

Directory Listing

Caption Listing VFO Order Job Aid

Included:

[Order Creation for Business Caption Listing](#)

[Order to Add a New Listing under an Existing Caption](#)

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VFO Order Creation for a New Business Caption Listing



This is an example of how to create a new business listing with captions. Below is the scenario detail.

Order Activity	New Caption Listing			
Type of Service	Business Caption Listing			
Order Details	<ul style="list-style-type: none">• New Listing• Establish a new Caption Listing			
Directory	0	Acme Copier Co		
Sample with	1	Customer Service	100 Main	555-1212
Indent	1	New Orders	250 Main	555-1000
Levels	1	Repair	300 Main	555-1213

Please Note: The screen shots on the right illustrate how to populate this scenario in Virtual Front Office, the information on the left provides descriptions of the fields and dropdown values. This is to enable you to decide which value to select in your customer scenario.

VFO Order Creation for a New Business Caption Listing



Start New Order

1. Hover the Order tab and select **New**.
2. Enter a PON.
3. Select Service.
4. Select Activity.
5. Click **Initiate** button.
6. Enter LSR form information (See Notes Below)
7. Enter EU form information.
8. Click DL icon to complete Directory Listing data.

The screenshot shows the VFO Order Creation interface. The 'ORDER' menu is open, with 'New' highlighted (1). The 'Order Initiation' form is displayed, showing fields for Order Number (1060), Trading Partner (Frontier Telecom), Receiver Code (FRT_ISC), Version (01), and Guideline Version (9.18). The Service (2) is set to 'JB - Standalone DL only VZ Added', and the Activity (4) is 'N - New installation'. The 'Initiate' button (5) is visible. Below the form, the 'ADMINSECTION' form is shown, with fields for RECEIVER CODE (FRT_ISC), ACT (N), and PON (1060). The VERSION (01) and STATUS (PendingValidation) are also visible. The LSR (6), EU (7), and DL (8) icons are shown at the bottom of the form.

LSR Form Notes for REQ TYP JB

Administration Section Notes:

TOS= 1--- (Business) or 2--- (Residence)

Billing Section Notes:

Based on the REQ TYP & ACT, the notes below provide guidance on the BI and BAN fields.

JB/N: BI1=D (directory) and BAN1=N (new) (Frontier will assign the BTN for the new directory listing.)

JB/C: BI1=D (directory) and BAN1=the existing account telephone number. This is in the Package ID field on a DL preorder.

JB/D: BI1=D (directory) and BAN1=the existing account telephone number. This is in the Package ID field on a DL preorder.

VFO Order Creation for a New Business Caption Listing



16. Enter Header Status (HS)
 - N - New caption header
17. Enter Listing Text Type (LTXTY)
 - ITX – Indent Text
 - TNL – TN text left
 - TNR – TN text right
 - TT – TT text
18. Enter Listing Text (LTEXT)

16

17

18

VFO Order Creation for a New Business Caption Listing



19. Enter Address information

- LANO is Listing Address number
- LASF is Listing Address number Prefix
- LASD is Listing Address Street Directional
- LASN is Listing Address Street Name
- LATH is Listing Address Thoroughfare
- LASS is Listing Address Street Suffix
- LALO is Listing Address Location
- LALOC is Listing Address Locality
- LAST is Listing Address State
- LAZC is Listing Address Zip Code

NOTE: Since this business has three listings under the business name, we need 3 listing sections. We just finished the first.

Create Additional Listing

20. Enter the number two in the box next to the Add and Copy Links.
21. Select either Add or Copy to create two additional listing sections, one for "New Orders" and the other for "Repair."

