Customer Wholesale Portal User Guide

Contents

Frontier Wholesale

Jurisdiction: All
Revised Date: 01/31/2022

Overview

The Customer Wholesale Portal provides CLECs with the ability to access their wholesale reports. CLEC's must register prior to accessing their reports. Upon completion and approval of the registration, the CLEC will be provided with a User ID and password to access the portal. The CLEC can then login to access specific reports selected during the registration process. Each report is separate and distinct, and a CLEC must request a specific report in order to be granted access. After the CLEC is registered the requested files will be loaded as they are generated. All files listed are available for download to the CLECs desktop.

The following CLEC reports will be available through the Customer Wholesale Portal (CWP):

- Bulk Loop Qualification Extract (Excludes Legacy Service Territory)
- Carrier to Carrier Reports
- Customer Service Records over 10K
- Listing Verification Report
- Provider Notification Report (formerly known as Line Loss Report)

NOTE: It is important to download the files since they are purged after a period of time. For example, the Provider Notification Report (Line Loss Report) is available for 365 calendar days and Listing Verification Reports are available for 90 days.

In order to obtain access to these reports, individuals must register to use the Customer Wholesale Portal (CWP) Reports application. Your company will establish at least one Super User (SU) to approve requests for sign-on ID(s).

Before users of the Customer Wholesale Portal (CWP) Report Web site can apply for a User ID and password, your company must establish a Super User (SU). The SU will be responsible for approving requests for User Ids and passwords, changing / updating / deleting user record data for each CWP Report Application. A CLEC can have multiple users apply for access to the CWP.

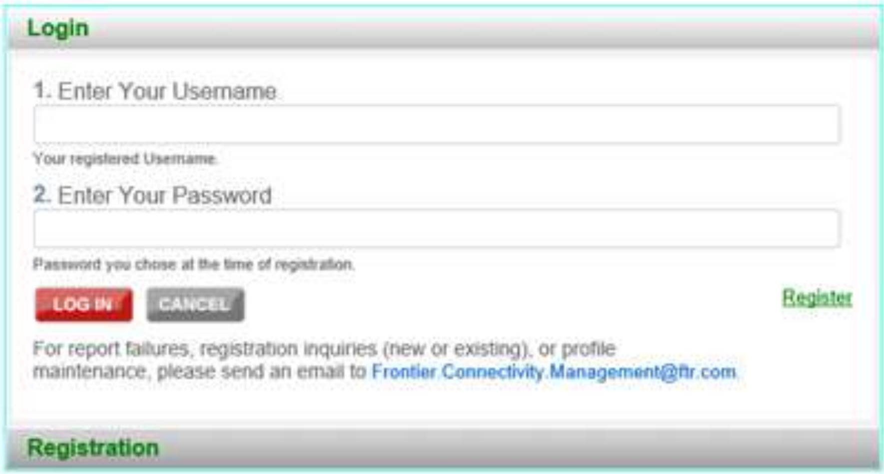
System Requirements:

- Frontier's recommended browsers to use CWP are IE10, IE11, Chrome, Safari and Firefox
- Unzip tool

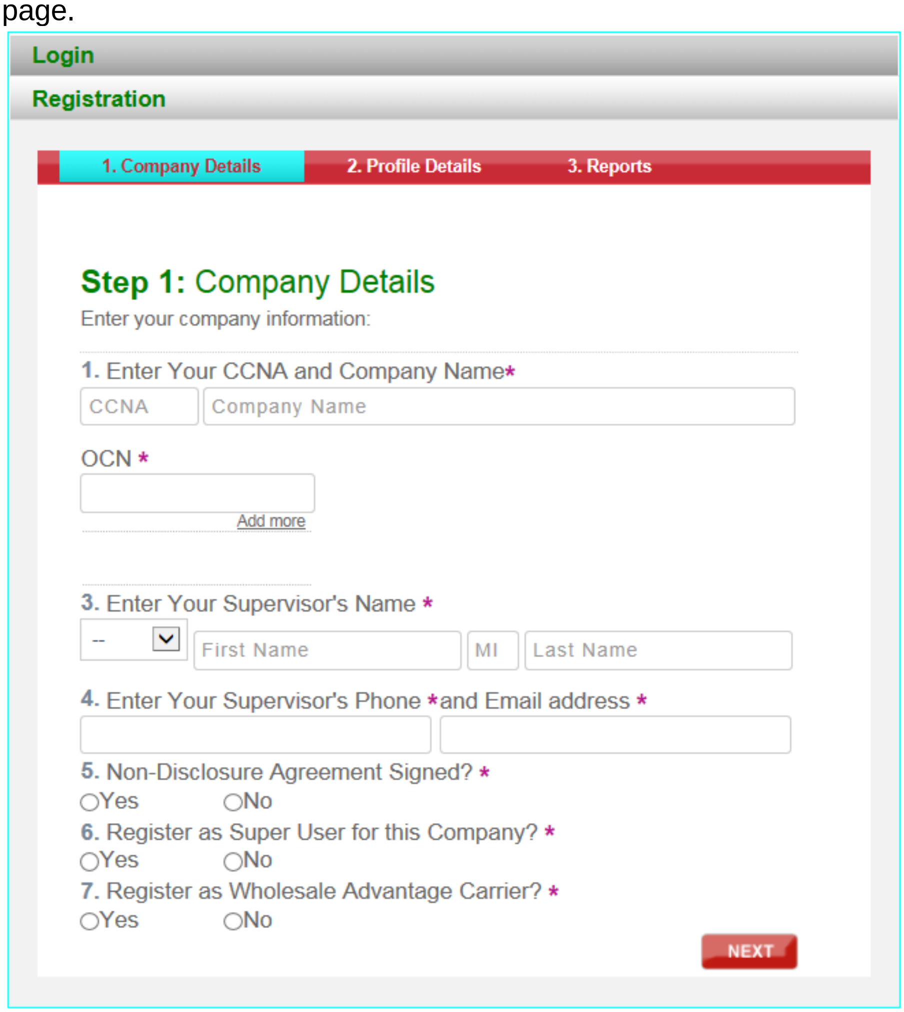
If you have any questions or difficulty using Frontier's Customer Wholesale Portal, please contact your Account Manager.

