Virtual Front Office Training

Access Module – EIA COMBO Order

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Training Overview

Frontier Communications now offers Ethernet Internet Access (EIA) Combo Ordering (EVCI = B).

The new EIA Combo ordering process allows:

- Customer to order a UNI Circuit and EVC using Frontier's NNI to carry the Ethernet Traffic on one ASR
- IP Request Form will no longer be needed for standard CIDR request for /28, /29 and /30
- Reduced cycle time utilizing one ASR for both the UNI and EVC
- Simplified ordering
- Frontier Custom Business Rules will continue to validate EIA Services for valid PNUM’s
- Any change orders will need to be done on a Stand Alone EVC and or a Standalone UNI.


This training is supplemental to the EIA Combo Ordering Process Training Course available from the VFO Online Training Video Library, and will focus on the creation of the ASR in the Access Module of VFO. https://wholesale.frontier.com/wholesale/systems-and-online-tools/vfo-training/vfo-online-training
Initiating ASR in VFO

VFO Service Type for COMBO

When creating a new Order Request

1. Select the End User Switched Ethernet EVC for COMBO Ordering

![Order Initiation VFO - Internet Explorer provided by Frontier Communications](http://vfo.frontier.com:13002/orderInitiation.do)

Order Initiation

- **Order Number**: COMBO-ACT-N
- **Receiver Code**: FV06 Frontier Telecom
- **Version**: 01
- **Guideline Version**: 58
- **Type of Request**: Firm Order
- **Service**: End User Switched Ethernet EVC
- **Activity**: N
- **Template**: --None Available--

[Initiate] [Cancel]
ASR Form – Administrative Section

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Code</td>
<td>(CCNA)</td>
</tr>
<tr>
<td>DDD</td>
<td></td>
</tr>
<tr>
<td>REQTYP</td>
<td>(Auto Populated)</td>
</tr>
<tr>
<td>ACT</td>
<td>(Auto Populated)</td>
</tr>
<tr>
<td>QSA (01)</td>
<td></td>
</tr>
<tr>
<td>EVCI</td>
<td>(Auto Populated)</td>
</tr>
<tr>
<td>SEI</td>
<td>(Auto Populated)</td>
</tr>
<tr>
<td>RTR</td>
<td></td>
</tr>
<tr>
<td>UNIT</td>
<td></td>
</tr>
<tr>
<td>PIU (100)</td>
<td></td>
</tr>
<tr>
<td>QTY (1)</td>
<td></td>
</tr>
<tr>
<td>BAN</td>
<td></td>
</tr>
<tr>
<td>SPEC (ETHACC)</td>
<td></td>
</tr>
</tbody>
</table>

Required Fields on ACT=N:
- Customer Code (CCNA)
- DDD
- REQTYP (Auto Populated)
- ACT (Auto Populated)
- QSA (01)
- EVCI (Auto Populated)
- SEI (Auto Populated)
- RTR
- UNIT
- PIU (100)
- QTY (1)
- BAN
- SPEC (ETHACC)
### Required Fields on ACT=N

**Billing:**
- ACNA
- FUSF
- VTA (Contractual)
- PNUM (Contractual)

**Contact:**
- INIT
- INITIATOR TEL
- INIT EMAIL
- DSGCON (See field note)
- DSGCON TEL
- IMPCON
- IMPCON TEL

**DSGCON Field Note:**
First and Last Name are required. A space is required between first and last name.
**SES Form – Switched Ethernet Services Section**

<table>
<thead>
<tr>
<th>SWITCHED ETHERNET SERVICES</th>
<th>Optional</th>
<th>Conditional</th>
</tr>
</thead>
<tbody>
<tr>
<td>NC</td>
<td>NCI</td>
<td>SECNCI</td>
</tr>
<tr>
<td>Q0A5</td>
<td>04L09.1CT</td>
<td>04C09.1CT</td>
</tr>
<tr>
<td>ES</td>
<td>MVP</td>
<td>CI</td>
</tr>
<tr>
<td>--Select--</td>
<td>--Select--</td>
<td>--Select--</td>
</tr>
<tr>
<td>LAG_ID</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **Required Fields on ACT=N**
  - NC
  - NCI
  - SECNCI

Please refer to the [Metro-E, EVPL, EPL (Layer 2), E-Path and Ethernet Internet Access (EIA) job aid](https://wholesale.frontier.com/wholesale/access-services/nc-nci-secnci-job-aids) available from the NC-NCI-SECNCI Job Aids page of the Frontier Wholesale Operations Website.

For physical circuit available options:

- **See Tab:** E-Path-UNIs & NNIs for EPL-EVPL-EIA Rate Adjustable Codes
- **Filter SPEC (Column F):** ETHACC
For additional assistance with this section, please refer to page 14 of the EIA COMBO - Ethernet Internet Access job aid.

### SWITCHED ETHERNET SERVICES LOCATION SECTION [Optional | Conditional]

<table>
<thead>
<tr>
<th>CCEA</th>
<th>GETO</th>
<th>GBTN</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>GCON</th>
<th>GTEL</th>
<th>IP_ADDRESS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>111.111.111.28</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>IPAi</th>
<th>SUBNET_MASK</th>
<th>PTV</th>
<th>ESP</th>
<th>OTC</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>255.255.255.240</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Required Fields on ACT=N**
- **IP_ADDRESS**
- **IPAI**
- **SUBNET_MASK**
Required Fields on ACT=N

- PI (Y)
- EUNAME
- SANO
- SASN
- CITY
- STATE
- ZIP
- JS
- LCON
- ACTEL
- LCON_EMAIL
- ALCON
- ALCON_TEL
- ALCON_EMAIL

ALCON_EMAIL must be formatted as DOMAIN@customer_domain

Example Domain@FTR.COM

FTR.COM will be used for IP Justification
### EVC Form – Ethernet Virtual Connection

