



Frontier-MasterStream Agent Company Training Guide

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Agenda



Overview

New RFQ

RFQ Manager / Quote Manager / Proposals / Resources

Contact Manager

Overview

Who Can Use It?



Wholesale customers (Carrier, CLEC, Reseller) of Frontier Communications may request access to the Frontier-MasterStream portal as an Agent Company. Agent Company Users may submit Request for Quote(s) (RFQ) on eligible products across the Frontier service territory.

AGENT ADMINISTRATOR

Only one Agent Administrator login will be provided to each Agent Company. The Agent Company Administrator has the highest level of access and is responsible for establishing default settings and the Agent Company profile, and also creating Agent Company User access. The Agent Administrator also has the same functionality as an Agent User.

AGENT USER

Agent Users may be Sales Managers or Reps of the Agent Company. All Agent Users have ability to create new clients and client locations, submit new RFQs, manage instant quotes and proposals for clients, and access the lookup tool resources. Sales Managers have the additional functionality that allows them to create Rep user access.

What Does it Do?



The Frontier-MasterStream portal provides registered Agent Company Users with the ability to request instant quotes for eligible products to end user (Client) customers in the Frontier Communications service territories.

To request quotes for services where instant quotes are not available via the Frontier-MasterStream portal, please contact your Frontier Account Manager.

The following products are available for instant quoting:

- Wholesale Advantage Broadband

- EVPL/EPL (All Frontier Properties Excluding AZ, NM)

- EPATH (All Frontier Properties Excluding AZ, NM)

- EIA (All Frontier Properties Excluding AZ, NM)

When an instant quote is successful in the Frontier-MasterStream portal, Agents are provided with tools to export quote files and generate proposals that can be presented to their Client customers.

Sample Proposal



Send to Customer RFQ# 0086336489

Frontier ABC Company

Telecom Service Quote For Prepared and Presented by
Salesstream Test ABC Company
John Doe Jane Doe
Office: 555-555-5555 Office: 919-555-1212
1150 CONNOLLY DR, ELKO, NV, 89801 Email: jane.doe@ftr.com
Email: noreply@noreply.com

About Frontier:
Frontier Communications Corporation (NASDAQ: FTR) is a leading provider of data, video and voice services to commercial and consumer customers in 29 states. It is a Fortune 500 company and a member of the S&P MidCap400. Incorporated in 1935, Frontier is headquartered in Norwalk, Connecticut and has approximately 28,000 employees. More information about Frontier is available at: www.frontier.com/corporate/about-us/overview.

Quote Summary

Service Location	EVPL/EPL Product Type	Bandwidth	CoS	Term	MRC (\$)	NRC (\$)
1150 CONNOLLY DR, ELKO, NV, 89801	EVPL/EPL	100	Gold	24	1,289.00	125.00

See applicable disclaimers below.

Quote Details
1150 CONNOLLY DR, ELKO, NV, 89801

EVPL/EPL 2yr Term

Service Requirements
Service Type: Ethernet Access Bandwidth: 100
Product Type: EVPL/EPL Class of Service (CoS): Gold

Product	MRC (\$)	NRC (\$)
EPL/EVPL EVC - 100M	139.00	0.00
EPL/EVPL UNI Port & Access - 100M	1,150.00	0.00
EPL/EVPL - 100M - Installation	0.00	125.00

Site Summary	MRC (\$)	NRC (\$)
Site Total	1,289.00	125.00

Comments
Preliminary check for the service you are seeking has found the service may or may not be available at that location. A thorough pre-qualification check can be submitted via an ASR.
Distances over 50 miles will incur a \$100 per mile charge.
Silver EVC pricing provided. Gold and Platinum service not available at this location

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- All pricing is confidential and is valid for 30 days from issue date of quote.
- Frontier cannot guarantee rates until after orders are placed and availability is confirmed. If facilities are not available, then special construction charges may apply.
- All pricing is subject to change based on actual order, configuration, network availability and capacity.
- Frontier reserves the right to limit the number of nodes on any arrangement based on engineering considerations.
- For Ethernet services, Frontier will install at the building demarc. Customer is responsible for inside wiring.
- Term liability applies to early termination of service.
- Any applicable Frontier tariff, contracts or general terms and conditions as outlined in product guides will apply for the specific service quoted.
- This price does not include any applicable local, state or federal fees, taxes, required surcharges or other applicable tariff charges.

Quote Summary

Showing all locations included in RFQ

Product Comments

Specific to product quoted

Agent Company information and Logo as set in application by Agent Company Administrator

Quote Details

One detail section per location included in RFQ

Disclaimers

Apply as applicable

Home Page Navigation



Frontier

Left Sidebar
The Left Sidebar options are available from each screen

Top Bar: Home, Show Me How, Jane Doe, Frontier Communications™

Metrics:

Metric	Mine	Company
Order Renewal Reminder:	0	0
RFQs To-Date:	33	59
Services Ordered To-Date:	0	0
Services Ordered (Sep):	0	0
RFQs Open:	23	32
Yield:	0.00%	0.00%

Current Month Requests by Product Type

Product Type	Count
Broadband (25)	25
EIA (2)	2
E-Path (12)	12
EVPL/PL (3)	3

Total Requests Month-over-Month

Month	Total Requests
August	125
September	45

System Menu: My Profile, My Preferences, Help Center, Suggestion Box, Message Center, Logout

Metrics
Quote Request totals are shown in the body of the home page.

Help
The Help icon is available from most screens and will display help options for the current screen

Show Me How
The 'Show Me How' blue bar and the pull-down options are available to provide users more detailed instructions

Bulletin Board
The Bulletin Board will show important messages to Users

System Menu
The System Menu is available by hovering the mouse over the User's name shown in the top-right corner of the title bar. Refer to User Guide for detailed information about the System Menu.

New RFQ

New RFQ – Customer Information



ER

- Home
- Resources
- New RFQ
- RFQ Manager - SQ
- Orders
- Contacts
- Users
- Reports
- Company Profile
- Frontier Website
- VFO
- FTTP Order Form

Select 'New RFQ' from left sidebar

Select if the Prospect/Customer is New or Existing and the Agent from the pull-down options.

Populate the Customer Information and Location Information:

- Asterisks identify required fields.
- If Customer is residential, populate the first and last name in the Company field in addition to the First Name and Last Name fields.

Once all required fields are populated, click the "Validate" button to validate the location entered against the USPS database.

Once address is valid, you will be provided with the option to click the "Save & Continue" button.

The screenshot shows a web form titled "Submitted For" with a dropdown menu set to "New". Below it is an "Agent" dropdown menu set to "Jane Doe". The main section is titled "New Prospect/Customer" and contains two sub-sections: "Customer Information" and "Location Information".

Customer Information:

- *Company: Test Company
- *First Name: Joe
- *Last Name: Smith
- Title: Manager
- *Contact Phone: 919-555-1212 ext.
- *E-mail: joe.smith@ftr.com

Location Information:

- *Location Name: Store 1
- *Service Address: 1 Main St
- Bldg/Floor: (empty)
- Suite: (empty)
- *City: Imperial
- *State: WA
- *Zip: 98002

Buttons: "Validate!" (green), "Quit RFQ" (grey).

Note: If the address is invalid, update the fields and click the "Retry" button to revalidate.

