

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: wholesale_inquiry@ftr.com.

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 [Get Connected for Wholesale Broadband Services \(frontier.com\)](#) 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.

Prerequisite Training Courses

It is recommended that the user is familiar with VFO prior to taking this training course.

If you are not a current user of the Local Module in VFO, please attend the following prerequisite training courses available from the [VFO Online Training Video Library \(frontier.com\)](https://frontier.com)

- Introduction to VFO
- VFO Local Module Training Courses
 - Part 1 – LSR Pre-Order
 - Part 2 – LSR Order

Pre-Order

**Frontier-MasterStream Portal
Qualifying Locations in VFO
Online References**

The Frontier-MasterStream portal provides Wholesale Customers with the ability to request instant quotes for Wholesale Advantage Broadband services. Utilizing the Frontier-MasterStream portal will also provide some measure of qualification for the end user location.

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

- For more information, please visit the [Frontier-MasterStream](#) page of the Frontier Wholesale Operations Website.
 - Agent Company Registration Form
 - URL to Production Application (Google Chrome Browser Required)
 - Frontier-MasterStream User Guide
 - Online Training

Note: With instant quotes from the Frontier-MasterStream portal, some pre-order transactions in VFO may still be required, including the Address Validation Inquiry (TXTYP = A) and the Telephone Number Assignment (TXTYP = B).

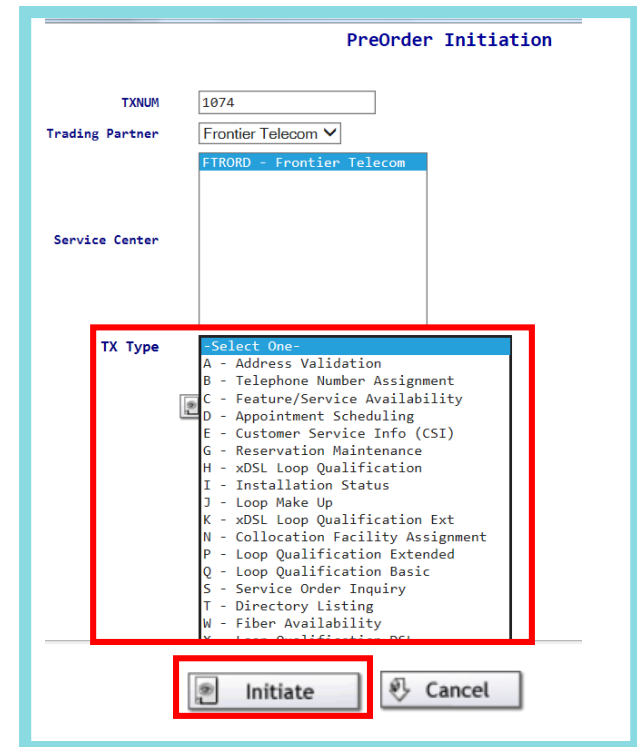
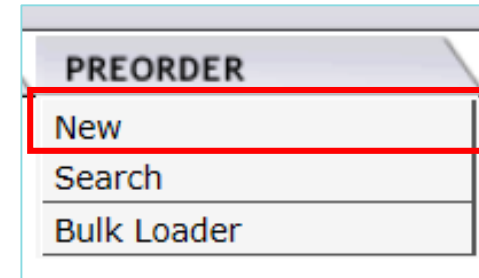
Creating a Pre-Order in VFO

- 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



Address Validation Inquiry – TXTYP = A

Purpose:

Validate end user's address is supported by Frontier (address or working telephone number)

A - Address Validation

INQUIRY		RESULTS				
TXNUM	DTSENT	TXTYP	TXACT	CC	TOS	CTVAL
1107	20170719104334	A	A	000Z		--Select--
LOCATION [Optional Conditional]						
ROUTE	BOX	AFT	SAPR	SANO	SASF	SASE
		N		3724		--S
SASN						
CENTER						
SATH	SASS					
RD	--Select--					
LD1	LV1	LD2	LV2	LD3		
--Select--		--Select--		--Select--		
CITY	STATE	ZIP				
BRUNSWICK	OH	44212				
TNTYPE	QR					
--Select--						
RESERVATIONDATA [Optional Conditional]						
REQNUM						
NPNXX						
<input type="button" value="Submit"/>						

