Frontier-MasterStream Agent Administrator Training Guide

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Agenda

- Overview
- Create and Manage Agent Users
- Reports
- Agent Company Profile Updates

Overview

Who Can Use It?

Wholesale customers (Carrier, CLEC, Reseller) of Frontier Communications may request access to the Frontier-MasterStream portal as an Agent Company. Agent Company Users may submit Request for Quote(s) (RFQ) on eligible products across the Frontier service territory.

AGENT ADMINISTRATOR

Only one Agent Administrator login will be provided to each Agent Company. The Agent Company Administrator has the highest level of access and is responsible for establishing default settings and the Agent Company profile, creating Agent Company User access and has access to the reports. The Agent Administrator also has the same functionality as an Agent User.

AGENT USER

Agent Users may be Sales Managers or Reps of the Agent Company. All Agent Users have the ability to create new clients and client locations, submit new RFQs, manage instant quotes and proposals for clients, and access the lookup tool resources. Sales Managers have the additional functionality that allows them to create Rep user access.

What Does it Do?

The Frontier-MasterStream portal provides registered Agent Company Users with the ability to request instant quotes for eligible products to end user (Client) customers in the Frontier Communications service territories.

To request quotes for services where instant quotes are not available via the Frontier-MasterStream portal, please contact your Frontier Account Manager.

The following products are available for instant quoting:

- Wholesale Advantage Broadband
- EVPL/EPL (All Frontier Properties Excluding AZ, NM)
- EPATH (All Frontier Properties Excluding AZ, NM)
- EIA (All Frontier Properties Excluding AZ, NM)

When an instant quote is successful in the Frontier-MasterStream portal, Agents are provided with tools to export quote files and generate proposals that can be presented to their Client customers.

Sample Proposal

Send to Customer

RFQ# 0086336489

Frontier COMMUNICATIONS

ABC Company

Telecom Service Quote For

Salestream Test
John Doe
Office:555-555-5555
1150 CONNOLLY DR, ELKO, NV, 89801
Email:noreply@noreply.com

Prepared and Presented by

ABC Company
Jane Doe
Office:919-555-1212
Email:jane.doe@ftr.com

About Frontier:

Frontier Communications Corporation (NASDAQ: FTR) is a leading provider of data, video and voice services to commercial and consumer customers in 29 states. It is a Fortune 500 company and a member of the S&P MidCap400. Incorporated in 1935, Frontier is headquartered in Norwalk, Connecticut and has approximately 28,000 employees. More information about Frontier is available at: www.frontier.com/corporate/about-us/overview.

Quote Summary

EVPL/EPL

Service Location	Product Type	Bandwidth	CoS	Term	MRC ($)	NRC ($)
1150 CONNOLLY DR, ELKO, NV, 89801	EVPL/EPL	100	Gold	24	1,289.00	125.00

See applicable disclaimers below.

Quote Details

1150 CONNOLLY DR, ELKO, NV, 89801

EVPL/EPL
2yr Term

Service Requirements

Service Type: Ethernet
Product Type: EVPL/EPL
Access Bandwidth: 100
Class of Service (CoS): Gold

Product	MRC ($)	NRC ($)
EPL/EVPL EVC - 100M	139.00	0.00
EPL/EVPL UNI Port & Access - 100M	1,150.00	0.00
EPL/EVPL - 100M - Installation	0.00	125.00

Site Summary	MRC ($)	NRC ($)
Site Total	1,289.00	125.00

Comments
A preliminary check for the service you are seeking has found the service may or may not be available at that location. A thorough pre-qualification check can be submitted via an ASR.
Distances over 50 miles will incur a $100 per mile charge.

Silver EVC pricing provided. Gold and Platinum service not available at this location

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1. All pricing is confidential and is valid for 30 days from issue date of quote.
2. Frontier cannot guarantee rates until after orders are placed and availability is confirmed. If facilities are not available, then special construction charges may apply.
3. All pricing is subject to change based on actual order, configuration, network availability and capacity.
4. Frontier reserves the right to limit the number of nodes on any arrangement based on engineering considerations.
5. For Ethernet services, Frontier will install at the building demarc. Customer is responsible for inside wiring.
6. Term liability applies to early termination of service.
7. Any applicable Frontier tariff, contracts or general terms and conditions as outlined in product guides will apply for the specific service quoted.
8. This price does not include any applicable local, state or federal fees, taxes, required surcharges or other applicable tariff charges.