Establishing a Super User (SU)

The first step in accessing Frontier's Customer Wholesale Portal is to establish a **Super User**. You will need to enter the URL address into your Web browser to access the form: https://cwp.frontier.com/Wholesale/reports/login/



The CWP log in screen will appear. Click on "**Register,**" located on the lower right hand side of the login in page.



Step 1: Provide Company Details.

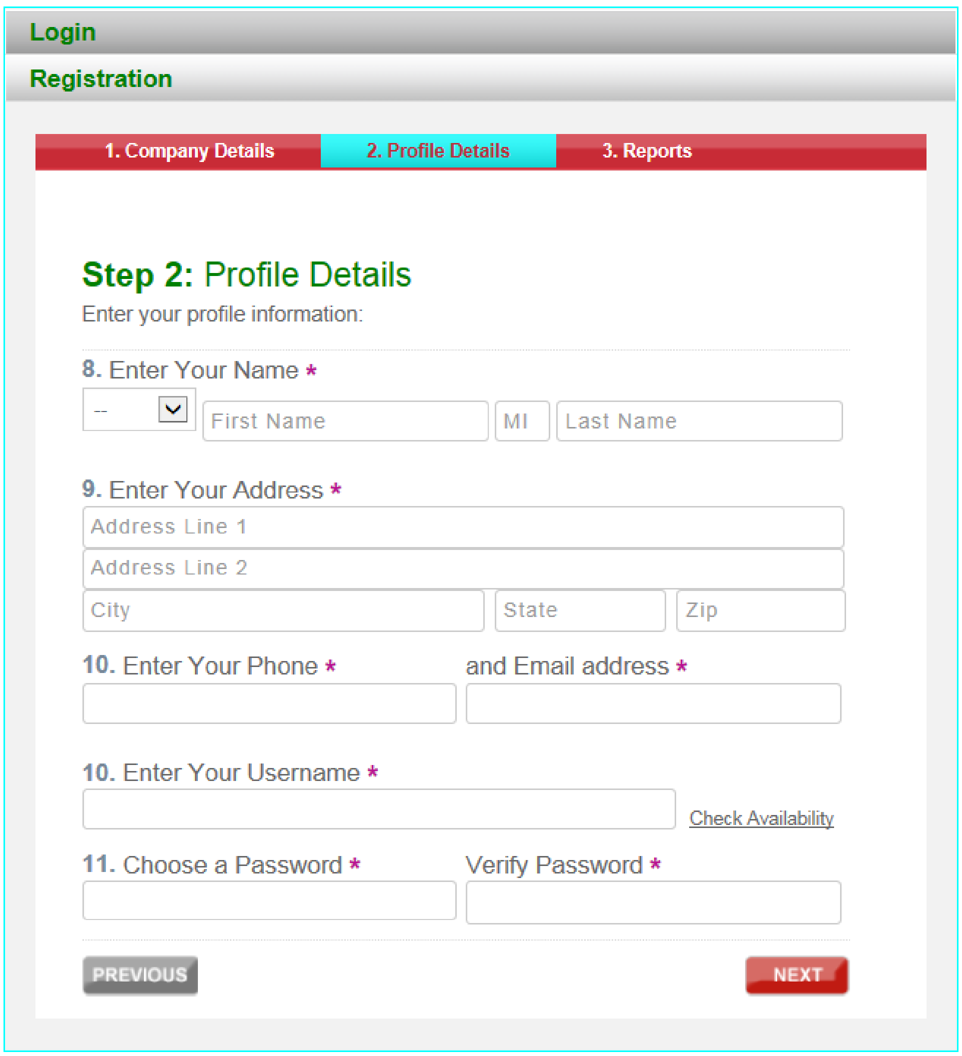
You will be asked to supply several key pieces of information:

- Your company name and CCNA(s), OCN
- Your supervisor's name, title, telephone number, email address

On the first page of the registration form, Question #6, *"Register as a Super User for this Company?"* Select "Yes." You will be notified via email when your Super User status has been approved.

