



Version 9.30.29

SERVICE ORDER REQUEST INQUIRY (SOR)

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| Flid Nbr | Field Name | Definition | Data Char | Field Length | Valid Values Range of Values | Conditional Business Rules/Edits | R/O/P |
|----------|------------------------------|-----------------------------------------------------------------------------------------|-----------|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|
| 001 | CC – Company Code | Identifies the exchange carrier initiating the transaction | AN | 1-4 | | 1. If not populated, then return error: FTRSOR001 CC IS REQUIRED 2. If populated and dl does not equal 4, then return error: FTRSOR002 CC MAY NOT EXCEED 4 CHARACTERS | R |
| 004 | TXNUM – Transaction Number | Identifies the customer provided tracking number to link the inquiry with the response. | AN | 1-16 | | 1. If not populated, then return error: FTRSOR003 TXNUM IS REQUIRED | R |
| 005 | D/TSENT – Date/Time Sent | Identifies the date and time the transaction is sent. | AN | 14-14 | Two Digit Century (00-99) Two Digit Year (00-99) Two Digit Month (01-12) Two Digit Day (01-31) Two Digit hour (00-23) Two Digit Minute (00-59) Two Digit Second (00-59) | 1. If not populated, then return error: FTRSOR004 DATE/TIME SENT IS REQUIRED 2. If populated and ((dl does not equal 14) or (dc does not equal numeric)), then return error: FTRSOR005 DATE/TIME SENT MUST BE 14 NUMERIC CHARACTERS 3. If populated and positions 5, 6 does not equal 01-12, then return error: FTRSOR006 DATE/TIME SENT MONTH MUST BE 01-12 4. If populated and positions 7, 8 does not equal 01-31, then return error: FTRSOR007 DATE/TIME SENT DAY MUST BE 01 – 31 5. If populated and positions 9,10 does not equal 00-23, then return error: FTRSOR008 DATE/TIME SENT HOUR MUST BE 01-23 6. If populated and positions 11, 12 does not equal 00-59, then return error: FTRSOR009 DATE/TIME SENT MINUTES MUST BE 00-59 7. If populated and positions 13, 14 does not equal 00-59, then return error: FTRSOR010 DATE/TIME SENT SECONDS MUST BE 00-59 | R |
| 006 | TXTYP – Transaction Type | Identifies the type of transaction. | A | 1-1 | S=Service Order Inquiry | 1.If not populated, return error FTRSOR024 TXTYP REQUIRED | R |
| 007 | TXACT – Transaction Activity | Identifies the transaction activity. | A | 1-1 | A=New Inquiry | 1.If not populated, then return error: FTRSOR013 TXACT IS REQUIRED 2. If populated and vv does not equal A, then return error: FTRSOR014 TXACT VALID VALUE = A | R |



