Instructions

Applying for IAC code (CCNA/ACNA) and EC Code

Accessing Frontier’s Ordering System

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Carrier Services
Frontier Communications
Rochester, NY

Jurisdiction: All
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Purpose

The purpose of this document is to provide instructions on how to apply for an IAC Code and connecting to Frontier’s ordering system to conduct business with Frontier.

Applying for the IAC Code

An IAC Code is a three character alphabetic code that represents the legal entity company name for a company requesting communications services. The IAC Code is used to populate the Access Customer Name Abbreviation (ACNA) and Customer Carrier Name Abbreviation (CCNA) fields within the ASR and is frequently referred to as the ACNA Code. However, the code is actually called an IAC Code.

The application is managed by iconectiv and can be found on the Common Language website at the following URL:

http://store.commonlanguage.com/Codes/IAC-Code-Online.html

If you have trouble with this website or need assistance please contact Common Language Customer Support Center at +1 877.699.5577 or clsc@iconectiv.com.

The cost for applying for an IAC code is $350.00 and turn-around time is two business days following receipt of your request and verification of information submitted.
Applying for the EC code

An EC Code is a two or four character alphabetic code that represents the legal entity company name for a company providing communications services as per ANSI ATIS-0300251.2007(R2012), *Codes for Identification of Service Providers for Information Exchange*. An EC typically provides dial tone and local exchange switching of telecommunications services and has at least one wire center, however, other types of companies in the communications industry also receive the code as needed to do business with a trading partner and aid flow-thru processes in receiving an Access Service Request (ASR) or Local Service Request (LSR) order. Some example classifications may include Incumbent Local Exchange Carriers, Competitive Local Exchange Carriers, Interexchange Carriers, Resellers, Wireless Services Providers, Enhanced Service Providers, Telecommunications Billing and/or Processing Companies, Competitive Access Providers, Regional Holding Companies, Content Providers and any other type of company that is part of the communications industry.

The application is managed by iconectiv and can be found on the Common Language website at the following URL:

http://store.commonlanguage.com/Codes/EC-Code-Online.html

If you have trouble with this website or need assistance please contact Common Language Customer Support Center at +1 877.699.5577 or clsc@iconectiv.com.

The cost for applying for an EC code is $350.00 and turn-around time is two business days following receipt of your request and verification of information submitted.
Applying for Connectivity to Frontier’s Ordering System

Once the IAC code is obtained, it is necessary to submit the Frontier Connectivity Access Form.

Under the Carrier Service link, select Getting Started

https://wholesale.frontier.com/wholesale/carrier-services/getting-started

Getting Started

To establish a relationship to order new Frontier services or request changes to existing services, whether e-bonding or using the Frontier GUI (VFO), CLECs and Carriers must complete and submit the form(s) listed below. All completed forms must be returned according to the instructions on the form.

Incomplete forms will be returned with no action.

Required for ASR and/or LSR Ordering and Trouble Administration:

Frontier Connectivity Access Form

After the application has been submitted you will receive an acknowledgement email once your form has been reviewed and is in process within 72 hours of submission.

Please email Frontier.connectivity.management@ftr.com with any questions regarding your submission.

You will receive an email Completion Notice within a minimum of 5 business days. The e-mail will provide login information to VFO and links for VFO training.
Job Aids & ASR Samples

Additional training materials for Frontier’s Wholesale Website can be found at the following URL:

https://wholesale.frontier.com/wholesale

ASR samples and Job Aids can be found on the Wholesale Website.

Access Reference Documents

This site is designed to provide CLECs, IXCs and Wireless service providers with the information they need about Access wholesale services from Frontier Communications. This is a starting point for service providers to understand Frontier Communications Access practices and processes. If you have any questions that we don’t answer within this site, please click here for additional Carrier team contact information.

Click here for more information on Frontier Wholesale Products.
Click here to take a virtual tour of the Access Services pages of the Frontier Wholesale Website.

VFO Ordering and Preordering System

Need access to Frontier’s Virtual Front Office (VFO)? Please visit the Getting Started page for more information. Need assistance utilizing Frontier’s Virtual Front Office (VFO)? Please visit the VFO Training page for more information.

Pre-Order References

ASR Pre-Order CFA Inquiry Job Aid

ASR Pre-Order Location Inquiry Job Aid

Ethernet Order Samples
ASR Samples by Product (Excludes Ethernet)
NC-NCI-SECNCI Job Aids
# Change Log

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<tr>
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<td>4, 5</td>
<td>Update URLs to Secured Addresses</td>
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