Note: For companies accessing the Bulk Loop Qualification extract, a Non-Disclosure Agreement is required and needs to be on file. Copies of the agreements are available by request to Contract.Management@ftr.com

After populating the fields on this page, click "Next" and you will be taken to page two of the registration process:



Step 2: Profile Details

You will be asked to supply:
Your name, address, telephone number, email address

It is here you will create your User Name and Password. In the box, “Enter User Name”, type your user name which must be a minimum of 6 characters long. Only Alpha, numeric, #, dot (.) and underscore (_) are allowed when creating a user name.

Once you have entered your user name, you will then need to create a password. Passwords must be a minimum of 8 characters long and include the following:
At least 1 numeric character
At least 1 upper case letter
At least 1 lower case letter

It is recommended you use one special character in your password as well.

Please note: Once you create your password, make a note of it for future reference. For security purposes, your registration confirmation email will only provide your user name. Passwords will not be included in this notification.

After populating the fields on this page, click “Next” and you will be taken to page three of the registration process:

Step 3: Reports

On this page, you will select the reports you wish to have access. The options are:

- Bulk Loop Qualification Extract (Excludes Legacy Service Territory)
- Carrier to Carrier Reports
- Customer Service Records over 10K
- Listing Verification Report
- Performance Assurance Plan (PAP) Reports
- Provider Notification Report (the former Line Loss Report)

Bulk Loop Qualification Extract

This report provides the Local Service Providers (LSP) in the Acquired West Virginia, Frontier 13, and Connecticut service territories, with xDSL loop qualification information from the Customer Wholesale Portal (CWP) Reports Web site. The (CWP) Report identifies xDSL-qualified facilities. This DSL information enables the LSP to determine if a working telephone number (WTN) is qualified for DSL service.

A Non-Disclosure Agreement must be signed before access is granted. Please contact Contract.Management@ftr.com to request NDA.

Carrier-to-Carrier Reports

This report contains the metric results for Carrier-to-Carrier Guideline metrics for the state. The aggregate report contains all CLECs and the CLEC Specific is just for the specific CLEC.

Customer Service Record (CSR) Over 10K Report Overview

This report enables the Local Service Provider (LSP) to retrieve unparsed Customer Service Records (CSRs) with more than ten thousand (10,000) lines of data, from a secured web portal. This functionality is an extension of the Pre Order CSR process.

Listing Verification Report (LVR) Overview

The Listing Verification report enables the Local Service Provider (LSP) to confirm that data sent to the directory publishers is accurate. These files are created based on the LVR schedule.

The Listing Verification Report files are intended for use just prior to Telco Close to review all the listings the Local Service Provider has submitted for a particular directory. Directory Listing Verification Reports enable the LSP to confirm that the information sent to the directory publisher is accurate (i.e. there are no typographical or other errors). These reports will be automatically generated by Frontier and provided to LSP for each directory in which the LSP has entered end user listings for review.

Corrections required as a result of Directory Listing Verification Report review, should be submitted via the Local Service Request (LSR) process. These corrections will be processed as new, change or delete items, as appropriate, following normal listing service order procedures.

Performance Assurance Plan (PAP)

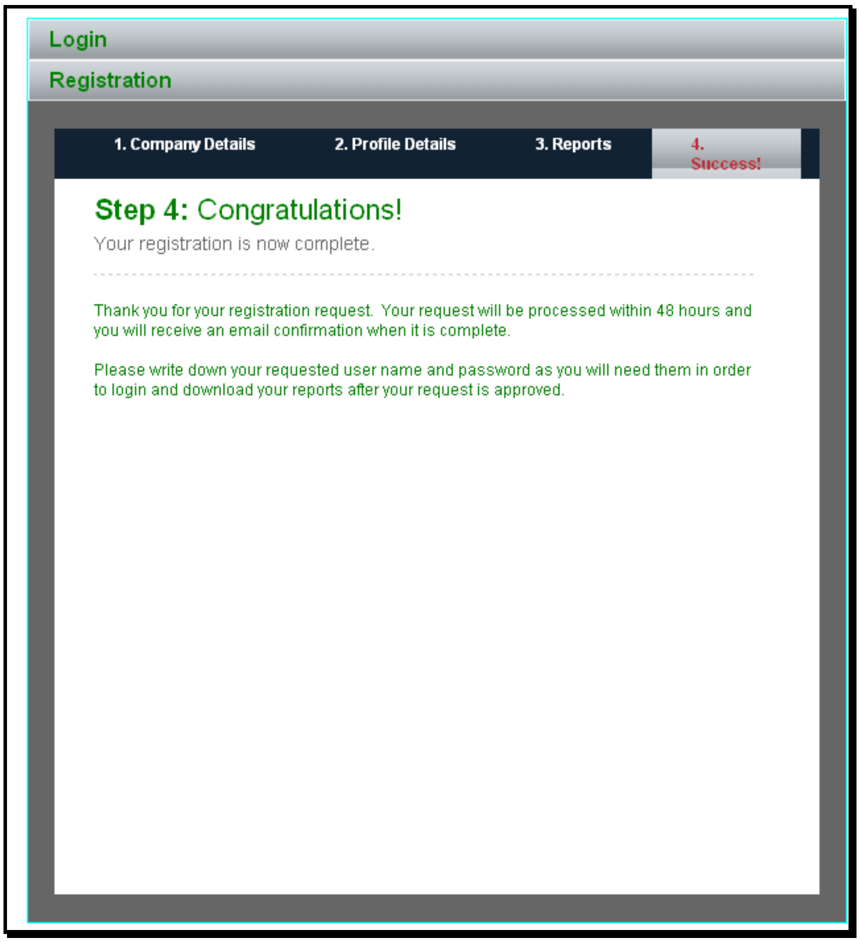
This report contains metric results and bill credit amounts for Performance Assurance Plan metrics for all CLECs (Aggregate) or specific CLECs (CLEC Specific) for the state.

