



Instructions for Applying for IAC code (CCNA/ACNA) and OCN Code and Accessing Frontier’s Ordering System

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**Carrier Services
Frontier Communications
Rochester, NY**

**Jurisdiction: All
Effective Date: 10/12/2017
Revised Date:**

Purpose

The purpose of this document is to provide instructions on how to apply for an IAC Code, an OCN Code, and connecting to Frontier's ordering system to conduct business with Frontier.

Applying for the CCNA Code

An IAC Code is a three-character alphabetic code that represents the legal entity company name for a company requesting communications services. The IAC code, commonly referred to as the CCNA by Frontier, is a key driver on the LSR form. It is used on every order to populate the Customer Carrier Name Abbreviation field (CCNA) and, occasionally, can be simultaneously populated on some order types in the Access Customer Name Abbreviation (ACNA) fields.

The application is managed by iconectiv and can be found on the Common Language website at the following URL:

<http://store.commonlanguage.com/Codes/IAC-Code-Online.html>

If you have trouble with this website or need assistance, please contact Common Language Customer Support Center at +1 877.699.5577 or clsc@iconectiv.com.

The cost for applying for an IAC code is \$350.00 and turn-around time is two business days following receipt of your request and verification of information submitted.

Applying for the OCN code

Company Codes are used to uniquely identify telecommunications service providers per industry standard. NECA assigns all Company Codes.

The following documentation is required to obtain a Company Code:

A Legal document (e.g., Articles of Incorporation with State seal or stamp, State Registration, etc.) as proof of existence and to reflect the telecommunication service provider's legal name,

and...

- For CLEC, ULEC, Competitive Access Provider, and Local Reseller service: A copy of the certification by the state Public Utilities Commission.

The cost for applying for an OCN is \$375.00. Codes are assigned within 10 business days from the receipt of all required documentation, including payment.

<https://www.neca.org/PublicInterior.aspx?id=94>

Applying for Connectivity to Frontier's Ordering System

Once the IAC code is obtained, it is necessary to submit the Frontier Connectivity Access Form.

The Frontier Connectivity Access Form is available from the Getting Started page of the Frontier Wholesale Operations Website:

<https://wholesale.frontier.com/wholesale/carrier-services/getting-started>

Whether e-bonding or using the Frontier GUI (VFO), CLECs and Carriers need to complete the application by selecting and submitting the [Frontier Connectivity Access Form](#).

After the application has been submitted you will receive an acknowledgement email once your form has been reviewed and is in process within 72 hours of submission.

Please email Frontier.connectivity.management@ftr.com with any questions regarding your submission.

You will receive an email Completion Notice within a minimum of 5 business days. The e-mail will provide login information to VFO and links for VFO training.

VFO Training Resources

Training for Virtual Front Office can be found at:

<https://wholesale.frontier.com/wholesale/systems-and-online-tools/vfo-training>

Virtual Frontier Office (VFO) Training

Frontier is committed to providing Carriers and CLECs with the information needed to be successful in VFO.

Below you will find links to available training guides, job aids and other reference documents to assist you in completing LSR, ASR, and Trouble Administration (TA) transactions in VFO. Online training courses for VFO are also available in the VFO Online Training Video Library.

Click [here](#) to take a virtual tour of the VFO Training pages of the Frontier Wholesale Website.

[VFO Administrator Training Guide](#)

[VFO Training Guide - Introduction to VFO](#)

[VFO User Guide](#)

**VFO Online Training
Video Library**

[VFO Online Training Library](#)

The VFO Online Training Video Library can be found at this url:

<https://wholesale.frontier.com/wholesale/systems-and-online-tools/vfo-training/vfo-online-training>

VFO Local Module Training Courses (Prerequisites: Introduction to VFO)

Welcome to Frontier's Virtual Front Office Local Module Training Courses for LSR Pre-order and LSR Orders training. The prerequisite to this class is the Introduction to VFO. We encourage you to take the prerequisite course prior to continuing. The LSR Pre-Order course should be taken prior to the LSR Orders course.

