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Overview

The Frontier-MasterStream portal provides registered Agent Company Users with the ability to request instant quotes for eligible products to end user customers in the Frontier Communications service territories in the states of AL, AZ, CA, CT, FL, GA, IA, ID, IL, IN, MI, MN, MS, MT, NC, NE, NM, NV, NY, OH, OR, PA, SC, TN, TX, UT, WA, WI, and WV.

Frontier-MasterStream is a web-based application available via Google Chrome at: [https://mam.salestreamsoft.com/](https://mam.salestreamsoft.com/)

Production Portal Hours of Availability:

- Monday through Friday 06:00 –24:00 Eastern Time
- Saturday 15:00 –Sunday 24:00 Eastern Time

The following products have been made available to Agents for instant quotes from Frontier:

- Wholesale Advantage Broadband
- EVPL/EPL (All Frontier Properties Excluding AZ, NM)
- EPATH (All Frontier Properties Excluding AZ, NM)
- EIA (All Frontier Properties Excluding AZ, NM)

The Frontier-MasterStream portal will allow Agent Companies to request instant quotes, for end-user locations across the Frontier footprint, for the applicable services listed above. Quotes will be driven by base pricing as well as customer specific discounts as maintained in the application.

To request quotes for services not eligible for instant quotes in the Frontier-MasterStream portal, please contact your Frontier Account Manager.

Roles and Responsibilities

Wholesale customers (Carrier, CLEC, Reseller) of Frontier Communications may request access to the Frontier-MasterStream portal as an Agent Company. Agent Company Users may submit Request for Quote(s) (RFQ) on eligible products across the Frontier service territory.

**AGENT ADMINISTRATOR**

At the time of registration for access to the Frontier-MasterStream portal, an Agent Administrator must be identified. The Agent Company’s Administrator is responsible for creating Agent User (Sub-Agent) access to others within their company. The Agent Administrator has access to the same features as an Agent User as well as additional controls of the Agent Company instance of the Frontier-MasterStream portal.

**AGENT USER (SUB-AGENT)**

Agent Users may be Sales Managers or Sales Representatives of the Agent Company. Agent Users have access to the features within the Frontier-MasterStream portal to create new clients and client locations, submit new RFQs, manage instant quotes and proposals for clients, view reports and access the lookup tool resources.
Home Page

Login

To login, open a Google Chrome browser and go to:

Enter your assigned username and password and click the “Login” button.

The home page will provide the user with: the left sidebar menu options, the Home Help (?), the “Show Me How” help options, the current month totals of quotes requested, the Bulletin Board showing any important messages, and the top right links to the System menu, messages and alerts.

Left Sidebar Links include:

- Home – Returns user to Home Page
- Resources – Moves user to Resources page (see more below)
- New RFQ – Moves user to New Request for Quote form (see more below)
- RFQ Manager – SQ – Moves user to RFQ Manager (see more below)
- Orders – Moves user to Order Manager - NOT SUPPORTED in Frontier Instance
- Contacts – Moves user to Contact Manager (see more below)
- Users – Moves user to User Page (see more below)
- Reports – Moves user to Report Manager (see more below)
- Company Profile – (Administrator Only) (see more below)
- Additional Links in Yellow will direct users to Frontier Communications Ordering References
System Menu

The System Menu is available when you hover the mouse over your name showing in the top-right corner of the title bar.

The system menu is a hover-down menu providing access to “My Profile”, “My Preferences”, “Help Center”, “Suggestion Box”, “Message Center” and the “Logout” link. With the exception of Logout, each of these sections are reviewed below.

Logout

To Logout of the application, hover mouse over your name in the top-right of the title bar. Select the “Logout” link from the hover-down menu.

My Profile

To access your profile, select the "My Profile" link from the hover-down System Menu options.

UPDATE PROFILE

From the ‘My Profile’ screen, update your information fields as needed.

- Name
- Title
- Contact Information
- Avatar

Once updates are complete, click the “Save” button.
**CHANGE PASSWORD**

From the 'My Profiles' screen, click on the "Change Password" button near the bottom-right corner of the screen.

In the resulting screen, enter and confirm the new password.

Click the "Update Password" button.

**My Preferences**

To access your preferences, select "My Preferences" from the hover-down System Menu options.

Below are the available tabs available from the My Preferences screen.

**HOME & LANDING PAGES TAB**

Hover mouse over the Home & Landing Pages tab and select Home Page or Landing Page from the hover-down menu.

