Frontier-MasterStream Agent Company Training Guide

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.

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What Does it Do?

The Frontier-MasterStream portal provides registered Agent Company Users with the ability to request <u>instant quotes</u> 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

Frontier

ABC Company

Telecom Service Quote For

Salestream Test
John Doe
Office:555-555-5555
1150 CONNOLLY DR, ELKO, NV, 89801
Email:noreply@noreply.com

Prepared and Presented by

ABC Company
Jane Doe
Office:919-555-1212
Email:jane.doe@ftr.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

	EVPL/EPL					
Service Location	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
...iminary check for the service you are seeking has found the service may or may not be available at that location. A thorough pre-...ification check can be submitted via an ASR.
...istances 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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1. All pricing is confidential and is valid for 30 days from issue date of quote.
2. Frontier cannot guarantee rates until after orders are placed and availability is confirmed. If facilities are not available, then special construction charges may apply.
3. All pricing is subject to change based on actual order, configuration, network availability and capacity.
4. Frontier reserves the right to limit the number of nodes on any arrangement based on engineering considerations.
5. For Ethernet services, Frontier will install at the building demarc. Customer is responsible for inside wiring.
6. Term liability applies to early termination of service.
7. Any applicable Frontier tariff, contracts or general terms and conditions as outlined in product guides will apply for the specific service quoted.
8. 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
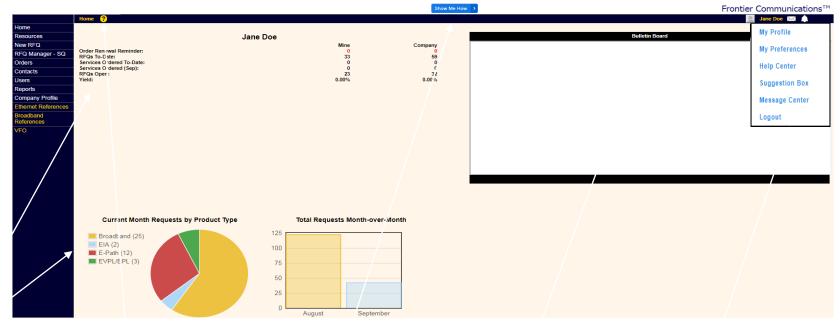
Disclaimers

Apply as applicable

Home Page Navigation

Left Sidebar
The Left Sidebar options are available from each screen

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
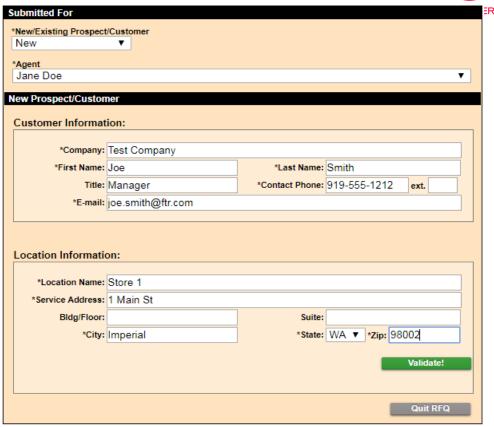
Select 'New RFQ' from left sidebar

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

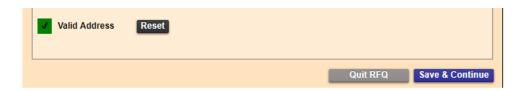Populate the Customer Information and Location Information:
- Asterisks identify required fields.
- If Customer is residential, populate the first and last name in the Company field in addition to the First Name and Last Name fields.

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.

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

Submitted For

*New/Existing Prospect/Customer
New

*Agent
Jane Doe

New Prospect/Customer

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: Suite:
*City: Imperial   *State: WA *Zip: 98002

Validate!

Quit RFQ

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

✔ Valid Address   Reset

Quit RFQ   Save & Continue

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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:	Loc 2
*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: A-Z ▼

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	2060 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**

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: Choose File | No file chosen

Import   **Close**

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

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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: Broadband ▼

Select Terms to Quote (Years): MTM ▼

Service Quote Requirements Step 1 of 2

Service Type: Ethernet ▼

Select Terms to Quote (Years): 3 ▼

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

Back to Service Locations   Quit RFQ   Step 2

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)

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)

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.

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	Silver
		Gold	Gold
		Platinum	Platinum

New RFQ – Service Quote Summary

Service Quote Summary			
Shared Requirements (Step 1)			✎
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)			✎ 🗐 ⛔
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

Delete

Duplicate

Edit

Quit RFQ   **Submit**

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.

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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.

