



FRONTIER Version: 9.30.29

EDI Guidelines - Service Order Status

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EDI Service Order Status Guidelines

FRONTIER EDI Overview - Service Order Status

Version: 9.30.29

1 - General Information

This document presents the merging of ELMS9 documentation, created from the OBF LSOG 9, with the Frontier Business Rules.

OBF fields not used by Frontier have been retained in the document as placeholders, so mapping of Frontier only fields does not conflict with existing standards.

This document supports the **Frontier Business documents**:

- Frontier Service Order Status Business Rules.

Refer to the latest EDI Implementation Guide, Frontier Business Rules and ESOC documents such as ELMS9.OBF / ESOC guidelines contain Pre-Order documentation for much of the functionality Frontier provides. Additional functionality is noted in the business rules and will be brought up at OBF to include in future releases.

2 - EDI Information

This document describes how to implement Service Order Status EDI transactions with Frontier. The X12 version used is 4050. The 850 transaction set is used for all Queries, and the 855 transaction set is used for all responses.

EDI does not require or expect leading zeroes on numeric fields.

EDI does not require or expect trailing spaces on alpha fields.

PO1 Identification at the Detail Level:

As OBF increases the number of practices and the number of sections and fields in each practice, it becomes more difficult for the receiver of the transmission to determine the type of data being processed at the detail level. To facilitate the identification of the data, a field can be passed at the PO1 level that specifically identifies what the sender wants the receiver to process. The PO1 235/234 pair at the end of the PO1 segment can hold a qualifier and data value to accomplish that. Value "A6", Documentation Identification Code, is used in DE235 to identify the practice that follows in DE234. Those values will be documented in the matrix and EDI examples.



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3 - Service Order Status Processing

- One 850 per ISA / GS transaction /file. Each file sent should only have one ISA/GS/ST. This enables us to bypass logic needed to separate each inquiry before sending it downstream.
- For LSOG6 transactions, the following is required for the GS08 field: 004050. See the table in section 7.
- 997 are not used in an interactive EDI process.
- Control #s are equal to Senders Control #.

Frontier will turn around your ISA and GS control numbers, and ST control number will always be 1. This enables us to bypass logic to create and maintain unique numbers (which they already should be coming in).

- EDI files will need to be sent /received in an unwrapped format (segments are on a record boundary).

Each file should be sent with CR/LF at the end of each segment. This enables Frontier to bypass logic that would unwrap each inquiry before mapping the EDI data.

- Unique filenames are required. CLECs will incorporate ACNA or RSID into the filename to ensure uniqueness among different CLECs.

The process requires unique names in order to process. Each CLEC could create names unique to themselves, but not when other CLECs are processing inquiries. The first three or four characters should always be the same for each CLEC, then add four or five characters to make them unique.

- Data is valid and EDI format is correct.

Testing will enable this to be true. Invalid data or EDI format will only slow down the response time, which is critical. Internally, Frontier does not send incorrect data to our systems, which is how Frontier get the response times that Frontier does.

- FTP clients recommended: UNIX, NT, and WIN95. Others may be used after thorough testing and a mutual agreement between the CLEC and Frontier.

Appropriate hardware/software is necessary on both ends to achieve the response times similar to what is received internally.

- Refer to the latest EDI Implementation Guide, POINQ Business Rules and TCIF/SOSC Issue.

TCIF/SOSC guidelines contain Pre-Order documentation for much of the functionality Frontier provides. Additional functionality is noted in the business rules and will be brought up at OBF to include in future releases.

- Transaction field delimiters within each segment.

EDI field delimiters can vary due to the requirement that they can be any of the listed ANS x12 fields as long as they do not conflict with the data fields sent. This document uses * as the delimiter for example only. Frontier has * in some data fields, so * will not be used as a field delimiter.



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4 - OBF Documents

The Frontier Business Rules should be used for the use of all fields. Frontier specific fields have numeric/alpha designations. Other fields are either from OBF practices, not currently used by Frontier, or for future use by Frontier applications.