Quote Summary

Showing all locations included in RFQ

Product Comments

Specific to product quoted

Agent Company information and Logo as set in application by Agent Company Administrator

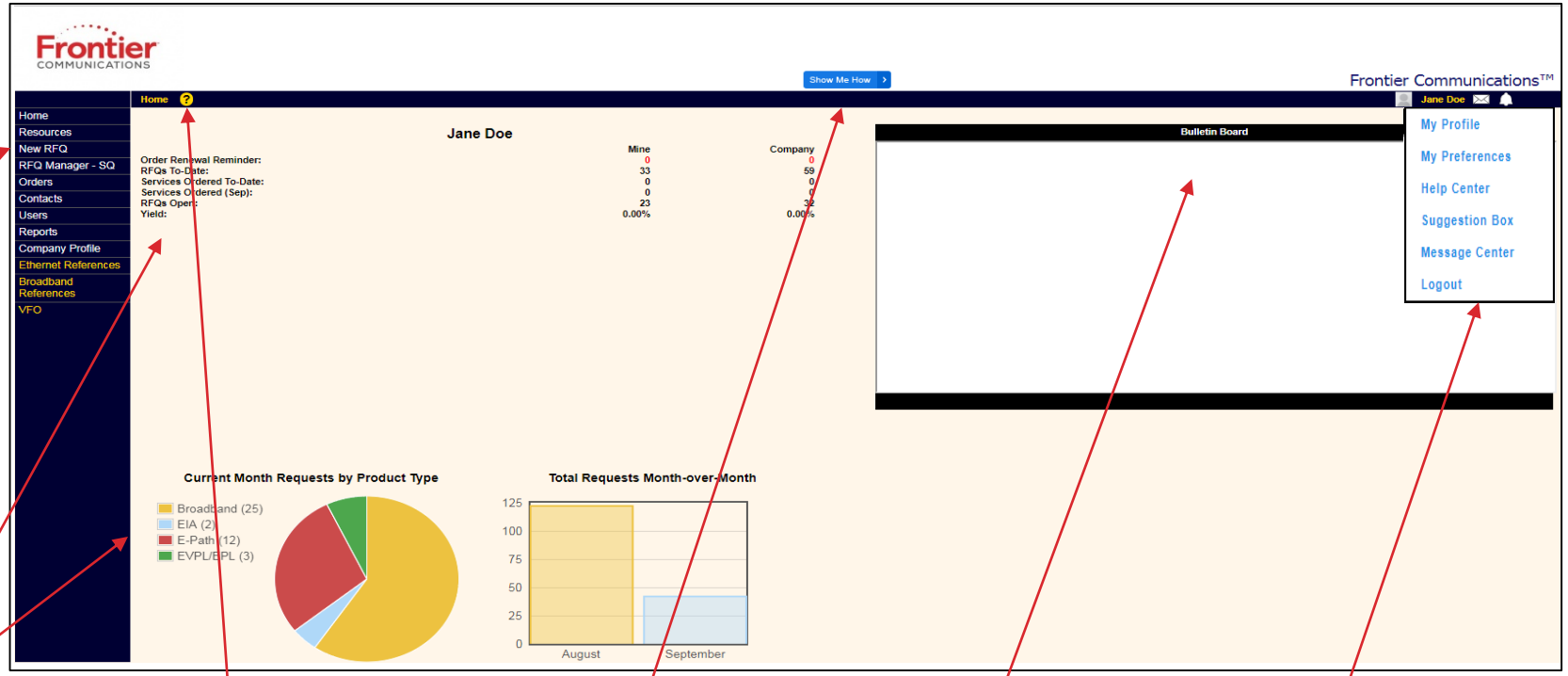
Quote Details

One detail section per location included in RFQ

Disclaimers

Apply as applicable

Home Page Navigation



Left Sidebar
The Left Sidebar options are available from each screen

Metrics
Quote Request totals are shown in the body of the home page.