| Fld Nbr | Field Name | Definition | Data Char | Field Length | Valid Values Range of Values | Conditional Business Rules/Edits | R/O/P |
|---------|-------------------------|----------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|--------------|---------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|
| 008a | MS – Market Segment | Identifies whether the request is for Resale or UNE. | A | 1-1 | A=Resale B=UNE | 1.If not populated, then return error: FTRSOR015 MS IS REQUIRED 2. If populated and vv does not equal A, B, then return error: FTRSOR016 MS VALID VALUE = A, B | R |
| 023b | ICRI – Inquiry Criteria | Identifies the Inquiry Criteria used in the Service Order Inquiry. | A | 1-1 | A=Service Order Identification Number B=Purchase Order Number C=Frontier Billing Telephone Number | 1.If not populated, then return error: FTRSOR017 ICRI IS REQUIRED 2. If populated and vv does not equal A, B, C, then return error: FTRSOR018 ICRI VALID VALUE = A, B, C | R |
| 023c | IVAL – Inquiry Value | Identifies the Service Order Identification Number, Purchase Order Number, or Verizon Billing Telephone Number | AN & * * ; , \$ - # () % . + “ ; / Space | 1-16 | | 1.If not populated, then return error: FTRSOR019 IVAL IS REQUIRED 2. If populated and special characters does not equal Ampersand, Apostrophe, Asterisk, Colon, Comma, Dollar Sign, Hyphen, Number Sign, Parentheses, Percent Sign, Period, Plus Sign, Quotation Marks, Semicolon, Space, Virgule, then return error: FTRSOR020 NOT A VALID SPECIAL CHARACTER FOR IVAL | R |
| 031a | STATE – State | Identifies the abbreviation for the state or province | A | 2-2 | AL, AZ, CA, CT, FL, GA, IA, IL, IN, MI, MN, MS, NC, NE, NM, NV, NY, OH, PA, SC, TN, TX, UT, WI, WV | 1.If populated and vv does not = AL, AZ, CA, CT, FL, GA, IA, IL, IN, MI, MN, MS, NC, NE, NM, NV, NY, OH, PA, SC, TN, TX, UT, WI, WV then return error: FTRSOR021 NOT A VALID STATE FOR FRONTIER 2. If not populated, then return error: FTRSOR022 STATE IS REQUIRED 3. If populated and vv does not equal capital letters, then return error: FTRSOR023 STATE FIELD MUST BE CAPITAL LETTERS | R |

APPENDIX A: ERROR MESSAGE TABLE

| Error Message Number | Error Message Text |
|----------------------|----------------------------------------------|
| FTRSOR001 | CC IS REQUIRED |
| FTRSOR002 | CC MAY NOT EXCEED 4 CHARACTERS |
| FTRSOR003 | TXNUM IS REQUIRED |
| FTRSOR004 | DATE/TIME SENT IS REQUIRED |
| FTRSOR005 | DATE/TIME SENT MUST BE 14 NUMERIC CHARACTERS |
| FTRSOR006 | DATE/TIME SENT MONTH MUST BE 01-12 |
| FTRSOR007 | DATE/TIME SENT DAY MUST BE 01 – 31 |
| FTRSOR008 | DATE/TIME SENT HOUR MUST BE 00-23 |
| FTRSOR009 | DATE/TIME SENT MINUTES MUST BE 00-59 |
| FTRSOR010 | DATE/TIME SENT SECONDS MUST BE 00-59 |
| FTRSOR011 | TXTYP IS REQUIRED |
| FTRSOR012 | TXTYP VALID VALUE = S |
| FTRSOR013 | TXACT IS REQUIRED |



| Error Message Number | Error Message Text |
|----------------------|----------------------------------------|
| FTRSOR014 | TXACT VALID VALUE = A |
| FTRSOR015 | MS IS REQUIRED |
| FTRSOR016 | MS VALID VALUE = A, B |
| FTRSOR017 | ICRI IS REQUIRED |
| FTRSOR018 | ICRI VALID VALUE = A, B, C |
| FTRSOR019 | IVAL IS REQUIRED |
| FTRSOR020 | NOT A VALID SPECIAL CHARACTER FOR IVAL |
| FTRSOR021 | NOT A VALID STATE FOR FRONTIER |
| FTRSOR022 | STATE IS REQUIRED |
| FTRSOR023 | STATE FIELD MUST BE CAPITAL LETTERS |
| FTRSOR024 | TXTYP REQUIRED |
| FTRSOR025 | |

APPENDIX B – CHANGE CONTROL LOG

| DATE | FIELD | REVISION NUMBER | CHANGE |
|------------|-------|-----------------------|---------------------------|
| 07/15/2022 | All | October 2022 Release | Update version to 9.30.25 |
| 03/21/2023 | All | June 2023 Release | Update version to 9.30.26 |
| 11/24/2023 | All | February 2024 Release | Update version o 9.30.27 |
| 07/15/2024 | All | October 2024 Release | Update version to 9.30.28 |
| 11/27/2024 | All | February 2025 Releae | Update version to 9.30.29 |
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