Carrier Customer Bulletin

Date: February 9, 2017
Notice #: CCBFTR01343
Audience: CLEC, Reseller
Subject: Availability of Binding Post on Service Order Inquiry Request Response
Effective Date: 02/19/2017

Frontier Communications is providing notification that an enhancement is being implemented to allow the Binding Post information to be requested via the Service Order Request Inquiry (SOR) pre-order transaction. The SOR is an existing transaction that allows CLECs and Resellers to electronically request pending service order information via VFO or a bonded application. The SOR is available post-FOC and until the service order is posted to Frontier’s billing system.

Beginning February 19, 2017, binding post information, where applicable, will be provided on the SOR response. The binding post information will be available once the service order assignment work is completed, which normally occurs the day before the confirmed due date (due date minus 1). Along with the binding post information, cable and pair information, where applicable, will also be provided on the SOR response.

The binding post and cable/pair information will be included in the Multi-Line Text (MLT) field of the SOR response. For more information, please refer to the Service Order Request Inquiry (SOR) Job Aid is available in the pre-order information section of the Local Services page of the Wholesale Operations Website at: https://wholesale.frontier.com/wholesale/local-services.

If you have questions regarding the information provided in this notice, please send your emails to FTR-CMP-Team@ftr.com.