



Version 9.30.29

CSR PRE-ORDER INQUIRY

DISCLAIMER: THIS DOCUMENTATION IS FOR INFORMATIONAL PURPOSES ONLY AND DOES NOT OBLIGATE FRONTIER TO PROVIDE SERVICES IN THE MANNER DESCRIBED IN THIS DOCUMENT. FRONTIER RESERVES THE RIGHT AS ITS SOLE OPTION TO MODIFY OR REVISE THE INFORMATION IN THIS DOCUMENT AT ANY TIME WITHOUT PRIOR NOTICE. IN NO EVENT SHALL FRONTIER OR ITS AGENTS, EMPLOYEES, DIRECTORS, OFFICERS, REPRESENTATIVES OR SUPPLIERS BE LIABLE UNDER CONTRACT, WARRANTY, TORT (INCLUDING BUT NOT LIMITED TO NEGLIGENCE OF FRONTIER), OR ANY OTHER LEGAL THEORY, FOR ANY DAMAGES ARISING FROM OR RELATING TO THIS DOCUMENT OR ITS CONTENTS, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

© 2024 Frontier Communications Parent, Inc. All rights reserved.



Contents

CCNA – Customer Carrier Name Abbreviation 3

TXNUM – Transaction Number 3

D/TSENT – Date/Time Sent 3

MS - Market Segment 3

CC – Company Code 3

AGAUTH – Agency Authorization Status 4

ATN – Account Telephone Number 4

ECCKT – Exchange Company Circuit ID 4

STATE - State 4

PARSEIND – Parse Indicator 5

APPENDIX A: ERROR MESSAGE TABLE 5

APPENDIX B - CHANGE CONTROL LOG 6



| Flid Nbr | Field Name | Definition | Data Char | Field Length | Valid Values Range of Values | Conditional Business Rules/Edits | R/O/P |
|----------|---|---|-----------|--------------|--|---|-------|
| 001 | CCNA – Customer Carrier Name Abbreviation | Identifies the COMMON LANGUAGE IAC CODE for the customer. | A | 3-3 | | <p>1. If not populated, then return error: FTRCSR001 CCNA IS REQUIRED</p> <p>2. If populated and (dl does not equal 3) or (dc does not equal alpha), then return error: FTRCSR002 CCNA MUST BE 3 ALPHA CHARACTERS</p> | R |
| 002 | TXNUM – Transaction Number | Identifies the customer provided tracking number to link the inquiry with the response. | AN | 1-16 | | <p>1. If not populated, then return error: FTRCSR028 TXNUM IS REQUIRED</p> | R |
| 003 | D/TSENT – Date/Time Sent | Identifies the date and time the transaction is sent. | N | 14-14 | <p>Two Digit Century (00-99) Two Digit Year (00-99) Two Digit Month (01-12) Two Digit Day (01-31) Two Digit hour (00-23) Two Digit Minute (00-59) Two Digit Second (00-59)</p> | <p>1. If not populated, then return error: FTRCSR003 DATE/TIME SENT IS REQUIRED</p> <p>2. If populated and (dl not = 14 or dc not = numeric), then return error: FTRCSR004 DATE/TIME SENT MUST BE 14 NUMERIC CHARACTERS</p> <p>3. If populated and positions 5, 6 (MM) not = 01-12, then return error: FTRCSR005 DATE/TIME SENT MONTH MUST BE 01-12</p> <p>4. If populated and positions 7, 8 not = 01-31, then return error: FTRCSR006 DATE/TIME SENT DAY MUST BE 01 – 31</p> <p>5. If populated and positions 9,10 not = 00-23, then return error: FTRCSR007 DATE/TIME SENT HOUR MUST BE 00-23</p> <p>6. If populated and positions 11, 12 not = 00-59, then return error: FTRCSR008 DATE/TIME SENT MINUTES MUST BE 00-59</p> <p>7. If populated and position 13 and 14 not = 00-59, then return error: FTRCSR010 DATE/TIME SENT SECOND MUST BE 00-59</p> | R |
| 006a | MS - Market Segment | Identifies whether the request is for a Resale or UNE. | A | 1 | <p>A=Resale B=UNE L=Listing</p> | <p>1. If not populated, then return error: FTRCSR013 MS IS REQUIRED</p> <p>2.If populated and vv does not equal A, B, L, then return error: FTRCSR014 MS VALID VALUES ARE A, B, L</p> | R |
| 007 | CC – Company Code | Identifies the Exchange Carrier initiating the request | AN | 1-4 | | <p>1. If not populated, then return error: FTRCSR015 CC IS REQUIRED</p> <p>2. If populated and dl does not equal 4, then return error: FTRCSR016 CC MAY NOT EXCEED 4 CHARACTERS</p> | R |



