Virtual Front Office (VFO)

Wholesale Broadband Training Guide

Before We Begin

Customers interested in ordering Wholesale Advantage Broadband services must have a valid contract at the time of order submission. If you are interested in negotiating a Wholesale Advantage Broadband or other contract, please contact your Frontier Account Manager. If you are not sure who your Frontier Account Manager is, please email a request for information to: wholesale_inquiry@ftr.com.

Connectivity to the Local Module of Frontier's Virtual Front Office (VFO), or a valid bonded option, is required to process LSR Pre-Order and LSR Order transactions. Please visit the Get Connected for Wholesale Broadband Services (frontier.com) page to access the necessary forms.

1. Complete and submit the Frontier Connectivity Access Form to request VFO or Bonded connectivity.
2. Complete the Wholesale Advantage Broadband Customer Profile Form to establish a Billing Profile.

Pre-Order

**Serviceability Tools
Qualifying Locations in VFO
Online References**

Serviceability Tools

Wholesale Customers with the ability to request <u>instant quotes</u> for Wholesale Advantage Broadband services from the serviceability tools Connectbase and Masterstream.

For more information, please visit:

- Connectbase: https://wholesale.frontier.com/systems-and-online-tools/Connectbase

- Masterstream: https://wholesale.frontier.com/systems-and-online-tools/MasterStream

Creating a Pre-Order in VFO

- Hover mouse over PREORDER tab in VFO Local Module
- Select menu option PREORDER > New
- TXNUM auto-populates
- Select Service Center
- Select TX Type
- Click Initiate

Wholesale Broadband Pre-Order Transaction Types

- TX Type A - Address Validation
- TX Type B – Telephone Number Assignment
- TX Type H – xDSL Loop Qualification*
- TX Type K – xDSL Loop Qualification Ext*
- TX Type X - Loop Qualification DSL*

* Not required with Frontier-MasterStream instant quote
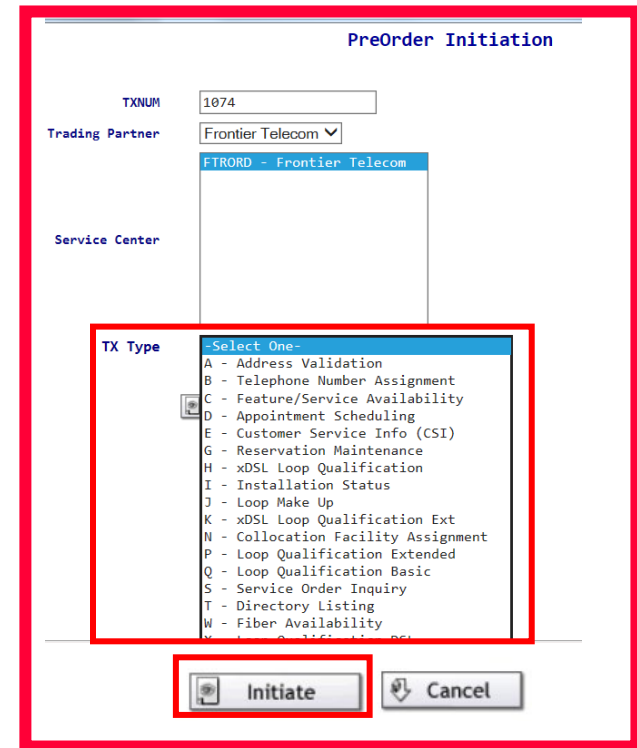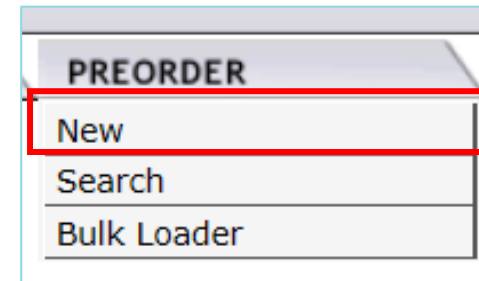
Address Validation Inquiry – TXTYP = A

A - Address Validation

| INQUIRY | RESULTS |

TXNUM	DTSENT	TXTYP	TXACT	CC	TOS	CTVAL
1107	20170719104334	A	A	000Z		--Select--

LOCATION [Optional | Conditional]

ROUTE	BOX	AFT	SAPR	SANO	SASF	SASD
		N		3724		--S

SASN
CENTER

SATH	SASS
RD	--Select--

LD1	LV1	LD2	LV2	LD3	
--Select--		--Select--		--Select--	

CITY	STATE	ZIP
BRUNSWICK	OH	44212

TNTYPE	QR
--Select--	

RESERVATIONDATA [Optional | Conditional]

REQNUM

NPANXX

[Submit] [Cl...]

