



Customer Service Record (CSR) Inquiry Process

Carrier Services

Frontier Communications
Rochester, NY

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Customer Service Record Inquiry

Overview

Frontier Communications is providing Customer Service Record (CSR) Inquiry process information to our CLEC and Reseller customers.

CSR inquiries are available via **electronic request only**. Calls to the LCSC to request CSR information over the phone is prohibited. To request the CSR electronically, a pre-order transaction type 'E' is required. The transaction may be submitted via EDI or the VFO interface. More information on requesting the CSR pre-order transaction is available online at: <https://wholesale.frontier.com/local-services/location-product-qualification>.

Description

The Customer Service Record (CSR) Information Inquiry is used prior to submitting an LSR to view the end user's current services. It allows access to the Frontier CSR data for the purpose of determining existing services for a specified end user account.

Frontier SPIDs

Valid CSR requests include any CSR request for telephone numbers in-service with Frontier Communications or owned by the requesting CLEC in the following SPIDs.

ILEC SPIDs	CLEC SPIDs
0121 – All Other Frontier ILEC	2473 – Frontier Communications of America
5200 – Connecticut TDM Wireline	7513 – Pennsylvania – Former Commonwealth Tel (CTSI)
0161 - Commonwealth Telephone Company LLC dba Frontier Telecommunications	

Customer Service Record (CSR) Inquiry Process

CSR Request Process

Carriers will request Customer Service Records in the following manner:

For Customers in the following SPIDs	Process
0121, 5200, 0161	Utilize the VFO Pre-Order function
2473	Send email to Kenan.BillingRequests@FTR.com .
7513	Send email to ctsicsr@ftr.com

The following provides which customer service records are viewable.

If ...	Then ...
The CSR information is a Frontier Retail account	Information is visible by any/all Carriers that choose to view them.
The CSR information is CLEC <ul style="list-style-type: none"> • UNE-L (loop) • Resale • Stand-alone directory listing • UNE-P (Wholesale Platform) 	Only carrier owner of record can view. Note: Stand-alone directory listings can be seen by any CCNA using the Directory Listing Record (DLR) request. (TXTYP=T)
The CSR information is for Connecticut end-user with Uverse products and services	Error message will be returned stating "CSR Not Eligible for Review"

CSR Query

Frontier allows CSRs to be viewed with the understanding the CLEC has the End User's permission. CLECs are required to populate the AGAUTH field.

Query availability by

- Account Telephone Number (ATN), or
- Circuit ID (ECCKT)

Note: When query is by ECCKT, response will return the CFA (connecting facility assignment) information associated with that ECCKT.

CWP

A Customer Service record inquiry will return end user records with less than 10,000 lines of information. When the customer record contains more than 10K lines of information, an informational message will direct the user to the **Customer Wholesale Portal (CWP)** for the remaining data.

Example:

Please access CWP to retrieve unparsed CSR

using encrypted file name: XXXCCYMMDDHHMMSS.A.CSR

Note: The CSR file that contain 10,000 lines or more, will be available on the CWP for 3 business days. If not retrieved by that time it will be deleted from the portal and a new request will need to be entered.

For information on the Customer Wholesale Portal, please see <https://wholesale.frontier.com/systems-and-online-tools/Customer-Wholesale-Portal> for access and instruction documentation.

VFO Inquiry & Response

Inquiry Process

Follow the steps below to complete a Customer Service Inquiry in VFO.

Field Name	Field Entry	
TX TYPE	E - Customer Service Info (CSI)	
CCNA	Customer Carrier Name Abbreviation	
CC	CLEC's Company Code	
MS	<ul style="list-style-type: none"> • A - Resale • B - UNE • L - Listing Account <p>Note: MS <u>must</u> equal B when inquiry is by ECCKT</p>	
AGAUTH	Y - Yes	
ATN	Account Telephone Number	
	Note: When the MS=B and ECCKT is populated, field is prohibited, otherwise required	
ECCKT	Circuit ID	
	Note: If MS=B and ATN is populated ECCKT is prohibited.	
STATE	End-User state	
PARSEIND	If entry is...	Then...
	Yes	Response will be organized within specific headings and associated with group data
	No	Response will be returned in multi-line text format
	Notes: 1. CFA information is only available when ParseInd=Y	

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Inquiry Process
(continued)

Field Name	Field Entry
PARSEIND <i>(Continued)</i>	Notes: 2. The Parsed CSR transaction is intended for non-complex accounts. The transaction supports POTS accounts and currently does not support complex accounts including ISDN and Centrex accounts.
SUBMIT	Response will be returned within 2 minutes

Inquiry Response

The Customer Service Record Response will include the following information.

- Account data
 - Location Directory
 - Listing data
 - Listing detail
 - Service data
 - ECCKT data and associated CFA
 - Line Restriction data
 - FIDs
 - Feature Details
 - Feature Quantity
-

Error Handling

If an error was encountered, the response will include an error code and description. The user will be able to select the CHANGE button to make corrections.

Saving Transaction

The user has the option to save or print the response transaction by clicking on the SAVE or PRINT buttons. The data will be saved in VFO for future reference.

Change Log

Purpose

The purpose of this section is to provide updates made to this document since the initial posting.

Date	Revision
11/05/2014	Initial document
01/30/2015	Customer record visibility update for Uverse products and services in CT
10/25/2017	Update embedded links to secured URLs
06/30/2021	Update embedded link

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