

## Frontier VFO User Guide

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Revised: 06/24/2021

## Introduction to Virtual Front Office (VFO)

VFO is a gateway between service/network providers. The application is accessible via a web-based Graphical User Interface (GUI), in addition to the following features/functionality:

- Flexible and automatic validation of Access Service Requests, Local Service Requests, ISP Local Service Requests and Trouble Reports.
- Storage and management of all service requests submitted, and the subsequent notifications received.
- Ordering of Access, Local and ISP services with Local Exchange Carriers (LECs) by the forward and reverse transmission of Access information.
- Secure and efficient business interactions between the companies.

VFO is a web-based application that runs on Google Chrome and Internet Explorer version 11 (but is backward compatible with IE9 and 10); therefore, the user must open a Web browser to access the application.

### [Frontier VFO Application](#)

### **VFO USER ALERT!**

Effective July 21, 2019, every VFO user, upon login, will be prompted to update their user profile with three security questions and answers, and a valid email address.

For more information on the Security Enhancements effective July 21, 2019, please refer to the [VFO Security Requirements Job Aid](#).

## What are the Benefits of VFO?

High quality, cost-effective interactions between telecommunications providers can be attained through a high degree of mechanization. However, direct interfaces between the OSS of various providers are costly and create opportunities for insecure handling of critical business information.

VFO provides a secure gateway for handling these interactions and helps to realize the following benefits:

- Achieve cost-effectiveness by handling requests as part of a mainstream operations flow (i.e., automated flow through) instead of a manual effort.
- Facilitates interactions between associated communications customers and providers via integration into existing/evolving operations systems architectures.
- Improves time to service by minimizing manual efforts and the errors associated with manual processing.
- Maintains a historical record of Orders processed.
- Performs Order functions over a user-friendly, completely web-based interface.

## VFO Training Guide Overview

[Administrator Guide](#): In this guide you will learn how to use the administrator security functions including create, modify and delete users, reset passwords, reassign orders and create display groups.

[Introduction to VFO](#): In this guide you will learn how to log on to the application, change your password, work with the home page transaction list and use the action icons to initiate commands. Create, search and apply Templates for the Access and Local Orders.

[Access Module - ASR Pre-Order Training](#) – This guide provides direction on creating Location and CFA Inquiries, printing and saving responses and searching for saved responses.

[Access Module - ASR Order Training](#) – This guide provides direction on the functions available for Access Order requests, from creating, validating and submitting orders to how to manage orders including searching for and supplementing orders, and viewing order histories.

[Local Module - LSR Pre-Order Training](#) – This guide reviews the general process for creating, submitting, printing, and search for pre-order transactions.

[Local Module - LSR Order Training](#) – This guide will provide direction on how to create Local Service requests, validate the order against Frontier's business rules and submit orders. The guide will also provide direction on how to manage Local Service requests, including searching for and supplementing orders and viewing order histories.

[Local Module - Wholesale Advantage Broadband](#) – This guide will provide direction on how to process Wholesale Advantage Broadband pre-order and order transactions. This is a supplemental Local Module training course intended for customers ordering Wholesale Advantage Broadband services.

[Local Module - Loop Qualification Bulk Loader Training](#) – This guide will provide direction on the use of the Bulk Loader tool within the Local Module Pre-order menu. The guide will provide direction on how to populate the CSV source file templates to upload to the Bulk Loader as well as how to view and translate the responses received.

[Local Module - ISP Pre-Order and Order Training](#) – This guide provides direction on how to process pre-order transactions for ISP services, create Local Service requests for ISP services orders, validate the orders against Frontier’s business rules and submit orders. The guide also provides direction on how to manage ISP Local Service requests including searching for and supplementing orders and viewing order histories.

[Trouble Administration Training](#) – This guide will provide direction on how to create a trouble ticket request, query the progress, and search for previous trouble tickets submitted. This guide also reviews how to submit Mechanized Loop Tests (MLT) and late bond verbal tickets to automated requests.