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

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

Service Quote   Quote Manager

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			

Adl 1: (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:	Search (Find) by:
• Submission Source • RFQ Status • Service Status • Product Type • From/To Date Range	• RFQ • Client • Agent User Last Name • Location Name, Address, Building, Suite, City, State, Zip Code or Country • Quote ID

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

Quote Manager										Jane Doe	

Customer: **Test Trial Co**
Agent Company: ABC Company
RFQ#: 8918960999
Locations: 3
Terms: 2

RFQ State: Completed
Excluded: None

Update View

Change Statuses

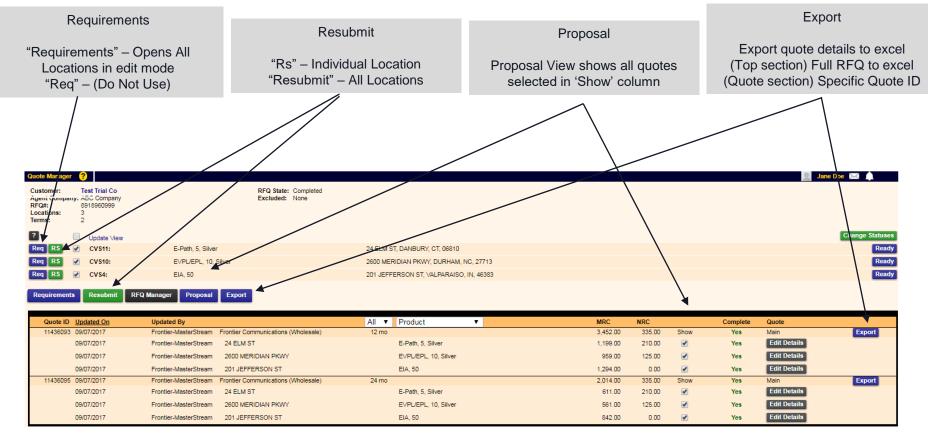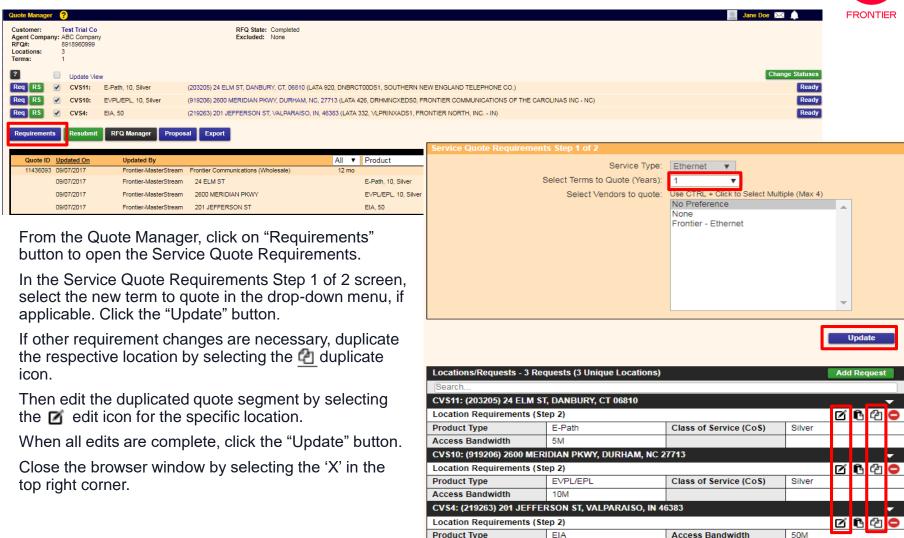| Req | RS | ☑ | CVS11: | E-Path, 5, Silver | 24 ELM ST, DANBURY, CT, 06810 | Ready |
| Req | RS | ☑ | CVS10: | EVPL/EPL, 10, Silver | 2600 MERIDIAN PKWY, DURHAM, NC, 27713 | Ready |
| Req | RS | ☑ | CVS4: | EIA, 50 | 201 JEFFERSON ST, VALPARAISO, IN, 46383 | Ready |

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

Quote ID	Updated On	Updated By			MRC	NRC		Complete	Quote	
				All ▾ Product ▾						
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, 5, Silver	1,199.00	210.00	☑	Yes	Edit Details	
	09/07/2017	Frontier-MasterStream	2600 MERIDIAN PKWY	EVPL/EPL, 10, Silver	959.00	125.00	☑	Yes	Edit Details	
	09/07/2017	Frontier-MasterStream	201 JEFFERSON ST	EIA, 50	1,294.00	0.00	☑	Yes	Edit Details	
11436095	09/07/2017	Frontier-MasterStream	Frontier Communications (Wholesale)	24 mo	2,014.00	335.00	Show	Yes	Main	Export
	09/07/2017	Frontier-MasterStream	24 ELM ST	E-Path, 5, Silver	611.00	210.00	☑	Yes	Edit Details	
	09/07/2017	Frontier-MasterStream	2600 MERIDIAN PKWY	EVPL/EPL, 10, Silver	561.00	125.00	☑	Yes	Edit Details	
	09/07/2017	Frontier-MasterStream	201 JEFFERSON ST	EIA, 50	842.00	0.00	☑	Yes	Edit Details	

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

FRONTIER

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Quote Manager – Duplicate Quote