Help
The Help icon is available from most screens and will display help options for the current screen

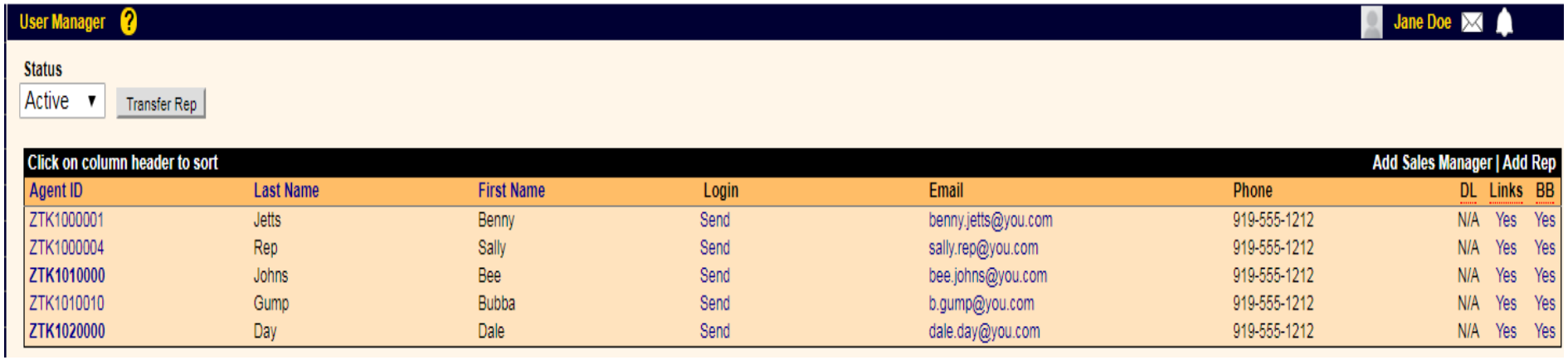
Show Me How
The 'Show Me How' blue bar and the pull-down options are available to provide users more detailed instructions

Bulletin Board
The Bulletin Board will show important messages to Users

System Menu
The System Menu is available by hovering the mouse over the User's name shown in the top-right corner of the title bar. Refer to User Guide for detailed information about the System Menu.

Agent Users

User Manager



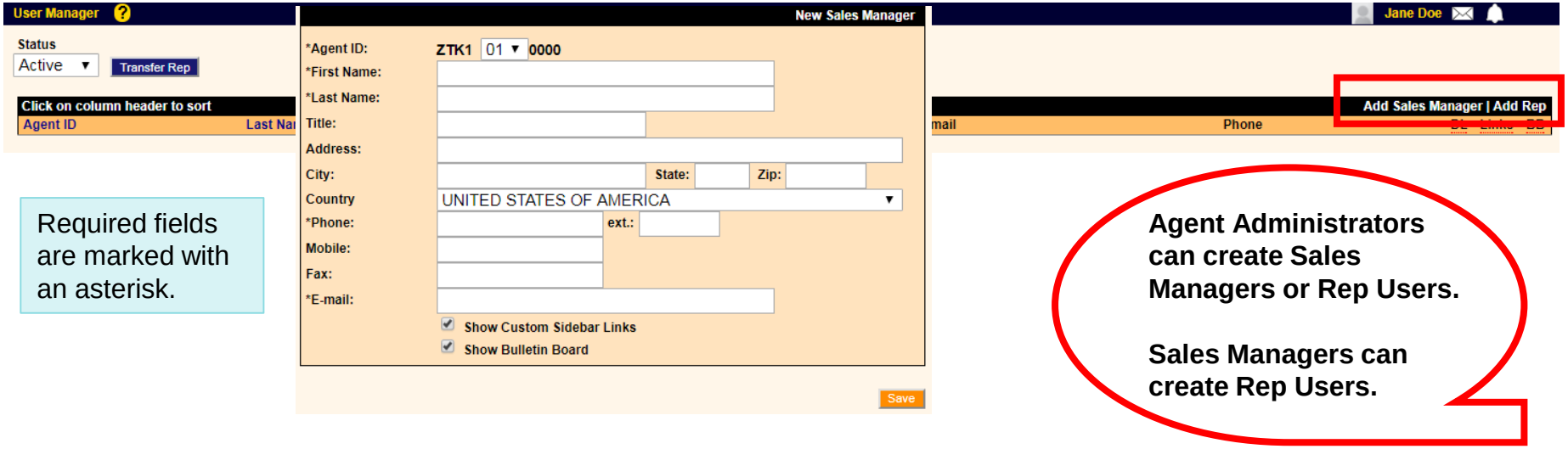
Agent ID	Last Name	First Name	Login	Email	Phone	DL	Links	BB
ZTK1000001	Jetts	Benny	Send	benny.jetts@you.com	919-555-1212	N/A	Yes	Yes
ZTK1000004	Rep	Sally	Send	sally.rep@you.com	919-555-1212	N/A	Yes	Yes
ZTK1010000	Johns	Bee	Send	bee.johns@you.com	919-555-1212	N/A	Yes	Yes
ZTK1010010	Gump	Bubba	Send	b.gump@you.com	919-555-1212	N/A	Yes	Yes
ZTK1020000	Day	Dale	Send	dale.day@you.com	919-555-1212	N/A	Yes	Yes

