Local Service Guide

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Frontier Wholesale Website

The Frontier Wholesale Website, also known as the self-help tool, can be found at https://wholesale.frontier.com.

***Please note there are various hyperlinks embedded in this document which can direct you to specific sections of Frontier Wholesale Website.

This site was developed specifically for the use of our Carrier customers and provides guidance on accessing and utilization of the Frontier ordering interfaces, as well as business rules, pre-order and ordering job aids. From any site page, the left-hand menu is available to provide direct access to various other pages of the Frontier Wholesale Operations Website. From the home page, users can also link directly to other frequently used pages and references, via the What’s New, Main Menu and Quick Launch sections, including links to the LSR Business Rules and the Glossary of Frontier Wholesale terms.
Getting Started & General Information

** If you are a new customer to Frontier, please see below **

- **Interconnection**: [https://wholesale.frontier.com/wholesale/carrier-services/interconnection](https://wholesale.frontier.com/wholesale/carrier-services/interconnection)
  - Contains link to initiate the process of obtaining an interconnection agreement.


- **Getting Started**: [https://wholesale.frontier.com/wholesale/carrier-services/getting-started](https://wholesale.frontier.com/wholesale/carrier-services/getting-started)
  - Provides instructions for applying for the Industry Standard Codes – to be completed by both Local and Broadband Customers
  - Broadband Services customers must complete the Wholesale Advantage Broadband & FTTP Customer Profile form.
  - Local wholesale customers must also complete and submit the CLEC Master Account Questionnaire (CMAQ) form also available.
  - Provides information on how to begin the process of applying for access to the Frontier GUI – the Virtual Front Office (VFO), which is the online ordering system for submitting local and broadband pre-order and order transactions to Frontier Communications. To request access, customers are required to complete and submit a Frontier Connectivity Access Form.
  - If Billing Feeds are desired, you will also locate the necessary form to initiate the process to establish billing feed connectivity with Frontier.

Contacts and Escalations


** CONTACT INFORMATION TO REMEMBER **

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>LSR Ordering &amp; Pre-Ordering Status/Inquiries</td>
<td>888-608-8023</td>
</tr>
<tr>
<td>Repair</td>
<td>888-637-9620</td>
</tr>
<tr>
<td>Billing Inquiries/Claims</td>
<td>844-216-6420</td>
</tr>
<tr>
<td>VFO Connectivity Issues</td>
<td><a href="mailto:Frontier.Connectivity.Management@ftr.com">Frontier.Connectivity.Management@ftr.com</a></td>
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</tbody>
</table>
Systems and Online Tools

- Virtual Frontier Office (VFO) is Frontier’s online ordering system for submitting local service requests (LSRs) and Pre-Orders.
- To obtain access to VFO the Frontier Connectivity Access Form must be completed.
- Extensive virtual tours and VFO online training courses are available in the VFO Online Training Video Library

LSR Specific Tutorials

- In addition to the general VFO user guides mentioned above Frontier also has documentation available for specific LSR requests:
Local Wholesale

https://wholesale.frontier.com/wholesale/local-services

From the Local Services home page, you will have access to icons that will move you to the 4 Service Territory pages, Directory Services, LSR Order Samples and the Broadband Services pages.

Frontier Local Services are categorized by Service Territory and then by Product. To determine the Service Territory specific to your request, utilize the Exchange and Access Line Matrix. Once you have determined the Service Territory, select the specific Service Territory page icon.

Order Information

Frontier's four Local Service Territories include Acquired West Virginia, Connecticut, Frontier 13 and Legacy. To identify the specific Local Service Territory by central office, please refer to the Exchange and Access Line Matrix below.

Exchange and Access Line Matrix

Click [here](https://wholesale.frontier.com/wholesale/local-services) for more information on Frontier Wholesale Products.
Once on the specific Service Territory page, you will be presented with 3 categories of references to assist you including Ordering Job Aids, Product & Services Guides, and other References.

Frontier 13 Local Service Territory Information

The 'Frontier 13 Local Service Territory' refers to the former GTE (Verizon West) properties acquired by Frontier in 2010 (AZ, CA, IL, IN, MI, NV, NC, OH, SC, WI) and in 2016 (CA, TX, FL).

A glossary of Frontier wholesale terms is available to provide definition of terms you may see throughout this site. If you have any Local Services questions that we don't answer within this site, please visit the Local Contacts page for additional Local Carrier Services team contact information.

Click here to take a virtual tour of the Local Services pages of the Frontier Wholesale Website.
Broadband Services

Broadband/ISP Products Overview

This Broadband Services page is designed to provide CLECs, Resellers and ISPs with direction to the information they need about Frontier’s Broadband services.

A glossary of Frontier wholesale terms is available to provide definition of terms you may see throughout this site.

By clicking on the specific Broadband Services icon you will be able to access references and job aids for each product, including:

- Product Overviews
- Product Availability
- Ordering Job-aids
  - Ordering Samples
  - Order Validation Job Aids
Wholesale Advantage Broadband (VFO REQ Type DB)
Wholesale Advantage Broadband can be ordered as a standalone offering (known as Wholesale Simply Broadband) or can be paired with a Wholesale Advantage voice line. There is no requirement to pair the Wholesale Advantage Broadband with a Wholesale Advantage voice line.

Wholesale Advantage Broadband Training

For the full list of VFO Local Module training courses available, please visit the VFO Online Video Training Library.

Wholesale Advantage Broadband Training Courses

This is a supplemental Local Module training course intended for customers ordering Wholesale Advantage Broadband services. The links for the Wholesale Broadband training guide and online training course are available below.

Wholesale Broadband Training Video

Wholesale Broadband Training Guide

Fiber to the Premise (FTTP/FTTI)
Frontier’s FTTP service is a grandfathered product. Information on this menu provides guidance for existing FTTP service. See Wholesale Advantage Broadband for information about ordering Fiber based Internet service.

For ordering questions or inquiries, please contact the team by email at Local.Broadband@ftr.com.
Internet Services ISP: (InfoSpeed/BTAS)

Internet Services (ISP) products include InfoSpeed and BTAS. Internet Services (ISP) ordering requires specific access requests. For access to the Frontier GUI – the Virtual Front Office (VFO) and to ensure the necessary ISP profile is established, please visit the Getting Started page (see section above) and refer to the section ‘Forms Required for ISP Ordering’. Specialized VFO training for ISP customers is available by selecting the icon shown below, which is available from the ISP page.

From the Internet Services (ISP) page of the Frontier Wholesale Website, ISP customers ordering InfoSpeed and BTAS services can locate various references specific to these services including order samples. Below is a sampling of the references available to provide basic overview of how to write these orders and FAQs.

- **Broadband Transport Aggregation Services (BTAS)**
- **Bulk DSL (DSL Agency) Request Form** (disconnects only)
- **General Available Terms and Conditions (GATC)**
- **General Available Terms and Conditions (GATC) for California-Texas-Florida (CTF) Acquired**
- **General DSL Speed Guidelines based on Loop Length**
- **InfoSpeed DSL FAQs**

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<th>Date</th>
<th>Page Number</th>
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<td>02/01/2018</td>
<td>8</td>
<td>Update hyperlinks to Wholesale Broadband Online Training Video and Guide</td>
</tr>
<tr>
<td>02/14/2018</td>
<td>3</td>
<td>Updated Getting Started page information. M. Garcia</td>
</tr>
<tr>
<td>5/14/2020</td>
<td>All</td>
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