This is a self-reporting tool that measures Frontier’s quality wholesale services to competitive carriers after Frontier gained entry into the long distance market pursuant to Section 271 of the Telecommunications Act of 1996. This is considered to be a regulatory report.

Provider Notification Report Overview

The Provider Notification Report was previously known as the Line Loss Report, LLR. It provides the existing Local Service Provider (LSP) with information that advises that either the End User has migrated to a new LSP (Loss Notification) or that the status of DSL service has been modified (Line Sharing Notification or Line Splitting Notification).

Once you select your reports, click, “Submit.” You have now completed the registration process for Frontier’s Customer Wholesale Portal:



Once approved, your will receive the following confirmation via email:

Welcome to the Frontier Customer Wholesale Portal

You have been approved as a User or Super User / Administrator and now have access to **Frontier's Customer Wholesale Portal (CWP).**

The Customer Wholesale Portal provides you with the ability to access your company's wholesale
reports. You may login to access specific reports selected during the registration process. Each report is separate and distinct. You must request a specific report in order to be granted access. All files are available for download to your desktop.

Before accessing CWP, please review the Customer Wholesale Portal User Guide. A copy of the guide is available on the Frontier Wholesale website: https://wholesale.frontier.com/systems-and-online-tools

Your User ID is

Frontier's Customer Wholesale Portal website can be accessed at: https://cwp.frontier.com/Wholesale/Reports/Login/

To Download Reports:

Begin by logging into the CWP website to download your files.

You will need to open your reports using an unzip tool. Please refer to the Customer Wholesale Portal User Guide for specific information on how to download files.

Unzip Password: Password#1

If you have questions, please contact your company's CWP Super User or your Frontier Account Manager.

Regards,

Carrier Services
Frontier Communications
Rochester, NY

Once a Super User(s) has been established, individuals within your company can now follow the steps above to register and make their report selection. Note: For **"**Question #6, *"Register as a Super User for this Company?"* Select "No" for general users of the system.

Note: Included in this email is the password required to unzip report files that have been downloaded.

Questions regarding User access requests may be emailed to Frontier.Connectivity.Management@ftr.com

Logging into CWP

Step 1: To log in to CWP, open a web browser and in the address bar enter the address https://cwp.frontier.com/Wholesale/reports/login/ and click enter. The CWP Log in screen will appear.

Step 2: Enter your CWP User Name and Password. Select OK.

Super User View

The administrative page for a Super User has four options along the top of the page:

- Reports Dashboard
- Manage Requests
- Manage Users
- Manage Profile

The Reports Dashboard lists the reports selected by the user under the heading.

Step 1: **Select Report Files**. Report selections are listed here.

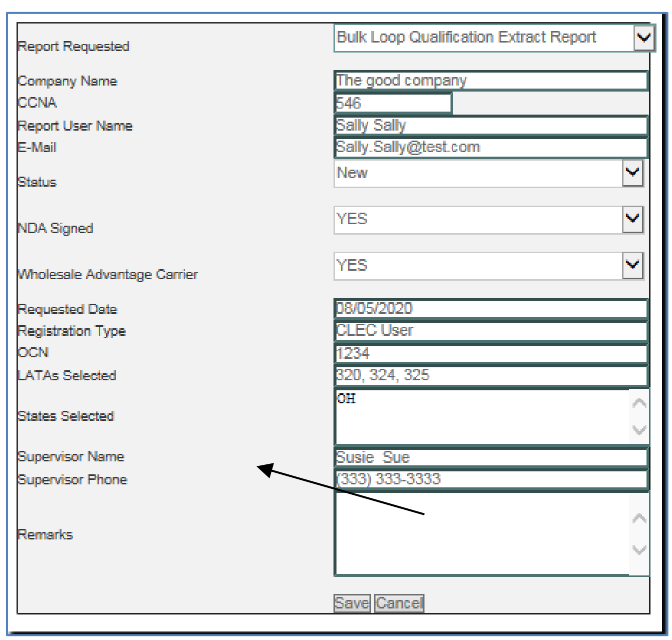
Step 2: **Review Download Queue.** As reports are selected for download, they appear under this heading,

Manage Requests

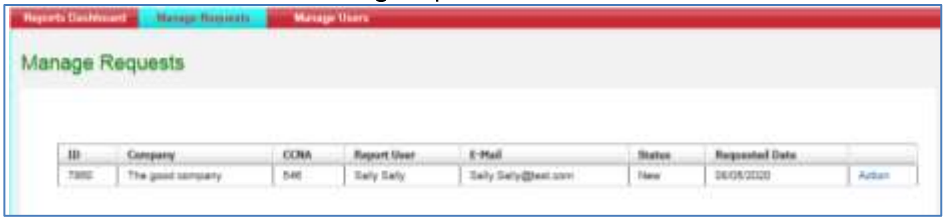
The *Manage Requests* tab allows the Super User to view and approve their company's user requests:

From the Manage Requests screen, the Super User can view a request by clicking "Action."