**Required Fields on ACT=N**
- EVCNUM (0001)
- NC
- NUT (02)

### EVC Form – Ethernet Virtual Connection UNI Mapping Detail

**Required Fields on ACT=N**
- UREF (01)
- AUNT (A)
- UACT
- NCI

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## EVC Form – Ethernet Virtual Connection Level of Service Mapping Detail [1]

### Required Fields on ACT=N
- LREF (1)
- LOSACT
- LOS
- BDW
- TOS

### EVC Form – Ethernet Virtual Connection UNI Mapping Detail [2]

### Required Fields on ACT=N
- UREF (02)
- UACT
- NCI (see note)
- EVCSP (see note)
- RUID (see note)

---

<table>
<thead>
<tr>
<th>LREF</th>
<th>LOSACT</th>
<th>LOS</th>
<th>SPEC</th>
<th>P_BIT</th>
<th>BDW</th>
<th>DSCP</th>
<th>TOS</th>
<th>CIR</th>
<th>IPR</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CBS_I</th>
<th>EIR_I</th>
<th>EBS_I</th>
<th>CMI_I</th>
<th>BCF_I</th>
<th>P_BITC_I</th>
<th>P_BITC_E</th>
<th>PPCOS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**NCI:** Populate with ‘02VLN.V’

**EVCSP:** Populate with ‘NEWINNICLLI’

**RUID:** Populate with ‘NEW’
Note: TOS in this section is PROHIBITED

<table>
<thead>
<tr>
<th>LREF</th>
<th>LOSACT</th>
<th>LOS</th>
<th>SPEC</th>
<th>P_BIT</th>
<th>BDW</th>
<th>DSCP</th>
<th>TOS</th>
<th>CIR_I</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>N</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Required Fields on ACT=N

- LREF (1)
- LOSACT
- LOS
- BDW
For additional assistance with these fields, please refer to pages 6 & 19 of the [EIA COMBO - Ethernet Internet Access](https://example.com) job aid. The IP Justification Usage Chart is also provided on the next slide.

### Required Fields on ACT=N

- **ECI_NAME**
- **ECI_VALUE**

Repeat for each IP Usage Type – ECI_NAME to be populated with exact value as shown below.

<table>
<thead>
<tr>
<th>COMPANY SPECIFIC FIELD [ 1 ] [Optional]</th>
</tr>
</thead>
<tbody>
<tr>
<td>ECI_NAME</td>
</tr>
<tr>
<td>VPN</td>
</tr>
<tr>
<td>ECI_VALUE</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>COMPANY SPECIFIC FIELD [ 2 ] [Optional]</th>
</tr>
</thead>
<tbody>
<tr>
<td>ECI_NAME</td>
</tr>
<tr>
<td>FIREWALL</td>
</tr>
<tr>
<td>ECI_VALUE</td>
</tr>
</tbody>
</table>

**ECI_NAME Values**

- VPN
- FIREWALL
- COMPUTERS
- SERVERS
- WEB HOSTING
- VIRTUAL GAMING/TRAINING
- DSL

To add section click the Add link

To copy section click the Copy link

To delete section click the Remove Section link
IP Justification Usage

Based on the CIDR value and TOS value required, utilize the chart below to determine the IP Justification Usage

<table>
<thead>
<tr>
<th>CIDR (Not used on the VFO Request)</th>
<th>SES FORM</th>
<th>EVC FORM</th>
<th>ECI NAMES</th>
</tr>
</thead>
<tbody>
<tr>
<td>IPAI</td>
<td>SUBNET</td>
<td>IP ADDRESS</td>
<td>TOS</td>
</tr>
<tr>
<td>/28</td>
<td>4 or M</td>
<td>255.255.255.240</td>
<td>111.111.111.28</td>
</tr>
<tr>
<td>/28</td>
<td>4 or M</td>
<td>255.255.255.240</td>
<td>111.111.111.28</td>
</tr>
<tr>
<td>/29</td>
<td>4 or M</td>
<td>255.255.255.248</td>
<td>111.111.111.29</td>
</tr>
<tr>
<td>/29</td>
<td>4 or M</td>
<td>255.255.255.248</td>
<td>111.111.111.29</td>
</tr>
<tr>
<td>/30</td>
<td>4 or M</td>
<td>255.255.255.252</td>
<td>111.111.111.30</td>
</tr>
<tr>
<td>/30</td>
<td>4 or M</td>
<td>255.255.255.252</td>
<td>111.111.111.30</td>
</tr>
<tr>
<td>/64</td>
<td>6</td>
<td>Prohibited</td>
<td>111.111.111.64</td>
</tr>
<tr>
<td>/128</td>
<td>6</td>
<td>Prohibited</td>
<td>111.111.111.128</td>
</tr>
</tbody>
</table>

Customer will only populate what is being requested

These values must be populated exactly as listed here

See page 6: **EIA COMBO - Ethernet Internet Access**
An informational C/NR will be sent before Completion of the ASR. The following information will be provided in the Remarks field of the C/NR:

- LAN IP (IP INFO sent via separate email when IPAI equals M)
- WAN IP
- GATEWAY
- SUBNET
- FTR (Frontier IP Address)
- CXR (Customer IP)

NOTE: The Primary and Secondary DNS will be added to the Information C/NR with a future release.

The values will always be:
Primary-DNS = 74.40.74.40
Secondary-DNS = 74.40.74.41

From the ASR History Page, double click the PON to the left of Clarification Remarks. The PON is TEST in this example.

This will take you to the ASR Response – Clarification Remarks Page.
You have completed the VFO ASR EIA COMBO Order Training Course!