



# Virtual Front Office Training

Access Module – EIA COMBO Order

# Training Overview

Frontier Communications now offers Ethernet Internet Access (EIA) Combo Ordering (EVCI = B).

The new EIA Combo ordering process allows:

- Customer to order a UNI Circuit and EVC using Frontier's NNI to carry the Ethernet Traffic on one ASR
- IP Request Form will no longer be needed for standard CIDR request for /28, /29 and /30
- Reduced cycle time utilizing one ASR for both the UNI and EVC
- Simplified ordering
- Frontier Custom Business Rules will continue to validate EIA Services for valid PNUM's
- Any change orders will need to be done on a Stand Alone EVC and or a Standalone UNI.

For additional information, the [EIA COMBO - Ethernet Internet Access](#) job aid is available from the Access Reference Library of the Frontier Wholesale Operations Website at:

<https://wholesale.frontier.com/Reference-Library/access-reference-documents>.

This training is supplemental to the EIA Combo Ordering Process Training Course available from the VFO Online Training Video Library and will focus on the creation of the ASR in the Access Module of VFO.

<https://wholesale.frontier.com/systems-and-online-tools/vfo-training/vfo-online-training-video-library>.

# Initiating ASR in VFO

## VFO Service Type for COMBO

When creating a new Order Request

1. Select the End User Switched Ethernet EVC for COMBO Ordering

The screenshot shows a web browser window titled "Order Initiation VFO - Internet Explorer provided by Frontier Communications" with the URL "http://vfo.frontier.com:13002/orderInitiation.do". The page content is titled "Order Initiation" and contains the following fields:

- Order Number:** COMBO-ACT-N (with a close button)
- Receiver Code:** FV06 (with "Frontier Telecom" text)
- Version:** 01
- Guideline Version:** 58 (dropdown menu)
- Type of Request:** Firm Order (dropdown menu)
- Service:** End User Switched Ethernet EVC (dropdown menu, highlighted with a red box)
- Activity:** N (dropdown menu)
- Template:** --None Available-- (dropdown menu)

There is an unchecked checkbox labeled "Tracking" to the right of the Order Number field. At the bottom of the form are two buttons: "Initiate" and "Cancel".

# ASR Form – Administrative Section

ASR
SES
EVC
NAI
GEN.INFO

**ADMINISTRATIVE [Required]**

CCNA PON VER ASRNO SPA ICSC  
 ZTK Eiacombo-TRNG 01 [ ] GT10

CC UNE QA CBD DDD FDT PROJECT CCI  
 --Select-- --Select-- 09/25/2019 [ ] [ ] --Select--

CNO PPTD NOR LUP BSA REQTYP ACT ACTI EU  
 [ ] [ ] [ ] [ ] --Select-- ED N --Select-- --Select--

QSA WST LATA EVCI SEI PVC I NPVC RTR SUP AFO  
 01 --Select-- B Y [ ] --Select-- F --Select-- [ ]

QNAI TQ EXP EDA AENG ALBR  
 [ ] --Select-- --Select-- --Select-- --Select--

AGAUTH DATED CUST LA LADATED LANM JPR  
 --Select-- [ ] [ ] --Select-- [ ] [ ] [ ]

NAG  
 --Select--

SRN FBA FNI FNT RFNI CFNI PSL  
 [ ] [ ] [ ] --Select-- [ ] [ ] [ ]

PSLI CKR UNIT PIU PLU  
 --Select-- [ ] --Select-- 100 [ ]

WSI\_P WSI\_S LTP ECCKT QTY BAN  
 --Select-- --Select-- [ ] [ ] 1 E

ASG BIC BIC\_TEL BIC\_ID  
 [ ] --Select-- [ ] [ ]

TSC ISTN ACTL APOT  
 [ ] [ ] [ ] [ ]

RORD RPON LAG  
 [ ] [ ] --Select--

CCVN ASC\_EC TSP SAN AFG SPEC PREV\_PON  
 [ ] --Select-- [ ] [ ] --Select-- ETHACC [ ]