**Home Page**

Select the number of forward-looking and backward-looking days to show on the Home Page Order Renewal Reports and click the “Save” button.

**Landing Page**

The Landing Page is the page you will first see upon login. Select your preferred Landing Page from the drop-down menu and click the "Update" button.
RFQ MANAGER

Set the RFQ Default Data Range and the maximum number of RFQs to display per page, and click the “Save” button.

QUOTE READY

Create the default Quotes Ready Message that will accompany the quotes you send to your customer from the MasterStream portal. You may change this “default” message at any time. When you send quotes, an email will be formatted using this message but you will be able to change it before sending. Click the “Update” button when the Message 1, Message 2, Salutation and Signature fields are completed per your specifications.
**Menu Styles Tab**

Click the Menu Styles tab to set up your menu style preferences. Select from either “Drop-down” or “Predictive Text”. Click the Save button to save the menu style preference.

Tip: Drop-down menus are usually best when the number of records is lower. When a menu may have hundreds of options, the Predictive Text option can save users time finding the right record.

**Notifications**

Set your Notifications preferences with Yes or No in the drop-down menu. Click the “Save” button.

[NOTE: The Frontier-MasterStream portal does not support ordering. Please utilize the Frontier ordering tools to submit firm orders. More information is available online at: https://wholesale.frontier.com.]
Help Center

To access the Help Center, select “Help Center” from the hover-down System Menu options.

The Help Center provides help content from the respective roles including Agent Administrators, Agent Sales Managers and Agent Representatives.

The user should select the respective role from the “Show Help Content for” drop-down menu.

To review the available help material, select the hyperlink for the specific reference.

Suggestion Box

To access the Suggestion Box, select “Suggestion Box” from the hover-down System Menu options.

To submit a suggestion, complete the body of the suggestion and click the “Send” button.

Message Center

To access the Message Center, select “Message Center” from the hover-down System Menu options.
Resources

Open the screen by selecting the “Resources” link from the left sidebar menu. From the Resources screen you can Calculate Mileage and perform Wire Center and ILEC NPA NXX Lookups.

Wire Center Lookup

Enter the NPA/NXX into the field provided. Enter only the 6-digit numeric NPANXX. Click the Search button to the right of the NPA/NXX field to display Wire Center information for the NPA/NXX provided. Select “Print this page” to print or “Close Window” to close the window.

Calculate Mileage

Enter the NPA/NXX for Locations A and Z. Enter only the 6-digit numeric NPANXX. Click the Search button to the right of the NPANXX A and Z fields to display the mileage calculation between ILEC Central Office (CO) associated with Location A and the ILEC Central Office (CO) associated with Location Z. [NOTE: The mileage represents a direct ‘line of sight’ distance calculation from CLLI to CLLI.] Select “Print this page” to print or “Close Window” to close the window.

[NOTE: Mileage calculation not applicable to Broadband Services.]

ILEC NPANXX Lookup

Enter the Address, City, State and Zip. Click the Search button available below the State field to display the ILEC NPANXX Lookup response. Select “Print Page” to print the page or close with the browser window ‘X’ in the top-right corner.
Submit New RFQ

**Step 1:** To submit a New “Request for Quote” (RFQ), click the “New RFQ” button from the left sidebar.

**Step 2:** Select either “Existing” or “New” Prospect/Customer from the drop-down menu.

**Agent/Sub-Agent:** Depending on the user’s access, the Agent name of Agent/Sub-Agent User may default. Otherwise, the Agent may be selected from the list of Sales Managers and Sales Reps in the drop-down list.

If “New”, the end-user customer contact information must be populated. Required fields are shown with an asterisk. For residential locations, enter the First and Last name of the residential customer in the “Company” field and repeat in the “First Name” and “Last Name” fields. If you don’t have the Prospect/Customer contact email, you can enter your own for now and edit it later in “Client Contacts”.

Enter the Location Information. Required fields are shown with an asterisk. The “Location Name” field will default to ‘Loc 1’. This information may be changed to allow for quick identification of the client location. Populate the remaining Location Information fields of the primary service location to be quoted. Once the location fields are populated, the green “Validate!” button will appear.

Click the “Validate!” button to perform an address validation.

[NOTE: The Address Validation feature validates addresses against the USPS database.]
If the address is invalid, a red check mark will appear with the message ‘Invalid Address’. Adjust the service address fields as necessary and click the “Retry” button.