The user's request will be displayed. There are drop down boxes that will supply additional information such as reports selected. It is from this screen using the "Status" drop down box where the SU will approve, reject, or hold a request for review:



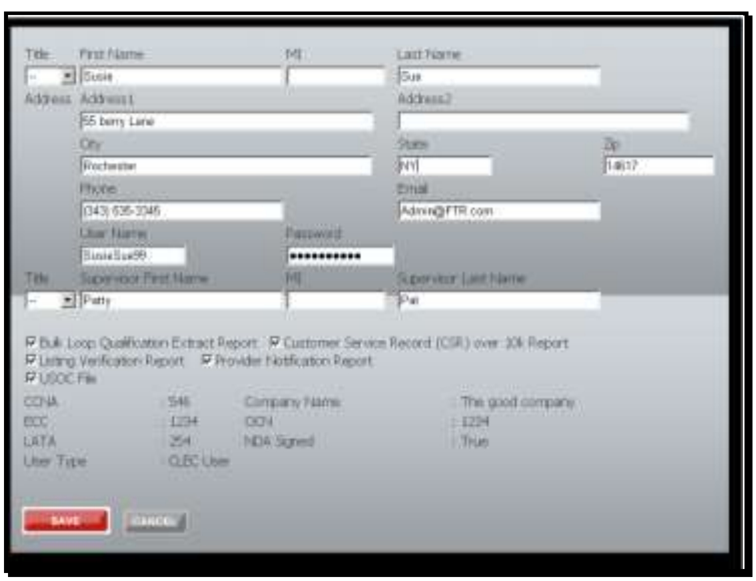
The SU will highlight the appropriate action and select, “Save”. Once the SU returns to the Manage Requests Page, the user will reflect the new status. Rejected users will appear as “rejected” in the status field. Pending requests are listed as “review” in the status field.



Manage Users

A Super User has access to all user profiles by selecting, *Manage Users*.

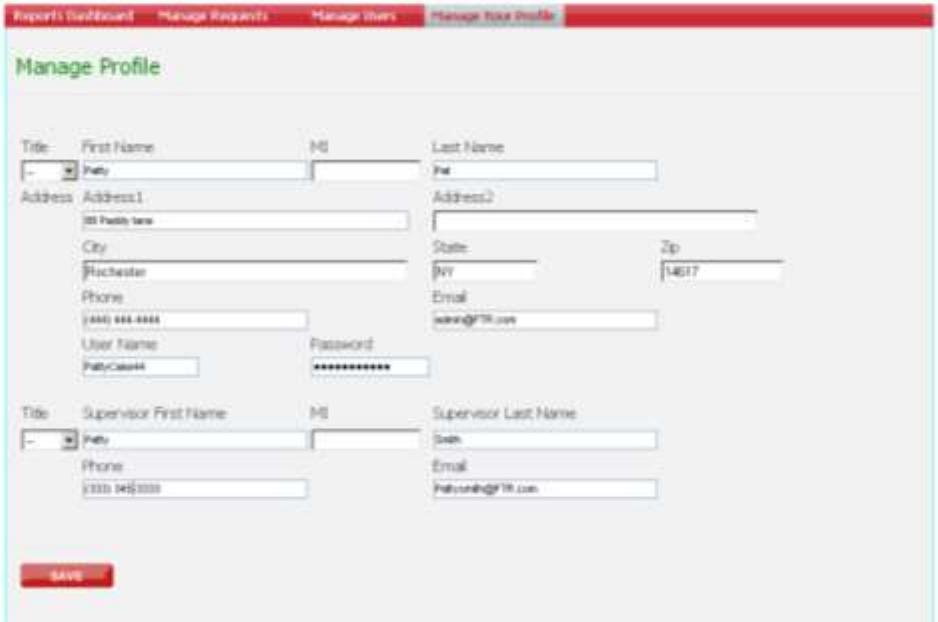
From this page, a user profile can be edited or deleted. If “Edit” is selected, the following information can be viewed:



A Super User can update any field in white. Changes to user report selection as well as password can be made from this screen. Information appearing in gray cannot be changed or updated: CCNA, ECC, OCN, LATA, User Type, Company Name, NDA signed.