VFO Order Creation for a New Business Caption Listing



30. Enter Header Status (HS)
 - E – Existing SLU header or caption header
31. Enter Listing Text Type (LTXTY)
 - ITX – Indent Text
 - TNL – TN text left
 - TNR – TN text right
 - TT – TT text
32. Enter Listing Text (LTEXT)
 - Enter the indented listed name [e.g. *New Orders*]

30

31

32

VFO Order Creation for a New Business Caption Listing



33. Enter Address information

- LANO is Listing Address number
- LASF is Listing Address number Prefix
- LASD is Listing Address Street Directional
- LASN is Listing Address Street Name
- LATH is Listing Address Thoroughfare
- LASS is Listing Address Street Suffix
- LALO is Listing Address Location
- LALOC is Listing Address Locality
- LAST is Listing Address State
- LAZC is Listing Address Zip Code

Note: to omit the address ADI = 0

Create Additional Listing Section

34. Scroll down until you see LISTINGSECTION [3].

ORDER PREORDER

RECIPIENT CODE ACT PON OWNER DTSENT
FRT_JSC N 1060 jgerber

VERSION SUP STATUS REQTYPE DDD
01 PendingValidation JB

LSR EU DL

FAINFO

FATN ACA ADI LANO LASF LASD
--Select-- --Select-- 250 --Select--

LASN
Main 33

LATH LASS LALO
--Select--

LALOC
Anytown

LAST LAZC
WV 10036

CAPTIONINDENTSECTION [Optional | Conditional] Add: Copy: 1 s

LVL PLS
--Select-- --Select--

PLINFO 34

PLTN PLSO
--Select--

VFO Order Creation for a New Business Caption Listing



- 43. Enter Header Status (HS)
 - E – Existing SLU header or caption header
- 44. Enter Listing Text Type (LTXTY)
 - ITX – Indent Text
 - TNL – TN text left
 - TNR – TN text right
 - TT – TT text
- 45. Enter Listing Text (LTEXT)
 - Enter the indented listed name [e.g. Repair]

ORDER PREORDER

RECEIVER CODE ACT PON OWNER DTSENT
FRT_ISC N 1060 jgerber

VERSION SUP STATUS REQTYPE DDD
01 PendingValidation JB

LSR EU DL

HS
43 E

DES TL

TITLE1 TITLE2 TLD

TITLE1D TITLE2D NICK

PLA

LISTINGTEXT [Optional | Conditional] 44 Add: Copy: 1 Sec

LTXNUM LTXACT LTXALI LTXTY LPHRASE
--Select-- ITX --Select--

LTEXT
45 Repair

CR SO
--Select--

VFO Order Creation for a New Business Caption Listing



46. Enter Address information

- LANO is Listing Address number
- LASF is Listing Address number Prefix
- LASD is Listing Address Street Directional
- LASN is Listing Address Street Name
- LATH is Listing Address Thoroughfare
- LASS is Listing Address Street Suffix
- LALO is Listing Address Location
- LALOC is Listing Address Locality
- LAST is Listing Address State
- LAZC is Listing Address Zip Code

- Note: to omit address ADI = O

ORDER PREORDER

RECEIVER CODE ACT PON OWNER DTSENT
FRT_ISC N 1060 jgerber

VERSION SUP STATUS REQTYPE DDD
01 PendingValidation JB

LSR EU DL

FAINFO

FATN ACA ADI LANO LASF LASD
--Select-- --Select-- 300 --Select--

LASN
Main 46

LATH LASS LALO
--Select--

LALOC
Anytown

LAST LAZC
WV 10036

CAPTIONINDENTSECTION [Optional | Conditional] Add: Copy: 1

LVL PLS
--Select-- --Select--

PLINFO

PLTN PL80
--Select--

VFO Order Creation for a New Business Caption Listing



Complete Directory Quantity

- 47. Enter Directory ID Type in the DIRTYP field.
 - W – White Pages or Cobound

- 48. Enter the number of directories delivered on new connect or Moves in the DIRQTYNC field.

Note: When multiple Directory ID Types are requested use the Add or Copy links to insert additional Directory Quantity sections.

