Directory Listing Verification Reports and Process

Contents

Overview

During the course of the year, Local Service Providers (LSPs) submit Directory Listing requests via a Local Service Request (LSR).   To assist LSPs in the process of verifying the listing request has been completed as requested, Frontier has verification tools available for this purpose.

Directory Listing Inquiry (DLI) Pre-Order Transaction

Description

Directory Listing Inquiry is a pre-order function that allows a CLEC to see how a telephone number is listed in the local phone book and Directory Assistance.

Finding Name

Listings can be queried by entering the exact name of the directory listing in the FINDINGNAME field. Up to twelve characters of the listed name can be entered, with no spaces or punctuation.   A % sign can be used as a wildcard.

Example: robertsja%

Listed Telephone Number

Listings can be queried by entering the telephone number in question. If there is one or more published listings for a telephone number, the listing(s) are returned. If the telephone number in question is non-listed or non-published, a message stating so is returned.

The LTN field contains this information.

Restriction: an LTN query is available only on the SL (Straightline) style code.

Style Codes

Directory listing searches include listings for these style codes:

- CH – Caption Header
- CI – Caption Indent
- CS – Caption Sub-header
- SI – Straightline Indent (Two lines in caption)
- SL – Straightline (Single line)

List ID   A unique list id is assigned to every directory listing in DPI. A list id is equal to the listed telephone number followed by a number indicating the version of its appearance. An example is listed below.

Listed Number	Directory Listing	List ID
765-442-8212	Jay's Pizza 123 Main St	7654468212<u>1</u>
765-442-8212	J & J Pizzeria 123 Main St	7654468212<u>2</u>

Package ID   A package id is assigned to each directory listing. The first 10 digits of a package id identify the BTN of the account on which the listing appears. The last 5 digits of the id identify the unique version or sequence of the listing. Please review the following two examples.

Example 1: This example shows that both listings for Jay's Pizza and J & J Pizzeria are on the same account BTN.

Listed Number	Directory Listing	Package ID
765-442-8212	Jay's Pizza 123 Main St	76544682120<u>0001</u>
765-442-8212	J & J Pizzeria 123 Main St	76544682120<u>0002</u>

Example 2: This example shows that each listing appears on a separate account BTNs.

Listed Number	Directory Listing	Package ID
765-552-1313	Payne Seymour Dr	76555213130<u>0001</u>
765-552-1313	Payne Seymour Dr	76544480000<u>0001</u> See *note* below

Note: **the last example appears within a caption listing on 765-444-8000.**

Caption Listing Inquiry

How to request a caption listing

Follow these steps to query a Caption listing on a pre-order transaction.

1. Populate the following fields:

Field	Data Entry
TXACT	Enter A
CC	The service provider's OCN. *Example:* 0121
STATE	Enter the state's abbreviation. *Example:* IN
STYC	Enter the style code CH (caption header)
FINGINGNAME	Enter the first 12 letters of the caption header. *Example:* UNITYHEALTHC

2. Click on SUBMIT.
3. Make note of the PKGID.
4. Click on CHANGE
5. Perform the following actions:

Field	Data Entry
MDNID	More data available indicator. Enter Y.
PKGID	Enter the PKGID from the initial DLR.
FINDINGNAME	Remove any entry in the FINDINGNAME field.

6. Click on SUBMIT.
7. Caption listing entries are returned.

Determining the MTN

Single line account

The MTN (Main Telephone Number) is required on all completed DL forms. To find the MTN for an existing directory listing the entry in the EATN field should be used. The following general rules apply:

When the listed number is a straight-line listing, the EATN will equal the listed telephone number

When the listed number is within a caption, the EATN will equal the telephone number on which the caption is built. This TN could be owned by Frontier, CLEC A or CLEC B.

The MTN can also be found in the first 10 digits of the PKGID.