The screenshot shows a confirmation message: "Valid Address" with a green checkmark icon and a "Reset" button. At the bottom right, there are two buttons: "Quit RFQ" (grey) and "Save & Continue" (blue).

New RFQ – Customer Locations



Service Locations for Alpha Numeric

Enter any additional locations where you want services quoted (other than the address shown in Saved Locations below):

*Location Name:

*Service Address:

Bldg/Floor: Suite:

*City: *State: *Zip:

[Import Locations](#) [Save](#)

Saved Locations

Click on the Location Name below to edit location.
Showing records 1-9 of 9
Page: | 1 |

Sort By:

Location Name	Address	Delete
CVS1	3724 CENTER RD, BRUNSWICK, OH, 44212	Delete
CVS11	24 ELM ST, DANBURY, CT, 06810	Delete
CVS2	206 WILLIAMS DR, CRESCENT CITY, CA, 95531	Delete
CVS4	201 JEFFERSON ST, VALPARAISO, IN, 46383	Delete
CVS5	2080 US Route 60, Milton, WV, 25541	Delete
CVS6	840 LEE RD, FOLLANSBEE, WV, 26037	Delete
CVS8	119 S HEBER ST, BECKLEY, WV, 25801	Delete
CVS9	203 CONGDON RD, VOLUNTOWN, CT, 06384	Delete
Loc 1	2600 MERIDIAN PKWY, DURHAM, NC, 27713	Delete

[Quit RFQ](#) [Back](#) [Continue](#)

Enter additional Customer locations to quote

Location Names will default if not provided or if duplicated (Loc 1, Loc 2, etc.)

Use the Import Locations feature to upload multiple locations with CSV file (Note: File format and layout details are provided when Import Locations link is selected)

Delete locations as necessary with the red delete link to the right of the customer location

To move back to previous screen, select the Back button

Once all customer locations for RFQ are added, select the “Continue” button to move on

Import Locations

Column headers must be entered on the 1st row of your CSV file, followed by data starting on the 2nd row. You can copy the following example to your spreadsheet, then Save As a CSV file:

Location Name	Address	Bldg/Floor	Suite	City	State	ZIP
Example Location	2000 Example Street	A	300	Example City	CO	80302

Note: If Location Name is blank or duplicated, a new name will be automatically generated. Maximum 5,000 rows allowed.

Please specify the CSV file to import:

[Import](#) [Close](#)

New RFQ – Step 1 of 2



From the Step 1 of 2 screen, User will select the Service Type (Broadband or Ethernet) and Terms (as available by Service Type).

Service Quote Requirements Step 1 of 2

Service Type:

Select Terms to Quote (Years):

Service Quote Requirements Step 1 of 2

Service Type:

Select Terms to Quote (Years):

Broadband Terms to Quote Options		Ethernet Terms to Quote Options	
MTM	Month-to-Month Term	1	1yr Term
1	1yr Term	2	2yr Term
2	2yr Term	3	3yr Term
1 & 2	1yr Term and 2yr Term	5	5yr Term
MTM & 1 & 2	Month-to-Month, 1yr term, 2yr Term	1 & 2 & 3 & 5	1yr Term, 2yr Term, 3yr Term, 5yr Term

Once Step 1 of 2 is completed, click the “Step 2” button to move RFQ to Step 2 of 2. Step 2 of 2 field options depend on Service Type selected in Step 1 of 2.

New RFQ – Step 2 of 2 (Broadband)



Service Quote Requirements Step 2 of 2

Product Type: Broadband ▾
Sub Product Type: Any ▾

Location: (sorted by Location Name)
Loc 1: (919206) 2600 MERIDIAN PKWY, DURHAM, NC 27713 ▾

Residential vs Commercial: Commercial ▾
Access Technology: Any ▾
Bandwidth Options: Any ▾
IP Address Type: Static ▾
Access Bandwidth: 20M ▾
Additional IP Addresses?: 5 ▾
Modem: Yes ▾
Dry Loop: Yes ▾

Return to Main Quit RFQ Summary

Service Quote Requirements Step 2 of 2

Product Type: Broadband ▾
Sub Product Type: FTTP ▾

Location: (sorted by Location Name)
CVS-12: (555555) 4225 PETALUMA AVE, LAKEWOOD, CA 90713 ▾

Residential vs Commercial: Commercial ▾
Access Technology: Fiber ▾
Bandwidth Options: Any ▾
IP Address Type: Static ▾
Access Bandwidth: 50M ▾
Additional IP Addresses?: 5 ▾
Dry Loop: Yes ▾

Return to Main Quit RFQ Summary

Service Quote Requirements Step 2 of 2

Product Type: Broadband ▾
Sub Product Type: Wholesale Advantage Broadband ▾

Location: (sorted by Location Name)
Loc 1: (919206) 2600 MERIDIAN PKWY, DURHAM, NC 27713 ▾

Residential vs Commercial: Residential ▾
Access Technology: Copper ▾
Bandwidth Options: Broadband (Max Down) ▾
IP Address Type: Dynamic ▾
Access Bandwidth: 3M ▾
Modem: Yes ▾
Dry Loop: No ▾

Return to Main Quit RFQ Summary

Service Quote Requirements Step 2 of 2

Product Type: Broadband ▾
Sub Product Type: Bulk/DSL Agency ▾

Location: (sorted by Location Name)
Loc 1: (919206) 2600 MERIDIAN PKWY, DURHAM, NC 27713 ▾

Residential vs Commercial: Residential ▾
Access Technology: Copper ▾
Access Bandwidth: 768k ▾
Modem: Yes ▾
Dry Loop: No ▾

Return to Main Quit RFQ Summary

Bulk no longer available.

Once selections are complete, click the “Summary” button to continue.

NOTE: Field tips are available for any field that shows a dotted red line beneath the field name. To view the field tips, hover mouse over the field name.

Broadband Services RFQ Step 2 of 2 Field Matrix



Field Name	Wholesale Advantage Broadband Options
Residential vs. Commercial	Residential Commercial
Access Technology	Any Fiber Copper
Bandwidth Options	Any Broadband (Min Down)* Broadband (Max Down)**
IP Address Type	Dynamic Static (Commercial Only)
Access Bandwidth	3M/384K 6M/512K 9M/1M 12M/1M 18M/1M 25M/2M 45M/3M 70M/3M 90M/5M 115M/7M
Additional IP Addresses? (Field only appears when IP Address Type is selected as Static.)	None 5 13 29
Modem	Yes No
Dry Loop	Yes No

*Selected speed is the lowest acceptable speed to quote, quote may contain higher speeds

**Selected speed is the highest acceptable speed to quote, quote may contain lower speeds

New RFQ – Step 2 of 2 (Ethernet)



Service Quote Requirements Step 2 of 2

Product Type: EVPL/EPL ▼

Location: (sorted by Location Name)
Loc 1: (919206) 2600 MERIDIAN PKWY, DURHAM, NC 27713 ▼

Access Bandwidth: 100M ▼

Class of Service (CoS): Silver ▼

Return to Main **Quit RFQ** **Summary**

Service Quote Requirements Step 2 of 2

Product Type: EIA ▼

Location: (sorted by Location Name)
Loc 1: (919206) 2600 MERIDIAN PKWY, DURHAM, NC 27713 ▼

Access Bandwidth: 10M ▼

Return to Main **Quit RFQ** **Summary**

Service Quote Requirements Step 2 of 2

Product Type: E-Path ▼

Location: (sorted by Location Name)
Loc 1: (919206) 2600 MERIDIAN PKWY, DURHAM, NC 27713 ▼

Access Bandwidth: 20M ▼

Class of Service (CoS): Silver ▼

Return to Main **Quit RFQ** **Summary**

Once selections are complete, click the “Summary” button to continue.