- Administrators and Sales Managers* may View Users by Status – Active, All or Inactive
- Administrators may Transfer Representatives between Sales Managers
- Administrators may Add new Sales Manager and Sales Representative Users
- Sales Managers may Add new Sales Representative Users
- Administrators and Sales Managers* may Update User Profiles
- Administrators and Sales Managers* may Change User Password
- Administrators and Sales Managers* may Deactivate Users and also Reactivate Users
- Administrators and Sales Managers* may Access Login Credentials and Send to User
- Sales Representatives do not have access to the User Manager

NOTE: Sales Managers may only take the specified actions for Users under their Sales Manager ID group.

Create New Users

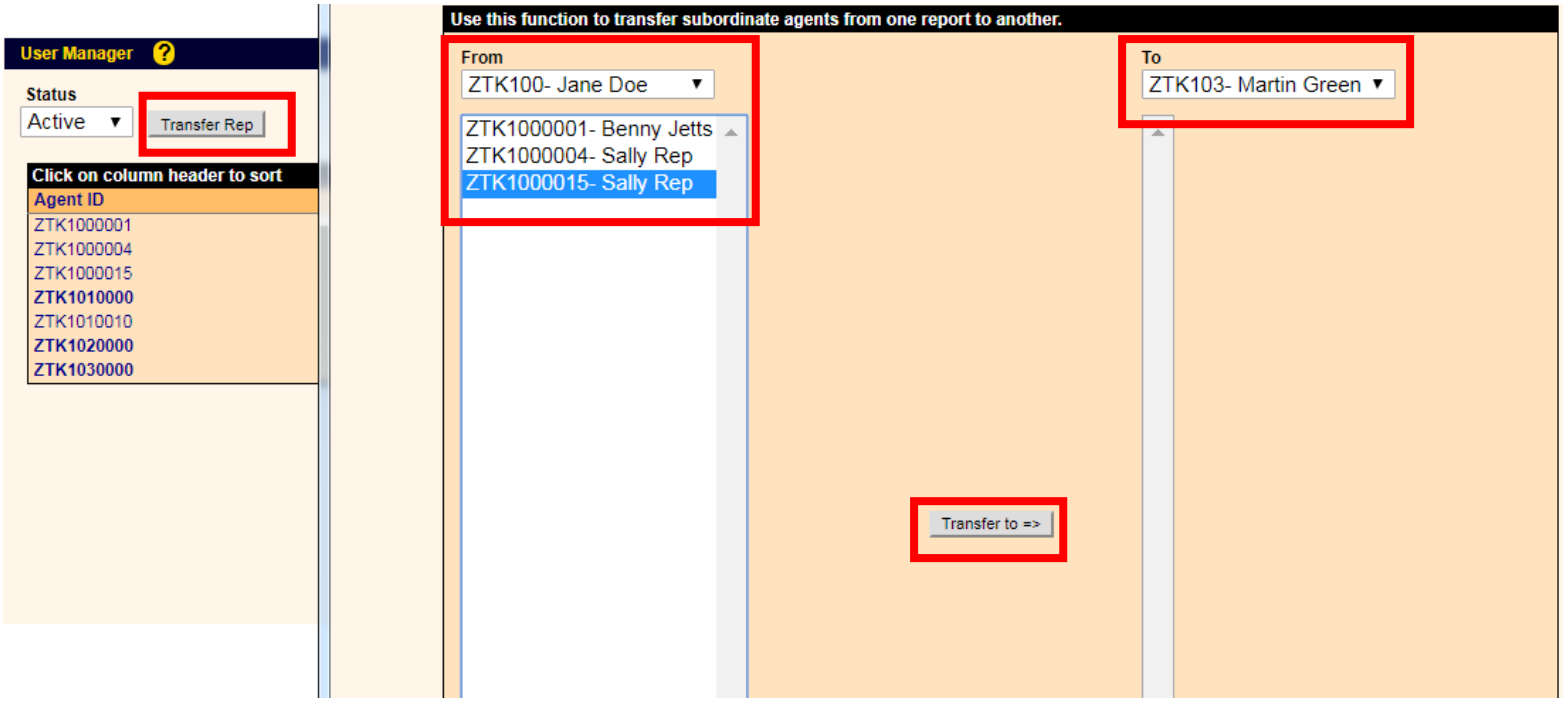
- To add Sales Manager or Sales Rep “User”, click on the “Users” link in the left sidebar.
- In the resulting “User Manager” screen, click the “Add Sales Manager” or “Add Rep” button and complete the respective New User Profile screen.



