Directory Listing

Caption Listing VFO Order Job Aid

Included:

- Order Creation for Business Caption Listing
- Order to Add a New Listing under an Existing Caption

Disclaimer: This documentation is for information purposes only and does not obligate Frontier to provide services in the manner herein described. Frontier reserves the right as its sole option to modify or revise the information in this document at any time without prior notice. In no event shall Frontier or its agents, employees, directors, officers, representatives or suppliers be liable under contract, warranty, tort (including but not limited to negligence of Frontier), or any other legal theory, for any damages arising from or relating to this document or its contents, even if advised of the possibility of such damages.

© 2019 Frontier Communications Corporation – All Rights Reserved.
This is an example of how to create a new business listing with captions. Below is the scenario detail.

<table>
<thead>
<tr>
<th>Order Activity</th>
<th>New Caption Listing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of Service</td>
<td>Business Caption Listing</td>
</tr>
</tbody>
</table>
| Order Details    | • New Listing  
|                  | • Establish a new Caption Listing |
| Directory        | 0 Acme Copier Co |
| Sample with      | 1 Customer Service 100 Main 555-1212 |
| Indent Levels    | 1 New Orders 250 Main 555-1000 |
|                  | 1 Repair 300 Main 555-1213 |

Please Note: The screen shots on the right illustrate how to populate this scenario in Virtual Front Office, the information on the left provides descriptions of the fields and drop down values. This is to enable you to decide which value to select in your customer scenario.
VFO Order Creation for a New Business Caption Listing

**Start New Order**
1. Hover the Order tab and select **New**.
2. Enter a PON.
3. Select Service.
4. Select Activity.
5. Click **Initiate** button.
6. Enter LSR form information (See Notes Below)
7. Enter EU form information.
8. Click DL icon to complete Directory Listing data.

**LSR Form Notes for REQTYP JB**

**Administration Section Notes:**
TOS= 1--- (Business) or 2--- (Residence)

**Billing Section Notes:**
Based on the REQTYP & ACT, the notes below provide guidance on the BI and BAN fields.

**JB/N:** BI1=D (directory) and BAN1=N (new) (Frontier will assign the BTN for the new directory listing.)

**JB/C:** BI1=D (directory) and BAN1=the existing account telephone number. This is in the Package ID field on a DL preorder.

**JB/D:** BI1=D (directory) and BAN1=the existing account telephone number. This is in the Package ID field on a DL preorder.
Populate Directory Listing Form

9. Enter Listing Activity (LACT)
   • N - New Listing
   • D - Delete Listing
   • I - Change Listing

10. Enter Record Type (RTY)
    • F – Foreign
    • L – Local
    • S – Secondary
    • AC – Alternate call Listing
    • AL – Additional Listing
    • AM – Additional Main
    • CR – Cross Reference Listing
    • JU – Joint User
    • ML – Main Listing

11. Enter Listing Type (LTY)
    • 1 – Listed
    • 2 – Non Listed
    • 3 – Non Published

12. Enter Style Code (STYL)
    • CI – Caption Indent
    • SL – Straight Line

13. Enter Degree of Indent (DOI)

14. Enter a Main Telephone Number in the MTN field. The same value is used in the MTN field throughout the PON.

15. Enter the Listed Telephone Number in the LTN field

16. Enter Caption Header listed name in the LNLN and LNFN fields
16. Enter Header Status (HS)
   • N - New caption header

17. Enter Listing Text Type (LTXTY)
   • ITX – Indent Text
   • TNL – TN text left
   • TNR – TN text right
   • TT – TT text

18. Enter Listing Text (LTEXT)
19. Enter Address information
   • LANO is Listing Address number
   • LASF is Listing Address number Prefix
   • LASD is Listing Address Street Directional
   • LASN is Listing Address Street Name
   • LATH is Listing Address Thoroughfare
   • LASS is Listing Address Street Suffix
   • LALO is Listing Address Location
   • LALOC is Listing Address Locality
   • LAST is Listing Address State
   • LAZC is Listing Address Zip Code

   NOTE: Since this business has three listings under the business name, we need 3 listing sections. We just finished the first.

