

# Virtual Front Office (VFO)

### Wholesale Broadband Training Guide

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Customers interested in ordering Wholesale Advantage Broadband services must have a valid contract at the time of order submission. If you are interested in negotiating a Wholesale Advantage Broadband or other contract, please contact your Frontier Account Manager. If you are not sure who your Frontier Account Manager is, please email a request for information to: <u>wholesale\_inquiry@ftr.com</u>.

Connectivity to the Local Module of Frontier's Virtual Front Office (VFO), or a valid bonded option, is required to process LSR Pre-Order and LSR Order transactions. Please visit the <u>Get Connected for Wholesale Broadband Services (frontier.com</u>) page to access the necessary forms.

- 1. Complete and submit the Frontier Connectivity Access Form to request VFO or Bonded connectivity.
- 2. Complete the Wholesale Advantage Broadband Customer Profile Form to establish a Billing Profile.



## **Pre-Order**

### Serviceability Tools Qualifying Locations in VFO Online References



Wholesale Customers with the ability to request <u>instant quotes</u> for Wholesale Advantage Broadband services from the serviceability tools Connectbase and Masterstream.

For more information, please visit:

- Connectbase: <u>https://wholesale.frontier.com/systems-and-online-tools/Connectbase</u>
- Masterstream: <u>https://wholesale.frontier.com/systems-and-online-tools/MasterStream</u>

Creating a Pre-Order in VFO

- Hover mouse over PREORDER tab in VFO Local Module
- Select menu option PREORDER > New
- TXNUM auto-populates
- Select Service Center
- Select TX Type
- Click Initiate

#### Wholesale Broadband Pre-Order Transaction Types

- TX Type A Address Validation
- TX Type B Telephone Number Assignment
- TX Type H xDSL Loop Qualification\*
- TX Type K xDSL Loop Qualification Ext\*
- TX Type X Loop Qualification DSL\*

\* Not required with Frontier-MasterStream instant quote

PREORDER	
New	
Search	
Bulk Loader	

	PreOrder Initiation
TXNUM Trading Partner Service Center	1074 Frontier Telecom ➤ FTRORD - Frontier Telecom
ТХ Туре	A - Address Validation B - Telephone Number Assignment C - Feature/Service Availability D - Appointment Scheduling E - Customer Service Info (CSI) G - Reservation Maintenance H - xDSL Loop Qualification I - Installation Status J - Loop Make Up K - xDSL Loop Qualification Extt N - Collocation Facility Assignment P - Loop Qualification Extended Q - Loop Qualification Extended Q - Loop Qualification Basic S - Service Order Inquiry T - Directory Listing W - Fiber Availability
	🛒 Initiate 🕅 Cancel

### Address Validation Inquiry – TXTYP = A



#### A - Address Validation

									Purpose:
INQUIRY		RESULTS							Validate end user's address is
TXNUM		DTSENT		ТХТҮР	TXACT	сс	TOS	CTVAL	supported by Frontier (address or
1107	<u> </u>	20170719	9104334	A 🗸	A	✓ 000	Z	Select 🗸	working telephone number)
	LOPTIONAL	Condit	IONAL	2 5000	SASE	CASI			working tolophone nameory
	box	N		3724	SASE	S	Popula	ate Form	
SASN							• CC	- Custome	er Code (OCN)
SATH	SASS						• TX	ACT = A (Va	alidate with Address)
RD	Selec	t 🗸					•	AFT = N	(Normal Physical Address)
LD1 Select	V		LD2 Select	LV2	LD3 Select	L	•	AFT = C	(Provided Assigned House
CITY BRUNSWIC	к		STATI OH		212			Number)	
TNTYPE	QR						•	Minimum	to populate: SANO, SASN,
Select	💟							SATH CI	TY STATE ZIP
RESERVATI	ONDATA [O	ptional	Conditional]	l			• TX	$\Delta CT = T (V/2)$	alidate with WTN)
REQNUM							17		
							•	STATE	
NPANXX							•	WTN	
					🔛 Submit	Cle	Submi	t	

Pre-Order Job Aids: https://wholesale.frontier.com/local-services/location-product-qualification