- Assign a unique Agent ID. The first four characters set as the Agent Company ID, followed by:
  1. If Sales Manager: a unique 2-digit number and ending with 4 zeros
  2. If Sales Rep: 2-digit of creator’s ID, followed by a unique 4-digit number
- Populate the user’s First Name, Last Name, Title, Address, City, State, Zip, Phone, Mobile and E-mail.
- If the user should not have access to view the Custom Sidebar Links or the Bulletin Board, please uncheck the boxes.
- When finished, click the “Save” button.

Transfer Rep Users to New Sales Manager

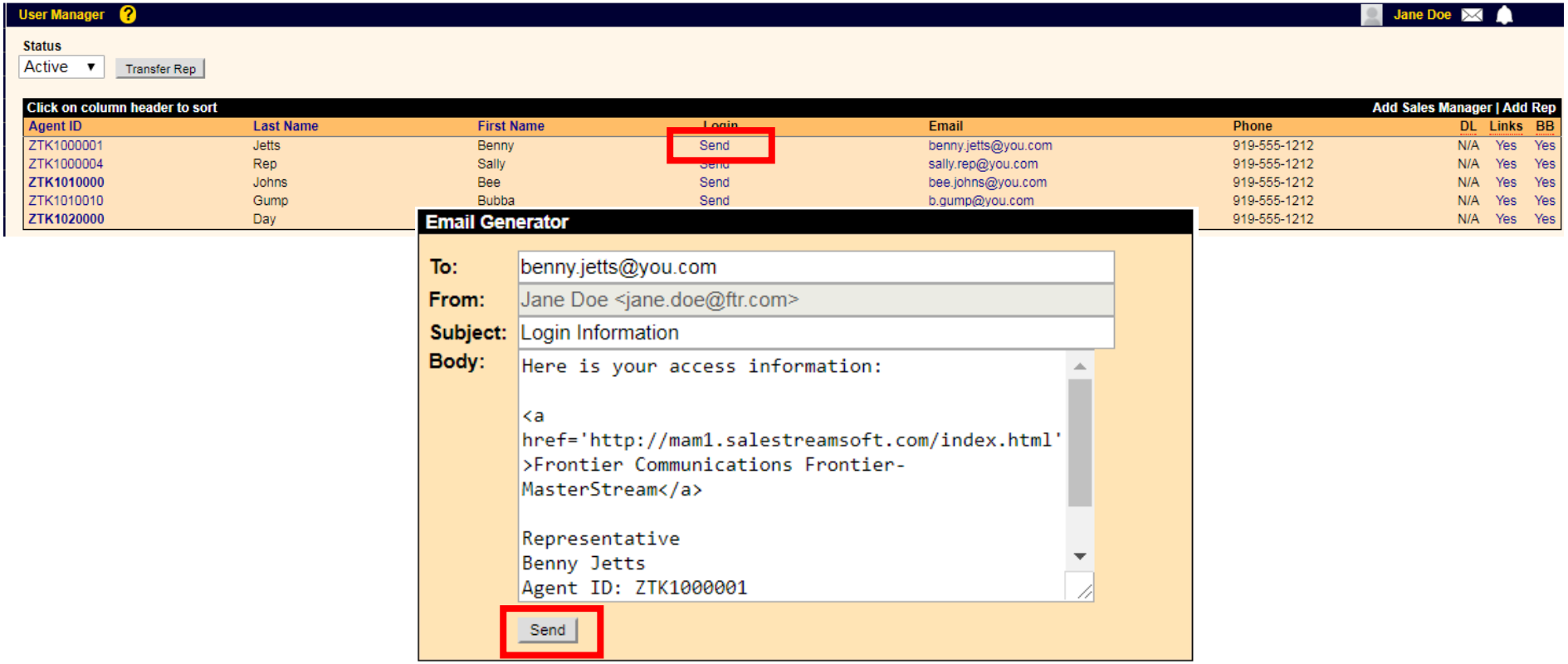
- From the User Manager screen, click the Transfer Rep button to initiate the transfer process
- In the resulting screen, from the left pull-down, highlight the Administrator or Sales Manager you want to transfer the rep ‘from’
- In the right pull-down, select the Administrator or Sales Manager you want to transfer the rep ‘to’



- The Agent ID of the transferred rep will be updated to reflect the ID of the Administrator or Sales Manager group it has been transferred to.