NOTE: Field tips are available for any field that shows a dotted red line beneath the field name. To view the field tips, hover mouse over the field name.

Ethernet Services RFQ Step 2 of 2 Field Matrix



Access Bandwidth	1M	1M	3M
	2M	2M	5M
	3M	3M	10M
	4M	4M	15M
	5M	5M	20M
	6M	6M	30M
	7M	7M	40M
	8M	8M	50M
	9M	9M	60M
	10M	10M	70M
	15M	15M	80M
	20M	20M	90M
	30M	30M	100M
	40M	40M	200M
	50M	50M	300M
	60M	60M	400M
	70M	70M	500M
	80M	80M	600M
	90M	90M	700M
	100M	100M	800M
200M	200M	900M	
300M	300M	1000M	
400M	400M		
500M	500M		
600M	600M		
700M	700M		
800M	800M		
900M	900M		
1000M	1000M		
Class of Service (CoS)	N/A	Silver Gold Platinum	Silver Gold Platinum

New RFQ – Service Quote Summary



Service Quote Summary			
Shared Requirements (Step 1) <input type="checkbox"/>			
Service Type	Broadband	Timeframe to Purchase	Sep 2017
Select Terms to Quote (Years)	MTM	Select Vendors to quote	No Preference

[Add Request](#)

Locations/Requests - 1 Request (1 Unique Location)			
Search...			
Loc 1: (919206) 2600 MERIDIAN PKWY, DURHAM, NC 27713			
Location Requirements (Step 2) <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
Product Type	Broadband	Access Bandwidth	20M
Residential vs Commercial	Commercial	IP Address Type	Static
Sub Product Type	Any	Additional IP Addresses?	5
Access Technology	Any	Modem	Yes
Bandwidth Options	Any	Dry Loop	Yes

[Quit RFQ](#) [Submit](#)

Delete

Duplicate

Edit

After completing the initial service request, you have a final opportunity to “Edit” the service requirement or add additional services to this RFQ.

To add another location to the RFQ without duplicating the previous selections, click the “Add Request” button. This will allow you to add another quote to the RFQ, within the same Service Type (Broadband / Ethernet).

To request the same or similar quote at additional service locations for this client, click on the “Duplicate” button.

NOTE: Broadband and Ethernet services may not be combined in same RFQ.

New RFQ – Duplicate Quote



To duplicate quote for multiple locations, select the duplicate icon.

In the resulting “Duplicate Locations” screen place checks in the checkboxes of the locations you want to add to your RFQ and click the “Add” button. The locations added will appear in the “Duplicated Set(s)” section of the screen. Click the “Duplicate” button.

Duplicate Locations

Location(s) - 10 Location Request(s)

Location Name	NPANXX	Address	City	State	ZIP	Country	Select
Adl 1	555555	2550 Meridian Parkway	Durham	NC	27713	UNITED STAT...	<input type="checkbox"/>
CVS1	555555	3724 CENTER RD	BRUNSWICK	OH	44212	UNITED STAT...	<input type="checkbox"/>
CVS11	555555	24 ELM ST	DANBURY	CT	06810	UNITED STAT...	<input type="checkbox"/>
CVS2	555555	206 WILLIAMS DR	CRESCENT CI...	CA	95531	UNITED STAT...	<input type="checkbox"/>
CVS4	555555	201 JEFFERSON ST	VALPARAISO	IN	46383	UNITED STAT...	<input type="checkbox"/>
CVS5	555555	2060 US Route 60	Milton	WV	25541	UNITED STAT...	<input checked="" type="checkbox"/>
CVS6	555555	840 LEE RD	FOLLANSBEE	WV	26037	UNITED STAT...	<input checked="" type="checkbox"/>
CVS8	555555	119 S HEBER ST	BECKLEY	WV	25801	UNITED STAT...	<input type="checkbox"/>

Add

Duplicated Set(s) - 2 Location Request(s)

Location Name	NPANXX	Address	City	State	ZIP	Country	Select
							<input checked="" type="checkbox"/>
CVS5	555555	2060 US Route 60	Milton	WV	25541	UNITED STAT...	<input checked="" type="checkbox"/>
CVS6	555555	840 LEE RD	FOLLANSBEE	WV	26037	UNITED STAT...	<input checked="" type="checkbox"/>

Remove Duplicate

NOTE: For all added or duplicated locations, select the edit icon (slide 23) to update each location for unique options including: Residential/Commercial, Sub-Product Type, Access Technology, Bandwidth Options, Access Bandwidth, IP Address Type, Additional IP Addresses, Modem, or Dry Loop. (Options differ dependent upon service.)

Submit New RFQ



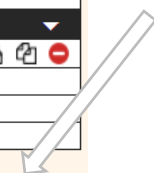
Once the list of additional locations and service requests have been finalized, and the RFQ is complete, click the “Submit” button.

Service Quote Summary			
Shared Requirements (Step 1)			
Service Type	Broadband	Timeframe to Purchase	Aug 2017
Select Terms to Quote (Years)	MTM	Select Vendors to quote	No Preference

[Add Request](#)

Locations/Requests - 3 Requests (1 Unique Location)			
Search...			
Training Company Loc1: (555555) 1342 BELLARD DR, A, BOWLING GREEN, OH 43402			
Location Requirements (Step 2)			
Residential vs Commercial	Commercial	Access Type	Broadband (Min Down)
Sub Service Type	Wholesale Advantage Broadband	Access Bandwidth	7
Access Technology	Copper	Static vs Dynamic	Dynamic
Training Company Loc1: (555555) 1342 BELLARD DR, A, BOWLING GREEN, OH 43402			
Location Requirements (Step 2)			
Residential vs Commercial	Commercial	Access Type	Broadband (Min Down)
Sub Service Type	FTTP	Access Bandwidth	50
Access Technology	Fiber	Static vs Dynamic	Dynamic
Training Company Loc1: (555555) 1342 BELLARD DR, A, BOWLING GREEN, OH 43402			
Location Requirements (Step 2)			
Residential vs Commercial	Commercial	Access Type	Broadband (Min Down)
Sub Service Type	Bulk	Access Bandwidth	1
Access Technology	Copper	Static vs Dynamic	Dynamic

[Quit RFQ](#) [Submit](#)



New RFQ Confirmation



From this screen, you can utilize one of the blue buttons to “Print this page”, or “View Proposal”.

To leave this page and go directly to the Quote, select the “Quote Manager” link in the middle of the page.

To move to the RFQ Manager, click the “Back to RFQ Manager” button on the top or bottom of the screen.

[Print this page](#)
[View Proposal](#)
[Back to RFQ Manager](#)

Your RFQ has been submitted. You will be notified when it is complete.

Thank you Jane, for letting Frontier Communications help you satisfy your customer's telecom needs. If there is anything we can do to help you win this business, please don't hesitate to ask for assistance!