Business Rule Documents Available at: <u>https://wholesale.frontier.com/local-services/business-rules</u>

#### Address Validation Response – TXTYP = A



	and the second secon		
pad		ADA	
cf		0	
fci		N	
abrvratece	enter	BRUNSWICK	
tax		UAC3M	
terminati	iondata		
exkey		00000	Information provided on response
swdesc		GTD5	
locations	Section		includes:
aft	N		
sano	3724		
lso	330220		<ul> <li>Validated Address (address field</li> </ul>
lst	BRWKOHXADSØ		Switch Description (swdesc)
sasn	CENTER		Eibor Canability Indicator (fai)
sath	RD		
city	BRUNSWICK		<ul> <li>Local Servicing Office (Iso)</li> </ul>
state	ОН		<ul> <li>Working Service Customer Data</li> </ul>
zip	44212-4400		
customero	data		
customero	data [1]		
cs		PL-HC	
ln		CustXM116143N8 Subscriber	
stat		WORKING 19991209	
atn		2160118823	

For full response field definitions, refer to the VFO Pre-Order Response - Address Validation (TXTYP A) available online: <u>Wholesale Broadband Pre-Order References (frontier.com</u>)

### Telephone Number Assignment – TXTYP = B

#### Purpose:

Pre-order TN Reservation is optional when request is to establish Standalone Broadband service.

#### **B** - Telephone Number Assignment

INQUIRY RESULTS	
INQUIRY     RESULTS       TXNUM     DTSENT       B15     TXTYP       TXTYP     TXACT       CC     TOS       CTVAL     RESID       B     V       E     000Z      Select       IOCATION [Optional   Conditional]       ROUTE     BOX       AFT     SAPR       SASN       Williams       SATH     SASS       Dr    Select       LD1     LV1       LD2     LV2       LD3     LV3      Select    Select       CITY     STATE       CITY     STATE       N     V       1	<ul> <li>Populate Form</li> <li>TXACT – E</li> <li>CC – Company Code (OCN)</li> <li>AFT = N (Normal Physical Address)</li> <li>Address Fields: SANO, SASN, SATH, CITY, STATE, ZIP</li> <li>Select TNTYPE – N (normal)</li> <li>Populate Quantity of TNs to Reserve (QR)</li> </ul>
TNTYPE QR	<ul> <li>Populate Quantity of TNs to Reserve (QR)</li> </ul>
RESERVATIONDATA [Optional   Conditional]	Submit
CUSTOMERDATA [Optional   Conditional]	Add : Copy : 1 Section(s) Remove Section
ATN LN	
🕅 Submit 🔵 Close	

Pre-Order Job Aids: https://wholesale.frontier.com/local-services/location-product-qualification

Business Rule Documents Available at: <u>https://wholesale.frontier.com/local-services/business-rules</u>



#### Telephone Number Response – TXTYP = B



preorderinquiryresponse		
txnum	815	
dtsent	2016062812:36:00	Information provided on response
txtyp	В	information provided on response
сс	000Z	includes:
cf	0	
resno	R295879160628113521601001	
expdt	20160728	Telephone Numbers Reserved
tndata		(thres)
tnres	7074645762	
Necation Section		Reservation Number (resno)
aft	Ν	Reservation Expiration Date
sano	206	(expdt)
sasn	Williams	
sath	Dr	
city	Crescent City	
state	CA	
zip	95531	
12	📄 Save 🛛 🛅 Printable Versio	n 🕒 Close 🏽 🗞 Change

For full response field definitions, refer to the Direct Telephone Number Selection Response document. Wholesale Broadband Pre-Order References (frontier.com)