5 - Related Websites

Frontier WEB site -- <https://wholesale.frontier.com/resources/local-services/business-rules.html>

EDI Service Order Committee (ESOC) -- <http://www.atiss.org/obf/esochome.asp>

6 – Interchanges

All functional groups are bundled into a single transmission and wrapped in an Interchange envelope. This envelope consists of an Interchange header control segment and an Interchange trailer control segment. The purpose of these interchange control segments is to provide sender/receiver and authorization/security IDs, and to mark the beginning and end of the transmission. In order to communicate with Frontier via EDI, it is crucial that sender and receiver identifiers be agreed to beforehand.

Table 1A is a complete mapping of the Interchange header and trailer control segments:

6.1 Table 1A: Interchange Segments

Seg	Use	Elem	Data Description	Length	Type	Use	Meaning
			HEADER SEGMENT:				
ISA	M	01	Author Info Qualifier	2/2	AN	M	"00"
		02	Author Information	10/10	AN	M	Fill with blanks
		03	Security Info Qualifier	2/2	AN	M	"00"
		04	Security Information	10/10	AN	M	Fill with blanks
		05	Interchange ID Qualifier	2/2	AN	M	Info as established by Sender
		06	Interchange Sender ID	15/15	AN	M	Info as established by Sender
		07	Interchange ID Qualifier	2/2	AN	M	"01"
		08	Interchange Receiver ID	15/15	AN	M	Established during connectivity process
		09	InterchangeDate	6/6	DT	M	Format YYMMDD
		10	InterchangeTime	4/4	TM	M	24 hour time
		11	Repetition Separator	1/1	AN	M	"^" = (caret)
		12	InterchangeVersion#	5/5	NM	M	"00405" = version of ISA
		13	InterchangeControl#	9/9	NM	M	ISA control number
		14	AckRequested	1/1	NM	M	"0" = No acknowledgment requested
		15	TestIndicator	1/1	AN	M	"P" = Production
		16	Composite Delimiter	1/1	AN	M	Any



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FRONTIER EDI Field Specifications - Service Order Status

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ISA ~ Installation Status (Response)

Not Applicable

No.	Field	Data Description	Header Detail	Qualifying Data Element and Value	EDI Data Element	Comments
002	TXNUM	Transaction Number	H	BAK01=11 BAK02=AT	BAK03	
003	D/TSENT	Date and Time Sent	H	DTM01=097	BAK04 DTM02 DTM03	Date portion may also be sent in BAK04 (CCYYMMDD format) The time portion is sent in DTM03 (HHMM[SS] format) military time
004	TXTYP	Transaction Type	H	SI DE1000=IQ	SI DE234	
006d	INSTSTAT	Installation Status	D	N901=82 N902=INSTSTAT	MTX02	PO1/SLN/N9/MTX
006e	INSTCOMM	Installation Commitment Date and Time	D	DTM01=198	DTM02 DTM03	PO1/SLN/N9/DTM CCYYMMDD See Note 2 for definition of AM and PM
007	CC	Company Code	H	N101=BY N103=25	N104	
021d	ORD	Order Number	D	REF01=OW REF03=ORD	REF02	PO1/REF
024b	CKTTYPE	Type of Line Prefix	D	PID01=X PID03=TI PID04=CKTTYP	PID05	PO1/PID
032	STATE	State/Province	H	N101=IT N102=NONE	N402	
065	ECCKT	Exchange Company Circuit ID	D	SI DE1000=CN	SI DE234	PO1/SI
125	PRESPEC	Provider Response Code	D	N901= 1Q N903= PRESPC	N902	PO1/ N9
126	PRESPD	Provider Response Description	D	N901= 1Q N903= PRESPC	MTX02	PO1/ N9/ MTX



EDI Service Order Status Guidelines

ISR ~ Installation Status (Query)