If valid, the “Valid Address” checked box will be returned. To continue, click the “Save & Continue” button.

If you have additional locations to be entered, they will be entered in the next step. Up to 200 locations may be supported on a single RFQ.
Step 3: Enter any additional locations to be quoted, other than the address shown in Saved Locations at the bottom of the screen. If you have several locations to enter you can save time by importing. To import a file, click the “Import Locations” button to open the Import Locations screen. You can import up to 4999 locations in bulk using a 7-column format CSV file.

Column headers on the template must be maintained as shown on the template. Column headers must be entered on the first row of your CSV file, followed by data starting on the second row. You can copy the example file header row, available from the Import Locations screen, to your spreadsheet and Save as a CSV file. Specifically, use ‘CSV (Comma delimited) (*.csv)’ [NOTE: If the Location Name is blank or duplicated, a new name will be automatically generated. For clarity sake, it’s wise to use sequential numerics in your Location Name. A maximum of 5000 rows is allowed. The maximum of 5000 lines includes the header row.] For States, abbreviations are to be used rather than spelling out the full name. i.e. NY instead of New York. Be sure to remove any locations in states not in the 29 served by Frontier. This will eliminate No Solution responses and make quoting easier by using only addresses that are viable.

Field Entry Restrictions: If certain fields contain leading zeroes, the cell data must be enclosed with double quotes to ensure the leading zeroes are retained. For example, if the address zip code is 08816 - the ZIP cell data should be populated as “08816”. [Note: Connecticut is the only Frontier state that has zip codes with a leading zero.]

Once your CSV location file is ready to upload, select the “Choose File” button, and select the file from your local folder. Once the file name is shown on the Import Locations screen, select the “Import” button.

The import function does not validate for duplicate addresses, but it will note any duplicate location names. If there are duplicate location names, the application will automatically replace the location name with miscellaneous location names such as ‘Loc 1’. Only valid rows of data will be imported and any invalid rows of data will be ignored.
Once the file has been imported and the import success message is presented, click the “Close” button. Once the “Import Locations” screen is closed, all locations loaded manually or by import file will be shown in the lower section of the “Service Locations” screen (Saved Locations).

[NOTE: For large import files, please allow several minutes for import Loading to complete.]

To delete a location, click the red “Delete” link on the right. A popup window will appear to allow you to confirm or cancel your delete request.

Once you confirm by clicking “OK”, the screen will refresh and the deleted location will no longer be visible. [NOTE: The screen refresh may take a few seconds. Do not make any additional changes until the screen is completely refreshed and the “Service Locations for Alpha Numeric” header section is once again visible.]

Once all of the Locations are imported or added, click the “Continue” button in blue at the bottom of the screen. This will move your RFQ to the next step.
Step 4: In the “Service Quote Requirements Step 1 of 2” screen, populate the “Service Type”, and the “Select Terms to Quote (Years)” fields. [NOTE: Service Types available are Broadband or Ethernet. Terms available vary depending on Service Type selected. See matrix below.]

<table>
<thead>
<tr>
<th>Broadband Terms to Quote Options</th>
<th>Ethernet Terms to Quote Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>MTM</td>
<td>Month to Month</td>
</tr>
<tr>
<td>1</td>
<td>1 Year Term</td>
</tr>
<tr>
<td>2</td>
<td>2 Year Term</td>
</tr>
<tr>
<td>MTM &amp; 1 &amp; 2</td>
<td>Month to Month, 1 Year and 2 Year Terms</td>
</tr>
<tr>
<td>1 &amp; 2 &amp; 3 &amp; 5</td>
<td>1 Year, 2 Year, 3 Year and 5 Year Terms</td>
</tr>
</tbody>
</table>

Once the Service Type and Terms to Quote are selected, click the “Step 2” button at the bottom of the screen to move to the “Service Quote Requirements Step 2 of 2” screen.

In the resulting Step 2 of 2 screen, select the first service location from the drop-down menu. [NOTE: All locations successfully validated in Step 3 will be available from the drop-down.] Upon page refresh, select the service options from the drop-down menus before clicking the “Summary” button to continue. Select non-specific menu choices such as “Any” to broaden your Instant Quote search criteria.

Field tips are available for any field that shows a dotted red line beneath the field name. To view the field tips, hover mouse over the field name.
For a full list of fields and options in Step 2 of 2, please see matrices below.