#### Loop Qualification DSL for Whis BB Inquiry – TXTYP = X



#### **Purpose:** Validate local loop qualifies and maximum speeds available for Broadband services

#### X - Loop Qualification DSL

							Populat	te Form
INQUIRY		RESULTS						A – Customer Carrier Name Abbreviation
CCNA								
		DTSENT					• CC -	– Customer Code (OCN)
1110		20170719	110032				<ul> <li>TXA</li> </ul>	CT = A
ТХТҮР			сс					lidating with Address:
X	✓ A		<mark>000Z _</mark>				i i va	
LOCATION	[Optional	Condit:	ional]				•	AFI = N (Normal Physical Address)
ROUTE	BOX	AFT N	SAPF	SANO 3724	SASF	SASD Select	•	AFT = C (Provided Assigned House
SASN								Number
CENTER								
SATH	SASS						•	Minimum to populate: SANO, SASN,
RD	Select	🗸						SATH CITY STATE ZIP
LD1	LV1		LD2	LV2	LD3	LV3	f \/o	lidating with M/TN:
Select	•		Select	710	Select-	- •		
BRUNSWIC	к		OH STATE	✓ 442	12		•	STATE
WTN	DCADD	RESS1					•	WTN
							Cubesit	
DCUNIT D	CUNITVALUE	DCCITY			DCSTATE	DCZIP	Submit	
					Select	💟		
					🔛 Submit	Close		

Pre-Order Job Aids: <u>https://wholesale.frontier.com/local-services/location-product-qualification</u>

Business Rule Documents Available at: <u>https://wholesale.frontier.com/local-services/business-rules</u>

#### Loop Qualification DSL for WhIs BB Response – TXTYP = X



txnum		BULK2100030-0003	FRONTIER
dtsent		2021070810:15:00	
txtvp		x	
txact		A	
cc		000Z	
loopdata			
loopstat		L	
rtind		N	
lsa		25.0M/2.0M-	
locations	Section		information provided on response
lst	EHRTCT02DS0		
state	СТ		Loop Status
lstfr	N		Loop Speeds Available (Isa)
multiline	etext		Remote Terminal Indicator
mltdata			
mltdata [	[1]		(rtind)
mlt		AVLSP 25.0M/2.0M	Facility Environment (fe)
mltdata [	[2]		· · · · · · · · · · · · · · · · · · ·
mlt		AVLSP 18.0M/1.0M	
mltdata [	[3]		
mlt		AVLSP 12.0M/1.0M	
mltdata [	[4]		
mlt		AVLSP 6.0M/512K	
state		СТ	

For full response field definitions, refer to the VFO Pre-Order Response – DSL Loop Qualification (TXTYP X) available online: Wholesale Broadband Pre-Order References (frontier.com)

### xDSL Loop Qualification Inquiry – TXTYP = H

#### Purpose:

Validate facilities exist for Loop technology - dependent products

H - xDSL Loop Qualification	<ul><li>Populate Form</li><li>TXACT = A</li></ul>			
INQUIRY RESULTS TXNUM DTSENT 1106 TXTYP TXACT CC RESID H	<ul> <li>CC – Customer Code (OCN)</li> <li>If Validating with Address:         <ul> <li>AFT = N (Normal Physical Address)</li> <li>AFT = C (Provided Assigned</li> </ul> </li> </ul>			
ROUTE BOX AFT SAPR SANO SASF SASD SelectV SASN SATH SASS SelectV LD1 LV1 LD2 LV2 LD3 LV3	<ul> <li>House Number)</li> <li>Minimum to populate: SANO, SASN, SATH, CITY, STATE, ZIP</li> <li>If Validating with WTN:</li> <li>STATE</li> </ul>			
CITY STATE ZIP	Submit			
WTN 3099289841 ×				

Pre-Order Job Aids: https://wholesale.frontier.com/local-services/location-product-qualification

Business Rule Documents Available at: <u>https://wholesale.frontier.com/local-services/business-rules</u>



#### xDSL Loop Qualification Response – TXTYP = H



preordering	uiryresponse						
txnum		1140	Information provided on response				
dtsent		2018012609:02:00					
txtyp		н	includes:				
CC		000Z					
loopdata							
wirectrarea	afacsid	309928	<ul> <li>Loop Status (loopstat)</li> </ul>				
loopstat		А	• Loon Length (II)				
11		4.3130000					
lpac		Satellite, ADSLR, IDSL, ADSLC, SDSL	<ul> <li>Loop Product Available (Ipac)</li> </ul>				
rtind		N	Pomoto Torminal Indicator				
updt		201801260858					
wcn		FMCYILXDDS0	(rtind)				
locationda	ta		Continue (fo)				
lc		FMCYILXDDS0	• Facility Environment (le)				
locationSec	tion						
lst	FMCYILXDDS0						
state	IL						
ie.	С						