ASR\_REMARKS  
 TEST ORDER FOR EIA

- ### Required Fields on ACT=N
- Customer Code (CCNA)
  - DDD
  - REQTYP (Auto Populated)
  - ACT (Auto Populated)
  - QSA (01)
  - EVCI (Auto Populated)
  - SEI (Auto Populated)
  - RTR
  - UNIT
  - PIU (100)
  - QTY (1)
  - BAN
  - SPEC (ETHACC)

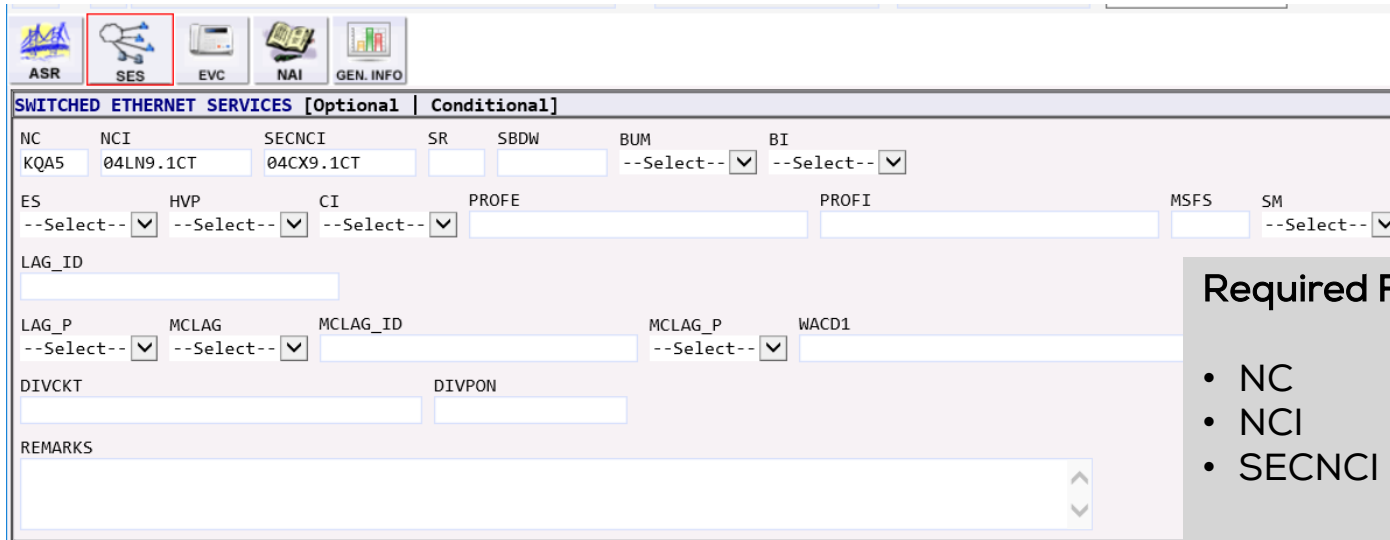
# ASR Form – Billing & Contact Sections

BILLING [Optional   Conditional]						
BILLNM	SBILLNM	ACNA	TE	FUSF		
		ZTK	--Select--	E		
EBP	BILL_STR	BILL_FL	BILL_RM	BILL_CITY		
BILL_STATE	BILL_ZIP	BILLCON	BILLCON_TEL			
BILLCON_EMAIL						
VTA	TLE	VCVTA				
36	--Select--					
IWBAN	PNUM	PSD				
	EIAZTKTRAINING					
CONTACT [Optional   Conditional]						
INIT	INITIATOR_TEL	INIT_FAX_NO				
Jean Beurkens	9999999999					
INIT_EMAIL	DSGCON	DSGCON_TEL	DSG_FAX_NO			
jean.beurkens@ftr.com	Jean Beurkens	9999999999				
DSG_EMAIL						
jean.beurkens@ftr.com						
DSGCON_STR	DRC	FDRC	DSGCON_FL	DSGCON_RM	DSGCON_CITY	DSGCON_STATE
DSGCON_ZIP	CB_TEL_NO	CBPC	MTCE_CONTACT	MTCE_TEL		
MTCE_EMAIL						
SITECON	SITECON_TEL					
SITECON_EMAIL						
IMPCON	IMPCON_TEL					
Jean Beurkens	9999999999					