Populate Form

- CC – Customer Code (OCN)
- TXACT = A (Validate with Address)
 - AFT = N (Normal Physical Address)
 - AFT = C (Provided Assigned House Number)
 - Minimum to populate: SANO, SASN, SATH, CITY, STATE, ZIP
- TXACT = T (Validate with WTN)
 - STATE
 - WTN

Submit

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

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

Address Validation Response – TXTYP = A

pad	ADA
cf	0
fci	N
abrbratecenter	BRUNSWICK
tax	UAC3M
terminationdata	
exkey	000000
swdesc	GTD5
locationSection	
aft	N
sano	3724
lso	330220
lst	BRWKOHXADS0
sasn	CENTER
sath	RD
city	BRUNSWICK
state	OH
zip	44212-4400
customerdata	
customerdata [1]	
cs	PL-HC
ln	CustXM116143N8 Subscriber
stat	WORKING 19991209
atn	2160118823

Information provided on response includes:

- Validated Address (address fields)
- Switch Description (swdesc)
- Fiber Capability Indicator (fci)
- Local Servicing Office (lso)
- Working Service Customer Data

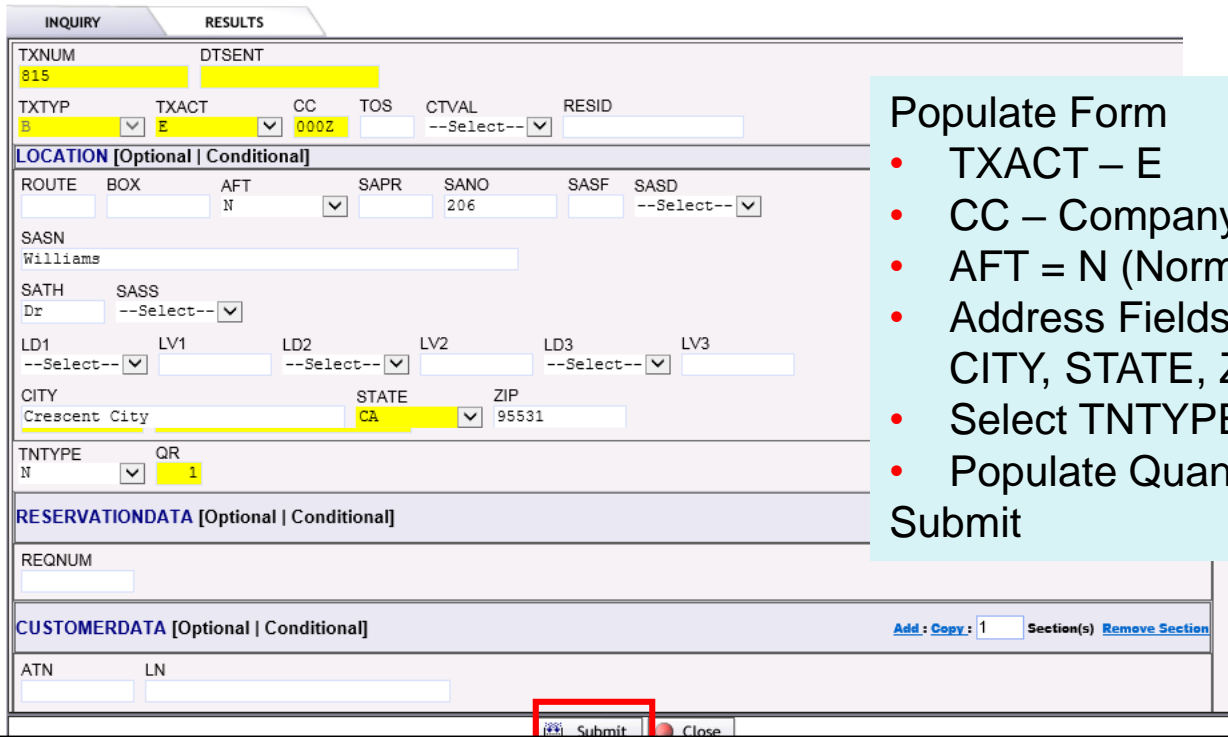
For full response field definitions, refer to the VFO Pre-Order Response - Address Validation (TXTYP A) available online: [Wholesale Broadband Pre-Order References \(frontier.com\)](https://www.frontier.com/wholesale/broadband-pre-order-references)

Telephone Number Assignment – TXTYP = B

Purpose:

Pre-order TN Reservation is Required when request is to establish new voice with broadband as well as Standalone Broadband service.