For full response field definitions, refer to the VFO Preorder Response - xDSL Loop Qualification (TXTYP H,K) available online: <u>Wholesale Broadband Pre-Order References (frontier.com</u>)



The xDSL Loop Qualification Extended should be requested after the xDSL Loop Qualification (TXTYP=H) response is returned with one of the following values in the RSNNOTQUAL (xDSL Reason Not Qualified) field:

- No valid loop qual data. Request manual loop qual
- DLC LST Dependent

-or-

The xDSL Loop Qualification DSL for WhIs BB (TXTYP=X) response is returned with the following value in the LOOPSTAT (Loop Status) field:

P = Reason not qualified is unknown

The xDSL Loop Qualification Extended (TXTYP=K) will receive a manual response via email and will be returned within 48 hours of submission.

#### **Pre-Order Online References**



Wholesale Broadband Pre-Order Job Aids are available from the Wholesale Advantage Broadband page at: <u>Wholesale Broadband Pre-Order References (frontier.com</u>)

#### Job Aids

- Wholesale Broadband Ordering Scenario Matrix
- Wholesale Broadband Product Qualification Guide

#### **Response Documents**

- VFO Preorder Response Address Validation (TXTYP A)
- VFO Preorder Response DSL Loop Qualification (TXTYP X)
- VFO Preorder Response Telephone Number Reservation (TXTYP-B)
- VFO Preorder Response xDSL Loop Qualification (TXTYP H,K)

Please also visit the Business Rules page for pre-order inquiry forms: <u>LSR Business Rules (frontier.com</u>) LSR Pre-Order Forms

- Address Validation / Direct TN Selection (TXTYP-A/B)
- Loop Qualification DSL for WhIs BB (TXTYP-X)
- xDSL Loop Qualification (TXTYP-H)
- xDSL Loop Qualification Extended (TXTYP-K)



# Wholesale Broadband Orders



Once a location is qualified for broadband services and speeds, please refer to the Wholesale Broadband LSR Order references available from the Wholesale Advantage Broadband page: <u>Wholesale Broadband Order References</u> (frontier.com).

Here you will find the Wholesale Broadband Ordering Guide which will assist you with locating and utilizing the online references.

Also available is the Ordering Code Matrix that contains the codes required to place an order for broadband service.

The LSR Validation Sheets will assist you with ensuring your LSR is populated correctly.

### Creating New Orders in VFO

# FRONTIER

NEVER CHECK THIS BOX! Tracking is used

#### Hover the Order tab and select New

Frontie	-						Local 🔽 LAUNCH	номе	E I ABOUT I HELP	LOGOUT
TIONUE								Virtual	Front Office <sup>sm</sup> Powered by	Synchronoss
	R	TEMPLATE	/	ADMINISTRATION					U) 🖹 🔻 🖄	2 😰 😰 🕯
New										
Search Cours As Orden										
Save As Template	01	Frontier Telecom	ZTX	10/21/2010	jgerber	10/21/2010 15:49	JB - Standalone DL	N	Confirmed	<b>_</b>
View History	01	Frontier Telecom	ZTX	06/07/2011	jlg	06/01/2011 17:02	CB - Number Portability	V	Confirmed	
Create Response	01	Frontier Telecom	ZTX	11/26/2010	user11	11/19/2010 14:18	CB - Number Portability	V	Confirmed	
Reassign Order 1	01	Frontier Telecom	ZTX	11/26/2010	user11	11/19/2010 14:40	CB - Number Portability	V	Confirmed	
Summary Report	01	Erontion Tolocom	717	11/10/2010	ucor11	11/10/2010 16:21	IB Standalone DI	N	Confirmed	

- Enter a new Order Number (PON)
- Select:
  - Trading Partner (Frontier Telecom)
  - Receiver Code (FTRORD)
  - Version (01)
  - Guideline Version (9.30)
  - Service (DB / EB)
  - Activity (N, C, D, V)
  - Template (Optional)
- Click Initiate

com)			when VFO should <b>NOT</b> submit the order to Frontier.
Order Initiation			
Order Number	1164	Tracking	
Trading Partner	Frontier Telecom		
R€seiver Code	FRT_ISC Frontier Telecom		A
Version	01		
Guideline Version	9.18		Status ICON Train Tracks
Service	Select One		checked and the order
Activity	-None Available-		within VFO is only being
Template	None Available 💌		used for tracking purposes
lni 🔊 Ini	tiate 🛛 🖑 Cancel		only and not sent to Frontier.