### Broadband Services Step 2 of 2 Field Matrix

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Wholesale Advantage Broadband Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access Technology</td>
<td>Any</td>
</tr>
<tr>
<td></td>
<td>Fiber</td>
</tr>
<tr>
<td></td>
<td>Copper</td>
</tr>
<tr>
<td>Bandwidth Options</td>
<td>Any*</td>
</tr>
<tr>
<td></td>
<td>Broadband (Min Down)**</td>
</tr>
<tr>
<td></td>
<td>Broadband (Max Down)***</td>
</tr>
<tr>
<td>IP Address Type</td>
<td>Dynamic</td>
</tr>
<tr>
<td></td>
<td>Static</td>
</tr>
<tr>
<td>Access Bandwidth</td>
<td>1M</td>
</tr>
<tr>
<td></td>
<td>3M</td>
</tr>
<tr>
<td></td>
<td>6M</td>
</tr>
<tr>
<td></td>
<td>9M</td>
</tr>
<tr>
<td></td>
<td>12M</td>
</tr>
<tr>
<td></td>
<td>18M</td>
</tr>
<tr>
<td></td>
<td>25M</td>
</tr>
<tr>
<td></td>
<td>45M</td>
</tr>
<tr>
<td></td>
<td>70M</td>
</tr>
<tr>
<td></td>
<td>75M</td>
</tr>
<tr>
<td></td>
<td>90M</td>
</tr>
<tr>
<td></td>
<td>100M</td>
</tr>
<tr>
<td></td>
<td>115M</td>
</tr>
<tr>
<td></td>
<td>200M</td>
</tr>
<tr>
<td></td>
<td>300M</td>
</tr>
<tr>
<td></td>
<td>500M</td>
</tr>
<tr>
<td></td>
<td>700M</td>
</tr>
<tr>
<td></td>
<td>1000M</td>
</tr>
<tr>
<td>Additional IP Addresses?</td>
<td>None</td>
</tr>
<tr>
<td>(Field only appears when IP Address Type is selected as Static.)</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>13</td>
</tr>
<tr>
<td></td>
<td>29</td>
</tr>
<tr>
<td></td>
<td>61 (Fiber only)</td>
</tr>
<tr>
<td></td>
<td>125 (Fiber only)</td>
</tr>
<tr>
<td>Modem</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>No</td>
</tr>
<tr>
<td>Modem – Yes</td>
<td>Lease</td>
</tr>
<tr>
<td></td>
<td>Purchase</td>
</tr>
<tr>
<td>Dry Loop</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>No</td>
</tr>
</tbody>
</table>

* No speed selection required, quote will return highest speed available

** Selected speed is the lowest acceptable speed to quote, quote may contain higher speeds

*** Selected speed is the highest acceptable speed to quote, quote may contain lower speeds
### Ethernet Services Step 2 of 2 Field Matrix

<table>
<thead>
<tr>
<th>Field Name</th>
<th>EIA</th>
<th>EVPL/EPL</th>
<th>E-PATH</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access Bandwidth</td>
<td>1M</td>
<td>1M</td>
<td>3M</td>
</tr>
<tr>
<td></td>
<td>2M</td>
<td>2M</td>
<td>5M</td>
</tr>
<tr>
<td></td>
<td>3M</td>
<td>3M</td>
<td>10M</td>
</tr>
<tr>
<td></td>
<td>4M</td>
<td>4M</td>
<td>15M</td>
</tr>
<tr>
<td></td>
<td>5M</td>
<td>5M</td>
<td>20M</td>
</tr>
<tr>
<td></td>
<td>6M</td>
<td>6M</td>
<td>30M</td>
</tr>
<tr>
<td></td>
<td>7M</td>
<td>7M</td>
<td>40M</td>
</tr>
<tr>
<td></td>
<td>8M</td>
<td>8M</td>
<td>50M</td>
</tr>
<tr>
<td></td>
<td>9M</td>
<td>9M</td>
<td>60M</td>
</tr>
<tr>
<td></td>
<td>10M</td>
<td>10M</td>
<td>70M</td>
</tr>
<tr>
<td></td>
<td>15M</td>
<td>15M</td>
<td>80M</td>
</tr>
<tr>
<td></td>
<td>20M</td>
<td>20M</td>
<td>90M</td>
</tr>
<tr>
<td></td>
<td>30M</td>
<td>30M</td>
<td>100M</td>
</tr>
<tr>
<td></td>
<td>40M</td>
<td>40M</td>
<td>200M</td>
</tr>
<tr>
<td></td>
<td>50M</td>
<td>50M</td>
<td>300M</td>
</tr>
<tr>
<td></td>
<td>60M</td>
<td>60M</td>
<td>400M</td>
</tr>
<tr>
<td></td>
<td>70M</td>
<td>70M</td>
<td>500M</td>
</tr>
<tr>
<td></td>
<td>80M</td>
<td>80M</td>
<td>600M</td>
</tr>
<tr>
<td></td>
<td>90M</td>
<td>90M</td>
<td>700M</td>
</tr>
<tr>
<td></td>
<td>100M</td>
<td>100M</td>
<td>800M</td>
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<tr>
<td></td>
<td>200M</td>
<td>200M</td>
<td>900M</td>
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<tr>
<td></td>
<td>300M</td>
<td>300M</td>
<td>1000M</td>
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<tr>
<td></td>
<td>400M</td>
<td>400M</td>
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<td>500M</td>
<td>500M</td>
<td></td>
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<td>600M</td>
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<td>700M</td>
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<td>800M</td>
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<td>900M</td>
<td>900M</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1000M</td>
<td>1000M</td>
<td></td>
</tr>
<tr>
<td>Class of Service (CoS)</td>
<td>N/A</td>
<td>Silver</td>
<td>Silver</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Gold</td>
<td>Gold</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Platinum</td>
<td>Platinum</td>
</tr>
</tbody>
</table>

