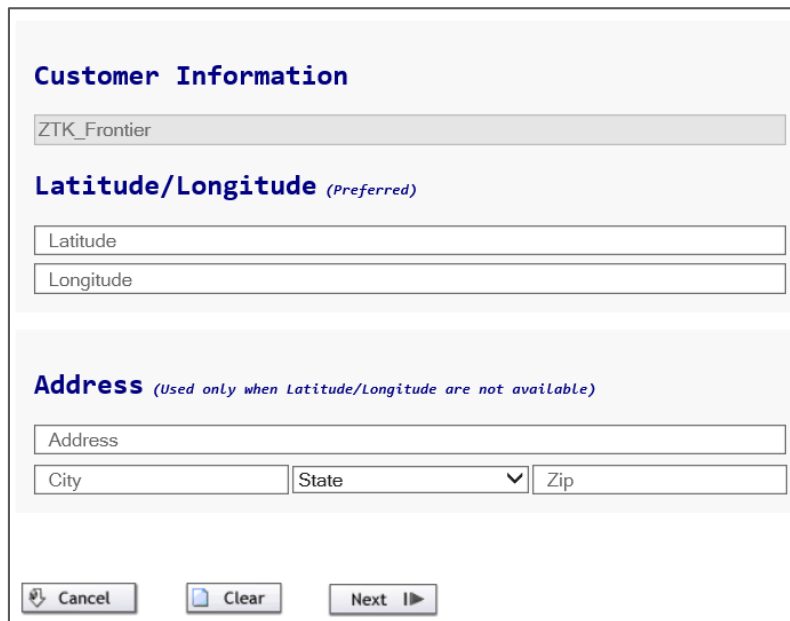
Once Terms of Use are accepted, the Customer Information Screen will appear.

Enter Location Information

Latitude/Longitude (preferred method)

OR

Address (Use only when Latitude/Longitude are not available)



The screenshot shows a web form titled "Customer Information". At the top, there is a text input field containing "ZTK\_Frontier". Below this is a section header "Latitude/Longitude (Preferred)" with two input fields: "Latitude" and "Longitude". Below that is a section header "Address (Used only when Latitude/Longitude are not available)" with three input fields: "Address", "City", and "State" (a dropdown menu), and "Zip". At the bottom of the form are three buttons: "Cancel", "Clear", and "Next" with a right-pointing arrow.

## Alert!

The Customer Information screen is customized and does not follow ASOG.

The Longitude Field on this pre-order transaction requires the user to populate the hyphen (-) for negative value.

# Submit Location Inquiry Switched Ethernet Only



If Latitude / Longitude was entered on the Customer information screen, Google Map will appear showing a Red Teardrop Marker for the location.

**Customer Information**

ZTK\_Frontier

**Latitude/Longitude** (Preferred)

41.82847959183704

-72.82252590767666

Right-click on the Red Teardrop Marker to validate location.



Once location is validated, the Teardrop Marker will turn green.



Click Submit

For development purposes only

For development purposes only

For development purposes only

For development purposes only

For development purposes only

For development purposes only

For development purposes only

For development purposes only

Google

Map data ©2018 Google Imagery ©2018 Terms of Use Report a map error

Lat/Long  
41.82847959183704, -72.82252590767666

Please right-click on location to validate.

Back Reset **Submit**

# Submit Location Inquiry Switched Ethernet Only



If Address was entered for location, the Select Address window will appear with the closest match to the address entered.

Select 'Next' button to continue with address found.

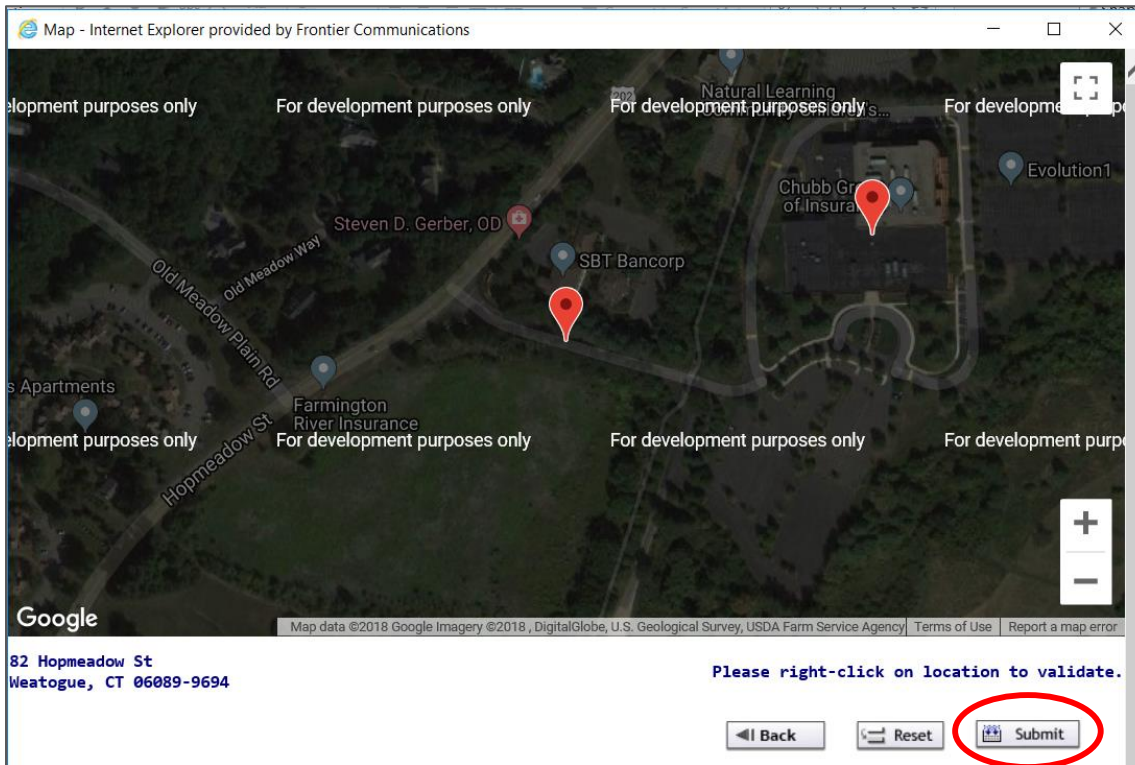
Select 'Back' button to return to Customer Information Screen.

**Select Address**

**Found Address**

82 Hopmeadow St  
Weatogue, CT 06089-9694

Cancel ◀ Back Next ▶





# View Location Inquiry Switched Ethernet Only Response

View Results:

VFO User Company Name

Street Address (Null if Lat/Lng Inquiry)

Latitude/Longitude

Fiber Status

Copper Status

WC QoS Available

WC Speed Available

Info - Internet Explorer provided by Frontier Communications

Business	ZTK_Frontier
Address	82 Hopmeadow St Weatogue, CT 06089-9694
Lat/Lng	41.828259972820845, -72.8224808465576
WC CLLI	
Lit	
Fiber tier	Qualified (max WC speed)
Copper tier	BDT
WC QoS	Platinum
WC Speed	1000MB

Disclaimer: This address appears to prequalify for fiber facilities. This information will be verified through the normal ASR ordering process and does not constitute a guarantee of service or facilities. Carrier will be notified if any additional construction costs are required after the ASR is submitted.

Close

Map Satellite

Google

Map data ©2018 Google Imagery ©2018 Terms of Use Report a map error

**NOTE: Location Inquiry Switched Ethernet Pre-Order Transactions may NOT be saved for later viewing!**