Client Contact Information			
Agent ID	ZTK1000000	Last Name	Smith
First Name	Joe	Company	Joe Smithers
Title		City	DURHAM
Address	2600 MERIDIAN PKWY	Suite	
Building		Zip	27713
State	NC	Fax	
Phone	9195551212	E-mail	joesmith@aol.com
Mobile			

[Quote Manager](#)

Service Quote			
Company			
Service Type	Broadband	Terms	MTM
CVS1: (555555) 3724 CENTER RD, BRUNSWICK, OH, 44212			
Product Type	Broadband	Access Bandwidth	1
Residential vs Commercial	Residential	IP Address Type	Dynamic
Sub Product Type	Wholesale Advantage Broadband	Modem	Yes
Access Technology	Any	Dry Loop	Yes
Bandwidth Options	Any		
Ad1: (555555) 2550 Meridian Parkway, Durham, NC, 27713			
Product Type	Broadband	Access Bandwidth	1
Residential vs Commercial	Residential	IP Address Type	Dynamic
Sub Product Type	Wholesale Advantage Broadband	Modem	Yes
Access Technology	Any	Dry Loop	Yes
Bandwidth Options	Any		

[Back to RFQ Manager](#)

RFQ Manager / Quote Manager / Proposals

RFQ Manager - SQ



All RFQs and their resulting Instant Quote proposals are viewed using the RFQ Manager-SQ from the left sidebar.

The RFQs displayed will be limited based upon the user's login privileges.

Filter Menu Field Selections:

- Submission Source
- RFQ Status
- Service Status
- Product Type
- From/To Date Range

Search (Find) by:

- RFQ
- Client
- Agent User Last Name
- Location Name, Address, Building, Suite, City, State, Zip Code or Country
- Quote ID

Opened	Company Name	Submitting User	RFQ#	Responsible	Product Type	Address	QS	Status
09/07/2017	Salestream Test	Kim Czak	0086336489	Unassigned	EV/PL/EPL	1150 CONNOLLY DR, ELKO, NV 89801	QM	Open
09/07/2017	Salestream Test	Kim Czak	7575800372	Unassigned	EV/PL/EPL	1150 CONNOLLY DR, ELKO, NV 89801	1	Ready
09/07/2017	Test Trial Co	Jane Doe	8918980999	Unassigned	EV/PL/EPL	201 JEFFERSON ST, VALPARAISO, IN 46383	1	Open
09/07/2017	Test Trial Co	Jane Doe	8918980999	Unassigned	E-Path	2600 MERIDIAN PKWY, DURHAM, NC 27713	2	Ready
09/06/2017	Salestream Test	Kim Czak	8263927374	Unassigned	E-Path	24 ELM ST, DANBURY, CT 06810	2	Ready
09/06/2017	Salestream Test	Kim Czak	8263927374	Unassigned	E-Path	1150 CONNOLLY DR, ELKO, NV 89801	2	Ready
09/01/2017	Test Trial Co	Jane Doe	6141416896	Unassigned	E-Path	1150 CONNOLLY DR, ELKO, NV 89801	QM	Open
09/01/2017	Test Trial Co	Jane Doe	6141416896	Unassigned	E-Path	2600 MERIDIAN PKWY, DURHAM, NC 27713	0	Ready
09/01/2017	Test Trial Co	Jane Doe	6141416896	Unassigned	E-Path	24 ELM ST, DANBURY, CT 06810	0	Ready
09/01/2017	Test Trial Co	Jane Doe	6141416896	Unassigned	E-Path	203 CONGDON RD, VOLUNTOWN, CT 06384	0	Ready
09/01/2017	Test Trial Co	Jane Doe	6141416896	Unassigned	E-Path	3724 CENTER RD, BRUNSWICK, OH 44212	1	Ready
09/01/2017	Test Trial Co	Jane Doe	6141416896	Unassigned	E-Path	2060 US Route 60, Milton, WV 25541	0	Ready
09/01/2017	Test Trial Co	Jane Doe	6141416896	Unassigned	E-Path	206 WILLIAMS DR, CRESCENT CITY, CA 95531	0	Ready
09/01/2017	Test Trial Co	Jane Doe	6141416896	Unassigned	E-Path	119 S HEBBER ST, BECKLEY, WV 25801	0	Ready
09/01/2017	Test Trial Co	Jane Doe	6141416896	Unassigned	E-Path	201 JEFFERSON ST, VALPARAISO, IN 46383	0	Ready
09/01/2017	Test Trial Co	Jane Doe	6141416896	Unassigned	E-Path	840 LEE RD, FOLLANSBEE, WV 26037	0	Ready

Click on the RFQ# to instantly display the Proposal

Click on the Quote Manager “QM” link to enter the Quote Manager

NOTE: Agent users may only view their own RFQs and those of any users “below them” in the agent hierarchy.

Quote Manager



Requirements

“Requirements” – Opens All Locations in edit mode
“Req” – (Do Not Use)

Resubmit

“Rs” – Individual Location
“Resubmit” – All Locations

Proposal

Proposal View shows all quotes selected in ‘Show’ column

Export

Export quote details to excel (Top section) Full RFQ to excel (Quote section) Specific Quote ID

The screenshot shows the Quote Manager interface. At the top, there is a navigation bar with the following buttons: Requirements, Resubmit, RFQ Manager, Proposal, and Export. The main content area displays a list of quotes with columns for Quote ID, Updated On, Updated By, Product, MRC, NRC, Show, Complete, and Quote. The 'RFQ Manager' button is highlighted in black.

Quote ID	Updated On	Updated By	Product	MRC	NRC	Show	Complete	Quote
11436093	09/07/2017	Frontier-MasterStream	Frontier Communications (Wholesale)	3,452.00	335.00	Show	Yes	Main
	09/07/2017	Frontier-MasterStream	24 ELM ST	1,199.00	210.00	☑	Yes	Edit Details
	09/07/2017	Frontier-MasterStream	2600 MERIDIAN PKWY	959.00	125.00	☑	Yes	Edit Details
	09/07/2017	Frontier-MasterStream	201 JEFFERSON ST	1,294.00	0.00	☑	Yes	Edit Details
11436095	09/07/2017	Frontier-MasterStream	Frontier Communications (Wholesale)	2,014.00	335.00	Show	Yes	Main
	09/07/2017	Frontier-MasterStream	24 ELM ST	611.00	210.00	☑	Yes	Edit Details
	09/07/2017	Frontier-MasterStream	2600 MERIDIAN PKWY	561.00	125.00	☑	Yes	Edit Details
	09/07/2017	Frontier-MasterStream	201 JEFFERSON ST	842.00	0.00	☑	Yes	Edit Details

Click the black “RFQ Manager” button to return to your previous search results.