Once all fields are populated on Step 2 of 2, click the “Summary” button.

If you would like to return to Step 1 of 2, click the “Return to Main” button. [NOTE: Returning to Step 1 will delete all selections made in Step 2 of 2.]
Step 5:  After completing the initial service request, you have a final opportunity to “Edit” the service requirement or add additional services to this RFQ.

To add another location to the RFQ without duplicating the previous selections, click the “Add Request” button. This will allow you to add another quote to the RFQ, within the same Service Type (Broadband / Ethernet). Up to 200 locations may be supported on a single RFQ. To request the same or similar quote at additional service locations for this client, click on the “Duplicate” button.

[NOTE: Broadband and Ethernet services may not be combined in same RFQ.]

To duplicate quote for multiple locations, select the duplicate icon as shown above. In the resulting “Duplicate Locations” screen place checks in the checkboxes of the locations you want to add to your RFQ and click the “Add” button. The locations added will appear in the “Duplicated Set(s)” section of the screen. Click the “Duplicate” button.
Step 6: For all added or duplicated locations, select the edit icon to update each location for unique options including: Access Technology, Bandwidth Options, Access Bandwidth, IP Address Type, Additional IP Addresses, Modem, or Dry Loop. Up to 200 locations may be supported on a single RFQ.

[NOTE: Different terms cannot be added in this step. To request additional quotes with different terms under the same RFQ, please refer to the Duplicate a Quote section below.]
Once the list of additional locations and service requests have been finalized, and the RFQ is complete, click the “Submit” button.

The submit confirmation screen will display. From this screen, you can utilize one of the blue buttons to “Print this page”, or “View Proposal”. To leave this page and go directly to the Quote, select the “Quote Manager” link in the middle of the page. To move to the RFQ Manager, click the “Back to RFQ Manager” button on the top or bottom of the screen.

[Note: See more on Quote Manager and RFQ Manager in the next section.]
RFQ Manager – SQ

All RFQs and their resulting Instant Quote proposals are viewed using the RFQ Manager-SQ from the left sidebar. The RFQs displayed will be limited based upon the user’s login privileges. [NOTE: Agent users can only view their own RFQs and those of any users “below them” in the agent hierarchy.]

Start by filtering the menu field selections along the top (Submission Source, RFQ Status, Service Status, Product Type, From/To Date Range, Find) to view the specific RFQ(s) of interest, and then click the “Search” button. Click on the RFQ# to display the Proposal with Instant Quotes and to send it to the Client and/or Agent. Click on the Quote Manager “QM” link to enter the Quote Manager to edit the RFQ requirements.

Search for RFQs

All RFQs are stored permanently in the RFQ Manager-SQ as either active “Open” status or inactive “Closed” status RFQs. Use the multiple drop-down menus at the top of the screen to select the criterial of interest and then click the “Search” button.