Manage Profile

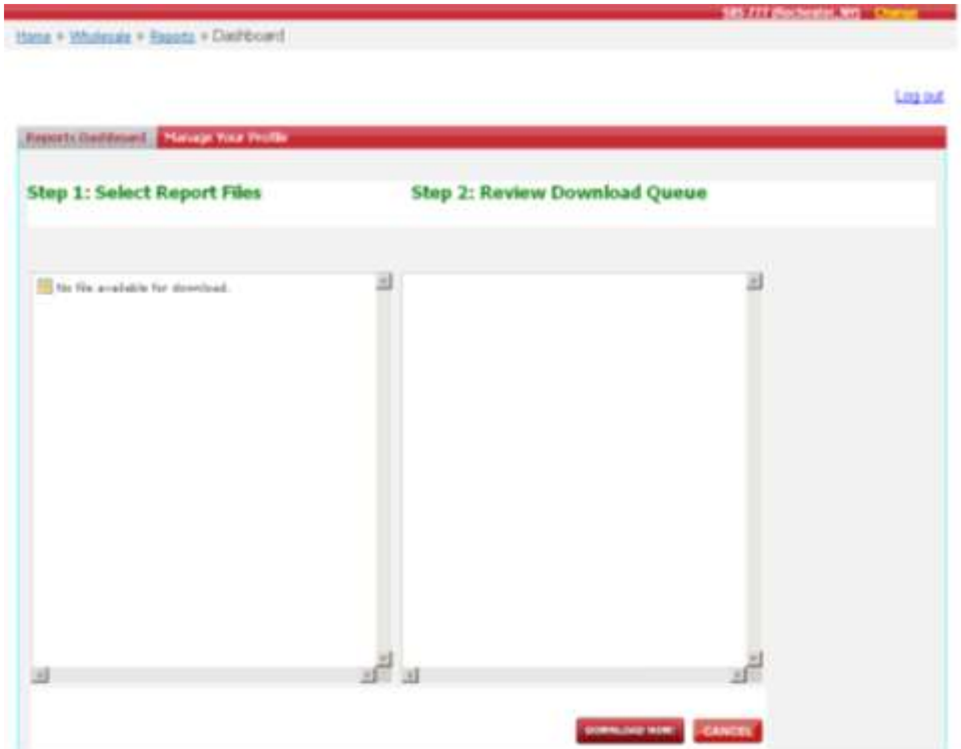
Both a user and Super User can manage their profile:



Fields appearing in white can be changed or updated form the Manage Profile tab.

User View

A User of CWP will not have access to the Manage Requests and Manage Users Tabs:

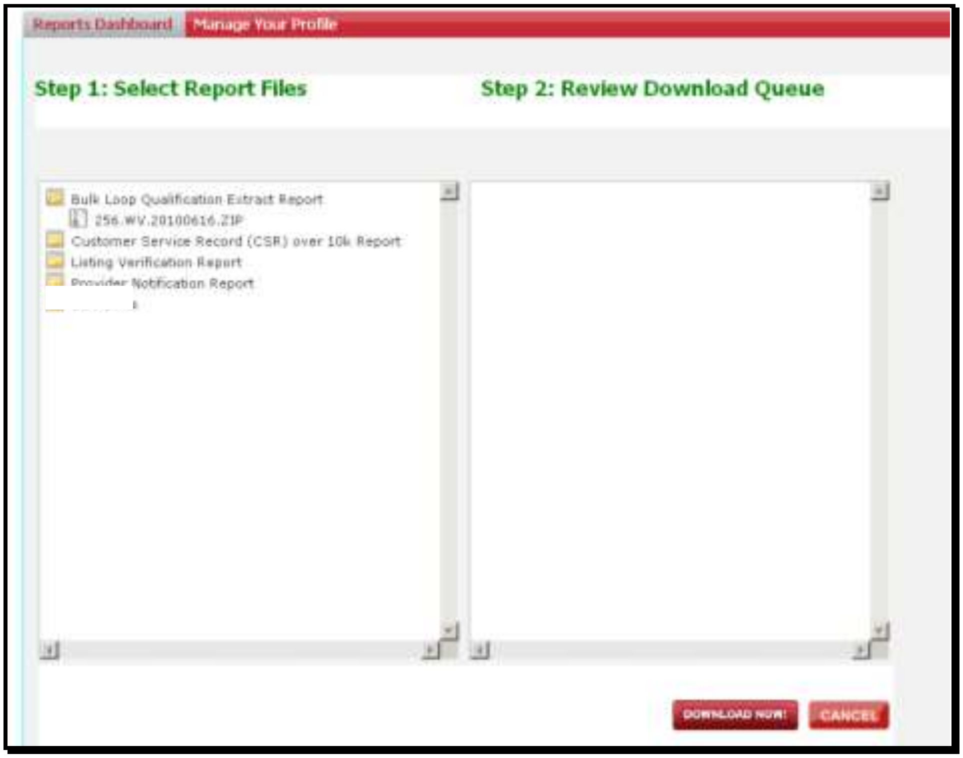


Downloading a Report

When a Super User or User is ready to download a report from the portal, they will follow a series of steps outlined below. This is the process to follow to receive any Frontier report.