Quote Manager – Duplicate Quote



Quote Manager ? Jane Doe

Customer: Test Trial Co RFQ State: Completed
Agent Company: ABC Company Excluded: None
RFQ#: 8918860989
Locations: 3
Terms: 1

? Update View Change Statuses

Req	RS	<input checked="" type="checkbox"/>	CVS11:	E-Path, 10, Silver	(203205) 24 ELM ST, DANBURY, CT, 06810 (LATA 920, DNBRCT00DS1, SOUTHERN NEW ENGLAND TELEPHONE CO.)	Ready
Req	RS	<input checked="" type="checkbox"/>	CVS10:	EVPL/EPL, 10, Silver	(919206) 2600 MERIDIAN PKWY, DURHAM, NC, 27713 (LATA 426, DRHMNCXEDS0, FRONTIER COMMUNICATIONS OF THE CAROLINAS INC - NC)	Ready
Req	RS	<input checked="" type="checkbox"/>	CVS4:	EIA, 50	(219263) 201 JEFFERSON ST, VALPARAISO, IN, 46383 (LATA 332, VLPRINXADS1, FRONTIER NORTH, INC. - IN)	Ready

Requirements Resubmit RFQ Manager Proposal Export

Quote ID	Updated On	Updated By	All	Product
11436093	09/07/2017	Frontier-MasterStream	Frontier Communications (Wholesale)	12 mo
	09/07/2017	Frontier-MasterStream	24 ELM ST	E-Path, 10, Silver
	09/07/2017	Frontier-MasterStream	2600 MERIDIAN PKWY	EVPL/EPL, 10, Silver
	09/07/2017	Frontier-MasterStream	201 JEFFERSON ST	EIA, 50

Service Quote Requirements Step 1 of 2

Service Type: Ethernet

Select Terms to Quote (Years): 1

Select Vendors to quote: Use CTRL + Click to Select Multiple (Max 4)

- No Preference
- None
- Frontier - Ethernet

Update

Locations/Requests - 3 Requests (3 Unique Locations) Add Request

CVS11: (203205) 24 ELM ST, DANBURY, CT 06810			
Location Requirements (Step 2)			
Product Type	E-Path	Class of Service (CoS)	Silver
Access Bandwidth	5M		
CVS10: (919206) 2600 MERIDIAN PKWY, DURHAM, NC 27713			
Location Requirements (Step 2)			
Product Type	EVPL/EPL	Class of Service (CoS)	Silver
Access Bandwidth	10M		
CVS4: (219263) 201 JEFFERSON ST, VALPARAISO, IN 46383			
Location Requirements (Step 2)			
Product Type	EIA	Access Bandwidth	50M

From the Quote Manager, click on “Requirements” button to open the Service Quote Requirements.

In the Service Quote Requirements Step 1 of 2 screen, select the new term to quote in the drop-down menu, if applicable. Click the “Update” button.

If other requirement changes are necessary, duplicate the respective location by selecting the duplicate icon.

Then edit the duplicated quote segment by selecting the edit icon for the specific location.

When all edits are complete, click the “Update” button.

Close the browser window by selecting the ‘X’ in the top right corner.

Quote Manager – Resubmit Quote



To resubmit all locations of the quote, click the “Resubmit” button.

To resubmit only specific locations of the quote, use the respective “RS” button.

Quote Manager ?

Customer: Test Trial Co RFQ State: Completed
Agent Company: ABC Company Excluded: None
RFQ#: 8918960999
Locations: 3
Terms: 1

? Update View


Req	RS	<input checked="" type="checkbox"/>	CVS11:	E-Path, 10, Silver	(203205) 24 ELM ST, DANBURY, CT, 06810 (LATA 920, DNBRCT00DS1, SOUTHERN NEW ENGLAND T
Req	RS	<input checked="" type="checkbox"/>	CVS10:	EVPL/EPL, 10, Silver	(919206) 2600 MERIDIAN PKWY, DURHAM, NC, 27713 (LATA 426, DRHMNCXEDS0, FRONTIER COMM
Req	RS	<input checked="" type="checkbox"/>	CVS4:	EIA, 50	(219263) 201 JEFFERSON ST, VALPARAISO, IN, 46383 (LATA 332, VLPRINXADS1, FRONTIER NORTH

Requirements **Resubmit** RFQ Manager Proposal Export

Quote ID	Updated On	Updated By	All ▼	Product ▼
11436093	09/07/2017	Frontier-MasterStream	Frontier Communications (Wholesale)	12 mo
	09/07/2017	Frontier-MasterStream	24 ELM ST	E-Path, 10, Silver
	09/07/2017	Frontier-MasterStream	2600 MERIDIAN PKWY	EVPL/EPL, 10, Silver
	09/07/2017	Frontier-MasterStream	201 JEFFERSON ST	EIA, 50

Quote Manager – Delete a Quote

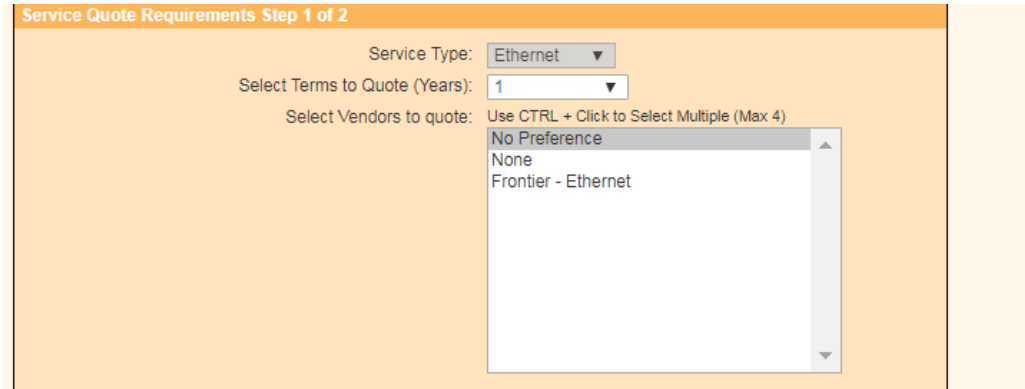
Any Instant Quotes that is produced by the system may be deleted in the Quote Manager.

Begin by clicking the “Requirements” button for the RFQ. Delete one or more Quotes by checking the box and clicking the  “Delete” button.

Once a quote segment is deleted in the Service Quote Requirements window, it is immediately deleted from the Quote and the deletion cannot be undone.

Once this step is complete, click the “Resubmit” button to resubmit the entire quote or click the “RS” button for the specific quote segment to resubmit just that segment of the RFQ.

Note: To reestablish a quote segment deleted in error, select the “Add Request” button to initiate a new quote segment.



Service Quote Requirements Step 1 of 2

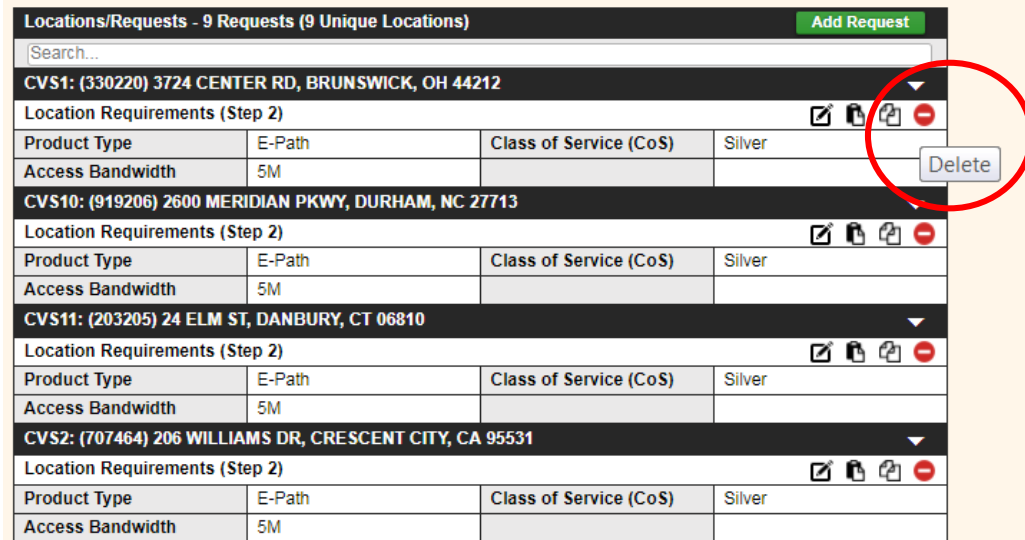
Service Type: Ethernet

Select Terms to Quote (Years): 1

Select Vendors to quote: Use CTRL + Click to Select Multiple (Max 4)

- No Preference
- None
- Frontier - Ethernet

Update



Locations/Requests - 9 Requests (9 Unique Locations) Add Request

Search...