Note: For help completing the order in VFO, please refer to the full LSR Orders Training Course available from the VFO Online Training Video Library.



Wholesale Broadband order samples are available from the Wholesale Advantage Broadband page: <u>Wholesale Broadband Order References</u> (frontier.com)

- Please select the order sample that meets the request type and activity of the order you are submitting. (DB – Wholesale Platform, EB – Resale)
- Order samples provide direction on populating the fields that are required, conditional or optional for each form on the LSR.

Note: Resale (EB) Order Samples are for Activity 'C' Only. Wholesale Broadband can only be added to "Existing" Resale Voice Service.

#### Wholesale Advantage Broadband Ordering Matrix

	Copper Netw Asymmetrical Spee Avail	vork - Available 7/1/20 ds, Frontier Modem I lable in All Areas	24 Required <sup>2</sup>				
SPEED	WHOLESALE ADVANTAGE BROADBAND DESCRIPTION	DYNAMIC IP         STATIC IP         MODEM           ORDERING CODE         ORDERING CODE         ORDERING CODE           (BUSINESS ONLY)         (Purhase or Letter)			DEM NG CODE or Lease)		
3M/384K	Wholesale Advantage Broadband Standalone Internet 3	WHC03		Basic [WMDSL] or Bonded [WMBF]		Basic [WMBLS] or Bonded [WMFLS]	
6M/512K	Wholesale Advantage Broadband Standalone Internet 6	WHC06		Basic [WMDSL] or Bonded [WMBF]		Basic [WMBLS] or Bonded [WMFLS]	
9M/1M	Wholesale Advantage Broadband Standalone Internet 9	WHC09		Bonded [WMBF]	1 -	Bonded [WMFLS]	1
12M/1M	Wholesale Advantage Broadband Standalone Internet 12	WHC12		Bonded [WMBF]	Ę	Bonded [WMFLS]	5
18M/1M	Wholesale Advantage Broadband Standalone Internet 18	WH	C18	Bonded [WMBF]	1 ha	Bonded [WMFLS]	as
25M/2M	Wholesale Advantage Broadband Standalone Internet 25	WH	C25	Bonded [WMBF]	ISe	Bonded [WMFLS]	<b>°</b>
45M/3M	Wholesale Advantage Broadband Standalone Internet 45	WHC45		Bonded [WMBF]	1	Bonded [WMFLS]	1
70M/3M	Wholesale Advantage Broadband Standalone Internet70	WH	C70	Bonded [WMBF]	]	Bonded [WMFLS]	
90M/5M	Wholesale Advantage Broadband Standalone Internet 90	WH	C90	Bonded [WMBF]	]	Bonded [WMFLS]	]
115M/7M	Wholesale Advantage Broadband Standalone Internet 115	WHC15		Bonded [WMBF]		Bonded [WMFLS]	]

#### Reading the product matrix

- Select the product type Standalone or Shared
- Select the product type (Asymmetrical or Symmetrical)
- Take note of Dynamic IP or Static IP product options
  - Asymmetrical: Default Static IP block is /30 unless a larger IP block is ordered
  - Symmetrical: All Static IP Blocks (1-61) REQUIRE a Static IP Code
- Select the ordering code for the desired speed
  - Use the same code for residential and business types of service
- Select the modem
  - Required on Asymmetrical products
  - Optional on Symmetrical products
  - Leased modem option Included in the WH BB Symmetrical and New Asymmetrical package.
  - Select the term-Include the term S&E code on the LSR
  - Asymmetrical Available Until 8/21/2024: M-t-M, 1-Year, 2-Year
  - Asymmetrical Available 7/1/2024: M-t-M, 1-Year, 2-Year and 3-Year
  - Symmetrical: M-t-M, 1-Year, 2-Year and 3-Year