B - Telephone Number Assignment



Populate Form

- TXACT – E
- CC – Company Code (OCN)
- AFT = N (Normal Physical Address)
- Address Fields: SANO, SASN, SATH, CITY, STATE, ZIP
- Select TTYPE – N (normal)
- Populate Quantity of TNs to Reserve (QR)

Submit

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

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

Telephone Number Response – TXTYP = B

preorderinquiryresponse	
txnum	815
dtsent	2016062812:36:00
txtyp	B
cc	000Z
cf	0
resno	R295879160628113521601001
expdt	20160728
tndata	
tnres	7074645762
LocationSection	
aft	N
sano	206
sasn	Williams
sath	Dr
city	Crescent City
state	CA
zip	95531

Save Printable Version Close Change

Information provided on response includes:

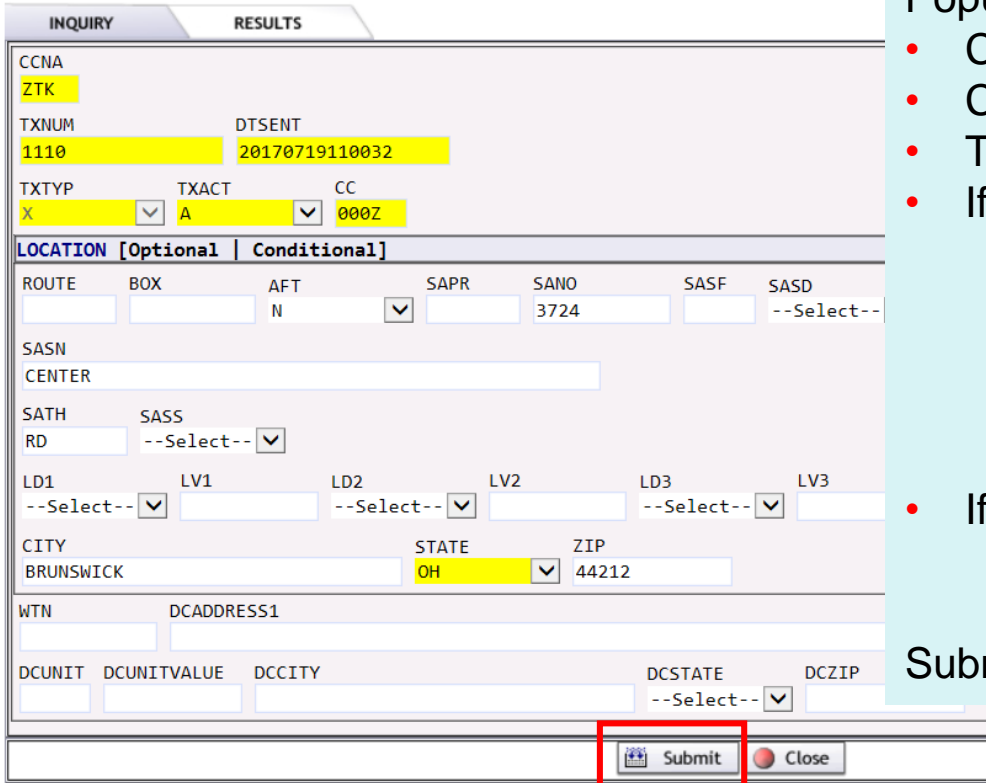
- Telephone Numbers Reserved (tnres)
- Reservation Number (resno)
- Reservation Expiration Date (expdt)

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

Loop Qualification DSL for Whls BB Inquiry – TXTYP = X

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

X - Loop Qualification DSL



Populate Form

- CCNA – Customer Carrier Name Abbreviation
- CC – Customer Code (OCN)
- TXACT = A
- If Validating with Address:
 - AFT = N (Normal Physical Address)
 - AFT = C (Provided Assigned House Number)
 - Minimum to populate: SANO, SASN, SATH, CITY, STATE, ZIP
- If Validating with WTN:
 - STATE
 - WTN