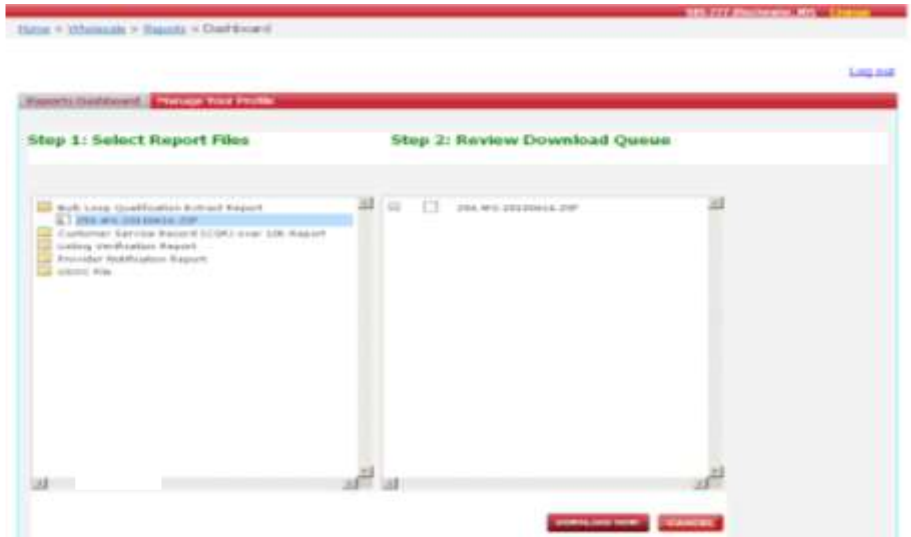
Step 1: Reports dashboard

Select the Reports Dashboard Tab. To download a report, click a Report and the files will appear below the report title:

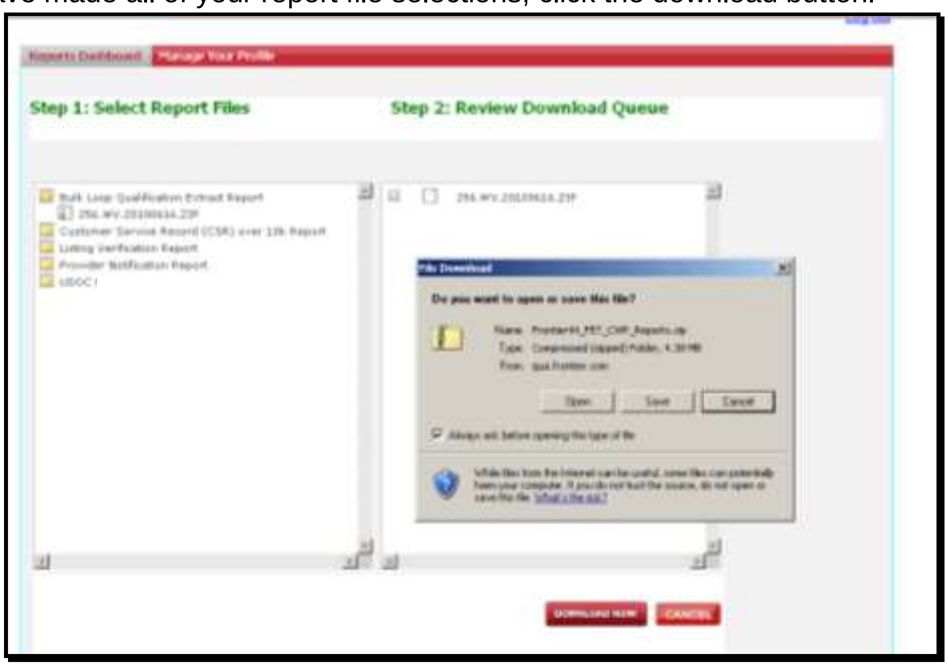


Step 2: Download the report

Highlight and click the file you want to download. The file will appear to the right under the Download Queue.



Once you have made all of your report file selections, click the download button.