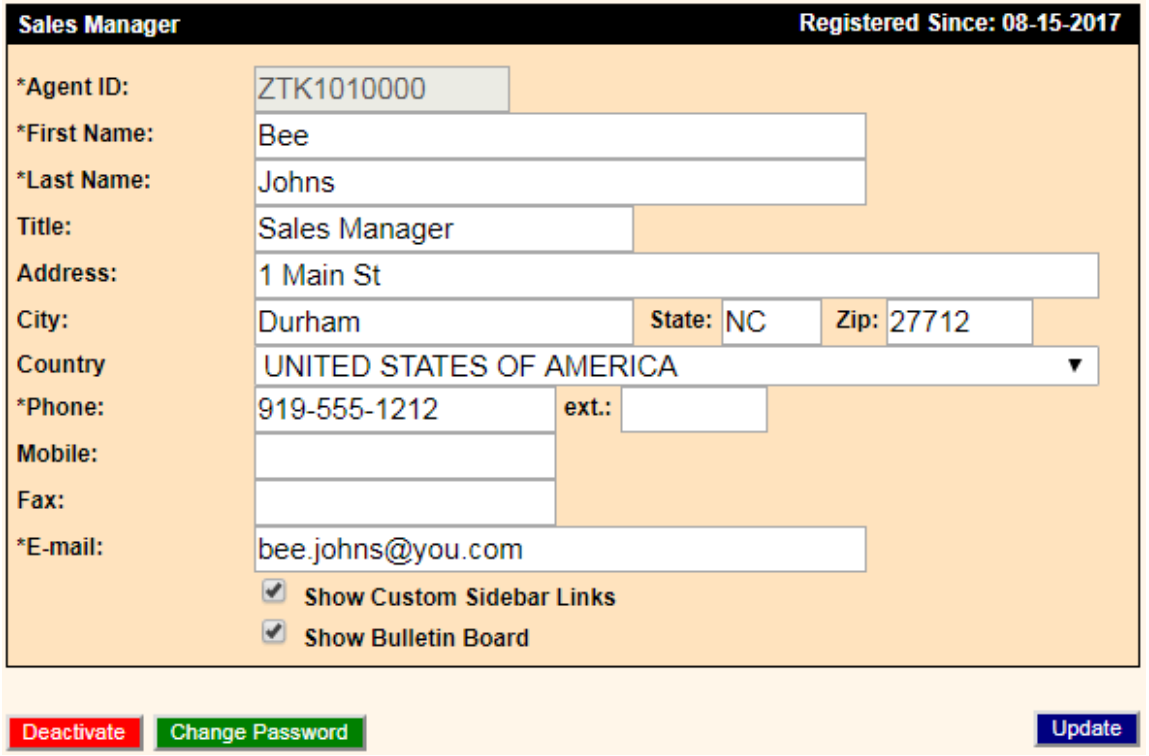
Send New User Credentials

- A confirmation window will appear to confirm the user has been created.
- After adding a User (Associate), from the User Manger screen (above) click the “Send” button in the Login column.
- In the resulting “Email Associate Login Info” screen, you can view the new user’s Agent ID, Username and Password.
- Click ‘send’ to send email notification to the user.



User Updates

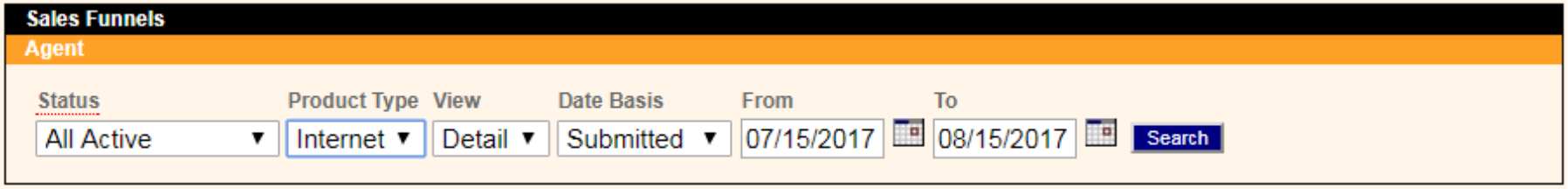
- To Update or Deactivate Users, select the User link from the left sidebar to open the User Manager screen.
- Select the link of the Agent ID to Update or Deactivate.
- Updates:
  - Make the necessary changes including Change Password as necessary
  - Click the “Update” button.
- Deactivate User:
  - Click the “Deactivate” button.
  - Confirm Deactivation.