Submit the Order

- 49. Review the request and then click the submit icon (running person).

https://vfoclec.frontier.com - 1060 - 01 - JB - Form: directorylistingform - Microsoft Internet Explorer

ORDER PREORDER

RECEIVER CODE ACT PON OWNER DTSENT
FRT_ISC N 1060 jgerber 49

VERSION SUP STATUS REQTYPE DDD
01 PendingValidation JB

LSR EU DL

DSRDELIVERYINFO [Optional | Conditional] Add: Copy: 1

NAME
NAME2 NAME3
ICO DDANO DDASF DDASD
DDASN DDATH DDASS
LD1 LV1 LD2 LV2 LD3 LV3
AAI
CITY STATE ZIP

DIRECTORYQUANTITY [Optional | Conditional] Add: Copy: 1

DIRTYP DIRQTYA DIRQTYNC
W 3 48

VFO Order to Add a Listing under an existing Caption



This is an example of how to update a listing with a new listing under a caption listing. Below is the scenario detail.

Order Activity	Sub Categories		
Type of Service	Business Caption Listing		
Order Details	Add Indent "Smith Hall" with telephone number to appear under existing sub category "Dormitories"		
Directory	0	Frontier University	
Sample with	1	Information	
Indent Levels	2	Events Hotline	289-9281
	2	Class Schedules	289-9282
	1	Residence Halls	289-9280
	2	Dormitories	
	3	Alfred Hall	289-9283
	3	Dana Hall	289-9284
	3	Smith Hall	289-9999

Please Note: The screen shots on the right illustrate how to populate this scenario in Virtual Front Office, the information on the left provides descriptions of the fields and drop down values. This is to enable you to decide which value to select in your customer scenario.

VFO Order to Add a Listing under an existing Caption



PreOrder Initiation

TXNUM 2638
 Trading Partner Frontier Telecom
 FRT_ISC - Frontier Telecom
 Service Center
 TX Type T - Directory Listing
 Initiate Cancel

The first step is to process a Directory Listing Preorder Inquiry to determine the Main Telephone number.

- Hover the **Preorder** tab, select **New**, and select TXTYP = **T - Directory Listing**

• Populate:

- TXACT = A
- CC = Your Company Code or OCN
- Enter either:
 - ❖ LTN = Existing Listing Telephone Number
 - ❖ Finding Name = First 12 characters of Caption Header with no spaces (You may need to scroll down to see this field.)
- Enter the State abbreviation in the State field
- STYC
 - ❖ CH – Caption Header (Select this value when providing the Finding Name.)
 - ❖ CI – Caption Indent
 - ❖ CS – Caption Sub-header

• View Results:

- Look for the package id field.
- The first 10 digits of the pkgid field is the MTN value.
- The Main Telephone Number is required in the order to associate this new listing with the existing caption.

T - Directory Listing

INQUIRY RESULTS

TXNUM	DTSENT	TXACT	CC	LISTID
2638		A	0000	

FIRSTLVLSUBCAP

LTN 12456789 **A**

LOCATION [Optional | Conditional]

STATE OR

MDNIND Y STYC CH DIRIDL

PKGID

FINDINGNAME **B**
 CompanyName

Submit Close

VFO Order to Add a Listing under an existing Caption



Start New Order

1. Hover the Order tab and select **New**.
2. Enter a PON.
3. Select Service.
4. Select Activity.
5. Click **Initiate** button.
6. Enter LSR form information
7. Enter EU form information.
8. Click DL icon to complete Directory Listing data.

REQTYP JB LSR Form Billing Section Notes:

Based on the REQ TYP & ACT, the notes below provide guidance on the BI and BAN fields.

JB/N: BI1=D (directory) and BAN1=N (new) (Frontier will assign the BTN for the new directory listing.)

JB/C: BI1=D (directory) and BAN1=the existing account telephone number. This is in the Package ID field on a DL preorder.

JB/D: BI1=D (directory) and BAN1=the existing account telephone number. This is in the Package ID field on a DL preorder.