Create Additional Listing

20. Enter the number two in the box next to the Add and Copy Links.
21. Select either Add or Copy to create two additional listing sections, one for “New Orders” and the other for “Repair.”
VFO Order Creation for a New Business Caption Listing

**Populate Directory Listing Form**

22. Enter Listing Activity (LACT)
   - N - New Listing
   - D - Delete Listing
   - I - Change Listing

23. Enter Record Type (RTY)
   - F - Foreign
   - AC - Alternate call Listing
   - L - Local
   - AL - Additional Listing
   - S - Secondary
   - AM - Additional Main
   - CR - Cross Reference Listing
   - JU - Joint User
   - ML - Main Listing

24. Enter Listing Type (LTY)
   - 1 - Listed
   - 2 - Non Listed
   - 3 - Non Published

25. Enter Style Code (STYL)
   - CI - Caption Indent
   - SL - Straight Line

26. Enter Degree of Indent (DOI)

27. Enter a Main Telephone Number in the MTN field. The same value is used in the MTN field throughout the PON.

28. Enter the indented Listed Telephone Number in the LTN field

29. Enter Caption Header Listed Name in the LNLN and LNFN fields
30. Enter Header Status (HS)
   • E – Existing SLU header or caption header

31. Enter Listing Text Type (LTXTY)
   • ITX – Indent Text
   • TNL – TN text left
   • TNR – TN text right
   • TT – TT text

32. Enter Listing Text (LTEXT)
   • Enter the indented listed name [e.g. New Orders]
33. Enter Address information
   - LANO is Listing Address number
   - LASF is Listing Address number Prefix
   - LASD is Listing Address Street Directional
   - LASN is Listing Address Street Name
   - LATH is Listing Address Thoroughfare
   - LASS is Listing Address Street Suffix
   - LALO is Listing Address Location
   - LALOC is Listing Address Locality
   - LAST is Listing Address State
   - LAZC is Listing Address Zip Code

Note: to omit the address ADI = O

Create Additional Listing Section

34. Scroll down until you see LISTINGSECTION [3].
VFO Order Creation for a New Business Caption Listing

Populate Directory Listing Form

35. Enter Listing Activity (LACT)
   - N - New Listing
   - D - Delete Listing
   - I - Change Listing

36. Enter Record Type (RTY)
   - F - Foreign
   - L - Local
   - S - Secondary
   - AC - Alternate call Listing
   - AL - Additional Listing
   - CR - Cross Reference Listing
   - JU - Joint User
   - ML - Main Listing

37. Enter Listing Type (LTY)
   - 1 - Listed
   - 2 - Non Listed
   - 3 - Non Published

38. Enter Style Code (STYL)
   - CI - Caption Indent
   - SL - Straight Line

39. Enter Degree of Indent (DOI)

40. Enter a Main Telephone Number in the MTN field. The same value is used in the MTN field throughout the PON.

41. Enter the indented Listed Telephone Number in the LTN field

42. Enter Caption Header Listed Name in the LNLN and LNFN fields
43. Enter Header Status (HS)
   - E – Existing SLU header or caption header

44. Enter Listing Text Type (LTXTY)
   - ITX – Indent Text
   - TNL – TN text left
   - TNR – TN text right
   - TT – TT text

45. Enter Listing Text (LTEXT)
   - Enter the indented listed name [e.g. Repair]
VFO Order Creation for a New Business Caption Listing

46. Enter Address information

- LANO is Listing Address number
- LASF is Listing Address number Prefix
- LASD is Listing Address Street Directional
- LASN is Listing Address Street Name
- LATH is Listing Address Thoroughfare
- LASS is Listing Address Street Suffix
- LALO is Listing Address Location
- LALOC is Listing Address Locality
- LAST is Listing Address State
- LAZC is Listing Address Zip Code

Note: to omit address ADI = O
**Complete Directory Quantity**

47. Enter Directory ID Type in the DIRTYP field.
   - W – White Pages or Cobound

48. Enter the number of directories delivered on new connect or Moves in the DIRQTYNC field.

   Note: When multiple Directory ID Types are requested use the Add or Copy links to insert additional Directory Quantity sections.

**Submit the Order**

49. Review the request and then click the submit icon (running person).
This is an example of how to update a listing with a new listing under a caption listing. Below is the scenario detail.

Please Note: The screen shots on the right illustrate how to populate this scenario in Virtual Front Office, the information on the left provides descriptions of the fields and drop down values. This is to enable you to decide which value to select in your customer scenario.

<table>
<thead>
<tr>
<th>Order Activity</th>
<th>Sub Categories</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of Service</td>
<td>Business Caption Listing</td>
</tr>
<tr>
<td>Order Details</td>
<td>Add Indent &quot;Smith Hall&quot; with telephone number to appear under existing sub category &quot;Dormitories&quot;</td>
</tr>
<tr>
<td>Directory</td>
<td>0 Frontier University</td>
</tr>
<tr>
<td>Sample with</td>
<td>1 Information</td>
</tr>
<tr>
<td>Indent Levels</td>
<td>2 Events Hotline</td>
</tr>
<tr>
<td></td>
<td>2 Class Schedules</td>
</tr>
<tr>
<td></td>
<td>1 Residence Halls</td>
</tr>
<tr>
<td></td>
<td>2 Dormitories</td>
</tr>
<tr>
<td></td>
<td>3 Alfred Hall</td>
</tr>
<tr>
<td></td>
<td>3 Dana Hall</td>
</tr>
<tr>
<td></td>
<td>3 Smith Hall</td>
</tr>
</tbody>
</table>
The first step is to process a Directory Listing Preorder Inquiry to determine the Main Telephone number.