- Required Fields on ACT=N**
- Billing:**
- ACNA
  - FUSF
  - VTA (Contractual)
  - PNUM (Contractual)
- Contact:**
- INIT
  - INITIATOR TEL
  - INIT EMAIL
  - DSGCON (See field note)
  - DSGCON TEL
  - IMPCON
  - IMPCON TEL

**DSGCON Field Note:**  
First and Last Name are required. A space is required between first and last name.

# SES Form – Switched Ethernet Services Section



ASR SES EVC NAI GEN.INFO

**SWITCHED ETHERNET SERVICES** [Optional | Conditional]

NC NCI SECNCI SR SBDW BUM BI  
KQA5 04LN9.1CT 04CX9.1CT --Select-- --Select--

ES HVP CI PROFE PROFI MSFS SM  
--Select-- --Select-- --Select-- --Select-- --Select-- --Select--

LAG\_ID

LAG\_P MCLAG MCLAG\_ID MCLAG\_P WACD1  
--Select-- --Select-- --Select-- --Select--

DIVCKT DIVPON

REMARKS

## Required Fields on ACT=N

- NC
- NCI
- SECNCI

Please refer to the Switched Ethernet (Layer 2) NC/NCI/SECNCI & SPEC Codes job aid available from the Ethernet NC-NCI-SECNCI Job Aids page of the Frontier Wholesale Operations Website at: <https://wholesale.frontier.com/access-services/ethernet-ordering/ethernet-nc-nci-secnci-job-aids>.

For physical circuit available options:

See Tab:

E-Path-EPL-EVPL-EIA-Rate ADJ

Filter SPEC (Column F):

ETHACC

# SES Form – Switched Ethernet Services Location Section

For additional assistance with this section, please refer to page 14 of the [EIA COMBO - Ethernet Internet Access](#) job aid.

SWITCHED ETHERNET SERVICES LOCATION SECTION [Optional   Conditional]					
CCEA				GETO	GBTN
				--Select--	
GCON	GTEL	IP_ADDRESS			
		111.111.111.28			
IPAI	SUBNET_MASK	PTV	ESP	OTC	
4	255.255.255.240				

- Required Fields on ACT=N**
- IP\_ADDRESS
  - IPAI
  - SUBNET\_MASK

# SES Form – Service Address Information & Detail Sections

**SERVICE ADDRESS INFORMATION** [Optional | Conditional]

PI EUNAME  
 Y  GLOBAL ENVIRONMENTAL PROD

---

**ADDRESS DETAIL** [Required] [Validate](#)

AFT SAPR SANO SASF SASD  
 --Select--  5405 --Select--

SASN SATH SASS  
 INDUSTRIAL PKWY --Select--

LD1 LV1 LD2 LV2 LD3 LV3  
 STE A FLR 1

CITY STATE ZIP  
 San Bernardino CA 90407

--Select--

AAI

JK\_CODE JK\_NUM JK\_POS JS SMJK PCA OFC  
   D --Select--

SI SPOT ICOL  
 --Select--

LCON ACTEL AACTEL ACPGN ACPPN  
 JEAN B 9999999999

LCON\_EMAIL  
 jean.beurkens@FTR.com

ALCON ALCON\_TEL AALCON\_TEL  
 Jean 9999999999

**ALCON\_EMAIL**  
 DOMAIN@FTR.COM

ACC WKTEL

- Required Fields on ACT=N**
- PI (Y)
  - EUNAME
  - SANO
  - SASN
  - CITY
  - STATE
  - ZIP
  - JS
  - LCON
  - ACTEL
  - LCON\_EMAIL
  - ALCON
  - ALCON\_TEL
  - ALCON\_EMAIL