## Available Training Videos

### VFO Online Training Video Library:

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

### Introductory Training Courses

[VFO Administrator Training Course](#)

[Introduction to VFO Online Training Video](#)

### Module Specific Training

Access Module:

[Part 1 - ASR Pre-Order Training Course](#)

[Part 2 - ASR Order Training](#)

[ASR Pre-Order Location Inquiry Switched Ethernet Only Online Training Course](#)

[EIA COMBO ASR Ordering](#)

Local Module:

[Part 1 - LSR Pre-Order Training Course](#)

[Part 2 - LSR Order Training Course](#)

[Wholesale Broadband Online Training Course](#)

[VFO Bulk Loader Online Training Course](#)

[ISP Pre-Order and Order Training Course](#)

TA Module:

[Trouble Administration Training Video Part 1](#)

Part 1 of the Trouble Administration training video includes an Overview of VFO, and provides instruction for basic navigation and creating trouble tickets and templates.

[Trouble Administration Training Video Part 2](#)

Part 2 of the Trouble Administration training video includes instruction for how to trouble shoot Trouble Report issues, search for tickets, view ticket histories and general management of Trouble Reports.

[Trouble Administration Training Video Part 3](#)

Part 3 of the Trouble Administration training video provides instruction for conducting Mechanized Loop Tests.

## Appendix A – VFO Statuses

### Access Module Statuses

STATUS	DESCRIPTION	NEXT STEP
<b>Accepted</b>	Access Provider (Frontier) has returned a positive acknowledgement. Exchange Path has updated the status, stored the message in the Exchange Path Database and sent a notification message to VFO.	Wait for the FOC.
<b>Cancel Accepted</b>	Frontier has returned a positive acknowledgement of canceling an ASR; Exchange Path has updated the status, stored the message in the Exchange Path Database, and sent a notification message to VFO.	No action required.
<b>Cancel Rejected</b>	Frontier has returned a negative rejection acknowledgment for a cancellation.	View the Reject Reason and take the recommended action.
<b>Cancel Sent</b>	A Cancel Request has been sent to Frontier.	No action required.
<b>Cancel Submitted</b>	A Cancel Request has been sent to Exchange Path for validation and subsequent processing.	No action required.
<b>Cancel Tracked</b>	The Tracking Only Order has been cancelled.	No action required.
<b>Clarification</b>	Frontier has returned a Clarification message via the communications gateway. Exchange Path has updated the status, stored the message in the Exchange Path Database, and sent a Clarification notification message to VFO.	Review the Clarification message and take the recommended action.
<b>Clarification Cleared</b>	Frontier has returned a Clarification Cleared message for the Access Order and Exchange Path has sent a notification message to VFO to update the status.	No action required.
<b>Clarification Remarks</b>	Frontier has returned a Clarification Remarks message (which is purely informational) for the Access Order and Exchange Path has sent a notification message to VFO to update the status.	No action required.
<b>Completed</b>	The VFO user has manually updated the ASR status to Completed or Frontier has sent a Completed clarification message.	Review Response
<b>Confirmed</b>	Frontier has returned a Confirmation message for the ASR; Exchange Path has updated the status, stored the message in the Exchange Path Database, and sent a notification message to VFO.	Review Response



STATUS	DESCRIPTION	NEXT STEP
<b>DLR/Design</b>	Frontier has returned a Design Layout Request (DLR) for the ASR; Exchange Path has updated the status, stored the message in the Exchange Path Database, and sent a notification message to VFO.	Review Response
<b>Errored</b>	The ASR Order has failed the Exchange Path Validation process; Exchange Path has updated the Request Status, stored the ASR, and sent an Error Notification to VFO.	Correct the Rule Error and Validate the Order again.
<b>Jeopardy</b>	Indicates there is a situation(s) that may jeopardize critical dates of the ASR Order.	Review the Response and take the recommended action.
<b>Jeopardy with Errors</b>	Indicates there is a situation(s) that may jeopardize critical dates of the ASR Order and there is an error(s) with the request.	Review the Response and take the recommended action.
<b>Pending Validation</b>	An initial request, or a change to a request, (other than a Cancel) has been created, but the request has not been sent to Exchange Path for validation or submission to Frontier. After select Submit or Validate the resulting response from Exchange Path will be Validated or Errored.	Complete and Submit the order.
<b>Rejected</b>	Frontier has returned a negative (rejection) acknowledgment. Exchange Path has updated the status, stored the message in the Exchange Path Database, and sent a notification message to VFO.	Review the Response and take the recommended action.
<b>Resent</b>	The VFO user has requested that another copy of the last submitted version be sent to Frontier.	No action is required.
<b>Sent</b>	Exchange Path has sent the request to Frontier, updated the status, and sent a notification message to VFO.	No action is required.
<b>Submitted</b>	This message indicates that an initial request or a change to a request has been sent to Exchange Path for validation and subsequent processing. This does not apply to a Cancel Request.	No action is required.
<b>Supplement Received</b>	This status appears when the customer has sent a Supplement to the previously received Service Request.	No action is required.
<b>TP Cancelled</b>	The provider has cancelled the customer's ASR Order due to no response to the Clarification/Notification Request.	If the order is still needed create a new request.