Purpose:
Validate end user's address is supported by Frontier (address or working telephone number)

Populate Form
- CC – Customer Code (OCN)
- TXACT = A (Validate with Address)
  - AFT = N (Normal Physical Address)
  - AFT = C (Provided Assigned House Number)
  - Minimum to populate: SANO, SASN, SATH, CITY, STATE, ZIP
- TXACT = T (Validate with WTN)
  - STATE
  - WTN

Submit

Pre-Order Job Aids: https://wholesale.frontier.com/local-services/location-product-qualification

Business Rule Documents Available at: https://wholesale.frontier.com/local-services/business-rules

Address Validation Response – TXTYP = A

pad	ADA
cf	0
fci	N
abrvratecenter	BRUNSWICK
tax	UAC3M
terminationdata	
exkey	000000
swdesc	GTD5

locationSection	
aft	N
sano	3724
lso	330220
lst	BRWKOHXADS0
sasn	CENTER
sath	RD
city	BRUNSWICK
state	OH
zip	44212-4400

customerdata	
customerdata [1]	
cs	PL-HC
ln	CustXM116143N8 Subscriber
stat	WORKING 19991209
atn	2160118823

Information provided on response includes:

- Validated Address (address fields)
- Switch Description (swdesc)
- Fiber Capability Indicator (fci)
- Local Servicing Office (lso)
- Working Service Customer Data

For full response field definitions, refer to the VFO Pre-Order Response - Address Validation (TXTYP A) available online: Wholesale Broadband Pre-Order References (frontier.com)

Telephone Number Assignment – TXTYP = B

Purpose:
Pre-order TN Reservation is optional when request is to establish Standalone Broadband service.

Populate Form
- TXACT – E
- CC – Company Code (OCN)
- AFT = N (Normal Physical Address)
- Address Fields: SANO, SASN, SATH, CITY, STATE, ZIP
- Select TNTYPE – N (normal)
- Populate Quantity of TNs to Reserve (QR)

Submit

Pre-Order Job Aids: https://wholesale.frontier.com/local-services/location-product-qualification

Business Rule Documents Available at: https://wholesale.frontier.com/local-services/business-rules

Telephone Number Response – TXTYP = B

preorderinquiryresponse	
txnum	815
dtsent	2016062812:36:00
txtyp	B
cc	000Z
cf	0
resno	R295879160628113521601001
expdt	20160728
tndata	
tnres	7074645762
locationSection	
aft	N
sano	206
sasn	Williams
sath	Dr
city	Crescent City
state	CA
zip	95531

[Save] [Printable Version] [Close] [Change]

Information provided on response includes:

- Telephone Numbers Reserved (tnres)
- Reservation Number (resno)
- Reservation Expiration Date (expdt)

For full response field definitions, refer to the Direct Telephone Number Selection Response document.
Wholesale Broadband Pre-Order References (frontier.com)

Loop Qualification DSL for Whls BB Inquiry – TXTYP = X

Purpose: Validate local loop qualifies and maximum speeds available for Broadband services

X - Loop Qualification DSL

Populate Form
- CCNA – Customer Carrier Name Abbreviation
- CC – Customer Code (OCN)
- TXACT = A
- If Validating with Address:
  - AFT = N (Normal Physical Address)
  - AFT = C (Provided Assigned House Number)
  - Minimum to populate: SANO, SASN, SATH, CITY, STATE, ZIP
- If Validating with WTN:
  - STATE
  - WTN

Submit

Pre-Order Job Aids: https://wholesale.frontier.com/local-services/location-product-qualification

Business Rule Documents Available at: https://wholesale.frontier.com/local-services/business-rules

Loop Qualification DSL for Whls BB Response – TXTYP = X

txnum	BULK2100030-0003
dtsent	2021070810:15:00
txtyp	X
txact	A
cc	000Z
loopdata	
loopstat	L
rtind	N
lsa	25.0M/2.0M-
locationSection	
lst	EHRTCT02DS0
state	CT
lstfr	N
multilinetext	
mltdata	
mltdata [1]	
mlt	AVLSP 25.0M/2.0M
mltdata [2]	
mlt	AVLSP 18.0M/1.0M
mltdata [3]	
mlt	AVLSP 12.0M/1.0M
mltdata [4]	
mlt	AVLSP 6.0M/512K
state	CT