Submit

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

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

Loop Qualification DSL for Whls BB Response – TXTYP = X

txnum	BULK2100030-0003
dtsent	2021070810:15:00
txtyp	X
txact	A
cc	000Z
loopdata	
loopstat	L
rtind	N
lsa	25.0M/2.0M-
locationSection	
lst	EHRTCT02DS0
state	CT
lstfr	N
multilinetext	
mltdata	
mltdata [1]	
mlt	AVLSP 25.0M/2.0M
mltdata [2]	
mlt	AVLSP 18.0M/1.0M
mltdata [3]	
mlt	AVLSP 12.0M/1.0M
mltdata [4]	
mlt	AVLSP 6.0M/512K
state	CT

- Information provided on response includes:
- Loop Status
 - Loop Speeds Available (lsa)
 - Remote Terminal Indicator (rtind)
 - Facility Environment (fe)

For full response field definitions, refer to the VFO Pre-Order Response – DSL Loop Qualification (TXTYP X) available online: [Wholesale Broadband Pre-Order References \(frontier.com\)](https://www.frontier.com/wholesale-broadband-pre-order-references)

xDSL Loop Qualification Inquiry – TXTYP = H

Purpose:

Validate facilities exist for Loop technology - dependent products

H - xDSL Loop Qualification

INQUIRY		RESULTS				
TXNUM	DTSENT					
1106						
TXTYP	TXACT	CC	RESID			
H	A	000Z				
LOCATION [Optional Conditional]						
ROUTE	BOX	AFT	SAPR	SANO	SASF	SASD
		--Select--				--Select--
SASN						
SATH	SASS					
	--Select--					
LD1	LV1	LD2	LV2	LD3	LV3	
--Select--		--Select--		--Select--		
CITY		STATE	ZIP			
		IL				
WTN						
3099289841 x						

Populate Form

- TXACT = A
- CC – Customer Code (OCN)
- If Validating with Address:
 - AFT = N (Normal Physical Address)
 - AFT = C (Provided Assigned House Number)
 - Minimum to populate: SANO, SASN, SATH, CITY, STATE, ZIP
- If Validating with WTN:
 - STATE
 - WTN

Submit

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

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

xDSL Loop Qualification Response – TXTYP = H

preorderinquiryresponse	
txnum	1140
dtsent	2018012609:02:00
txtyp	H
cc	000Z
loopdata	
wirectrareafacsid	309928
loopstat	A
ll	4.3130000
lpac	Satellite, ADSLR, IDSL, ADSLC, SDSL
rtind	N
updt	201801260858
wcn	FMCYILXDDS0
locationdata	
lc	FMCYILXDDS0
locationSection	
lst	FMCYILXDDS0
state	IL
fe	C

Information provided on response includes:

- Loop Status (loopstat)
- Loop Length (ll)
- Loop Product Available (lpac)
- Remote Terminal Indicator (rtind)
- Facility Environment (fe)

For full response field definitions, refer to the VFO Preorder Response - xDSL Loop Qualification (TXTYP H,K) available online: [Wholesale Broadband Pre-Order References \(frontier.com\)](https://www.frontier.com/WholesaleBroadbandPreOrderReferences)

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 Whls 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: [Wholesale Broadband Pre-Order References \(frontier.com\)](https://www.frontier.com/wholesale-broadband-pre-order-references)

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: [LSR Business Rules \(frontier.com\)](https://www.frontier.com/lsr-business-rules)

LSR Pre-Order Forms

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

Wholesale Broadband Orders

Wholesale Broadband Ordering References

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: [Wholesale Broadband Order References \(frontier.com\)](https://www.frontier.com/wholesale-broadband-order-references).