Not Applicable

No.	Field	Data Description	Header Detail	Qualifying Data Element and Value	EDI Data Element	Comments
002	TXNUM	Transaction Number	H	BEG01=28 BEG02=IN	BEG03	For EDI TXNUM field, the space character is NOT Permitted.
003	D/TSENT	Date and Time Sent	H	DTM01=097	BEG05 DTM02 DTM03	Date portion may also be sent in BEG05 (CCYYMMDD format) The time portion is sent in DTM03 (HHMM[SS] format) military time
004	TXTYP	Transaction Type	H	SI DE1000=IQ	SI DE234	
005	TXACT	Transaction Activity	H	SI DE1000=IR	SI DE234	
007	CC	Company Code	H	N101=BY N103=25	N104	
008	MS	Market Segment	H	SI DE1000=MK	SI DE234	
021d	ORD	Order Number	D	REF01=OW REF03=ORD	REF02	PO1/REF
024b	CKTTYPE	Type of Line Prefix	D	PID01=X PID03=TI PID04=CKTTYP	PID05	PO1/PID
032	STATE	State/Province	H	N101=BY	N402	
065	ECCKT	Exchange Company Circuit ID	D	SI DE1000=CN	SI DE234	PO1/SI



EDI Service Order Status Guidelines

SOR ~ Service Order Inquiry Request

Not Applicable

No.	Field	Data Description	Header Detail	Qualifying Data Element and Value	EDI Data Element	Comments
001	CC	Company Code	H	N101=BY N103=25	N104	
002	RCC	Related Company Code	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
003	CCNA	Customer Carrier Name Abbreviation	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
004	TXNUM	Transaction Number	H	BEG01=28 BEG02=IN	BEG03	For EDI TXNUM field, the space character is NOT Permitted.
005	D/TSENT	Date and Time Sent	H	DTM01=097	BEG05 DTM02 DTM03	Date portion may also be sent in BEG05 (CCYYMMDD format) The time portion is sent in DTM03 (HHMM[SS] format) military time
006	TXTYP	Transaction Type	H	SI DE1000=IQ	SI DE234	
007	TXACT	Transaction Activity	H	SI DE1000=IR	SI DE234	
008a	MS	Market Segment	H	SI DE1000=MK	SI DE234	
009	SC	Service Center	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
010	ORD	Order Number	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
011	PON	Purchase Order Number	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
012	AN	Account Number	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
013	ATN	Account Telephone Number	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
014	WTN	Working Telephone Number	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
015	ECCKT	Exchange Company Circuit ID	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
023b	ICRI	Inquiry Criteria	D	PID01=X PID03=TI PID04=ICRI	PID05	PO1/PID
023c	IVAL	Inquiry Value	D	PID01=X PID03=TI PID04=IVAL	PID05	PO1/PID
031a	STATE	State/Province	H	N101=BY	N402	.
044	POSD	Posted Order Search Date	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD



EDI Service Order Status Guidelines

SOT ~ Service Order Inquiry Response

Not Applicable

No.	Field	Data Description	Header Detail	Qualifying Data Element and Value	EDI Data Element	Comments
001	CC	Company Code	H	N101=BY N103=25	N104	
002	RCC	Related Company Code	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
004	TXNUM	Transaction Number	H	BAK01=11 BAK02=AT	BAK03	
005	D/TSENT	Date and Time Sent	H	DTM01=097	BAK04 DTM02 DTM03	Date portion may also be sent in BAK04 (CCYYMMDD format) The time portion is sent in DTM03 (HHMM[SS] format) military time.
006	TXTYP	Transaction Type	H	SI DE1000=IQ	SI DE234	
007	TXACT	Transaction Activity	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
008	TAI	Transaction Activity Indicator	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
009	SC	Service Center	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
010	ORD	Order Number	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
011	PON	Purchase Order Number	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
012	AN	Account Number	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
013	ATN	Account Telephone Number	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
014	WTN	Working Telephone Number	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
015	ECCKT	Exchange Company Circuit ID	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
016	CS	Class of Service	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
017	NAME	End User Name	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
018	CAI	Concatenated Address Information	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
019	AAI	Additional Address Information	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
020	EAT	Earliest Appointment Time	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
021	BAT	Before Appointment Time	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
022	TAT	Technician's Amount of Time	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
023	APP	Applied or Application Date	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
023b	ICRI	Inquiry Criteria	D	PID01=X PID03=TI PID04=ICRI	PID05	PO1/PID
023c	IVAL	Inquiry Value	D	PID01=X PID03=TI PID04=IVAL	PID05	PO1/PID
024	SOID	Service Order Issued Date	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
025	SOPD	Service Order Posted Date	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
026	SSODD	Subsequent Service Order Due Date	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
027	APPTIME	Appointment Time	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD



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SOT ~ Service Order Inquiry Response

Not Applicable

No.	Field	Data Description	Header Detail	Qualifying Data Element and Value	EDI Data Element	Comments
028	CENTER	Work Center of Technician Dispatched	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
029	CUS	Customer Code	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
030	MCO	Maintenance Control Office	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
031	DPA	Different Premises Address	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
031a	STATE	State/Province	H	N101=IT N102=NONE	N402	
032	PDI	- Provider Dispatch Indicator	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
033	DDT	Due Date Time	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
034	TET	Technician's Estimated Time	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
035	TEST	Technician's Estimated Start Time	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
036	SET	System Estimated Time	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
037	MLT	Mechanized Line Test (MLT)	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
038	TSG	Technician's Supervisor Group	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
039	LOGINFO	Log Information	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
040	MACAT	Missed Appointment Category	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
041	MAC	Missed Appointment Code	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
042	MAD	Missed Appointment Description	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
043	TWIP	Technician Work in Progress	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
045	RELEASED	Date Order Released for Work	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
046	PSOR	Provider Service Order Remarks	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
046c	MLT	Multi-Line Text	D	N901=ME N902=MLT	MTX02	PO1/N9/MTX A single occurrence of MLT is mapped to an N9 loop. This loop consists of a single N9*ME*MLT and multiple MTX02 segments that provide the data detail.
047	RESPC	Response Code	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
048	RESPD	Response Description	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
049	CD	Completion Date	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
050	DD	Due Date	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
051	SOD	Service Order Detail	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
052	SOROUTE	Service Order Route	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
053	SOSFX	Suffix	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
054	SOSC	Service Order Status Category	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
055	SSCO	Service Order Status Code	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
056	SSD	- Service Order Status Code Description	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
057	TECH	Technician's Employee Code	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
058	TETT	Technician's Estimated Travel	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD



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SOT ~ Service Order Inquiry Response

Not Applicable

No.	Field	Data Description	Header Detail	Qualifying Data Element and Value	EDI Data Element	Comments
		Time				
059	PRID	Provider Representative Identification	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
060	REGION	Region	H			FRONTIER DOES NOT SUPPORT THE USE OF THIS FIELD
114a	PRESPEC	Provider Response Code	D	N901= 1Q N903= PRESPEC	N902	PO1/ N9
115a	PRESPEC	Provider Response Description	D	N901= 1Q N903= PRESPEC	MTX02	PO1/ N9/ MTX



EDI Service Order Status Guidelines

Frontier Conversion Tables - Service Order Status

LSOG: 9

4.2OBF/X12 TIME format Conversion (OLD TABLE 13)

X12 time is 24hr format

OBF Format	X12 Format	X12 DTM Segment Example
1215A	0015	DTM*150**0015 DTM*150****TM*0015
1200P	1200	DTM*150**1200 DTM*150****TM*1200
08A11A	0800-1100	DTM*150****RTM*0800-1100
01P04P	1300-1600	DTM*150****RTM*1300-1600
10A12P	1000-1200	DTM*150****RTM*1000-1200
AM	0800-1200	DTM*150****RTM*0800-1200
PM	1300-1700	DTM*150****RTM*1300-1700
EVE	1700-2000	DTM*150****RTM*1700-2000
ALL	0800-1700	DTM*150****RTM*0800-1700