**ALCON\_EMAIL must be formatted as DOMAIN@(customer domain)  
 Example Domain@FTR.COM  
 FTR.COM will be used for IP Justification**



# EVC Form – Ethernet Virtual Connection

ASR SES **EVC** NAI GEN.INFO

**ETHERNET VIRTUAL CONNECTION [Required]**

EVCNUM NC EVCID NUT OAM\_IND  
 0001 VLP- [ ] 02 --Select--

SVP MSFS CEV\_P CEV\_CP  
 --Select-- [ ] --Select-- --Select--

EVCKCR  
 [ ]

EPS  
 [ ]

- Required Fields on ACT=N**
- EVCNUM (0001)
  - NC
  - NUT (02)

# EVC Form – Ethernet Virtual Connection UNI Mapping Detail

Add Section for UREF (02)

ASR SES **EVC** NAI GEN.INFO

**ETHERNET VIRTUAL CONNECTION UNI MAPPING DETAIL [ 1 ] [Optional | Conditional]** Add : Copy : 1 Section(s) [Remove Section](#)

UREF EI AUNT UACT RPON NCI  
 01 --Select-- A N [ ] 02VLN.UNT

EVCSB BUM\_FD RUID RL EVCMPID  
 [ ] [ ] [ ] --Select-- [ ]

OTC ASN VPN\_ACT VPN\_ID VPN\_NM  
 [ ] [ ] --Select-- [ ] [ ]

- Required Fields on ACT=N**
- UREF (01)
  - AUNT (A)
  - UACT
  - NCI

# EVC Form – Ethernet Virtual Connection Level of Service Mapping

## EVC Form – Ethernet Virtual Connection Level of Service Mapping Detail [1]

ETHERNET VIRTUAL CONNECTION LEVEL OF SERVICE MAPPING DETAIL [ 1 ] [Optional | Conditional] Add : Copy : 1 Section(s) Remove Section

LREF	LOSACT	LOS	SPEC	P_BIT	BDW	DSCP	TOS	CIR_I
1	N	BASIC			50M		111111	
CBS_I	EIR_I	EBS_I	CMI_I	BCF_I	P_BITC_I	P_BITC_E	PPCOS	
			--Select--	--Select--				

- Required Fields on ACT=N**
- LREF (1)
  - LOSACT
  - LOS
  - BDW
  - TOS

## EVC Form – Ethernet Virtual Connection UNI Mapping Detail[2]

ETHERNET VIRTUAL CONNECTION UNI MAPPING DETAIL [ 2 ] [Optional | Conditional] Add : Copy : 1 Section(s) Remove Section(s) : 1

UREF	EI	AUNT	UACT	RPON	NCI
02	--Select--	--Select--	N		02VLN.V
EVCSP	BUM_FD	RUID	RL	EVCMPID	
NEWINNICLLI		NEW	--Select--		
OTC	ASN	VPN_ACT	VPN_ID	VPN_NM	
		--Select--			

- Required Fields on ACT=N**
- UREF (02)
  - UACT
  - NCI (see note)
  - EVCSP (see note)
  - RUID (see note)

**NCI:** Populate with '02VLN.V'  
**EVCSP:** Populate with 'NEWINNICLLI'  
**RUID:** Populate with 'NEW'

ETHERNET VIRTUAL CONNECTION LEVEL OF SERVICE MAPPING DETAIL [ 1 ] [Optional   Conditional]									
LREF	LOSACT	LOS	SPEC	P_BIT	BDW	DSCP	TOS	CIR_I	
1	N	BASIC			50M				
CBS_I	EIR_I	EBS_I	CMI_I	BCF_I	P_BITC_I	P_BITC_E	PPCOS		
			--Select--	--Select--					

**Required Fields on ACT=N**

- LREF (1)
- LOSACT
- LOS
- BDW

**Note: TOS in this section is PROHIBITED**

# EVC Form – ECI Fields for IP Justification

For additional assistance with these fields, please refer to pages 6 & 19 of the EIA COMBO - Ethernet Internet Access job aid. The IP Justification Usage Chart is also provided on the next slide.