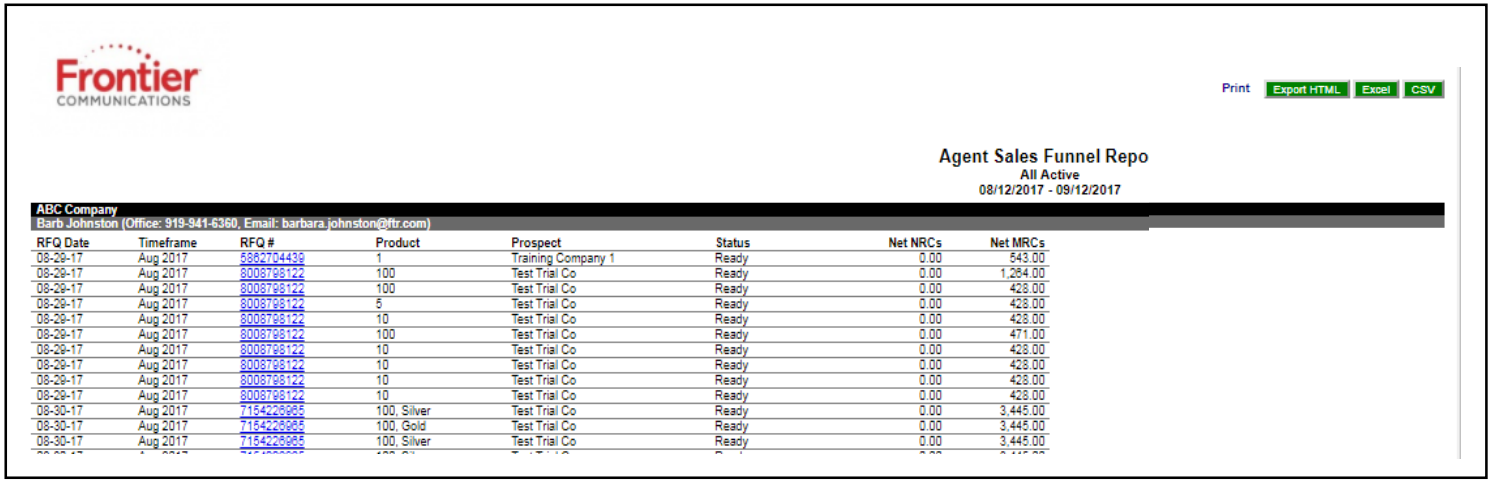
Reports

Reports

- To open the Report Manager, select “Reports” from the left sidebar.
- The standard Sales Funnels report is available.
- The report may be defined by Status, Product Type, View, and Date Range drop-down options.
- Once the parameters of the Sales Funnels report are set, click the “Search” button.



- The report view may be printed, exported as HTML, exported as Excel or exported as CSV by selecting the specific link/button.



