



# **Version 9.30.27**

## **SERVICE ORDER REQUEST INQUIRY (SOR)**

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.

© 2023 Frontier Communications Parent, Inc. All rights reserved.



**Contents**

CC – Company Code ..... 3

TXNUM – Transaction Number ..... 3

D/TSENT – Date/Time Sent ..... 3

TXTYP – Transaction Type ..... 3

TXACT – Transaction Activity ..... 3

MS – Market Segment..... 4

ICRI – Inquiry Criteria..... 4

IVAL – Inquiry Value..... 4

STATE – State ..... 4

APPENDIX A: ERROR MESSAGE TABLE ..... 4

APPENDIX B – CHANGE CONTROL LOG..... 5



Fld Nbr	Field Name	Definition	Data Char	Field Length	Valid Values Range of Values	Conditional Business Rules/Edits	R/O/P
001	CC – Company Code	Identifies the exchange carrier initiating the transaction	AN	1-4		1. If not populated, then return error: FTRSOR001 CC IS REQUIRED  2. If populated and dl does not equal 4, then return error: FTRSOR002 CC MAY NOT EXCEED 4 CHARACTERS	R
004	TXNUM – Transaction Number	Identifies the customer provided tracking number to link the inquiry with the response.	AN	1-16		1. If not populated, then return error: FTRSOR003 TXNUM IS REQUIRED	R
005	D/TSENT – Date/Time Sent	Identifies the date and time the transaction is sent.	AN	14-14	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)	1. If not populated, then return error: FTRSOR004 DATE/TIME SENT IS REQUIRED  2. If populated and ((dl does not equal 14) or (dc does not equal numeric)), then return error: FTRSOR005 DATE/TIME SENT MUST BE 14 NUMERIC CHARACTERS  3. If populated and positions 5, 6 does not equal 01-12, then return error: FTRSOR006 DATE/TIME SENT MONTH MUST BE 01-12  4. If populated and positions 7, 8 does not equal 01-31, then return error: FTRSOR007 DATE/TIME SENT DAY MUST BE 01 – 31  5. If populated and positions 9,10 does not equal 00-23, then return error: FTRSOR008 DATE/TIME SENT HOUR MUST BE 01-23  6. If populated and positions 11, 12 does not equal 00-59, then return error: FTRSOR009 DATE/TIME SENT MINUTES MUST BE 00-59  7. If populated and positions 13, 14 does not equal 00-59, then return error: FTRSOR010 DATE/TIME SENT SECONDS MUST BE 00-59	R
006	TXTYP – Transaction Type	Identifies the type of transaction.	A	1-1	S=Service Order Inquiry	1.If not populated, return error FTRSOR024 TXTYP REQUIRED	R
007	TXACT – Transaction Activity	Identifies the transaction activity.	A	1-1	A=New Inquiry	1.If not populated, then return error: FTRSOR013 TXACT IS REQUIRED  2. If populated and vv does not equal A, then return error: FTRSOR014 TXACT VALID VALUE = A	R



Fld Nbr	Field Name	Definition	Data Char	Field Length	Valid Values Range of Values	Conditional Business Rules/Edits	R/O/P
008a	MS – Market Segment	Identifies whether the request is for Resale or UNE.	A	1-1	A=Resale B=UNE	1.If not populated, then return error: FTRSOR015 MS IS REQUIRED  2. If populated and vv does not equal A, B, then return error: FTRSOR016 MS VALID VALUE = A, B	R
023b	ICRI – Inquiry Criteria	Identifies the Inquiry Criteria used in the Service Order Inquiry.	A	1-1	A=Service Order Identification Number B=Purchase Order Number C=Frontier Billing Telephone Number	1.If not populated, then return error: FTRSOR017 ICRI IS REQUIRED  2. If populated and vv does not equal A, B, C, then return error: FTRSOR018 ICRI VALID VALUE = A, B, C	R
023c	IVAL – Inquiry Value	Identifies the Service Order Identification Number, Purchase Order Number, or Verizon Billing Telephone Number	AN & * * ; , \$ - # ( ) % . + “ ; / Space	1-16		1.If not populated, then return error: FTRSOR019 IVAL IS REQUIRED  2. If populated and special characters does not equal Ampersand, Apostrophe, Asterisk, Colon, Comma, Dollar Sign, Hyphen, Number Sign, Parentheses, Percent Sign, Period, Plus Sign, Quotation Marks, Semicolon, Space, Virgule, then return error: FTRSOR020 NOT A VALID SPECIAL CHARACTER FOR IVAL	R
031a	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	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: FTRSOR021 NOT A VALID STATE FOR FRONTIER  2. If not populated, then return error: FTRSOR022 STATE IS REQUIRED  3. If populated and vv does not equal capital letters, then return error: FTRSOR023 STATE FIELD MUST BE CAPITAL LETTERS	R

**APPENDIX A: ERROR MESSAGE TABLE**

Error Message Number	Error Message Text
FTRSOR001	CC IS REQUIRED
FTRSOR002	CC MAY NOT EXCEED 4 CHARACTERS
FTRSOR003	TXNUM IS REQUIRED
FTRSOR004	DATE/TIME SENT IS REQUIRED
FTRSOR005	DATE/TIME SENT MUST BE 14 NUMERIC CHARACTERS
FTRSOR006	DATE/TIME SENT MONTH MUST BE 01-12
FTRSOR007	DATE/TIME SENT DAY MUST BE 01 – 31
FTRSOR008	DATE/TIME SENT HOUR MUST BE 00-23
FTRSOR009	DATE/TIME SENT MINUTES MUST BE 00-59
FTRSOR010	DATE/TIME SENT SECONDS MUST BE 00-59
FTRSOR011	TXTYP IS REQUIRED
FTRSOR012	TXTYP VALID VALUE = S
FTRSOR013	TXACT IS REQUIRED



Error Message Number	Error Message Text
FTRSOR014	TXACT VALID VALUE = A
FTRSOR015	MS IS REQUIRED
FTRSOR016	MS VALID VALUE = A, B
FTRSOR017	ICRI IS REQUIRED
FTRSOR018	ICRI VALID VALUE = A, B, C
FTRSOR019	IVAL IS REQUIRED
FTRSOR020	NOT A VALID SPECIAL CHARACTER FOR IVAL
FTRSOR021	NOT A VALID STATE FOR FRONTIER
FTRSOR022	STATE IS REQUIRED
FTRSOR023	STATE FIELD MUST BE CAPITAL LETTERS
FTRSOR024	TXTYP REQUIRED
FTRSOR025	

**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 o 9.30.27