Asymmetrical Term (Offer) Codes <sup>1</sup>					
Available until	8/21/2024				
Description	Ordering Code				
Month-to-Month	#18VVM				
1-Year	#18WN				
2-Year	#18WR				
Asymmetrical Tern	n (Offer) Codes¹				
Available 7	/1/2024				
Month-to-Month	#24WM				
1-Year	#24W1				
2-Year	#24W2				
3-Year	#24W3				
Symmetrical Term (Offer) Codes <sup>1</sup>					
Available11/13/2023					
Month-to-Month	#22WM				
1-Year	#22W1				
2-Year	#22W2				
3-Year	#22W3				

Note: This instruction is included in the Wholesale Broadband Ordering Guide.

#### Wholesale Advantage Broadband Ordering Matrix



#### Asymmetrical and Symmetrical Fiber Speeds & Static IPs

	Frontier Wholesale Advantage B	roadband Packag	e Ordering C	odes (Stand	dal	one)	
	Copper Asymmetric	Network - Available until 8/21 al Speeds, Frontier Modem F Available in All Areas	/2024 Required <sup>2</sup>				
	WHOLESALE ADVANTAGE	DYNAMIC TP	STATIC IP		MOI	EM	
SPEED	BROADBAND DESCRIPTION	ORDERING CODE	ORDERING CODE	ORD	ORDERING CODE		
		(BUSINESS ONLY) (Purhase or Lease)					
214/29 41/	Wholesale Advantage Preadband, Standalone Internet 2	WPC15	WRC20	Basic [WMDSL] or Bonded [WMBE]		Basic [WMBLS] or Bonded [WMELS]	
311/304K		WBC13	WBC39	Basic [WMDSL1 or		Basic [WMBLS] or	
6M/512K	Wholesale Advantage Broadband Standalone Internet 6	WBC16	WBC40	Bonded [WMBF]		Bonded [WMFLS]	
9M/1M	Wholesale Advantage Broadband Standalone Internet 9	WBC17	WBC41	Bonded [WMBF]	2	Bonded [WMFLS]	_
12M/1M	Wholesale Advantage Broadband Standalone Internet 12	WBC18	WBC42	Bonded [WMBF]	rch	Bonded [WMFLS]	ea
18M/1M	Wholesale Advantage Broadband Standalone Internet 18	WBC19	WBC43	Bonded [WMBF]	ase	Bonded [WMFLS]	. e
25M/2M	Wholesale Advantage Broadband Standalone Internet 25	WBC20	WBC44	Bonded [WMBF]		Bonded [WMFLS]	
70M/3M	Wholesale Advantage Broadband, Standalone Internet 45	WBC21	WBC45	Bonded [WMBF]	1	Bonded [WMFLS]	
90M/5M	Wholesale Advantage Broadband Standalone Internet 90	WBC23	WBC47	Bonded [WMBF]	1	Bonded [WMFLS]	
115M/7M	Wholesale Advantage Broadband Standalone Internet 115	WBC24	WBC48	Bonded [WMBF]	L	Bonded [WMFLS]	
	Cop Asymmetric	per Network - Available 7/1/20 al Speeds, Frontier Modem F Available in All Areas	24 Required <sup>2</sup>				
		DYNAMIC AND STAT	FIC IP* ORDERING				
		co	DE		MOI	EM	
SPEED	WHOLESALE ADVANTAGE			ORD	ORDERING CODE		
	BROADBAND DESCRIPTION	*Static IP Business On	*Static IP Business Only - Static IP requires a		ise	or Lease)	
		Static IP Block Co	de (see slide 4).				
3M/384K	Wholesale Advantage Broadband Standalone Internet 3	WF	IC03	Basic [WMDSL] or Bonded [WMBF]		Basic [WMBLS] or Bonded [WMFLS]	
CIME 10K	Wholesale Advantage Preadband, Standalane Internet 6	10/1	1006	Basic [WMDSL] or		Basic [WMBLS] or	
6M/512K	Wholesale Advantage Broadband, Standalone Internet 9	VVF	1006	Bonded [WMBF]		Bonded [WMFLS] Bonded [WMELS]	
12M/1M	Wholesale Advantage Broadband, Standalone Internet 3	WH	IC12	Bonded [WMBF]	P	Bonded [WMELS]	E.
18M/1M	Wholesale Advantage Broadband Standalone Internet 18	WH	IC18	Bonded [WMBF]	음	Bonded [WMFLS]	eas
25M/2M	Wholesale Advantage Broadband Standalone Internet 25	WH	IC25	Bonded [WMBF]	ISe	Bonded [WMFLS]	e
45M/3M	Wholesale Advantage Broadband Standalone Internet 45	WH	IC45	Bonded [WMBF]	]	Bonded [WMFLS]	
70M/3M	Wholesale Advantage Broadband Standalone Internet70	WH	IC70	Bonded [WMBF]		Bonded [WMFLS]	
90M/5M	Wholesale Advantage Broadband Standalone Internet 90	WH	IC90	Bonded [WMBF]		Bonded [WMFLS]	
115M/7M	Wholesale Advantage Broadband Standalone Internet 115	WH	WHC15			Bonded [WMFLS]	
Frontier Wholesale Advantage Broadband Package Ordering Codes (Standalone) Symmetrical Symmetrical Speeds, Frontier Modem Optional <sup>9</sup> Available in All Frontier FiberOptic areas (where fiber exists)							
		DYNAMIC AND STA CC	TIC IP* ORDERING DDE				
		*Static IP Business On Static IP Block Co	ly - Static IP requires a de (see slide 4).				
300M/300M	Wholesale Advantage Broadband FiberOptic Internet 300	WS	\$130	Bonded [WMBF]		Bonded [WMFLS]	
500M/500M	Wholesale Advantage Broadband Fiber Optic Internet 500	WS	3150	Bonded [WMBF]	7.	Bonded [WMFLS]	1
700M/700M	Wholesale Advantage Broadband FiberOptic Internet 700	W	3170	Bonded [WMBF]	urct	Bonded [WMFLS]	Fea
10/10	Wholesale Advantage Broadband FiberOptic Internet 1G	WS	8I1G	Bonded [WMBF1	lase	Bonded [WMFLS]	ISe
10/10	Wholesale Advantage Broadband EiberOntis Internet 20	14/6	120	N/A	1	Ronded BAULEAU 1	
2G/2G	wholesale Auvantage Broadband FiberOptic Internet 2G	VV8	WSI2G		1	Bonded [WHEML]	

