Access Service Guide

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This is Frontier’s Customer User Ordering guide designed especially for our access customers. This guide has been designed to assist with locating and utilizing important ordering information, Frequently Asked Questions (FAQs) and other helpful references available from the Frontier Wholesale Operations Website.

https://wholesale.frontier.com
Frontier Wholesale Website

The Frontier Wholesale Website, also known as the self-help tool, is located at: https://wholesale.frontier.com.

This site was developed specifically for the use of our wholesale customers and provides guidance on accessing and utilization of the Frontier ordering interfaces and order requirements reference material. From any site page, the left-hand menu is available to provide direct access to various other pages of the Frontier Wholesale Operations Website. From the home page, users can also link directly to other frequently used pages and references, via the What’s New, Main Menu and Quick Launch sections, including links to the ASR Custom Business Rules and the Glossary of Frontier Wholesale terms.
New Customers – General Information

** If you are a new customer to Frontier, please see below **

- Interconnection:  [https://wholesale.frontier.com/wholesale/carrier-services/interconnection](https://wholesale.frontier.com/wholesale/carrier-services/interconnection)
  - Contains link to request the initiation process of an interconnection agreement.

- Getting Started:  [https://wholesale.frontier.com/wholesale/carrier-services/getting-started](https://wholesale.frontier.com/wholesale/carrier-services/getting-started)
  - Provides information on how to begin the process of applying for access to the Frontier GUI. Carriers must complete and submit the forms provided in the link. (must be completed before ordering process)
  - Provides instructions for applying for the Industry Standard Codes
  - Virtual Front Office (VFO), the online ordering system for submitting access orders. To request access, customers are required to complete and submit a Frontier Connectivity Access Form.

Contacts and Escalation Lists

The Access Ordering Center contact numbers along with the contact and escalation process, hot cut pre-test contact list, and Blocked Due Date and Holiday Schedules are available.


** CONTACT INFORMATION TO REMEMBER **

VFO connectivity issues, contact Frontier.Connectivity.Management@ftr.com
Ordering Status/Inquiries, contact 888 444-2267
Repair Issues, contact 888 637-9620
Billing Inquiries/Claims, contact 844 216-6420

*** If interested in a Webinar training session, please contact your assigned Account Manager for further information. ***
Systems and Online Tools

Frontier provides access to systems and online tools to assist with the ordering process.

https://wholesale.frontier.com/wholesale/systems-and-online-tools

- Virtual Front Office (VFO), the online ordering system for submitting access orders. To request access, customers are required to complete and submit a Frontier Connectivity Access Form.
- Frontier provides VFO online training courses and a virtual tour that are categorized for specific areas of interest for pre-order/order requests.

Wholesale FAQs (Frequently Asked Questions)

https://wholesale.frontier.com/wholesale/carrier-services/wholesale-faqs

Frontier has published frequently asked questions and their associated answers for various services and areas of interest.

Additional suggestions of additional FAQs to include may be submitted to: carrier.notifications@ftr.com.
Access Reference Documents

https://wholesale.frontier.com/wholesale/access-services/access-reference-documents

This is a perfect starting point for providers to understand Frontier’s access practices and processes.

- This site is designed to provide service providers with information needed regarding Access wholesale services from Frontier Communications.

- Below are the shortcuts to the walkthrough guides and job aids that Frontier provides to make the ordering process more simplified. These shortcuts can be easily accessed by clicking the Access Reference Documents link or by CTRL + left click of your mouse.

- The **ASR Pre-Order CFA Inquiry Job Aid** is a tool that is frequently used by our customers that will show step by step instructions on how to validate a CFA and the channels available. This tool has been successful in identifying order errors/CNRs that could delay the order due to busy CFA/riders, etc.

- The **ASR Pre-Order Location Inquiry Job Aid** is a guide that allows customers to verify a service address prior to submitting an Access Service Request (ASR).

- The Order Reference section has a list of several job aids which will help with the ordering process including the **ICSC Job Aid**, **SPEC Code Job Aid**, **Variable Term Agreement (VTA) Job Aid**.

Suggestions for website improvements may be submitted to: carrier.notifications@ftr.com.
## Change Log

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