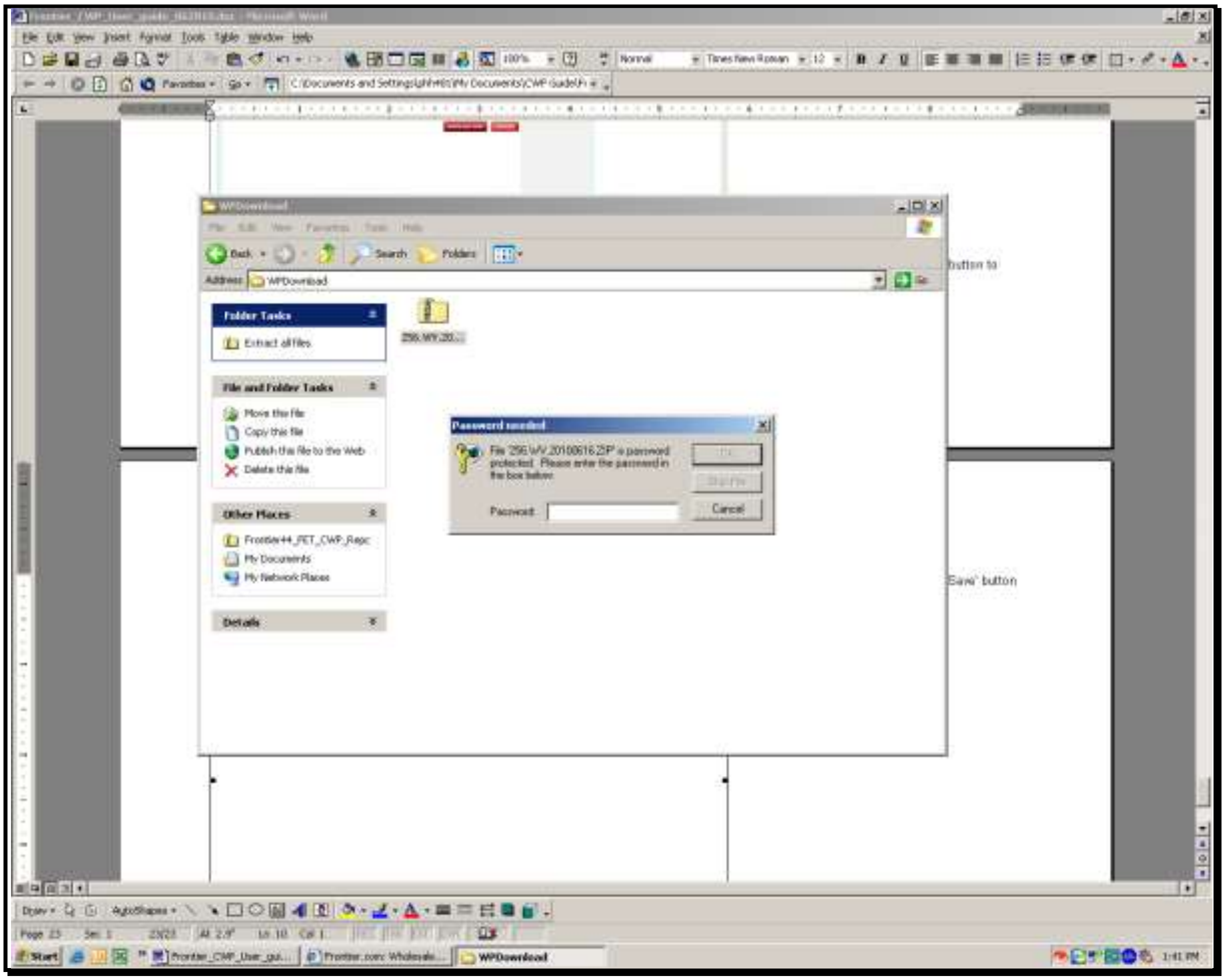
Your browser will present you with a dialog box to either open the file immediately or save the file to your hard drive. Click the ‘Open’ button to view the file immediately. Click the ‘Save’ button to save a copy to your hard drive.

If you choose save, Internet Explorer will ask you to choose a location on your hard drive to save the file to. When finished, click the ‘Save’ button in the lower right corner of the dialog box.

Opening a Report

Once you have saved a report file to your computer, you will need to unzip the file. This will require an unzip tool.

Locate the file and click to unzip.
You will be asked to enter a password. This password is provided in the welcome email sent to confirm your CWP registration as shown on page 9 above. (**Unzip Password: Password#1)**
Once you enter the password, you will have access to this report.



Appendix A: Report Field Description

Provider Notification Report Field Description

NT - Notification Type
"A" for end user disconnect
"B" for end user changes (will include NTA field)

NTA - Notification Type Activity
"A" = end user disconnects on a line share or line split TN
"B" = end user changes TN on line share or line split TN
"C" = end user move on line share or line split TN
"H" = configuration change

TER and **HML** fields will be populated if the line lost is part of a multi-line hunting arrangement.

CTI - Customer Type Indicator
B=Business
R=Residence
P=PBX
Q=Public Payphone
R=Residence
X=Centrex
Z=Semi-public payphone
CTI field may also be blank.

Old LSP - Indicates the request type originally submitted by the losing CLEC
R=Resale (EB)
L=LNP (BB)
U=Wholesale/Platform (DB)
C=Port Out (CB)
E=Loop (AB)

New LSP - Indicates the request type submitted by the winning CLEC
R=Resale (EB)
L=LNP (BB)
U=Wholesale/Platform (DB)
C=Port Out (CB)
E=Loop (AB)

TNC = Telephone Number Change. If applicable, this will show the new telephone number.

ECCKT - Circuit ID associated with the existing service.

NECCKT - New circuit ID associated as a result of the line loss.

ACNA - Populated on a line split notification when a customer has a configuration change (NTA=H) from line share to line split and the data provider does not change, but the ACNA (OCN) of the new voice provider is sent.

Change Log

Date	Page	Change/Update
4/25/2014	2	Update system requirements – first bullet to show updated list of recommended browsers
10/23/2014	2 & 6	Update Bulk Loop Qualification Extract Report to include CT
10/23/2014	All	Update all URLs to new Wholesale Domain
07/15/2015	6	Update Bulk Loop Qualification Extract Report to show excludes Legacy Service Territory, available for LSP in Acquired WV, F13 and CT
07/15/2015	4	Remove ECC and LATA information as a requirement of Step 1
07/15/2015	19	Add password information to Opening a Report section
07/15/2015	3, 4, 5, 6	Update screen shots
10/26/2017	All	Updated embedded links to secured URLs
03/18/2020	Various	Remove references to USOC Report – Add contact for NDA required for Bulk Loop Qual Extract
7/15/2020	16, 17	Remove USOC Report from screenshots
08/05/2020	Various	Updated screenshots, add IE11 to System Requirements on Page 2
08/06/2020	2	Updated Note
04/15/2021	Various	Update CWP URL to new Domain: https://cwp.frontier.com
01/31/2021	Various	Update contact email for CWP inquiries to Frontier.Connectivity.Management@ftr.com.