Pre-Order Samples

The following sample scenarios illustrate the proper fields and valid entries for each of these transactions:

Request a directory listing

- Using the end user's Listed Telephone Number (LTN)

No.	Field	Field Description	Input	Business Rule Entry
2	TXNUM	Transaction Number	Identifies the customer provided tracking number to link the inquiry with the response	xxxxxxxxxxxx
3	TXTYP	Transaction Type	Directory Listing	T
4	D/TSENT	Date and Time Sent	June 8 20012 0800	201206080800
5	CC	Company Code	Z001	Z001
5a	TXACT	Transaction Activity	New Inquiry	A
30	STATE	State/Province	New York	NY
58	STYC	Style Code	Straight line	SL
62	LTN	Listed Telephone Number	6315558626	6315558626

- Using the end user's exact name

No.	Field	Field Description	Input	Business Rule Entry
2	TXNUM	Transaction Number	Identifies the customer provided tracking number to link the inquiry with the response.	xxxxxxxxxxxx
3	TXTYP	Transaction Type	Directory Listing	T
4	D/TSENT	Date and Time Sent	June 8 2006 0800	200608080800
5	CC	Company Code	Z001	Z001
5a	TXACT	Transaction Activity	New Inquiry	A
30	STATE	State/Province	New York	NY
42c	FINDINGNAME	Finding Name	BARNEYSMYTHJ	BARNEYSMYTHJ
58	STYC	Style Code	Straight line	SL

Listing Verification Report

The Directory Listing Verification Report (LVR) files are intended for use just prior to the Directory close date to review all the listings your company has submitted for a particular directory. Directory Listing Verification Reports enable a Local Service Provider to confirm that the information sent to the directory publisher is accurate (i.e. there are no typographical or other errors). These reports will be automatically generated by Frontier and provided to Local Service Providers for each directory in which the Local Service Provider has entered end user listings for publication.

Corrections required as a result of Listing Verification Report review, should be submitted via the LSR process. These corrections will be processed as new, change or delete items, as appropriate, following normal listing service order procedures. If a correction is necessary due to a Frontier error, contact the Local Carrier Services Support helpdesk at local.carrier.services.support@ftr.com to have the correction made.

Note: The Listing Verification Report format is available electronically. Paper is not an available option. A list of the fields contained in the reports is detailed below.

Timeframes and Method of Delivery

The Listing Verification Report files will be automatically generated and provided to Local Service Providers 30 days prior to Telco Close (extracted the previous day). Electronic delivery is the only delivery method available. To assure prompt delivery of the files the Wholesale Customer Profile Form will need to include or be updated with the delivery method. Please work with your Frontier Account Manager to update the Directory section.

The electronic Listing Verification Reports are placed on the Customer Wholesale Portal in a zipped format. Once extracted, they will appear as flat text files designed to enable customers to import them into spreadsheet and database programs; as such they are very wide and not well suited for printing right from the Customer Wholesale Portal. Importing the file also gives users the ability to search and sort by type of listing, class of service, name, and Billing Account Number (BAN) or telephone number.

Directory Listing Verification Report files are created based upon the report schedule date associated with the directory production schedules and are generated 30 business days prior to the Telco Close date (extracted one or two days prior). The LVR Schedules identify the date the LVRs are available for each directory. Reports are available for 90 days from the date they are first made available.

Establishing Connectivity to the Customer Wholesale Portal

In order to retrieve the Listing Verification Report LSPs must have access to the Customer Wholesale Portal (CWP). Local Service Providers will access the reports via a standard web browser to the Frontier.com website using secured HTTPS. To access the web portal, the LSPs must obtain a user-name and password information from Frontier utilizing the CWP delegated user registration process.

Upon receipt of a User ID and Password the LSP will access the reports by clicking on the reports URL. The user will be asked to login. After a successful login, the user will be presented with the reports available for download. Only the reports that belong to the user's company will be shown to the user for download.

To register for CWP and obtain access to the Listing Verification Report please visit: https://cwp.frontier.com/Wholesale/reports/login/

You will need to provide:

- Your name, title, address, telephone number, email address
- Your company name, CCNA(s), ECC(s), OCN(s)
- Your supervisor's name, title, telephone number, email address
- Specify Frontier of West Virginia

Zip File Password

- As instructed in the Customer Wholesale Portal User Guide the password to open an LVR zip file is: Password#1.

For more information on the CWP tool, visit:

- [Customer Wholesale Portal (CWP) (frontier.com)](frontier.com)

Trouble Reporting
Files should be available by the date designated on the LVR schedule. If a file is missing or not accessible, please contact your Frontier Account Manager for assistance.