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 – 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.
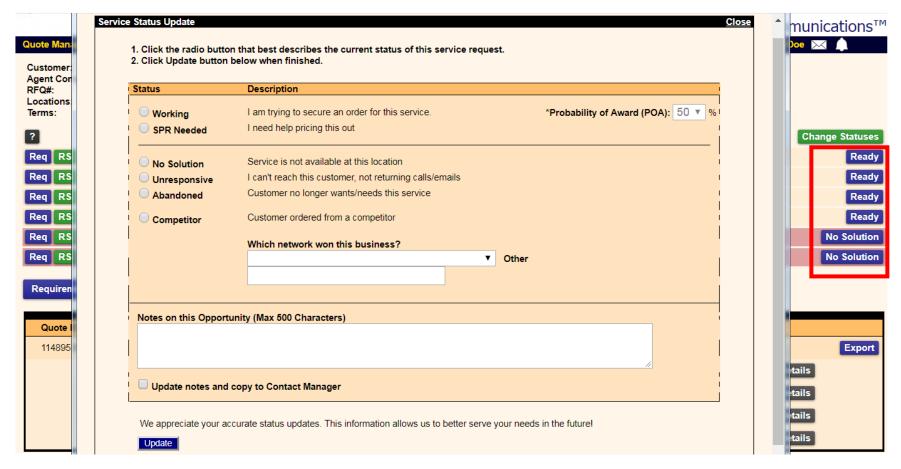

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Quote Manager – Change Statuses

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

- 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.

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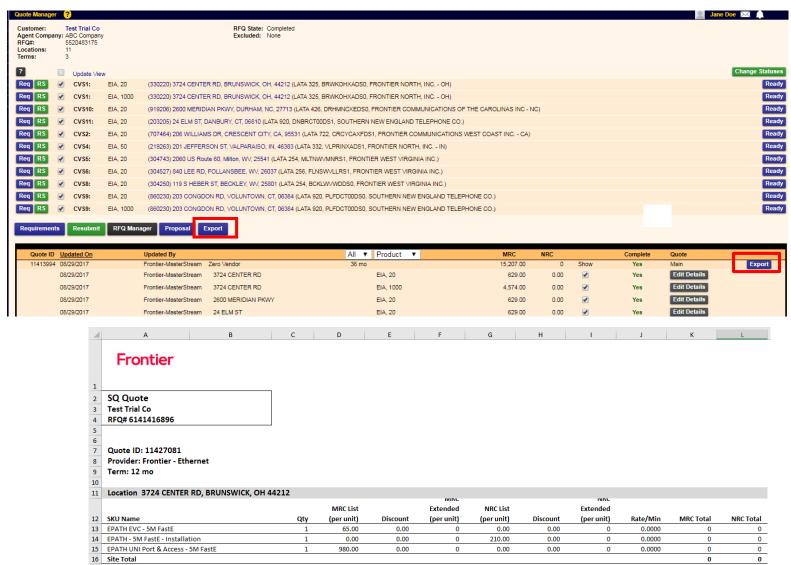# Quote Manager – Service Status Update

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

Quote Manager – Export a Quote

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.
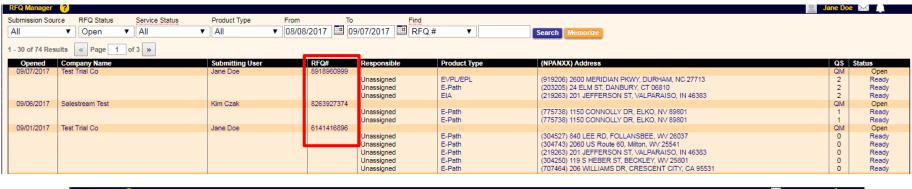
Access Proposal

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.
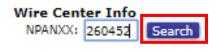
Resources

Wire Center Lookup

Wire Center Info
NPANXX: 260452 [Search]

Calculate Mileage

Calculate Mileage
NPANXX A: 260422
NPANXX Z: 919479 [Search]

ILEC NPANXX Lookup

Lookups
Address: 2600 Meridian Parkway
City: Durham
State: NC ▼ Zip: 27713
[Search]

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.
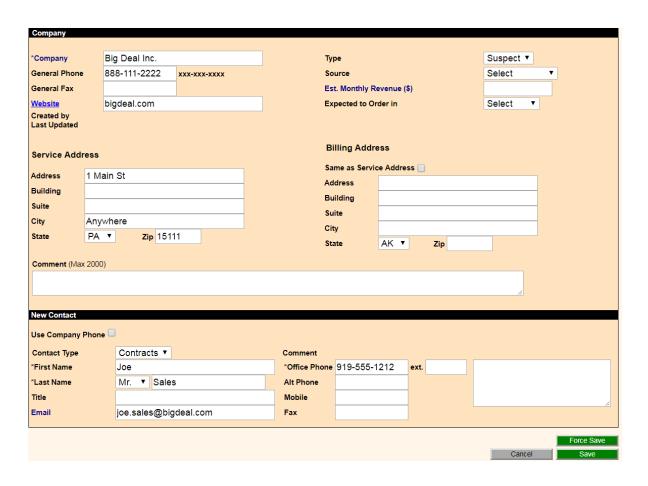
Agent User View:

Administrator View:

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.

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

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