### Validating Orders in VFO – VFO Status Updates



Click either the Validate icon or Validate menu option to verify the accuracy of the order.

STRAINING - 01 - CB - Form: Isrform - Internet Exp	lorer provided by Frontier Co	mmunications		
ORDER PREORDER			🗐 🗸 🕸	Sup 🕦 🎒 😰
Action Save Order	PON TRAINING	OWNER fbnet_admin	DTSENT	
Edit Validate		CB	DDD	
View Void LSR EU NP DL				
ADMINSECTION [Optional   Conditional]				
CCNA PON VER LOC ZTK TRAINING 01	QTY HTQTY AN <mark>1</mark>	ATN		

The status of the order will either be Validated or Errored.

ACT     PON       FTRORD     N     38BJA       VERSION     SUP     STATUS       03     3     Validated       Image: Status     Image: Status       Image: Status     Image: Status <th>ORDER</th> <th>PREORDER</th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th>	ORDER	PREORDER							
VERSION     SUP     STATOS       03     3     Validated     RECEIVER COL     ACT     PON       Image: PS     Image: PS<	RECEIVER CODE FTRORD	ACT N	PON 38BJA	ORDER		P	REORDER		
VERSION     SUP       LSR     EU       HGI     PS       DL     01       Encode	03 3	Validated		RECEIVER		ACT D		PON 200BAJTEST	Ok
ADMINSECTION [Optional   Conditional]				VERSION 01	SUP	STATUS Errored			
	ADMINSECTION [	Optional   Conditional]		LSR	EU	DL			

#### Wholesale Broadband Order Validation Job Aids



Wholesale Broadband Order Validation Job Aids are available from the Wholesale Advantage Broadband page: <u>Wholesale Broadband Order References (frontier.com)</u>.