Fields Contained on the LVR Files

The Listing Verification Report format includes the following fields:

HEADER	DETAIL RECORD		TRAILER
Record Type Telco Name Directory Name Directory Book Id Directory Issue Year Transmission Date Filler	Record Type Listing Activity Code Listing Type Class of Service Indent Level Service Order Number Service Order Type Non-Word Indicator Name 1 Name 2	Title Designation Address Community Telephone Number Directory Code Foreign Listing Book Carrier ID Filler	Record Type Total Number of Listings

Directory Listings Verification Report Layout

Pos.	Field	Format	Comments
1	Carrier Code	Char (4)	
5	OCN	Char (4)	
9	Subscriber Exchange	Num (6)	NPANXX
15	Subscriber Line Number	Num (4)	Line
19	Res/Bus indicator	Num (1)	1-Bus, 2-Res
20	Directory Listing Sequence Number	Num (4)	
24	Directory Listing Line Number	Num (3)	
27	Directory Code 1	Char (4) Left Justified.	(See LVR Directory Codes for complete list of codes, descriptions, and column)
31	Directory Code 2	Char (4) Left Justified.	
35	Directory Code 3	Char (4) Left Justified.	
39	Directory Code 4	Char (4) Left Justified.	
43	Directory Code 5	Char (4) Left Justified.	
47	Directory Line Description	Char (50) Left Justified	

LVR Directory Codes

The Directory Code indicates the type of information displayed. Below are the codes, descriptions, and Directory Code column this code may appear.

Code	Description	Directory Code 1-5
AL	Additional Listing	1
ALI	Alpha/Numeric Listing Identifier	1
ALR	Additional Listing Name (Residential)	1
AXL	Auxiliary Listing	1
CAP	Caption	2
CLH *	Classified Heading (Business only)	1
CONT	Continue Listed Name, Listed Address, Cross Reference or Line of Information (LIF)	1
CR	Cross Reference Listing	1
DGN	Designation	1
FDN	Foreign Directory Number	1
FL	Foreign Listing	1
IND1-5	Indent Level 1 through 5	2, 3
JU	Joint User (grandfathered)	1
LA1	Street Address	1, 2
LA2	Community/State/Zip	1
LIF	Line of Information	1, 2
LN	Listed Name	1
LOC	Location	1
NL	Non-Listed Name	1
NP	Non-Published Name	1
NSTN	Non-Standard Telephone Number	1
OAD	Omit Address	2
PLA	Place Listing As	1
RMKS	Remarks	1
SEE	Internal Frontier Caption Cross Reference Code	1
SL	Secondary Listing	1
TN	Telephone Number	1

* Information provided in the CLH field represents the Classified Heading (Yellow Page Heading.) The CLH is established on the new install order, and remains with the listing as it was initially entered, even if it is changed in the actual publication by the end user or publisher. What is in Telco records may not be the most recent heading. Contact the publisher for up-to-date CLH detail.

Example LVR

The following LVR sample includes:

1. One straight line listing for one TN
2. Two straight line listings for one (same) TN
3. One caption listing containing two TNs
4. Two straight line listings for two TNs (related listings, billed together)