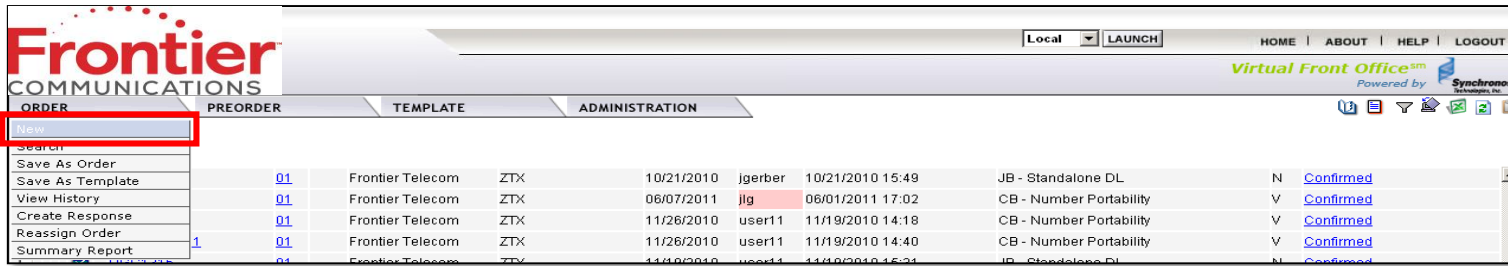
Here you will find the Wholesale Broadband Ordering Guide which will assist you with locating and utilizing the online references.

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

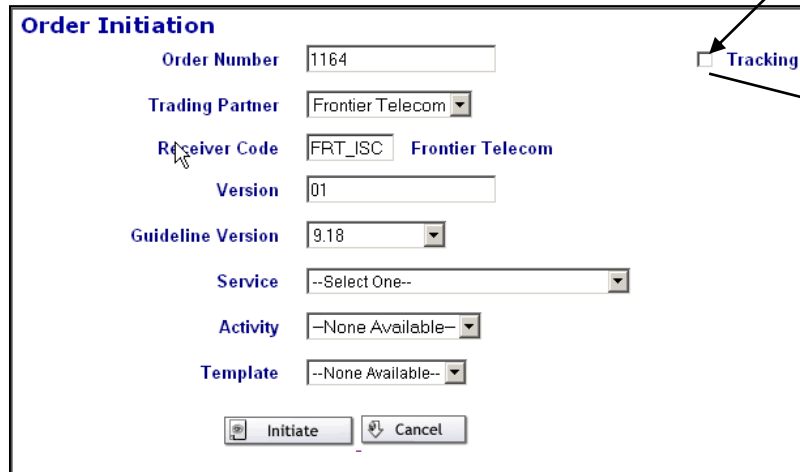
The LSR Validation Sheets will assist you with ensuring your LSR is populated correctly.

Creating New Orders in VFO

- Hover the Order tab and select **New**



- 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



NEVER CHECK THIS BOX! Tracking is used when VFO should **NOT** submit the order to Frontier.



Status ICON Train Tracks
Tracking box has been checked and the order within VFO is only being used for tracking purposes 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

Wholesale Broadband order samples are available from the Wholesale Advantage Broadband page: [Wholesale Broadband Order References \(frontier.com\)](https://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 Broadband Order Samples

[DB/C - Disconnect Wholesale Broadband Only](#)

[DB/C - Post-Migration Add Wholesale Broadband](#)

[DB/C - Post-Migration Add Wholesale Broadband Static IP](#)

[DB/C - Post-Migration Change Wholesale Broadband Speed](#)

[DB/D - Wholesale Broadband Full Account Disconnect](#)

[DB/N - New Business POTS with Wholesale Broadband](#)

[DB/V - Migration with Wholesale Broadband](#)

[EB/C - Disconnect Wholesale Broadband Only](#)

[EB/C - Post-Migration Add Wholesale Broadband](#)

[EB/C - Wholesale Broadband Speed Change](#)

[EB/D - Wholesale Broadband Full Account Disconnect](#)

Wholesale Advantage Broadband Ordering Matrix



Frontier Wholesale Advantage Broadband Package Ordering Codes (Standalone)									
SPEED	WHOLESALE ADVANTAGE BROADBAND DESCRIPTION	DYNAMIC IP ORDERING CODE	STATIC IP ORDERING CODE (BUSINESS ONLY)	MODEM ORDERING CODE (Purchase or Lease)					
Copper Network Asymmetrical Speeds, Frontier Modem Required ² Available in All Areas									
6M/512K	Wholesale Advantage Broadband Standalone Internet 6	WBC16	WBC40	Basic [WMDSL] or Bonded [WMBF]	Purchase	Basic [WMBLS] or Bonded [WMFLS]	Lease		
9M/1M	Wholesale Advantage Broadband Standalone Internet 9	WBC17	WBC41					Bonded [WMBF]	Bonded [WMFLS]
12M/1M	Wholesale Advantage Broadband Standalone Internet 12	WBC18	WBC42					Bonded [WMBF]	Bonded [WMFLS]
Fiber FiOS Network Symmetrical Speeds, Frontier Modem Optional ³ Available in CA, TX, FL, IN, OR, WA (where fiber exists)									
75M/75M	Wholesale Advantage Broadband Standalone FiOS Internet 75	WFC13	WFC31	Bonded [WMBF]		Bonded [WMFLS]			