Information provided on response includes:
- Loop Status
- Loop Speeds Available (lsa)
- Remote Terminal Indicator (rtind)
- Facility Environment (fe)

For full response field definitions, refer to the VFO Pre-Order Response – DSL Loop Qualification (TXTYP X) available online: Wholesale Broadband Pre-Order References (frontier.com)

xDSL Loop Qualification Inquiry – TXTYP = H

Purpose:
Validate facilities exist for Loop technology - dependent products

Populate Form
- TXACT = A
- CC – Customer Code (OCN)
- If Validating with Address:
  - AFT = N (Normal Physical Address)
  - AFT = C (Provided Assigned House Number)
  - Minimum to populate: SANO, SASN, SATH, CITY, STATE, ZIP
- If Validating with WTN:
  - STATE
  - WTN

Submit

Pre-Order Job Aids: https://wholesale.frontier.com/local-services/location-product-qualification

Business Rule Documents Available at: https://wholesale.frontier.com/local-services/business-rules

xDSL Loop Qualification Response – TXTYP = H

preorderinquiryresponse	
txnum	1140
dtsent	2018012609:02:00
txtyp	H
cc	000Z
loopdata	
wirectrareafacsid	309928
loopstat	A
ll	4.3130000
lpac	Satellite, ADSLR, IDSL, ADSLC, SDSL
rtind	N
updt	201801260858
wcn	FMCYILXDDS0
locationdata	
lc	FMCYILXDDS0
locationSection	
lst	FMCYILXDDS0
state	IL
fe	C

Information provided on response includes:

- Loop Status (loopstat)
- Loop Length (ll)
- Loop Product Available (lpac)
- Remote Terminal Indicator (rtind)
- Facility Environment (fe)

For full response field definitions, refer to the VFO Preorder Response - xDSL Loop Qualification (TXTYP H,K) available online: Wholesale Broadband Pre-Order References (frontier.com)

xDSL Loop Qualification Extended – TXTYP = K

The xDSL Loop Qualification Extended should be requested after the xDSL Loop Qualification (TXTYP=H) response is returned with one of the following values in the RSNNOTQUAL (xDSL Reason Not Qualified) field:

- No valid loop qual data. Request manual loop qual
- DLC - LST Dependent

-or-

The xDSL Loop Qualification DSL for Whls BB (TXTYP=X) response is returned with the following value in the LOOPSTAT (Loop Status) field:

- P = Reason not qualified is unknown

The xDSL Loop Qualification Extended (TXTYP=K) will receive a manual response via email and will be returned within 48 hours of submission.

Pre-Order Online References

Wholesale Broadband Pre-Order Job Aids are available from the Wholesale Advantage Broadband page at:
[Wholesale Broadband Pre-Order References (frontier.com)](frontier.com)

Job Aids

- Wholesale Broadband Ordering Scenario Matrix
- Wholesale Broadband Product Qualification Guide

Response Documents

- VFO Preorder Response - Address Validation (TXTYP A)
- VFO Preorder Response - DSL Loop Qualification (TXTYP X)
- VFO Preorder Response - Telephone Number Reservation (TXTYP-B)
- VFO Preorder Response - xDSL Loop Qualification (TXTYP H,K)

Please also visit the Business Rules page for pre-order inquiry forms: [LSR Business Rules (frontier.com)](frontier.com)
LSR Pre-Order Forms

- Address Validation / Direct TN Selection (TXTYP-A/B)
- Loop Qualification DSL for Whls BB (TXTYP-X)
- xDSL Loop Qualification (TXTYP-H)
- xDSL Loop Qualification Extended (TXTYP-K)

Wholesale Broadband Orders

Wholesale Broadband Ordering References

Once a location is qualified for broadband services and speeds, please refer to the Wholesale Broadband LSR Order references available from the Wholesale Advantage Broadband page: [Wholesale Broadband Order References (frontier.com)](frontier.com).

Here you will find the Wholesale Broadband Ordering Guide which will assist you with locating and utilizing the online references.

