Meet Point Orders
VFO Overview

Carrier Services
Frontier Communications
Rochester, NY

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Meet Point Orders - VFO Overview

Meet Point/ Multiple Exchange Carrier Orders

This document outlines the Synchronoss Virtual Front Office (VFO) process used when ordering services that require multiple exchange carriers to work together. These orders require the Multi-EC form in VFO and some other fields to be populated. When Frontier is the controlling carrier, the process is similar to other orders. However, when Frontier is not the controlling carrier, there are differences in the ordering process and viewing the responses in VFO. It is important to make sure the correct ICSC for the controlling and supporting carriers appear in the correct positions in the order. The information below outlines the ordering process and the response viewing process.

NOTE: The following information assumes the reader is familiar with the basic functions of Synchronoss Virtual Front Office system.

Ordering Procedures

1. Create a new order by hovering the Order tab and clicking the New menu option.
2. Select the controlling carrier’s ICSC code in the Receiving Code field:

![Order Initiation Screen]

3. Select the Service and Activity values for the order.
4. Click Initiate.
5. The Receiver Code selected on the Order Initiation page will be in the drop down to populate in the:
ASC-EC Field on the ASR form Administration section

ICSC field in the Multi-EC form Access Service Coordination Company Detail section

The other exchange company’s information will be populated in the ICSC field on the Multi-EC form in the Other Exchange Company section.

6. Complete the remaining ordering details.

The ASR issued to Frontier and the Independent Telco(s) should include identical information to provide overall service, e.g., the same Purchase Order Number (PON), Network Channel (NC), Network Channel Interface (NCI), codes for all Points of Termination (POT).

7. Submit the request and view the updated status.

<table>
<thead>
<tr>
<th>STATUS OF MEET POINT ORDERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Frontier as the controlling carrier:</td>
</tr>
<tr>
<td>1. Submitted</td>
</tr>
<tr>
<td>2. Sent</td>
</tr>
<tr>
<td>3. Accepted or Rejected</td>
</tr>
</tbody>
</table>
If the order was accepted, Frontier will provision the order and send appropriate responses to keep you informed of the progress of your order.

NOTE: You will also need to send the Non-Frontier carrier the order as well. Frontier will not be sending orders to other carriers. However, if both carriers are Frontier ICSC values, you just need to submit one order.

**Viewing Responses**

After the orders are submitted depending on the controlling carrier, the updates will be viewable on the Order List or the user will need to view the History to see the Frontier updates.

**Frontier is the coordinating carrier:** Order List Status will update as responses are received. User just needs to click the response to view the details.

**Other carrier is coordinating the meet:** Order List Status remains in Sent status. User needs to open the order History to view the Frontier responses.

**Viewing the History**

1. Select the Order in the Order List, by clicking the check box or radio button on the far left side of the item on the order list.
2. Click the Open Book icon on the upper right side of the screen or use the Order tab menu and select View History.
3. View the History information. The most recent transactions appears at the top of the list.
4. Click the PON next to the response status you want to view.