- To move to the Client Company details, click the company name link for the specific quote to open the contact screen for that company.
- To view additional quote details, hover mouse of the product type or click the link to view in new screen.
- To move to the Quote Manager, click the RFQ# link or the QM link for the specific quote.
Quote Manager

The Quote Manager is attached to every RFQ and allows users (with permissions) to edit, add, delete or hide the instant quotes associated with the RFQ. Once the quotes are status “Ready”, Proposals may be viewed and sent to the Client. Click on the “QM” from the RFQ Manager to enter the Quote Manager for that RFQ.

[NOTE: Quotes showing a Status of “No Solution” are not available for instant quotes. Please contact your Frontier Account Manager for quote requests.]

From the resulting Quote Manager screen the locations requested in the RFQ will be displayed.

Here are a few tips for using the Quote Manager:

- Click the “Requirements” button to open all locations in the RFQ in edit view.
- Click the "RS" button to Resubmit just that location for new Instant Quotes.
- Click the “Resubmit” button to Resubmit the entire RFQ for new Instant Quotes.
- Click the blue status button to the right of each location to Update its status.
- Uncheck the box to the right of the RS button, then click Update View to temporarily hide quotes for that location.
- Check or uncheck the box in the "Show" column to hide or show that quote on the proposal.
- Click the “Proposal” button to view the proposal for all quotes checked to show.
- Click the “Export” button in the top section to export the entire RFQ to excel.
- Click the “Export” button in the Quote section to export that specific quote to excel.
- Click the black RFQ Manager button to return to your previous search results.
Export Quote

There are two options when exporting a quote. To export the full RFQ showing all quotes within the RFQ, select the “Export” button from within the quote in the Quote Manager. (See #1 below.) To export only a specific Quote within the RFQ, select the “Export” button within that quote section. (See #2 below.) All segments of the quote will appear in the exported file, even those that are not checked off in the “Show” column. [NOTE: Quote segments unselected in the “Show” column will not appear on the proposal.]

The export will show as a download CSV file in your browser window. Opening the download will allow the user to manipulate the file.
Delete a Quote

Any Instant Quotes that is produced by the system may be deleted in the Quote Manager. Begin by clicking the “Requirements” button for the RFQ. Delete one or more Quotes by checking the box and clicking the “Delete” button. [NOTE: Quotes may be kept but simply hidden from visibility in the Proposal by checking or unchecking the “Show” boxes.]

Once a quote segment is deleted in the Service Quote Requirements window, it is immediately deleted from the Quote and the deletion cannot be undone. To reestablish a quote segment deleted in error, select the “Add Request” button to initiate a new quote segment. Once this step is complete, click the “Resubmit” button to resubmit the entire quote or click the “RS” button for the specific quote segment to resubmit just that segment of the RFQ.
Duplicate a Quote

From the Quote Manager, an existing quote may be easily duplicated to create additional quotes with new terms. Click on “Requirements” button to duplicate all segments of the quote.

In the resulting pop-up screen, select the new term to quote in the drop-down menu.

Once the new quote(s) is created, edit the requirements as necessary for each particular term quote (1, 2, 3 Year).

When edits are complete click the “Update” button.

Close the browser window by selecting the ‘X’ in the top right corner.

The duplication process is not complete. Please see next step!
Once back on the Quote Manager screen, click either the “RS” button to resubmit an individual quote segment, or the “Resubmit” button to resubmit the full quote.

Show a Quote

The User may not wish to present, to the client, all of the instant quotes generated by the system or those that have been manually added. In the Quote Manager (“QM”) for that RFQ, simply check or uncheck the “Show” box for that quote to have it appear on the Proposal and be viewable by the Client/Prospect.
Proposal

All RFQs result in a customer viewable “Proposal”. The Proposal may be sent to the Client.

Access the Proposal

Proposals are accessed and viewed by clicking on the RFQ Manager-SQ link in the left sidebar. Click on the RFQ# of the proposal of interest to access and view it. Proposals are also accessed within the Quote Manager by clicking on the “Proposal” button.
Sample Proposal:

**Send to Customer**

Frontier Communications

**Telecom Service Quote For**

Salesstream Telk
John Doe
Office: 908-455-4555
1150 CONNOLLY DR, ELKO, NV 8901
Email: htdoe@morrey.com

**Prepared and Presented by**

ABC Company

**About Frontier:**

Frontier Communications Corporation (NASDAQ: FTTR) is a leading provider of data, video and voice services to commercial and consumer customers in 20 states. It is a Fortune 500 company and a member of the S&P MidCap 400. Incorporated in 1916, Frontier is headquartered in Norwalk, Connecticut and has approximately 20,000 employees. More information about Frontier is available at: www.frontier.com/choose/about/overview.

