# Customer Service Record (CSR) Inquiry Process

Frontier Wholesale

Jurisdiction: All
Revised Date:  03/11/2024

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# Customer Service Record Inquiry

**Overview**

Frontier Communications is providing Customer Service Record (CSR) Inquiry process information to our CLEC and Reseller customers.

CSR inquiries are available via **electronic request only**. Calls to the LCSC to request CSR information over the phone is prohibited. To request the CSR electronically, a pre-order transaction type 'E' is required. The transaction may be submitted via EDI or the VFO interface. More information on requesting the CSR pre-order transaction is available online at: https://wholesale.frontier.com/local-services/location-product-qualification.

**Description**

The Customer Service Record (CSR) Information Inquiry is used prior to submitting an LSR to view the end user's current services. It allows access to the Frontier CSR data for the purpose of determining existing services for a specified end user account.

**Frontier SPIDs**

Valid CSR requests include any CSR request for telephone numbers in-service with Frontier Communications or owned by the requesting CLEC in the following SPIDs.

| ILEC SPIDs | CLEC SPIDs |
|---|---|
| **0121 –** All Other Frontier ILEC | **2473 –** Frontier Communications of America |
| **5200 –** Connecticut TDM Wireline | **7513 –** Pennsylvania – Former Commonwealth Tel (CTSI) |
| **0161 -** Commonwealth Telephone Company LLC dba Frontier Telecommunications | |

**CSR Request Process**

Carriers will request Customer Service Records in the following manner:

| For Customers in the following SPIDs | Process |
|---|---|
| 0121, 5200, 0161, 2473, 7513 | Utilize the VFO Pre-Order function |

**Error! No text of specified style in document.**CSR Request Process (continued)

The following provides which customer service records are viewable.

| If ... | Then ... |
|---|---|
| The CSR information is a Frontier **Retail** account | Information is visible by any/all Carriers that choose to view them. |
| The CSR information is CLEC <br> • UNE-L (loop) <br> • Resale <br> • Stand-alone directory listing <br> • UNE-P (Wholesale Platform) | Only carrier owner of record can view. <br><br> **Note:** Stand-alone directory listings can be seen by any CCNA using the Directory Listing Record (DLR) request. (TXTYP=T) |
| The CSR information is for Connecticut end-user with Uverse products and services | Error message will be returned stating "CSR Not Eligible for Review" |

**CSR Query**

Frontier allows CSRs to be viewed with the understanding the CLEC has the End User's permission. CLECs are required to populate the AGAUTH field.

Query availability by

• Account Telephone Number (ATN), or
• Circuit ID (ECCKT)

**Note:** When query is by ECCKT, response will return the CFA (connecting facility assignment) information associated with that ECCKT.

**CWP**

A Customer Service record inquiry will return end user records with less than 10,000 lines of information. When the customer record contains more than 10K lines of information, an informational message will direct the user to the **Customer Wholesale Portal** (CWP) for the remaining data.
*Example:*

| |
|---|
| Please access CWP to retrieve unparsed CSR |
| using encrypted file name: XXXCCYYMMDDHHMMSS.A.CSR |

**Note**: The CSR file that contain 10,000 lines or more, will be available on the CWP for 3 business days. If not retrieved by that time it will be deleted from the portal and a new request will need to be entered.

For information on the Customer Wholesale Portal, please see https://wholesale.frontier.com/systems-and-online-tools/Customer-Wholesale-Portal for access and instruction documentation.

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# VFO Inquiry & Response

Follow the steps below to complete a Customer Service Inquiry in VFO.

**Inquiry Process**

| Field Name | Field Entry |
|---|---|
| TX TYPE | E – Customer Service Info (CSI) |
| CCNA | Customer Carrier Name Abbreviation |
| CC | CLEC's Company Code |
| MS | • A – Resale<br>• B – UNE<br>• L – Listing Account<br><br>***Note:*** MS <u>must</u> equal B when inquiry is by ECCKT |
| AGAUTH | Y – Yes |
| ATN | Account Telephone Number<br><br>***Note:***<br>When the MS=B and ECCKT is populated, field is prohibited, otherwise required |
| ECCKT | Circuit ID<br><br>***Note:***<br>If MS=B and ATN is populated ECCKT is prohibited. |
| STATE | End-User state |
| PARSEIND | (see table below) |

| If entry is… | Then… |
|---|---|
| Yes | Response will be organized within specific headings and associated with group data |
| No | Response will be returned in multi-line text format |

***Notes:***
1. CFA information is only available when ParseInd=Y

**Frontier**

Inquiry Process
(continued)

| Field Name | Field Entry |
|---|---|
| PARSEIND *(Continued)* | **Notes:**<br>2. The Parsed CSR transaction is intended for non-complex accounts. The transaction supports POTS accounts and currently does not support complex accounts including ISDN and Centrex accounts. |
| SUBMIT | Response will be returned within 2 minutes |

**Inquiry Response**

The Customer Service Record Response will include the following information.

- Account data
- Location Directory
- Listing data
- Listing detail
- Service data
- ECCKT data and associated CFA
- Line Restriction data
- FIDs
- Feature Details
- Feature Quantity

**Error Handling**

If an error was encountered, the response will include an error code and description. The user will be able to select the CHANGE button to make corrections.

**Saving Transaction**

The user has the option to save or print the response transaction by clicking on the SAVE or PRINT buttons.  The data will be saved in VFO for future reference.

## Change Log

| Date | Change |
|------|--------|
| 11/05/2014 | Initial document |
| 01/30/2015 | Customer record visibility update for Uverse products and services |
| 10/25/2017 | Update embedded links to secured URLs |
| 06/30/2021 | Update embedded links |
| 03/11/2024 | Removed refereces to obtaining CSR Info for SPIDs 2473, 7513 outside of VFO. |

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