[Part 1 - LSR Pre-Order Training Course](#)

[Part 2 - LSR Order Training Course](#)

The training guides below should be utilized while taking the online video courses and may be helpful after training as a job aid.

[VFO Training Guide - LSR Pre-Order Training Course](#)

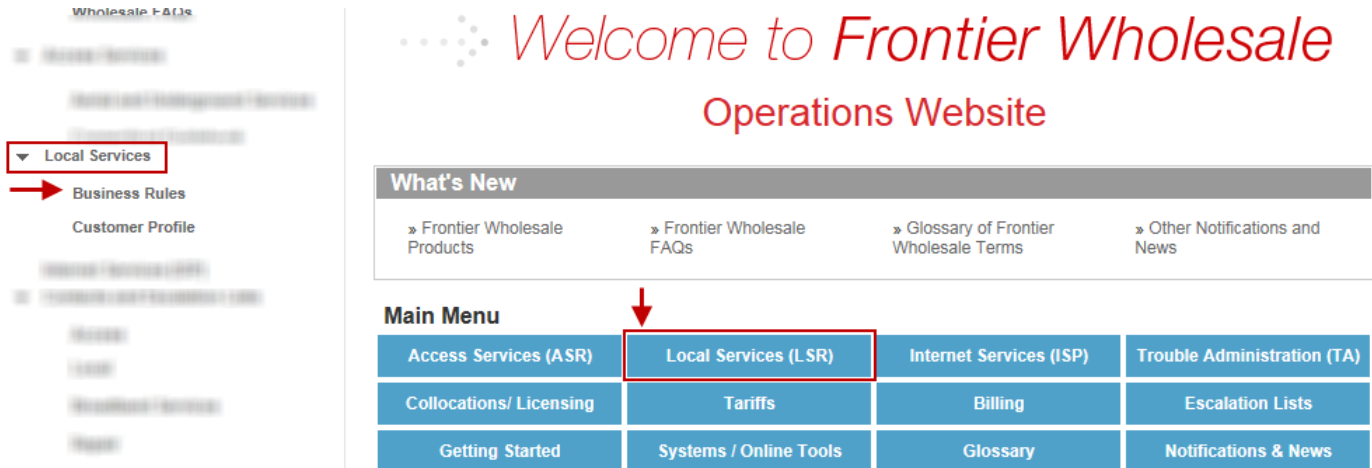
[VFO Training Guide - LSR Order Training Course](#)

Local Service Request LSR Order Information

Reference materials for submitting Local Service Requests (LSR) are available from the Local Services pages of the Frontier Wholesale Operations Website.

<https://wholesale.frontier.com/wholesale>

Click on **Local Services** for information about submitting orders for local service.



The screenshot shows the website's navigation structure. On the left is a sidebar menu with 'Local Services' highlighted. The main content area features a 'Welcome to Frontier Wholesale Operations Website' header, a 'What's New' section with links to products, FAQs, terms, and news, and a 'Main Menu' table. A red arrow points to the 'Local Services (LSR)' link in the main menu table.

Main Menu			
Access Services (ASR)	Local Services (LSR)	Internet Services (ISP)	Trouble Administration (TA)
Collocations/ Licensing	Tariffs	Billing	Escalation Lists
Getting Started	Systems / Online Tools	Glossary	Notifications & News

Local Services

This site is designed to provide CLECs and Resellers with the information they need about Local wholesale services from Frontier. This is a starting point for service providers to understand Frontier's Local practices and processes. A [glossary](#) of Frontier wholesale terms is available to provide definition of terms you may see throughout this site. If you have any questions that we don't answer within this site, please click [here](#) for additional Carrier team contact information.

Click [here](#) for more information on Frontier Wholesale Products.