**Quote Summary**

<table>
<thead>
<tr>
<th>Service Location</th>
<th>EVPL/EPL</th>
<th>Bandwidth</th>
<th>CIR</th>
<th>Term</th>
<th>MRC ($)</th>
<th>NRC ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1150 CONNOLLY DR, ELKO, NV 8901</td>
<td>EVPL/EPL</td>
<td>100</td>
<td>Gold</td>
<td>24</td>
<td>1,280.00</td>
<td>125.00</td>
</tr>
</tbody>
</table>

See applicable disclaimers below.

**Quote Details**

**Y550 CONNOLLY DR, ELKO, NV 8901**

**EVPL/EPL**

**2yr Term**

**Service Requirements**

- **Service Type:** Ethernet
- **Product Type:** EVPL/EPL
- **Access Bandwidth:** 100
- **Class of Service (CoS):** Gold

<table>
<thead>
<tr>
<th>Product</th>
<th>MRC ($)</th>
<th>NRC ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>EPL/EVPL EVC - 100M</td>
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<td>0.00</td>
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<tr>
<td>EPL/EVPL UN Port &amp; Access - 100V</td>
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<tr>
<td>EPL/EVPL - 100M - Installation</td>
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<td>125.00</td>
</tr>
</tbody>
</table>

**Site Summary**

- **Site Total:** 1,290.00
- **NRC:** 125.00

**Comments**

A preliminary check for the service you are seeking has found the service may or may not be available at that location. A thorough pre-qualification check can be submitted via an ARS.

Durations over 50 miles will incur a $100 per mile charge.

Silver EVC pricing provided. Gold and Platinum service not available at this location.

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1. All pricing is confidential and is valid for 30 days from issue date of quote.
2. Frontier cannot guarantee rates until after orders are placed and availability is confirmed. If facilities are not available, then special construction charges may apply.
3. All pricing is subject to change based on actual order, configuration, network availability and capacity.
4. Frontier reserves the right to limit the number of nodes on any arrangement based on engineering considerations.
5. For Ethernet services, Frontier will install the building wiring. Customer is responsible for inside wiring.
6. Term liability applies to early termination of service.
7. Any applicable Frontier contract general terms and conditions as outlined in product guides apply for the specific service quoted.
8. This price does not include any applicable local, state or federal fees, taxes, required surcharges or other applicable tariff charges.
Send the Proposal

On the Proposal, click on the “Send to Customer” button to email the Proposal to the Client or others. The resulting email pop-up screen loads your default email and allows you to edit both the contents of the email as well as the recipient list before clicking the “Send” button.
Contact Manager

The Contact Manager contains all your client contacts. The view is dependent on the user’s access. Agent administrators will see all Client Companies for all Contact Owners. Agent users will see only the contacts that they are the Contact Owner of. The Contact Owner is the creator of the client company.

Select “Contacts” from the left sidebar. Search “Contacts” using the menu field selections along the top (Category, Contact Type, Company, Last Name) to view the specific set of Contacts of interest and then click “Search” button. A wildcard search is available by using the percent sign “%”. Use the “New Company” button to create new client contacts.

Agent User View:

Agent Administrator View:
Add a Client Company

Users or Agents can add a “Client Company” in either the “Contacts Manager” or during the “New RFQ” process. Click on “Contacts” in the left sidebar to begin the process of adding a new Client Company via the Contact Manager. In the Contact Manager, select the “New Company” button.

Agent administrators also have the option of beginning the process to add a new client company by clicking on the “New Client Company” button.

In the resulting “New Client Company” pop-up screen, select the Agent from the drop-down menu to whom the new Client Company belongs. Complete the “Company” and “New Contact” sections in the form. Click on the “Save” button.

(See below)
Hide or Delete a Client Company

Click on Contacts in the left sidebar. In the Contact Manager, click on the name of the “Client Company”. In the resulting “Company” profile, click the “Hide” button to hide the Client Company or the “Delete” button to delete the Client Company.

[NOTE: Only the creator of the Client or the Administrator may delete a Client Company.]
Users (Sales Manager / Sales Rep)

Create New Users (Sales Manager / Sales Rep)

To add Sales Manager or Sales Rep “User”, click on the “Users” link in the left sidebar. In the resulting “User Manager” screen, click the “Add Sales Manager” or “Add Rep” button and complete the respective New User Profile screen.