CVS1: (330220) 3724 CENTER RD, BRUNSWICK, OH 44212			
Location Requirements (Step 2)			
Product Type	E-Path	Class of Service (CoS)	Silver
Access Bandwidth	5M		
CVS10: (919206) 2600 MERIDIAN PKWY, DURHAM, NC 27713			
Location Requirements (Step 2)			
Product Type	E-Path	Class of Service (CoS)	Silver
Access Bandwidth	5M		
CVS11: (203205) 24 ELM ST, DANBURY, CT 06810			
Location Requirements (Step 2)			
Product Type	E-Path	Class of Service (CoS)	Silver
Access Bandwidth	5M		
CVS2: (707464) 206 WILLIAMS DR, CRESCENT CITY, CA 95531			
Location Requirements (Step 2)			
Product Type	E-Path	Class of Service (CoS)	Silver
Access Bandwidth	5M		

Quote Manager – Change Statuses



Selecting the “Change Statuses” button allows the agent to change the status across all checked locations.

A screenshot of the Quote Manager web application. The main interface shows customer information for 'xyz pharmacy' and a list of locations. A modal dialog box titled 'Change Status for Locations Checked' is open, displaying a dropdown menu for selecting a status. The 'Change Statuses' button in the top right corner of the dialog is highlighted with a red box. The dialog also contains a 'Update All Locations' button at the bottom.

Quote Manager ? Jane Doe ✉ 🔔

Customer: xyz pharmacy
Agent Company: ABC Company
RFQ#: 7168428223
Locations: 6
Terms: 2

RFQ State: Completed
Excluded: None

Update View

Req	RS	✓	Loc 1:
Req	RS	✓	Loc 2:
Req	RS	✓	Loc 3:
Req	RS	✓	Loc 4:
Req	RS	✓	Loc 4:
Req	RS	✓	Loc 3:

Requirements Resubmit

Change Status for Locations Checked

This will change all your checked locations to the selected status.

Select a status ▼

- Select a status
- Abandoned
- No Solution
- SPR Needed
- Unresponsive
- Working

Update All Locations

Change Statuses

Ready

Ready

Ready

Ready

No Solution

No Solution

- Working: Agent is actively working to secure an order for this service.
- SPR Needed: Agent contacts Frontier Account Manager directly for special pricing.
- No Solution: No facilities on premise.
- Unresponsive: The lead has gone cold.
- Abandoned: The lead has cut off discussions.
- Competitor: The lead already chose another competitor.

Quote Manager – Service Status Update



Service Status Update Close

1. Click the radio button that best describes the current status of this service request.
2. Click Update button below when finished.

Status	Description	*Probability of Award (POA): 50 %
<input type="radio"/> Working	I am trying to secure an order for this service.	
<input type="radio"/> SPR Needed	I need help pricing this out	
<input type="radio"/> No Solution	Service is not available at this location	
<input type="radio"/> Unresponsive	I can't reach this customer, not returning calls/emails	
<input type="radio"/> Abandoned	Customer no longer wants/needs this service	
<input type="radio"/> Competitor	Customer ordered from a competitor	

Which network won this business?
 Other

Notes on this Opportunity (Max 500 Characters)

Update notes and copy to Contact Manager

We appreciate your accurate status updates. This information allows us to better serve your needs in the future!

Change Statuses

-
-
-
-
-
-

tails
tails
tails
tails

Select the individual status box to update the status of a specific location quote.

Quote Manager – Export a Quote



Quote Manager Jane Doe

Customer: Test Trial Co RFQ State: Completed
 Agent Company: ABC Company Excluded: None
 RFQ#: 5520483175
 Locations: 11
 Terms: 3

Update View Change Statuses

Req	RS	CVS1:	EIA, 20	(330220) 3724 CENTER RD, BRUNSWICK, OH, 44212 (LATA 325, BRWKOHXADS0, FRONTIER NORTH, INC. - OH)	Ready
Req	RS	CVS1:	EIA, 1000	(330220) 3724 CENTER RD, BRUNSWICK, OH, 44212 (LATA 325, BRWKOHXADS0, FRONTIER NORTH, INC. - OH)	Ready
Req	RS	CVS10:	EIA, 20	(919206) 2600 MERIDIAN PKWY, DURHAM, NC, 27713 (LATA 426, DRHMNCXEDS0, FRONTIER COMMUNICATIONS OF THE CAROLINAS INC - NC)	Ready
Req	RS	CVS11:	EIA, 20	(203205) 24 ELM ST, DANBURY, CT, 06810 (LATA 920, DNBRCT00DS1, SOUTHERN NEW ENGLAND TELEPHONE CO.)	Ready
Req	RS	CVS2:	EIA, 20	(707464) 206 WILLIAMS DR, CRESCENT CITY, CA, 95531 (LATA 722, CRCYCAXFDS1, FRONTIER COMMUNICATIONS WEST COAST INC. - CA)	Ready
Req	RS	CVS4:	EIA, 50	(219263) 201 JEFFERSON ST, VALPARAISO, IN, 46383 (LATA 332, VLPRINXADS1, FRONTIER NORTH, INC. - IN)	Ready
Req	RS	CVS5:	EIA, 20	(304743) 2060 US Route 60, Milton, WV, 25541 (LATA 254, MLTNWVMNRS1, FRONTIER WEST VIRGINIA INC.)	Ready
Req	RS	CVS6:	EIA, 20	(304527) 840 LEE RD, FOLLANSBEE, WV, 26037 (LATA 256, FLNSWVLLRS1, FRONTIER WEST VIRGINIA INC.)	Ready
Req	RS	CVS8:	EIA, 20	(304250) 119 S HEBER ST, BECKLEY, WV, 25801 (LATA 254, BCKLWVWDDS0, FRONTIER WEST VIRGINIA INC.)	Ready
Req	RS	CVS9:	EIA, 20	(860230) 203 CONGDON RD, VOLUNTOWN, CT, 06384 (LATA 920, PLFDCT00DS0, SOUTHERN NEW ENGLAND TELEPHONE CO.)	Ready
Req	RS	CVS9:	EIA, 1000	(860230) 203 CONGDON RD, VOLUNTOWN, CT, 06384 (LATA 920, PLFDCT00DS0, SOUTHERN NEW ENGLAND TELEPHONE CO.)	Ready