- If you have errors as a result of your validation of the order, please refer to the associated validation job aid.
  - Locate the job aid specific to the service territory of the location on your order.
  - Further assistance is available upon email request to: <u>Local.Broadband@ftr.com</u> More contact information is available on the <u>Broadband Services Contacts (frontier.com</u>) page of the Frontier Wholesale Operations Website.

### Correcting Order Errors in VFO



- If there are errors:
  - The Error Code List is displayed with the Form, Occurrence, Section/Field, Error Code and Error Text.
  - Click the Error Text link to move cursor to the form and field in error.
  - The field is highlighted in red until the field is corrected and the order is validated again.

ORDER	,	PREORDER				<b>[</b> ]	1 🗸 🚿	Sup 🔟 🎒	<b>1</b>
RECEIVE		07 N			OWNER	DTOENT			
FPTISC	ErrorCode	List						_ ×	
VERSION	Form	Occurs	Section/Field	Code	Error Text				
01	Isrform	1	adminsection/ddd	VZELSR020	DESIRED DUE DATE IS REQUIRED	2			
LSR									
ADMINS									<u> </u>
CONA									
ATL									E
DTSENT	r	DDD		DDDO					
200901	050431PM								
NOR	APPTIMEDDDC	DFDT	PROJINDR	PROJECT	CHC				
			Select	•	Select 🔻				

### Submitting Orders in VFO



 Click either the submit icon or Validate and Submit menu option to transmit the order to the Service Provider.

TRAINING - 01 - CB - Form: Isrform - Internet Explorer provided by From the State of the Stat	ontier Communications		
ORDER PREORDER		🗐 🗸 🚿 Sup	🔟 🖨 😰 📈
Action Submit Validate and Submit INING	OWNER fbnet_admin	DTSENT	Î
Edit Ated	REQTYPE CB	DDD 11/11/2015	
View Void LSR EU NP DL DL			
ADMINSECTION [Optional]           CCNA         PON         VER         LOCQTY         HTQTY         A           ZTK         TRAINING         01         1         2	N ATN 2606933878		^

The status changes to reflect the results of the submission.

<i>i</i> TRAINING - 01 - 0	CB - Form: Isrform - Internet	Explorer provided by Frontier Co	ommunications		
ORDER	PREORDER			🗐 🗸 🚿 Sup (j	) 🖨 👔 🛛 🔪
RECEIVER CODE	ACT V	PON TRAINING	OWNER fbnet_admin	DTSENT 11/10/2015 15:09	
VERSION SUP	STATUS Submitted		REQTYPE CB	DDD 11/11/2015	
	NP DL				
ADMINSECTION	[Optional   Conditional]				^
CCNA PON ZTK TRAINI	VER NG 01	LOCQTY HTQTY AN 2606933	ATN		

### Viewing Order Confirmation in VFO

LSR Response - Confirmed
CCNA PON VER PODATE
ZTK HCTD07CBVEA0126 01 01/26/2012
AN ATN
3046245642 3046245642
LSRNO ORD HCTD07CBVEA0126 029969034
CNO INIT FTR LSR CERT
DTSENT REP 20120126 Local Service Re
REPTELNO FEP RT ECI 8005551212 B C
NMR
PIA CHC FDT DD EBD
BI1 BAN1 BI2 BAN2 D NSelect
ECVER RCODE
LINELEVELORDNO [Optional   Conditional]
ORDL
029969034



- LSRNO = PON
- ORD = Main Order Number
- DD Confirmed Due Date
- ORDL = Line Order Number

### **Online References**



- <u>Wholesale Broadband (frontier.com)</u>
  - Link to VFO Application (Production)
  - Broadband Pre-Order Job Aids
  - Wholesale Broadband Ordering Matrix
  - Broadband Order Samples
  - Broadband Order Validation Job Aids
- Frontier-MasterStream
- LSR Business Rules (frontier.com)
- Broadband Services Contacts (frontier.com)
- Subscribe to Frontier Wholesale Industry and System Update Notices: <u>subscribe-to-</u> <u>wholesale-notifications (frontier.com)</u>