CCNA	OCN	EXC	LIN#	Res/ Bus	SEQ#	Line	DIRCOD E1	DIRCOD E2	DIRCOD E3	DIRCOD E4	DIRCOD E5	Description		Order Number
xxx	000x	304232	1385	2	0001	001	LN					Cole	Dan	206089432
xxx	000x	304232	1385	2	0001	002	LA1					1 Main St		206089432
xxx	000x	304232	1385	2	0001	003	LA2					Wheeling	WV26003	206089432
xxx	000x	304232	2605	1	0001	001	LN					Long Run Pet Hospital		028818884
xxx	000x	304232	2605	1	0001	002	LA1					382 G C And P Rd		028818884
xxx	000x	304232	2605	1	0001	003	LOC							028818884
xxx	000x	304232	2605	1	0001	004	LA2					Wheeling	WV26003	028818884
xxx	000x	304232	2605	1	0001	005	CLH					none		028818884
xxx	000x	304232	2605	1	0002	001	AL					Pamela Harrold DVM		028818884
xxx	000x	304232	2605	1	0002	002	LA1					382 G C And P Rd		028818884
xxx	000x	304232	2605	1	0002	003	LA2					Wheeling	WV26003	028818884
xxx	000x	304232	2605	1	0002	004	ALI					A		028818884
xxx	000x	304232	4659	1	0001	001	LN	CAP					Weddings By Russell		
xxx	000x	304232	4659	1	0001	002	LA1	IND1					742 Main St		
xxx	000x	304232	4659	1	0001	003	LA2					Wheeling	WV26003	
xxx	000x	304232	4659	1	0001	004	TN					3042324659		
xxx	000x	304232	4659	1	0001	005	CLH					Weddings		
xxx	000x	304232	4659	1	0001	006	AL	IND1					Catering Line		
xxx	000x	304232	4659	1	0001	007	TN					3042324760		
xxx	000x	304232	4659	1	0001	008	ALI					SF8004		
xxx	000x	304242	3835	1	0001	001	LN					Grove Terrace Motel		507106835
xxx	000x	304242	3835	1	0001	002	LA1					2076 Natl Rd		507106835
xxx	000x	304242	3835	1	0001	003	LA2					Wheeling	WV26003	507106835
xxx	000x	304242	3835	1	0001	004	CLH					Motels		507106835
xxx	000x	304242	4220	1	0001	001	AL					Grove Terrace Cafe		807476679
xxx	000x	304242	4220	1	0001	002	LA1					2076 National Rd		807476679
xxx	000x	304242	4220	1	0001	003	LA2					Wheeling	WV26003	807476679
xxx	000x	304242	4220	1	0001	004	ALI					BB		807476679

Loading the LVR File into Excel

> If you would like to export the text file into Microsoft Excel, you can access a macro file which places the data into columns for easy reading, sorting, and filtering at Directory Services (frontier.com)
>
> To use the excel macro file:

1. Make sure the LVR file is downloaded and saved on your computer.

2. Open the LVR_ImportMacro_FTR.xls file above.

3. Select the LVR file to import.

> **Note: You may need to allow macros before your computer will allow you to import a file. Look for a message similar to this:**
>
> 🛡 Security Warning Macros have been disabled. [Options...] **and click Options to enable macros.**

Handling LVR Discrepancies and Late Reports

If the CLEC determines…	Then the CLEC will…
the report is late. Files should be available by the date designated on the LVR schedule or 30 days prior to the Telco date.	contact your Frontier Account Manager for assistance.
that they never received a Billing Completion Notice (BCN) from Frontier for their listing request.	Submit an email to the Local Carrier Services Support (LCSS) (local.carrier.services.support@ftr.com)
that they have a BCN from Frontier, CLEC should process a DLI transaction to confirm that the most current Frontier records match up with their own. If the DLI transaction comes up with information, but the information does not match CLEC records, then the processing of the LSR/order needs to be investigated.	1) Submit an email to the Local Carrier Services Support (LCSS) (local.carrier.services.support@ftr.com). Or 2) Re-send LSR
that they have a BCN, they've submitted a DLI transaction, but the DLI does not yield any information at all. This indicates that the processing of the LSR order needs to be investigated.	1) Submit an email to the Local Carrier Services Support (local.carrier.services.support@ftr.com). Or 2) Re-send LSR

Requesting On Demand LVRs

To request an "On Demand" LVR complete the **LVR "On Demand" Request Form** and send your request for a Listing Verification Report via email to Directory_Publishing@ftr.com the subject line should read "LVR Request."

Change Log

Date	Page Number	Change
7/14/2011	5-7	New LVR fields and format.
8/16/2012	12	Added instructions for handling LVR errors and requesting reports.
8/29/2012	12	Changed Font to indicate hyperlink to LVR On Demand Request form.
10/15/2012	8, 11, 12	Updated the URL links to match new website.
04/25/2013	12	Update LCSS email address 'Local Carrier Services Support'
4/15/2014	9	Add field note for CLH
11/25/2014	1, 6	Update address on cover page. Update hyperlink to CWP
11/24/2015	8	Added zip file password, and link to CWP User Guide
10/26/2017	All	Updated embedded links to secured URLs
08/30/2021	All	Update embedded links
2/7/2022	14	Updated email address for LVR On Demand form

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