<b>COMPANY SPECIFIC FIELD [ 1 ] [Optional]</b>	<b>Required Fields on ACT=N</b>	<a href="#">Remove Section</a>
ECI_NAME VPN	<ul style="list-style-type: none"><li>• ECI_NAME</li><li>• ECI_VALUE</li></ul>	To add section, click the Add link
ECI_VALUE 3		
<b>COMPANY SPECIFIC FIELD [ 2 ] [Optional]</b>	Repeat for each IP Usage Type – ECI_NAME to be populated with exact value as shown below.	<a href="#">Add</a> : <a href="#">Copy</a> : 1 Section(s) <a href="#">Remove Section(s)</a> : 1
ECI_NAME FIREWALL		To copy section, click the Copy link
ECI_VALUE 3		To delete section, click the Remove Section link

- ECI\_NAME Values →
- VPN
  - FIREWALL
  - COMPUTERS
  - SERVERS
  - WEB HOSTING
  - VIRTUAL GAMING/TRAINING
  - DSL

To delete section, click the Remove Section link

# IP Justification Usage

Based on the CIDR value and TOS value required, utilize the chart below to determine the IP Justification Usage

CIDR (Not used on the VFO Request)	SES FORM			EVC FORM			
	IPAI	SUBNET	IP ADDRESS	TOS	IP USAGE VALUES		ECI NAMES
					MIN	MAX	Customer will only populate what is being requested
/28	4 or M	255.255.255.240	111.111.111.28	000000	7	14	VPN FIREWALL COMPUTERS SERVERS WEB HOSTING VIRTUAL GAMING/TRAINING DSL <b>These values must be populated exactly as listed here</b>
/28	4 or M	255.255.255.240	111.111.111.28	111111	6	13	
/29	4 or M	255.255.255.248	111.111.111.29	000000	3	6	
/29	4 or M	255.255.255.248	111.111.111.29	111111	2	5	
/30	4 or M	255.255.255.252	111.111.111.30	000000	1	2	
/30	4 or M	255.255.255.252	111.111.111.30	111111	1	1	
/64	6	Prohibited	111.111.111.64	111111	Unlimited		
/128	6	Prohibited	111.111.111.128	000000	Unlimited		

See page 6: [EIA COMBO - Ethernet Internet Access](#)

# VFO Informational C/NR – IP Information Provided

An informational C/NR will be sent before Completion of the ASR. The following information will be provided in the Remarks field of the C/NR:

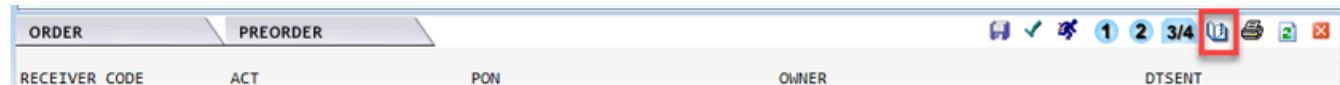
- LAN IP (IP INFO sent via separate email when IPAI equals M)
- WAN IP
- GATEWAY
- SUBNET
- FTR (Frontier IP Address)
- CXR (Customer IP)

NOTE: The Primary and Secondary DNS will be added to the Information C/NR with a future release.

The values will always be:

Primary-DNS = 74.40.74.40

Secondary-DNS = 74.40.74.41



From the ASR History Page, double click the PON to the left of Clarification Remarks. The PON is TEST in this example

TEST	01	SD	SN01	Completed	METROS_ADMIN	07/01/2019 10:32	auto	<a href="#">View XML</a>
<b>TEST</b>	01	SD	SN01	<b>Clarification Remarks</b>	METROS_ADMIN	07/01/2019 10:31	auto	<a href="#">View XML</a>
TEST	01	SD	SN01	Confirmed	METROS_ADMIN	06/25/2019 16:04	auto	<a href="#">View XML</a>

This will take you to the ASR Response – Clarification Remarks Page

# You have completed the VFO ASR EIA COMBO Order Training Course!

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