| Fld Nbr | Field Name | Definition | Data Char | Field Length | Valid Values Range of Values | Conditional Business Rules/Edits | R/O/P |
|---------|--------------------------------------|---|------------|--------------|--|--|-------|
| 008 | AGAUTH – Agency Authorization Status | Indicates that the customer is acting as an end user's agent and has authorization on file. | A | 1 | Y=Authorization on File | <p>1. If not populated, then return error: FTRCSR017 AGAUTH IS REQUIRED</p> <p>2.If populated and vv does not = Y, return error FTRCSR018 AGAUTH VALID VALUE = Y</p> | R |
| 011 | ATN – Account Telephone Number | Identifies the account telephone number assigned by the NSP. | AN | 10-10 | | <p>1. If not populated and ECCKT is not populated, then return error: FTRCSR019 ATN IS REQUIRED</p> <p>2. If populated and dl does not equal 10, then return error: FTRCSR020 ATN MUST BE 10 CHARACTERS</p> <p>3. If populated and vv= alpha and not in uppercase, then return error: FTRCSR027 WHEN ATN FIELD INCLUDES ALPHA CHARACTERS THEY MUST BE ENTERED IN UPPER CASE</p> | C |
| 017 | ECCKT – Exchange Company Circuit ID | Identifies a provider's circuit identification | AN ., / | 1-41 | | <p>1.If populated and dl > 41, return error FTRCSR030 ECCKT MAY NOT EXCEED 41 CHARACTERS</p> <p>2.If populated and special characters do not equal comma, period, virgule, return error FTRCSR031 ECCKT SPECIAL CHARACTERS MAY ONLY BE COMMA, PERIOD OR VIRGULE</p> <p>3.If populated and ATN is populated, return error FTRCSR032 ECCKT PROHIBITED WHEN ATN POPULATED</p> <p>4.If populated and MS does not = B, return error FTRCSR033 ECCKT PROHIBITED WHEN MS DOES NOT = B</p> <p>Note: Populated ECCKT as provided on FOC. Example ECCKT Format 11/ARDU/999999/ /GTEN/</p> | O |
| 037 | STATE - State | Identifies the abbreviation for the state or province. | A | 2-2 | AL, AZ, CA, CT, FL, GA, IA, IL, IN, MI, MN, MS, NC, NE, NM, NV, NY, OH, PA, SC, TN, TX, UT, WI, WV | <p>1.If populated and vv does not = AL, AZ, CA, CT, FL, GA, IA, IL, IN, MI, MN, MS, NC, NE, NM, NV, NY, OH, PA, SC, TN, TX, UT, WI, WV then return error: FTRCSR021 NOT A VALID STATE FOR FRONTIER</p> <p>2. If not populated, then return error: FTRCSR022 STATE IS REQUIRED</p> <p>3.If populated and vv not = capital letters, then return error: FTRCSR023 STATE FIELD MUST BE CAPITAL LETTERS</p> | R |



| Fld Nbr | Field Name | Definition | Data Char | Field Length | Valid Values Range of Values | Conditional Business Rules/Edits | R/O/P |
|---------|-------------------------------|---|-----------|--------------|------------------------------|---|-------|
| 041e | PARSEIND – Parse Indicator | Indicates whether the CSR should be parsed. | A | 1 | Y – Yes N - No | <p>1. If not populated, then return error: FTRCSR025 PARSEIND IS REQUIRED</p> <p>2. If populated and vv does not equal Y, N then return error: FTRCSR026 PARSEIND MAY ONLY BE Y, N</p> <p>3.If populated and vv does not = Y and ECCKT is populated, return error FTRCSR034 PARSEIND MUST = Y WHEN ECCKT IS POPULATED</p> <p>Note : CFA information available on CSR Response only when PARSEIND is Y</p> | R |