Click [here](#) to take a virtual tour of the Local Services pages of the Frontier Wholesale Website.



Need access to Frontier's Virtual Front Office (VFO)? Please visit the [Getting Started](#) page for more information.
Need assistance utilizing Frontier's Virtual Front Office (VFO)? Please visit the [VFO Training](#) page for more information.

Frontier's four Local Service Territories include Acquired West Virginia, Connecticut, Frontier 13 and Legacy. To identify the specific Local Service Territory by central office, please refer to the Exchange and Access Line Matrix below.

[Exchange and Access Line Matrix](#)

Identifies Service Territory, Tariff, Access Line Codes and Voice Mail Access Numbers by Exchange

[SPID-OCN](#)

Includes Frontier Company Information by Service Territory

Pre-Order Information

Job aids and reference documents help to get the information needed before submitting an LSR. Click on the LSR Pre-Order Tutorial to launch a video to learn how to complete a pre-order transaction.

Pre-Order Information

[Customer Service Record \(CSR\) Inquiry Process](#)

[Large Customer Service Record Process](#)

[Manual Loop Qual Pre-Order Process](#)

[Service Order Request Inquiry \(SOR\) Job Aid](#)

[VFO LSR Preorder Dropdown Field and Response Code Values Job Aid](#)

**LSR Pre-Order
Tutorial**

Updated: May 26, 2017

Order Information includes information about the territories in which Frontier provides service. Click on each area-specific button to view more information about the included geographical territories.

Order Information

Frontier's four Local Service Territories include Acquired West Virginia, Connecticut, Frontier 13 and Legacy. To identify the specific Local Service Territory by central office, please refer to the Exchange and Access Line Matrix below.

[Exchange and Access Line Matrix](#)

**Acquired West
Virginia**

Connecticut

Frontier 13
Includes CTF Acquired

Legacy

Directory Services

LSR Order Samples

Broadband Services

**Fiber to the Premise
(FTTP)**

**Internet Services
ISP (Infospeed, BTAS)
BULK DSL**

**Wholesale Advantage
Broadband**

Click [here](#) for more information on Frontier Wholesale Products.

Order Information

Job Aids, reference documents, and order samples are available on each area-specific site.

Directory Services

LSR Order Samples

LSR Pre-Order Tutorial

Updated: May 26, 2017

Broadband Services

Fiber to the Premise (FTTP)

**Internet Services
ISP (Infospeed, BTAS)
BULK DSL**

**Wholesale Advantage
Broadband**

Resale and UNE Services

Ordering Job Aids

Products & Services

References

[Centrex Basic Feature Descriptions](#)

[Customer Service Record \(CSR\) Inquiry Process](#)

[Directory Listing Activity on Conversion or Migration As Specified](#)

[End User Name Change Job Aid](#)

[Expedite Service LSR](#)

[Hunting Job Aid](#)

[Large Customer Service Record Process](#)

[Blocking Matrix](#)

[Custopak/Centranet Ordering Code Matrix for California \(CTF Acquired 2016\)](#)

[Custopak/Centranet Ordering Code Matrix for Florida \(CTF Acquired 2016\)](#)

[Custopak/Centranet Ordering Code Matrix for Texas \(CTF Acquired 2016\)](#)

[Hunting Guide Wholesale Platform Centranet](#)

[ISDN Ordering Codes](#)

[Local Calling Patterns](#)

[2017 Blocked Due Dates](#)

[Buried Wire Service Offering](#)

[E9-1-1](#)

[E9-1-1 Activation Process Guide](#)

[E9-1-1 Database Carriers Guide](#)

[E9-1-1 MLTS Advisory for CA](#)

[LNP Cancellation by End User Request](#)

[LNP Troubleshooting and Trigger Guide](#)

Change Log

Date	Page Number	Change
06/12/2017		New
10/12/2017	3, 4, 5	Update to secured addresses for embedded wholesale.frontier.com links

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