STATUS	DESCRIPTION	NEXT STEP
<b>TP Errored</b>	Frontier has returned one or more error messages for the ASR Order. Exchange Path has updated the status, stored the message in the Exchange Path Database, and sent a notification message to VFO.	Review the Response and take the recommended action.
<b>Tracked</b>	The order was initiated as a Tracking Only request and will not be transmitted to Frontier. This option is used when the order was sent outside of the VFO system; however, the progress of the order will be manually tracked in VFO.	No action is required.
<b>Validated</b>	Exchange Path returns a validation successful message.	Submit Order
<b>Voided</b>	The VFO user has placed the ASR in Voided status to indicate that the ASR should not be transmitted to Frontier.	No action is required

## Local Module Statuses

STATUS	DESCRIPTION	USER ACTION
<b>Billing Completed</b>	Indicates the billing process completed and a bill will be generated.	View response in VFO.
<b>Confirmed</b>	Indicates order has been confirmed for a specific due date.	View response in VFO.
<b>Errored</b>	The order has failed the Exchange Path Validation; Exchange Path has updated the Request Status, and sent an Error Notification to VFO	Correct rule error(s) and validate again.
<b>Jeopardy</b>	Indicates there are situations that may jeopardize critical dates of the LSR (PON).	View response in VFO.
<b>Pending Validation</b>	An initial request or a change to a request, (other than a Cancel) has been created, but the request has not been sent to Exchange Path for validation or submission to Frontier.	Complete the response and validate or submit the response.
<b>Pending Submission</b>	After the VFO user has selected to submit the order to Frontier, this status appears when the Exchange Path application is down. VFO holds the transaction until restored.	Contact the LSR VFO Helpdesk to ensure that the issues are due to maintenance to the Exchange Path.
<b>Provisioning Completed</b>	Indicates that the provisioning of the service has completed	View response in VFO.
<b>Rejected (Non-Fatal)</b>	Indicates that there are non-fatal issues with the request that need to be corrected with a supplement.	Issue supplement.
<b>Rejected (Fatal)</b>	Indicates a rejection that is fatal to the request. Most fatal rejects cannot be corrected with a supplement.	Reissue LSR.
<b>Sent</b>	Exchange Path has sent the request to Frontier.	No action is required.
<b>Submitted</b>	Indicates that an initial request or a change to a request has been sent to Exchange Path for validation and subsequent processing. This does not apply to a Cancel Request.	No action is required.
<b>System Errored</b>	VFO has received a system error message from Exchange Path.	Read the error and Submit Order again. Contact the LSR VFO Helpdesk to alert them of the issue if it continues.
<b>Tracked</b>	The order was initiated as a Tracking Only request and will not be transmitted to Frontier.	No action is required.
<b>Validated</b>	Exchange Path returns a validation successful message.	Submit the response.
<b>Voided</b>	The VFO user has placed the order in Voided status to indicate that the request should not be transmitted to Frontier.	No action is required

## Appendix B - TA Attribute Descriptions

**AGENT = Frontier/Manager = Carrier**

Attribute Name	Provided By	Updateable By	Description
ActivityDuration	AGENT	AGENT	This attribute indicates the Agent time spent on billable and non-billable activities:
AdditionalTroubleInfoList	MANAGER	MANAGER	This attribute further describes the selected TroubleType. Comments sent by the Manager during the life of the ticket. On a CREATE request it contains a description of the trouble condition.
AdditionalTroubleStatusInfo	AGENT	AGENT	This attribute further describes the value of the troubleReportStatus attribute. Comments sent by the Agent providing further information regarding ticket status.
AgentContactPerson	AGENT	AGENT	This attribute identifies name and contact information for the person in the agent's organization to contact concerning the reported trouble.
AlocationAccessAddress	MANAGER	MANAGER	This attribute identifies the company name and address for the respective aLocationAccessHours. (Customer premises at one end of the circuit)
AlocationAccessHours	MANAGER	MANAGER	This attribute defines the specific hours for each day of the week during which access to the aLocationAccessAddress is available. (Different hours can be shown for each day of the week)
AlocationAccessPerson	MANAGER	MANAGER	This attribute enables the Manager to specify the details of the person at the aLocationAccessAddress. (Identifies a local contact person at the premises for the A end of the circuit)
AlternateManagerContactObjectPtr	MANAGER	MANAGER	This attribute points to the Contact object that identifies an alternative individual to the a manger contact in manager's organization who can be contacted regarding the reported trouble
AlternateMangerContactPerson	MANAGER	MANAGER	This attribute identifies an alternative individual to the manger contact in manager's organization who can be contacted regarding the reported trouble
AuthorizationList	MANAGER	BOTH	This attribute identifies what authorizations are requested by the Agent and granted by the Manager. Specifies the type of activities which are authorized:
CalledNumber	MANAGER	NONE	This attribute identifies the number being called when the trouble occurred.