Reading the product matrix

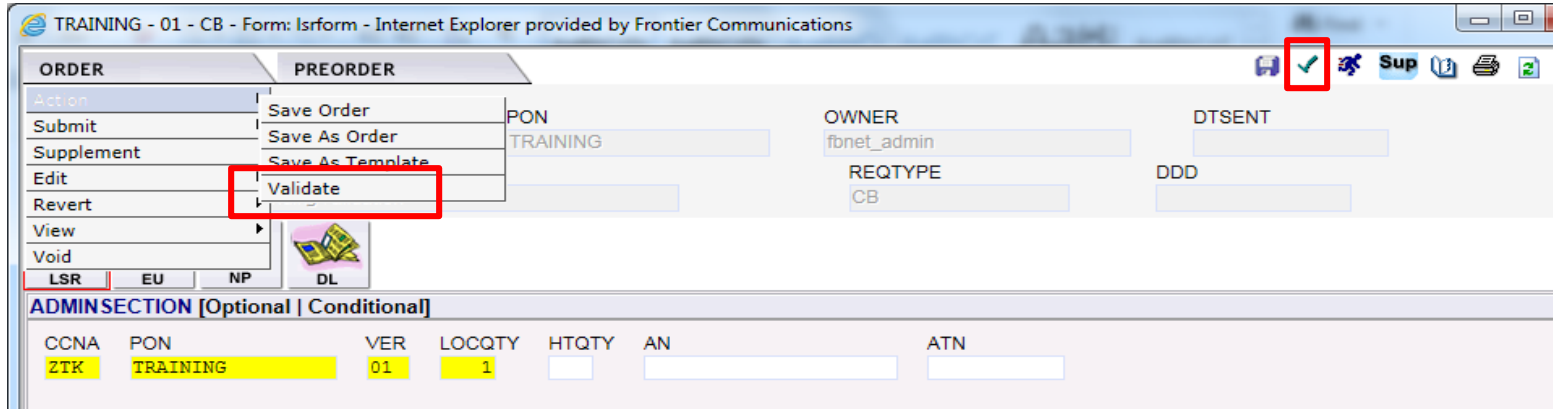
- Select the product type Standalone or Shared
- Select the product type (Asymmetrical or Symmetrical)
- Take note of Dynamic IP or Static IP product options
 - Default Static IP block is /30 unless a larger IP block is ordered
- Select ordering code for the desired speed
 - Use the same code for residential and business types of service
- Select the modem
 - Required on Asymmetrical products
 - Optional on Symmetrical products
- Select the term: M-t-M, 1 Year, 2 Year options
 - Include the term S&E code on the LSR

Term (Offer) Codes ¹	
Description	Ordering Code
Month-to-Month	#18MN
1-Year	#18WN
2-Year	#18WR