Assign a unique Agent ID. The first four characters set as the Agent Company ID, followed by:

- If Sales Manager: a unique 2-digit number and ending with 4 zeros
- If Sales Rep: 2-digit of creator’s ID, followed by a unique 4-digit number

Populate the user’s First Name, Last Name, Title, Address, City, State, Zip, Phone, Mobile and E-mail. [Note: Required fields are marked with an asterisk.]

If the user should be prohibited from viewing the Custom Sidebar Links or the Bulletin Board, uncheck the respective check boxes. [Note: If Custom Sidebar Links are not available to the user, the user will not have quick access to Frontier ordering references.]

When finished, click the “Save” button.

A confirmation window will appear to confirm the user has been created.
After adding a User (Associate), from the User Manager screen (above) click the “Send” button in the Login column.

In the resulting “Email Associate Login Info” screen, you can view the new user’s Agent ID, Username and Password. Click ‘send’ to send email notification to the user.

To Update or Deactivate Users, select the User link from the left sidebar to open the User Manager screen. Select the link of the Agent ID to Update or Deactivate.

To update a user, make the necessary changes including Change Password as necessary and click the “Update” button.

To deactivate a user, click the “Deactivate” button and confirm the deactivation.
Transfer Rep User to Sales Manager

From the User Manager screen, click the “Transfer Rep” button to initiate the transfer process.

In the resulting screen, from the left pull-down (From column), highlight the Administrator or Sales Manager you want to transfer a rep ‘from’. In the right pull-down (To column), select the Administrator or Sales Manager you want to transfer the rep ‘to’. To complete the transfer, click the “Transfer to =>” button.

The Agent ID of the transferred Rep will reflect the of the Sales Manager group it has been transferred to.
Reports

Report Manager

To open the Report Manager, select “Reports” from the left sidebar. The standard Sales Funnels report is available. The report may be defined by Status, Product Type, View, and Date Range drop-down options. Once the parameters of the Sales Funnels report are set, click the “Search” button.

The report view may be printed, exported as HTML, exported as Excel or exported as CSV by selecting the specific link/button.
Company Profile (Agent Administrators Only)

Agent administrators will have access to the Company Profile link in the left sidebar. From the Agent Company Profile screen, administrators can update their company information, add a company logo for proposals and identify if RFQ submission receipt emails are required.
Appendix

Appendix A – Availability Lists

Broadband Services:


Appendix B – Registration Form:

<table>
<thead>
<tr>
<th>Date</th>
<th>Page(s)</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/06/2017</td>
<td>17</td>
<td>Add “note for Access Bandwidth ‘Any’”</td>
</tr>
<tr>
<td>11/06/2017</td>
<td>34, 35, 36</td>
<td>Update Users section, Add Transfer Rep information</td>
</tr>
<tr>
<td>11/20/2017</td>
<td>17</td>
<td>Add note that only active contract customers will see BULK DSL options.</td>
</tr>
<tr>
<td>11/20/2017</td>
<td>4</td>
<td>Add Production Portal Hours of Availability</td>
</tr>
<tr>
<td>12/20/2017</td>
<td>33</td>
<td>Correct ‘contract’ to be ‘contact’ in informational paragraph</td>
</tr>
<tr>
<td>01/24/2018</td>
<td>4</td>
<td>Add list of Frontier supported states in overview.</td>
</tr>
<tr>
<td>01/24/2018</td>
<td>13, 19, 20</td>
<td>Show 200 location maximum per single RFQ in details.</td>
</tr>
<tr>
<td>01/24/2018</td>
<td>14</td>
<td>Add field entry restrictions for zero leading zip codes</td>
</tr>
<tr>
<td>05/09/2018</td>
<td>14</td>
<td>Added note on proper CSV file format to use</td>
</tr>
<tr>
<td>05/09/2018</td>
<td>14</td>
<td>Added tips on State abbreviations and using only addresses in the</td>
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<td></td>
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<td>29 Frontier states.</td>
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<td>8/21/2018</td>
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<td>4/26/2019</td>
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<td>Update Broadband Field Matrix</td>
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<td>4/26/2019</td>
<td>19</td>
<td>Update Location/Requests example</td>
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<td>20</td>
<td>Update Location/Requests example</td>
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<tr>
<td>4/26/2019</td>
<td>39</td>
<td>Update Appendix A links</td>
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<tr>
<td>4/30/2019</td>
<td>16</td>
<td>Updated screen shot to remove reference to FTTP and Sub-Product</td>
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