Attribute Name	Provided By	Updateable By	Description
CancelRequestedByManager	AGENT	MANAGER	This attribute indicates whether the Manager has initiated the process to cancel a trouble report.
CloseOutNarr	AGENT	AGENT	This attribute provides a place for the Agent to document any additional information regarding the trouble report closure.
CloseOutVerification	AGENT	MANAGER	This attribute indicates whether the Manager has verified repair completion, denied repair completion or taken no action:
CommitmentTime	AGENT	AGENT	This attribute indicates estimated times for the following actions: (Provided by the Agent. Defines a generalized time by which the Agent will complete an action)
CommitmentTimeRequest	MANAGER	MANAGER	This attribute indicates the generalized time requested by the Manager for the following actions: onSite Time or cleared Time
CustomerWorkCenter	MANAGER	NONE	This attribute identifies the Manager's work center.
CustTroubleTickNum	MANAGER	NONE	This attribute contains the Manager's internal ticket number.
Dialog	MANAGER	BOTH	This attribute enables interaction to take place between an agent and the manager at each state of the resolution of the trouble. The dialog text is free format text and a notification is emitted each time it is modified by the agent. The contents are replaced by new dialog text as the dialog progresses during the trouble resolution. If the update is a response to previous text, the update may overwrite the current text.
EscalationList	MANAGER	BOTH	This attribute indicates whether escalation is requested by the Manager and provided by the Agent. Optionally specifies the level of escalation and the person escalated to. If the Manager specifies no level, the Agent must escalate to the next level. (The Agent can provide notification of internal escalations independent of a Manager Request)
InitiatingMode	AGENT	NONE	This attribute specifies the mode of initiation of the trouble report. This attributed can take the following integer values: managerDirect managerindirect. agentOriginated alarmOriginated (Specifies who created the ticket)
LastUpdateTime	AGENT	AGENT	This attribute identifies the time and date of the most recent update make to the trouble report by either the manger or agent.

Attribute Name	Provided By	Updateable By	Description
MaintServiceCharge	AGENT	MANAGER	This attribute indicates whether the Manager will be charged for repairs performed on the service.
ManagedObjectAccessFromTime	MANAGER	MANAGER	This attribute identifies the beginning of the time frame during which the service personnel can have access to the managed object.
ManagedObjectAccessHours	MANAGER	MANAGER	This attribute defines the specific hours for each day of the week during which access to the managed object is available. (The managed object is the circuit or service. This attribute provides times when intrusive testing can be done on the circuit)
ManagedObjectAccessToTime	MANAGER	MANAGER	This attribute identifies the end of the time frame during which the service personnel can have access to the managed object.
ManagedObjectInstance	MANAGER	NONE	This attribute indicates the Customer Network Management service object class instance, or the General Network Model telecommunications network resource instance associated with a particular trouble report, i.e., circuit identifier. (The service being reported)
ManagedObjectInstanceAliasList	MANAGER	AGENT	This attribute identifies the managed object on which trouble has been reported by its alias (es). (A list of alternative identifiers for the service being reported or tested. Example: use of a Trunk Group Access Code (TGAC) as an alias for message trunks, the TGAC is also known as a 2-6 code)
ManagerContactPerson	MANAGER	MANAGER	This attribute identifies an individual in the Manager's organization who can be contacted regarding the reported trouble.
OutageDuration	AGENT	AGENT	This attribute indicates the amount of time between the trouble report received time and the trouble report clearing time, excluding time for delayed maintenance and/or if the service could not be accessed by the Agent for repair.
PerceivedTroubleSeverity	MANAGER	MANAGER	This attribute allows the Manager to indicate the effect of the trouble in the managed object being reported.
PreferredPriority	MANAGER	MANAGER	This attribute defines the severity of the problem. This attribute may affect expectations defined in Service Level Agreements (SLA).
ReceivedTime	AGENT	NONE	This attribute indicates the date and time when a trouble report was entered into the Agent's gateway.
RepeatReport	MANAGER	BOTH	This attribute indicates whether there has been a provisioning/installation or a trouble activity on the managed object in the recent past, e.g., within the past 30 days.