APPENDIX A: ERROR MESSAGE TABLE

| Error Message Number | Error Message Text |
|----------------------|---|
| FTRCSR001 | CCNA IS REQUIRED |
| FTRCSR002 | CCNA MUST BE 3 ALPHA CHARACTERS |
| FTRCSR003 | DATE/TIME SENT IS REQUIRED |
| FTRCSR004 | DATE/TIME SENT MUST BE 14 NUMERIC CHARACTERS |
| FTRCSR005 | DATE/TIME SENT MONTH MUST BE 01-12 |
| FTRCSR006 | DATE/TIME SENT DAY MUST BE 01 – 31 |
| FTRCSR007 | DATE/TIME SENT HOUR MUST BE 00-23 |
| FTRCSR008 | DATE/TIME SENT MINUTES MUST BE 00-59 |
| FTRCSR009 | DATE/TIME SENT MUST BE NUMERIC IN POSITION 1-12 |
| FTRCSR010 | DATE/TIME SENT SECOND MUST BE 00-59 |
| FTRCSR011 | TXTYP IS REQUIRED |
| FTRCSR012 | TXTYP MAY ONLY BE E FOR THIS TRANSACTION |
| FTRCSR013 | MS IS REQUIRED |
| FTRCSR014 | MS VALID VALUES ARE A, B, L |
| FTRCSR015 | CC IS REQUIRED |
| FTRCSR016 | CC MAY NOT EXCEED 4 CHARACTERS |
| FTRCSR017 | AGAUTH IS REQUIRED |
| FTRCSR018 | AGAUTH VALID VALUE = Y |
| FTRCSR019 | ATN IS REQUIRED |
| FTRCSR020 | ATN MUST BE 10 CHARACTERS |
| FTRCSR021 | NOT A VALID STATE FOR FRONTIER |
| FTRCSR022 | STATE IS REQUIRED |
| FTRCSR023 | STATE FIELD MUST BE CAPITAL LETTERS |



| Error Message Number | Error Message Text |
|----------------------|---|
| FTRCSR024 | |
| FTRCSR025 | PARSEIND IS REQUIRED |
| FTRCSR026 | PARSEIND MAY ONLY BE Y, N |
| FTRCSR027 | WHEN ATN FIELD INCLUDES ALPHA CHARACTERS THEY MUST BE ENTERED IN UPPER CASE |
| FTRCSR028 | TXNUM IS REQUIRED |
| FTRCSR029 | |
| FTRCSR030 | ECCKT MAY NOT EXCEED 41 CHARACTERS |
| FTRCSR031 | ECCKT SPECIAL CHARACTERS MAY ONLY BE COMMA, PERIOD OR VIRGULE |
| FTRCSR032 | ECCKT PROHIBITED WHEN ATN POPULATED |
| FTRCSR033 | ECCKT PROHIBITED WHEN MS DOES NOT = B |
| FTRCSR034 | PARSEIND MUST = Y WHEN ECCKT IS POPULATED |
| FTRCSR035 | |

APPENDIX B - CHANGE CONTROL LOG

| DATE | FIELD | REVISION NUMBER | CHANGE |
|------------|-------|-----------------------|---------------------------|
| 07/16/2021 | All | October 2021 Release | Update version to 9.30.24 |
| 07/15/2022 | All | October 2022 Release | Update version to 9.30.25 |
| 03/21/2023 | All | June 2023 Release | Update version to 9.30.26 |
| 11/24/2023 | All | February 2024 Release | Update version to 9.30.27 |
| 07/13/2024 | All | October 2024 Release | Update version to 9.30.28 |
| 11/27/2024 | All | February 2025 Release | Update version to 9.30.29 |
| | | | |