VFO Order to Add a Listing under an existing Caption



17. Enter Header Status (HS)
 - N - New caption header
 - **E – Existing SLU header or caption header**
18. Enter Listing Text Type (LTXTY)
 - ITX – Indent Text
 - TNL – TN text left
 - TNR – TN text right
 - TT – TT text
19. Enter Listing Text (LTEXT)
 - Enter the indented listed name [e.g. Smith Hall]

The screenshot shows the 'directorylistingform' in Microsoft Internet Explorer. The form is divided into sections for 'ORDER' and 'PREORDER'. Key fields include: RECEIVER CODE (FRT_ISC: C), ACT (1059), OWNER (jgerber), DTSENT, VERSION SUP (01), STATUS (PendingValidation), REQTYPE (JB), and DDD. Below these are icons for LSR, EU, and DL. The HS field is set to 'E'. The LTXACT field is set to '--Select--', LTXALI is '18', and LTXTY is 'ITX'. The LTEXT field contains 'Smith Hall'. The CR field is empty and SO is set to '--Select--'.

VFO Order to Add a Listing under an existing Caption



20. Enter Address Indicator (ADI)
 - O – Omit Address in DA and Directory
21. Enter Level (LVL) one information
22. Enter Prior Level Status (PLS)
 - N – New Caption Sub Header
 - E – Existing Caption Indent or Caption Sub-header
23. Enter Prior Level Info (PLINFO)
24. Enter Prior Level TN (PLTN)

Note: Since the new listing is at Degree of Indent (DOI) 3, we need to state where this falls under caption level 2.

Create Additional Section

25. Select either Add or Copy to create another Caption Indent section.

The screenshot shows the 'directorylistingform' in Microsoft Internet Explorer. The browser address bar displays 'https://vfoec.frontier.com - 1059 - 01 - JB - Form: directorylistingform'. The form is titled 'ORDER' and 'PREORDER'. It contains several sections with fields and dropdown menus. Red circles highlight specific fields with numbers 20 through 25:

- 20:** The 'ADI' (Address Indicator) dropdown menu, which is currently set to '0'.
- 21:** The 'LVL' (Level) dropdown menu, currently set to '1'.
- 22:** The 'PLS' (Prior Level Status) dropdown menu, currently set to 'E'.
- 23:** The 'PLINFO' (Prior Level Info) text field, containing the text 'Residence Halls'.
- 24:** The 'PLTN' (Prior Level TN) text field, containing the text '2012899280'.
- 25:** The 'Add : Copy :' dropdown menu in the 'CAPTIONINDENTSECTION' section, which is currently set to '1'.

The form also includes fields for 'RECEIVER CODE', 'ACT', 'PON', 'OWNER', 'DTSENT', 'VERSION SUP', 'STATUS', 'REQTYPE', 'DDD', 'FATN', 'ACA', 'LANO', 'LASF', 'LASD', 'LASN', 'LATH', 'LASS', 'LALO', 'LALOC', 'LAST', and 'LAZC'. There are also icons for 'LSR', 'EU', and 'DL'.

VFO Order to Add a Listing under an existing Caption



26. Enter Level (LVL) two information
27. Enter Prior Level Status (PLS)
 - N – New Caption Sub Header
 - E – Existing Caption Indent or Caption Sub-header
28. Enter Prior Level Info (PLINFO)
29. Enter Prior Level TN (PLTN)

Note: Review the information you have entered and make sure it is ready to be submitted.

Submit Order

29. Select the icon that looks like a running person, this is used to Submit the service request to Frontier.

https://vfoclec.frontier.com - 1059 - 01 - JB - Form: directorylistingform - Microsoft Internet Explorer

ORDER **PREORDER**

RECEIVER CODE ACT PON OWNER DTSENT

FRT_JSC C 1059 jgerber

VERSION SUP STATUS REQTYPE DDD

01 PendingValidation JB

LSR EU DL

CAPTIONINDENTSECTION [1] [Optional | Conditional]

LVL PLS

1 E

PLINFO

Residence Calls

PLTN PLSO

2012899280 --Select--

PLFAINFO

PLFATN

CAPTIONINDENTSECTION [2] [Optional | Conditional] Add: Copy: 1 Section(s) Re

LVL PLS

2 E

PLINFO

Dormitories

PLTN PLSO

2012899280 --Select--

PLFAINFO