Requirements Resubmit RFQ Manager Proposal **Export**

Quote ID	Updated On	Updated By	All	Product	MRC	NRC	Show	Complete	Quote
11413994	08/29/2017	Frontier-MasterStream	Zero Vendor	36 mo	15,207.00	0		Yes	Main
	08/29/2017	Frontier-MasterStream	3724 CENTER RD	EIA, 20	629.00	0.00	<input checked="" type="checkbox"/>	Yes	Edit Details
	08/29/2017	Frontier-MasterStream	3724 CENTER RD	EIA, 1000	4,574.00	0.00	<input checked="" type="checkbox"/>	Yes	Edit Details
	08/29/2017	Frontier-MasterStream	2600 MERIDIAN PKWY	EIA, 20	629.00	0.00	<input checked="" type="checkbox"/>	Yes	Edit Details
	08/29/2017	Frontier-MasterStream	24 ELM ST	EIA, 20	629.00	0.00	<input checked="" type="checkbox"/>	Yes	Edit Details

SKU Name	Qty	MRC List (per unit)	Discount	Extended (per unit)	NRC List (per unit)	Discount	Extended (per unit)	Rate/Min	MRC Total	NRC Total
EPATH EVC - 5M FastE	1	65.00	0.00	0	0.00	0.00	0	0.0000	0	0
EPATH - 5M FastE - Installation	1	0.00	0.00	0	210.00	0.00	0	0.0000	0	0
EPATH UNI Port & Access - 5M FastE	1	980.00	0.00	0	0.00	0.00	0	0.0000	0	0
Site Total									0	0

Quote Manager – Show a Quote in Proposal



The User may not wish to present, to the client, all of the instant quotes generated by the system or those that have been manually added.

In the Quote Manager (“QM”) for that RFQ, simply check or uncheck the “Show” box for that quote to have it appear on the Proposal and be viewable by the Client/Prospect.

Quote Manager ? Jane Doe

Customer: Test Trial Co RFQ State: Completed
 Agent Company: ABC Company Excluded: None
 RFQ#: 8918860999
 Locations: 3
 Terms: 1

Update View Change Statuses

Req **RS** CVS11: E-Path, 10, Silver (203205) 24 ELM ST, DANBURY, CT, 06810 (LATA 920, DNBRC000DS1, SOUTHERN NEW ENGLAND TELEPHONE CO.) Ready

Req **RS** CVS10: EVPL/EPL, 10, Silver (919206) 2600 MERIDIAN PKWY, DURHAM, NC, 27713 (LATA 426, DRHMNCXEDS0, FRONTIER COMMUNICATIONS OF THE CAROLINAS INC - NC) Ready

Req **RS** CVS4: EIA, 50 (219263) 201 JEFFERSON ST, VALPARAISO, IN, 46383 (LATA 332, VLPRINXADS1, FRONTIER NORTH, INC. - IN) Ready

Requirements Resubmit RFQ Manager Proposal Export

Quote ID	Updated On	Updated By	All	Product	MRC	NRC	Show	Complete	Quote
11436093	09/07/2017	Frontier-MasterStream	Frontier Communications (Wholesale)	12 mo	3,452.00	335.00	Show	Yes	Main Export
	09/07/2017	Frontier-MasterStream	24 ELM ST	E-Path, 10, Silver	1,199.00	210.00	<input checked="" type="checkbox"/>	Yes	Edit Details
	09/07/2017	Frontier-MasterStream	2600 MERIDIAN PKWY	EVPL/EPL, 10, Silver	959.00	125.00	<input checked="" type="checkbox"/>	Yes	Edit Details
	09/07/2017	Frontier-MasterStream	201 JEFFERSON ST	EIA, 50	1,294.00	0.00	<input checked="" type="checkbox"/>	Yes	Edit Details

Access Proposal



Proposals are accessed and viewed by clicking on the RFQ Manager-SQ link in the left sidebar.

Click on the RFQ# of the proposal of interest to access and view it.

Proposals are also accessed within the Quote Manager by clicking on the "Proposal" button.

RFQ Manager Jane Doe

Submission Source: All | RFQ Status: Open | Service Status: All | Product Type: All | From: 08/08/2017 | To: 09/07/2017 | Find: RFQ # | Search | Memorize

1 - 30 of 74 Results | Page 1 of 3

Opened	Company Name	Submitting User	RFQ#	Responsible	Product Type	(NPANXX) Address	QS	Status
09/07/2017	Test Trial Co	Jane Doe	8918960999	Unassigned	E-Path/EPL	(919206) 2600 MERIDIAN PKWY, DURHAM, NC 27713	2	Open
				Unassigned	E-Path	(203205) 24 ELM ST, DANBURY, CT 06810	2	Ready
				Unassigned	EIA	(219263) 201 JEFFERSON ST, VALPARAISO, IN 46363	2	Ready
09/06/2017	Salestream Test	Kim Czak	8263927374	Unassigned	E-Path	(775738) 1150 CONNOLLY DR, ELKO, NV 89801	1	Open
				Unassigned	E-Path	(775738) 1150 CONNOLLY DR, ELKO, NV 89801	1	Ready
09/01/2017	Test Trial Co	Jane Doe	6141416896	Unassigned	E-Path	(304527) 840 LEE RD, FOLLANSBEE, WV 26037	0	Open
				Unassigned	E-Path	(304743) 2060 US Route 60, Milton, WV 25541	0	Ready
				Unassigned	E-Path	(219263) 201 JEFFERSON ST, VALPARAISO, IN 46363	0	Ready
				Unassigned	E-Path	(304250) 119 S HEBER ST, BECKLEY, WV 25801	0	Ready
				Unassigned	E-Path	(707464) 206 WILLIAMS DR, CRESCENT CITY, CA 95531	0	Ready

Quote Manager Jane Doe

Customer: Test Trial Co | RFQ State: Completed
 Agent Company: ABC Company | Excluded: None
 RFQ#: 8918960999
 Locations: 3
 Terms: 2

Update View | Change Statuses

Req	RS	<input checked="" type="checkbox"/>	CVS11:	E-Path, 5, Silver	(203205) 24 ELM ST, DANBURY, CT, 06810 (LATA 920, DNBRC00DS1, SOUTHERN NEW ENGLAND TELEPHONE CO.)	Ready
Req	RS	<input checked="" type="checkbox"/>	CVS10:	EV/PL/EPL, 10, Silver	(919206) 2600 MERIDIAN PKWY, DURHAM, NC, 27713 (LATA 426, DRHMNCXDS0, FRONTIER COMMUNICATIONS OF THE CAROLINAS INC - NC)	Ready
Req	RS	<input checked="" type="checkbox"/>	CVS4:	EIA, 50	(219263) 201 JEFFERSON ST, VALPARAISO, IN, 46363 (LATA 332, VLPRINXADS1, FRONTIER NORTH, INC. - IN)	Ready

Requirements | Resubmit | RFQ Manager | **Proposal** | Export

Quote ID	Updated On	Updated By	Product	MRC	NRC	Complete	Quote
11436093	09/07/2017	Frontier-MasterStream	Frontier Communications (Wholesale)	3,452.00	335.00	Yes	Main
	09/07/2017	Frontier-MasterStream	24 ELM ST	1,199.00	210.00	Yes	Edit Details
	09/07/2017	Frontier-MasterStream	2600 MERIDIAN PKWY	959.00	125.00	Yes	Edit Details
	09/07/2017	Frontier-MasterStream	201 JEFFERSON ST	1,294.00	0.00	Yes	Edit Details
11436095	09/07/2017	Frontier-MasterStream	Frontier Communications (Wholesale)	2,014.00	335.00	Yes	Main
	09/07/2017	Frontier-MasterStream	24 ELM ST	611.00	210.00	Yes	Edit Details
	09/07/2017	Frontier-MasterStream	2600 MERIDIAN PKWY	561.00	125.00	Yes	Edit Details
	09/07/2017	Frontier-MasterStream	201 JEFFERSON ST	842.00	0.00	Yes	Edit Details