Attribute Name	Provided By	Updateable By	Description
RestoredTime	AGENT	NONE	This attribute indicates when the trouble was repaired by the Agent. (May be different than Manager's notified time)
TargetObjectInstance	AGENT	NONE	This attribute refers to the TroubleReport Object created in the Agent Operation support system.
TroubleClearancePerson	AGENT	MANAGER	This attribute identifies an individual in the Manager's organization who last modified the attribute closeOutVerification or cancelRequestedByManager. (This is the person who authorized the Agent to close their ticket)
TroubleDetectionTime	MANAGER	MANAGER	This attribute identifies the time that the trouble was detected.
TroubleFound	AGENT	AGENT	This attribute specifies an enumerated value which identifies the problem that caused the trouble report.
TroubleReportFormatId	Manager	NONE	Trouble Report Format Definition defines the mandatory and option fields of the TA operations for various service types <ol style="list-style-type: none"> <li>1. TRFD 1 This format is for services involving customer premises (e.g. voice grade, DDS, HiCap, UNE/UNE-P, Special Access Services e.g. private line)</li> <li>2. TRFD 2 This format is for services that do not have a customer premises (e.g. facility, feature groups, message trunk services)</li> <li>3. TRFD 3 This format is for local resold services (POTS) only</li> </ol>
TroubleReportFormatObjectPtr	MANAGER	NONE	This attribute identifies which instance of the Trouble Report Format
TroubleReportID	AGENT	NONE	This attribute is the distinguishing attribute of the Trouble Report managed object class. The Service Provider assigns it at the time the trouble report is entered. (AKA Agent ticket number)
TroubleReportState	AGENT	AGENT	This attribute indicates the current state of a trouble report
TroubleReportStatus	AGENT	AGENT	This attribute indicates the current status of an active trouble report.
TroubleReportStatusTime	AGENT	AGENT	This attribute identifies the last time at which the status was known to be changed or validated.
TroubleReportStatusWindow	MANAGER	MANAGER	This attribute specifies a sliding window during which a progress/status notification is expected. The sliding window begins at the event time for the most recent notification.

Attribute Name	Provided By	Updateable By	Description
TroubleType	MANAGER	NONE	This attribute identifies the category of trouble that is being reported
TspPriority	MANAGER	NONE	This attribute conveys TSP (Telecommunications Service Priority) codes if applicable between the Manager and Agent.
ZlocationAccessAddress	MANAGER	MANAGER	This attribute identifies the company name and address for the respective LocationAccessHours. (Customer premises at one end of the circuit)
ZlocationAccessHours	MANAGER	MANAGER	This attribute defines the specific hours for each day of the week during which access to the zLocationAccessAddress is available. (Different hours can be shown for each day of the week)
ZlocationAccessPerson	MANAGER	MANAGER	This attribute enables the Manager to specify the details of the person at the zLocationAccessAddress. (Identifies a local contact person at the premises for the Z end of the circuit)



## Change Log

Date	Page	Change
05/02/2016	All	New version of VFO User Guide
07/26/2016	4	Update hyperlink to new LSR Pre-order guide
07/28/2016	5-10	Add Appendix A with Access and Local Statuses
12/22/2016	4	Update hyperlinks to all training guides
02/01/2017	5-7	Remove invalid ASR statuses
04/12/2017	6	Remove duplicate 'Sent' status – Correctly show 'Frontier' as Trading Partner in Access Module Statuses in Appendix A
06/06/2017	4-6	Update Training Guide and Training Video section
07/07/2017	4, 6	Add Loop Qualification Bulk Loader Training guide and video links
10/20/2017	All	Update URLs, Add new TA training video links, Add Appendix B
07/15/2019	2	Add VFO User Alert Effective 07/21/2019
11/13/2019	6	Update list of available training videos
01/28/2020	4	Update Links for Training Guides

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