DTM01 could be any valid DE374 value

DTM05 Qualifiers:

TM = Time in HHMM format

RTM = Range of Time in HHMM-HHMM format



EDI Service Order Status Guidelines

Frontier EDI Examples - Service Order Status

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1 - Installation Status (Query) (ISR)

The following is a depiction of the segments that are used to carry data elements belonging to the ISR Query.

Header:

ST*850*0001
BEG*28*IN*TXNUM **D/TSENT {CCYYMMDD}
DTM*097*D/TSENT {CCYYMMDD}*D/TSENT {HHMM[SS]}
SI*TI*IQ*TXTYP
SI*TI*IR*TXACT
SI*TI*MK*MS
N1*BY**25*CC
N4**STATE

Detail:

PO1*1*1*EA
SI*TI*CN*ECCKT
PID*X**TI*CKTTYP*CKTTYP
REF*OW*ORD*ORD
CTT*1
SE*<# of segments>*0001



EDI Service Order Status Guidelines

2- Installation Status (Response) (ISA)

The following is a depiction of the segments that are used to carry data elements belonging to the ISA Response.

Header:

ST*855*0002
BAK*11*AT*TXNUM*D/TSENT{CCYYMMDD}
DTM*097*D/TSENT{CCYYMMDD}*D/TSENT {HHMM[SS]}
SI*TI*IQ*TXTP
N1*BY**25*CC

Detail:

PO1*1*1*EA***A6*ISA
SI*TI*CN*ECCKT
PID*X**TI*CKTTYP*CKTTYPE
REF*OW*ORD*ORD
N1*IT*NONE
N4**STATE
<=One SLN loop per occurrence of the fields below=>
SLN*1*1*A*1*EA
N9*82*INSTSTAT
DTM*198*INSTCOMM{CCYYMMDD}*INSTCOMM{HHMMSS}
MTX**INSTSTAT
PO1*1*1*EA***A6*ERR
N9*1Q*PRESPC*PRESPC
MTX**PRESPD
CTT*1
SE* <# of segments>*0002



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3 - Service Order from SOP (Query) (SOR)

The following is a depiction of the segments that are used to carry data elements belonging to the SOR Query.

Header:

ST*850*0001
BEG*28*IN*TXNUM **D/TSENT {CCYYMMDD}
DTM*097*D/TSENT {CCYYMMDD}*D/TSENT {HHMM[SS]}
SI*TI*IQ*TXTYP
SI*TI*IR*TXACT
SI*TI*MK*MS
N1*BY**25*CC
N4**STATE

Detail:

PO1*1*1*EA
PID*X**TI*ICRI*/ICRI/
PID*X**TI*IVAL*/IVAL
CTT*1
SE*<# of segments>*0001



EDI Service Order Status Guidelines

4 - Service Order from SOP (Response) (SOT)

The following is a depiction of the segments that are used to carry data elements belonging to the SOT Response.

Header:

ST*855*0002
BAK*11*AT*TXNUM*D/TSENT{CCYYMMDD}
DTM*097*D/TSENT{CCYYMMDD}*D/TSENT {HHMM[SS]}
SI*TI*IQ*TXTP
N1*BY**25*CC

Detail:

PO1*1*1*EA***A6*SOT
PID*X**TI*ICRI*ICRI
PID*X**TI*IVAL*IVAL
N9*ME*MLT
MTX**MLT
N1*IT*NONE
N4**STATE
PO1*1*1*EA***A6*ERR
N9*1Q*PRESPC*PRESPC
MTX**PRESPD
CTT*1
SE* <# of segments >*0002