Resources



Wire Center Lookup

Wire Center Info
NPANXX:

[Print this page](#) [Close Window](#)

Wire Center Check

NPANXX: 260-452
Provider: FRONTIER NORTH, INC. - IN
Provider Type: ICO
Provider OCN: 0772

Switch CLLI: FTWYINXFRS9
State: IN
Rate Center: FORT WAYNE
Lata: 334

ICO NPANXXs from: FTWYINXF

Switch CLLI	Area Code	Prefixes
FTWYINXFDS0	260	266 373 470 471 490 481 482 483 484 496
FTWYINXFRS9	260	452

Calculate Mileage

Calculate Mileage
NPANXX A:
NPANXX Z:

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Mileage calculation

Loc A: **260422** Loc Z: **919479**

Provider: FRONTIER NORTH, INC. - IN	Provider: FRONTIER COMMUNICATIONS OF THE CAROLINAS INC - NC
CLLI: FTWYINXADS1	CLLI: DRHMNCXC47F
LATA: 334	LATA: 426
Rate Center: FORT WAYNE	Rate Center: DURHAM
V Coordinate: 5942	V Coordinate: 6320
H Coordinate: 2984	H Coordinate: 1505

Carrier Billing Distance: 483 mi

ILEC NPANXX Lookup

Lookups
Address:
City:
State: Zip:

ILEC NPANXX Lookup Aug 08, 2017

[Print Page](#)

ILEC NPANXX Lookup for:

Address: 2600 Meridian Parkway
City: Durham
State: NC
Zip: 27703
ILEC NPANXX: 919206

Contact Manager

Contact Manager



The Contact Manager contains all your client contacts. The view is dependent on the access of the user.

Agent administrators will see all Client Companies for all Contact Owners.

Agent users will see only the contacts that they are the Contact Owner of.

The Contact Owner is the creator of the client company.

Agent User View:

The screenshot shows the 'Agent User View' of the Contact Manager. The left sidebar has 'Contacts' highlighted with a red box. The main content area shows a search interface with filters for Category (My Contacts), Contact Type (All), Company (All), and Last Name (All). Below the search bar is a table with 3 records:

Company	Type	Contact	Contact Owner	Title
ABC Company		Dotty, Adelpia	B. Johnston	Manager
Training Company A		Agent, Sally	B. Johnston	Manager
XYZ Corporation		Smith, Thomas	B. Johnston	

Administrator View:

The screenshot shows the 'Administrator View' of the Contact Manager. The left sidebar has 'Contacts' highlighted with a red box. The main content area shows a search interface with filters for Category (My Contacts), Contact Type (All), Company (All), and Last Name (All). Below the search bar is a table with 20 records:

Company	Type	Contact	Contact Owner	Title
ABC Company		Dotty, Adelpia	B. Johnston	Manager
ABC Company CM	P	Marques, Cina	J. Doe	
Alpha Numeric	P	Hopkins, Johns	B. Johnston	Admin
CVS Pharmacy	P	Doe, Jan	J. Doe	
CVS Pharmacy	P	Smith, Tim	J. Doe	
Frontier test 2	P	Ricci, B	J. Doe	
Frontier test 3	P	ricci, barbara	J. Doe	
Frontier test 4	P	Ricci, B	J. Doe	
Frontier test 5	P	ricci, b	J. Doe	
Genny Pizza	P	Smith, Genny	J. Doe	Owner
Jilly1		Smith-Cann, Jill	J. Doe	SME
Jilly's Margaritas		Smith-Cann, Jill	B. Johnston	Master Drink Mixer
Joe Smith	P	Smith, Joe	J. Doe	
Joe Smithers	P	Smith, Joe	J. Doe	
LSR BULK		BULK, LSR	B. Johnston	
Nicole Richardson		Richardson, Nicole	B. Johnston	
Salestream Test	P	Doe, John	J. Doe	
Starbucks	P	Rogers, Timothy	J. Doe	
steve cole		trtest, test	J. Doe	
Test Frontier 2	P	Ricci, B	J. Doe	

Add a Client Company



From the Contact Manager, select the “New Company” button. (Agent administrators also have the option of beginning the process to add a new client company by clicking on the “New Client Company” button.)

In the resulting “New Client Company” pop-up screen, complete the “Company” and “New Contact” sections in the form. Click on the “Save” button.

Company

*Company	Big Deal Inc.	Type	Suspect ▼
General Phone	888-111-2222 xxx-xxx-xxxx	Source	Select ▼
General Fax		Est. Monthly Revenue (\$)	
Website	bigdeal.com	Expected to Order in	Select ▼
Created by			
Last Updated			

Service Address	Billing Address
Address	Same as Service Address <input type="checkbox"/>
Building	Address
Suite	Building
City	Suite
State	City
Zip	State

Comment (Max 2000)

New Contact

Use Company Phone

Contact Type	Contracts ▼	Comment	
*First Name	Joe	*Office Phone	919-555-1212 ext. <input type="text"/>
*Last Name	Mr. ▼ Sales	Alt Phone	
Title		Mobile	
Email	joe.sales@bigdeal.com	Fax	

Hide or Delete a Client Company



Click on Contacts in the left sidebar.

In the Contact Manager, click on the name of the “Client Company”.

In the resulting “Company” profile:

Use “Hide” button to hide the Client Company if you are not the creator

Use “Delete” button to delete the Client Company if you are the Administrator or the creator of the Client

Contacts Orders RFQs

Company Updated by: Jane Doe on 08/15/2017

*Company: ABC Company
General Phone: xxx-xxx-xxxx
General Fax: xxx-xxx-xxxx
Website:
Created by: Barb Johnston on 08/15/2017
Last Updated: Jane Doe on 08/15/2017

Type: None
Source: Select
Est. Monthly Revenue (\$):
Expected to Order in: Select

Service Address
Address: 2600 MERIDIAN PKWY
Building:
Suite:
City: DURHAM
State: NC Zip: 27713

Billing Address
Same as Service Address:
Address:
Building:
Suite:
City:
State: AK Zip:
Comment (Max 2000):
Contact List Notes Locations Inventory Hide Update

Added Contact

Click on column header to sort

Contact	Type	Title	Office Phone	Mobile	Location	Email
Dotty, Adelpia		Manager	9199995151			barbara.johnston@ftr.com

Contact List Notes Locations Inventory Delete Update

Added Contact

Click on column header to sort

Contact	Type	Title	Office Phone	Mobile	Location	Email
test, tester			919-555-5555			

Added Contact

Saved

Updated by: Barb Johnston on 10/02/2017

Type: Suspect
Source: Select
Est. Monthly Revenue (\$):
Expected to Order in: Select

Billing Address
Same as Service Address:
Address:
Building:
Suite:
City:
State: AK Zip:
Contact List Notes Locations Inventory Delete Update

Added Contact