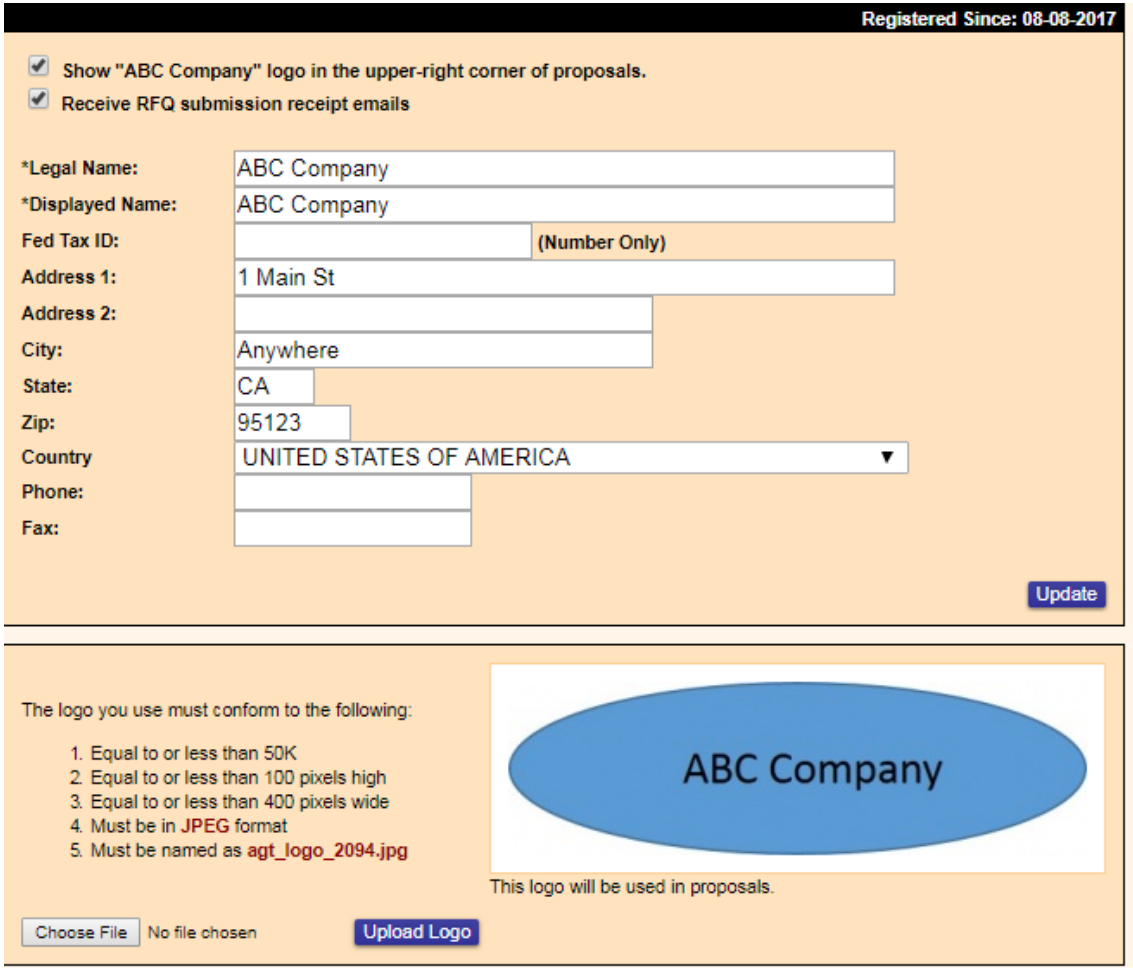
RFQ Date	Timeframe	RFQ #	Product	Prospect	Status	Net NRCs	Net MRCs
08-29-17	Aug 2017	5862704439	1	Training Company 1	Ready	0.00	543.00
08-29-17	Aug 2017	8008798122	100	Test Trial Co	Ready	0.00	1,284.00
08-29-17	Aug 2017	8008798122	100	Test Trial Co	Ready	0.00	428.00
08-29-17	Aug 2017	8008798122	5	Test Trial Co	Ready	0.00	428.00
08-29-17	Aug 2017	8008798122	10	Test Trial Co	Ready	0.00	428.00
08-29-17	Aug 2017	8008798122	100	Test Trial Co	Ready	0.00	471.00
08-29-17	Aug 2017	8008798122	10	Test Trial Co	Ready	0.00	428.00
08-29-17	Aug 2017	8008798122	10	Test Trial Co	Ready	0.00	428.00
08-29-17	Aug 2017	8008798122	10	Test Trial Co	Ready	0.00	428.00
08-29-17	Aug 2017	8008798122	10	Test Trial Co	Ready	0.00	428.00
08-30-17	Aug 2017	7164226965	100, Silver	Test Trial Co	Ready	0.00	3,445.00
08-30-17	Aug 2017	7164226965	100, Gold	Test Trial Co	Ready	0.00	3,445.00
08-30-17	Aug 2017	7164226965	100, Silver	Test Trial Co	Ready	0.00	3,445.00

Agent Company Profile

Agent Company Profile

From the Agent Company Profile screen, administrators can:

- Update their company information
- Add a company logo for proposals
- Identify if RFQ submission receipt emails are required.



You have completed the Frontier-MasterStream Agent Administrator Training!