- Hover the **Preorder** tab, select **New**, and select **TXTYP = T - Directory Listing**
- Populate:
  - **TXACT = A**
  - **CC = Your Company Code or OCN**
  - Enter either:
    - **LTN = Existing Listing Telephone Number**
    - **Finding Name = First 12 characters of Caption Header with no spaces (You may need to scroll down to see this field.)**
- Enter the State abbreviation in the State field
- **STYC**
  - **CH – Caption Header (Select this value when providing the Finding Name.)**
  - **CI – Caption Indent**
  - **CS – Caption Sub-header**
- View Results:
  - Look for the package id field.
  - The first 10 digits of the pkgid field is the MTN value.
  - The Main Telephone Number is required in the order to associate this new listing with the existing caption.
VFO Order to Add a Listing under an existing Caption

**Start New Order**
1. Hover the Order tab and select **New**.
2. Enter a PON.
3. Select Service.
4. Select Activity.
5. Click **Initiate** button.
6. Enter LSR form information.
7. Enter EU form information.
8. Click DL icon to complete Directory Listing data.

**REQTYP JB LSR Form Billing Section Notes:**
Based on the REQTYP & ACT, the notes below provide guidance on the BI and BAN fields.

- **JB/N:** BI1=D (directory) and BAN1=N (new) (Frontier will assign the BTN for the new directory listing.)

- **JB/C:** BI1=D (directory) and BAN1=the existing account telephone number. This is in the Package ID field on a DL preorder.

- **JB/D:** BI1=D (directory) and BAN1=the existing account telephone number. This is in the Package ID field on a DL preorder.
VFO Order to Add a Listing under an existing Caption

Populate Directory Listing Form

9. Enter Listing Activity (LACT)
   • N - New Listing
   • D - Delete Listing
   • I - Change Listing

10. Enter Record Type (RTY)
    • F – Foreign
    • L – Local
    • S – Secondary
    • AC – Alternate call Listing
    • AL – Additional Listing
    • CR – Cross Reference Listing
    • JU – Joint User
    • ML – Main Listing

11. Enter Listing Type (LTY)
    • 1 – Listed
    • 2 – Non Listed
    • 3 – Non Published

12. Enter Style Code (STYL)
    • CI – Caption Indent
    • SL – Straight Line

13. Enter Degree of Indent (DOI)

14. Enter a Main Telephone Number in the MTN field. The same value is used in the MTN field throughout the PON.

15. Enter the Indented Listed Telephone Number in the LTN field

16. Enter Caption Header Listed Name in the LNLN and LNFN fields
VFO Order to Add a Listing under an existing Caption

17. Enter Header Status (HS)
   - N - New caption header
   - E – Existing SLU header or caption header

18. Enter Listing Text Type (LTXTY)
   - ITX – Indent Text
   - TNL – TN text left
   - TNR – TN text right
   - TT – TT text

19. Enter Listing Text (LTEXT)
   - Enter the indented listed name [e.g. Smith Hall]
VFO Order to Add a Listing under an existing Caption

20. Enter Address Indicator (ADI)
   • O – Omit Address in DA and Directory

21. Enter Level (LVL) one information

22. Enter Prior Level Status (PLS)
   • N – New Caption Sub Header
   • E – Existing Caption Indent or Caption Sub-header

23. Enter Prior Level Info (PLINFO)

24. Enter Prior Level TN (PLTN)

Note: Since the new listing is at Degree of Indent (DOI) 3, we need to state where this falls under caption level 2.

Create Additional Section

25. Select either Add or Copy to create another Caption Indent section.
VFO Order to Add a Listing under an existing Caption

26. Enter Level (LVL) two information
27. Enter Prior Level Status (PLS)
   • N – New Caption Sub Header
   • E – Existing Caption Indent or Caption Sub-header
28. Enter Prior Level Info (PLINFO)
29. Enter Prior Level TN (PLTN)

Note: Review the information you have entered and make sure it is ready to be submitted.

Submit Order

29. Select the icon that looks like a running person, this is used to Submit the service request to Frontier.