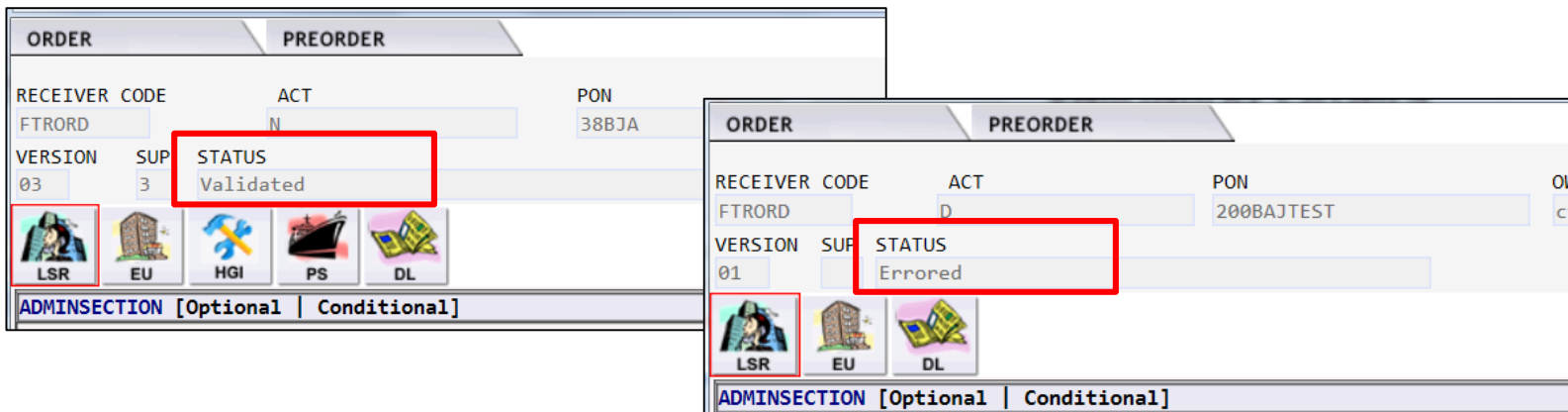
Note: This instruction is included in the Wholesale Broadband Ordering Guide.

Validating Orders in VFO – VFO Status Updates

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



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



Wholesale Broadband Order Validation Job Aids

Wholesale Broadband Order Validation Job Aids are available from the Wholesale Advantage Broadband page: [Wholesale Broadband Order References \(frontier.com\)](#).

LSR Validation Sheets

[Add/Change Wholesale Broadband on Existing Voice Line](#)

[Full and Partial Disconnects Wholesale Broadband](#)

[Migrate Platform Voice with Wholesale Broadband](#)

[New Install Platform Voice with Wholesale Broadband](#)

- 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: Local.Broadband@ftr.com More contact information is available on the [Broadband Services Contacts \(frontier.com\)](#) 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.

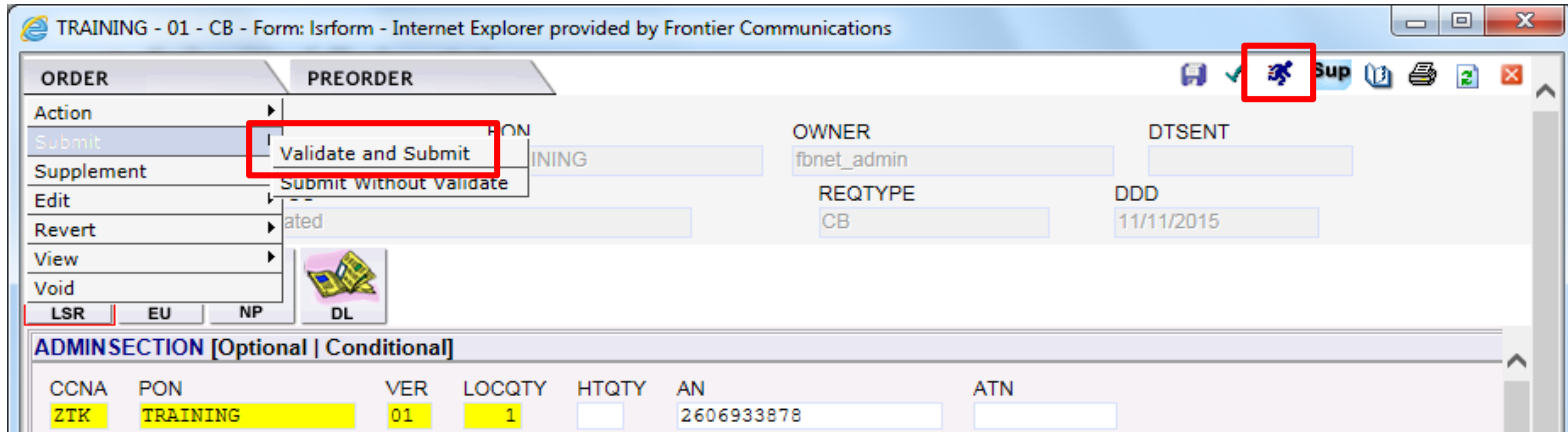
The screenshot displays the VFO software interface. At the top, there are tabs for 'ORDER' and 'PREORDER'. Below the tabs, there is a window titled 'Error Code List' with the following data:

Form	Occurs	Section/Field	Code	Error Text
lsrform	1	adminsection/ddd	VZELSR020	DESIRED DUE DATE IS REQUIRED

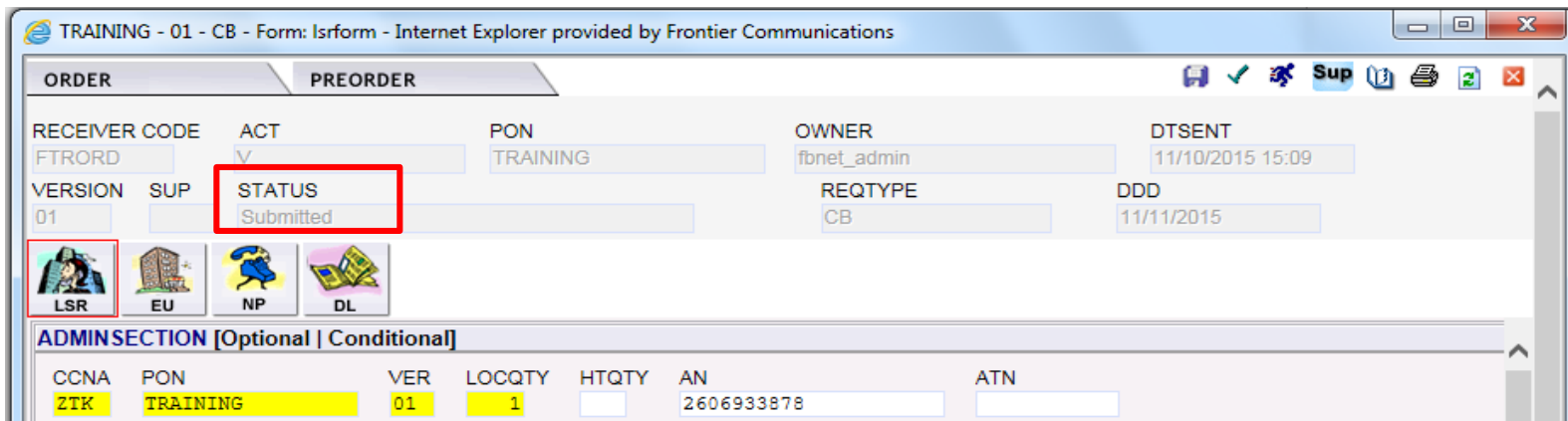
Below the 'Error Code List' window, there is a sidebar with a user profile for 'LSR' and a list of administrative users including 'CCNA' and 'AIL'. The main form area contains several fields: 'DTSENT' (200901050431PM), 'DDD' (highlighted in red), 'APPTIMEDDD', 'DDDO', 'NOR', 'APPTIMEDDDO', 'DFDT', 'PROJINDR' (dropdown menu), 'PROJECT', and 'CHC' (dropdown menu).

Submitting Orders in VFO

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



- The status changes to reflect the results of the submission.



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

REPTLNO	FEP	RT	ECI
8005551212	B	C	

NMR

PIA	CHC	FDT	DD	EBD
--Select--	--Select--		01/27/2012	

BI1	BAN1	BI2	BAN2
D	N	--Select--	

ECVER	RCODE
	--Select--

LINELEVELORDNO [Optional | Conditional]

ORDL
029969034

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

The Wholesale Advantage Broadband default Username and Password is assigned as follows:

Username: CCNA + NPA + NXX + XXXX

Example: ZTK5855551212

Password: CCNA + Last 4 digits of WTN

Example: ZTK1212

- [Wholesale Broadband \(frontier.com\)](#)
 - 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 \(frontier.com\)](#)
- [VFO Online Training Video Library \(frontier.com\)](#)
 - Introduction to VFO Online Training Video
 - LSR Pre-Order Online Training Video
 - LSR Order Online Training Video
 - Training Guides
- [Broadband Services Contacts \(frontier.com\)](#)
- Subscribe to Frontier Wholesale Industry and System Update Notices: [subscribe-to-wholesale-notifications \(frontier.com\)](#)

Congratulations!
You have completed the Wholesale
Broadband Training Course!