Also available is the Ordering Code Matrix that contains the codes required to place an order for broadband service.
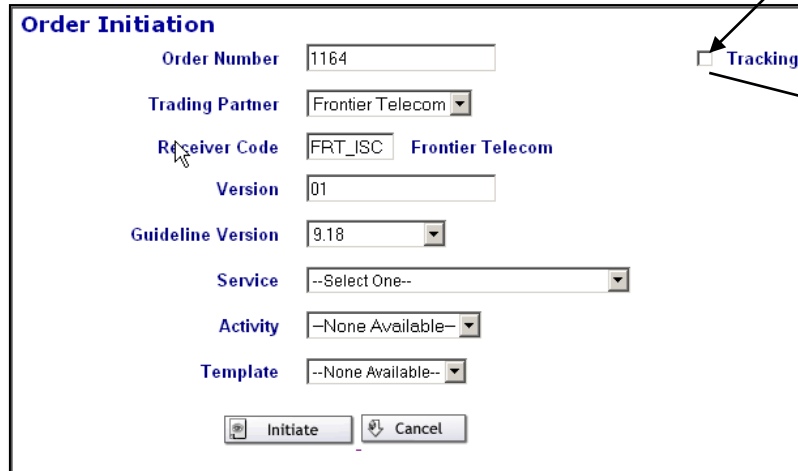
The LSR Validation Sheets will assist you with ensuring your LSR is populated correctly.

Creating New Orders in VFO

- Hover the Order tab and select **New**
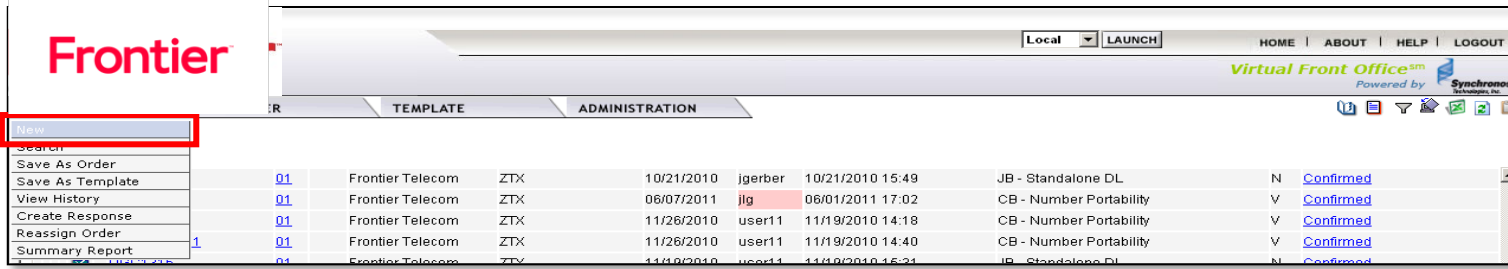
- Enter a new Order Number (PON)

- Select:

  - Trading Partner (Frontier Telecom)

  - Receiver Code (FTRORD)

  - Version (01)

  - Guideline Version (9.30)

  - Service (DB / EB)

  - Activity (N, C, D, V)

  - Template (Optional)

- Click Initiate

NEVER CHECK THIS BOX! Tracking is used when VFO should **NOT** submit the order to Frontier.

Status ICON Train Tracks
Tracking box has been checked and the order within VFO is only being used for tracking purposes only and not sent to Frontier.

Note: For help completing the order in VFO, please refer to the full LSR Orders Training Course available from the VFO Online Training Video Library.

Wholesale Broadband Order Samples

Wholesale Broadband order samples are available from the Wholesale Advantage Broadband page: [Wholesale Broadband Order References (frontier.com)](frontier.com)

- Please select the order sample that meets the request type and activity of the order you are submitting. (DB – Wholesale Platform, EB – Resale)
- Order samples provide direction on populating the fields that are required, conditional or optional for each form on the LSR.

Note: Resale (EB) Order Samples are for Activity 'C' Only. Wholesale Broadband can only be added to "Existing" Resale Voice Service.

Wholesale Advantage Broadband Ordering Matrix

Copper Network - Available 7/1/2024 Asymmetrical Speeds, Frontier Modem Required[2] Available in All Areas					
SPEED	WHOLESALE ADVANTAGE BROADBAND DESCRIPTION	DYNAMIC IP ORDERING CODE	STATIC IP ORDERING CODE (BUSINESS ONLY)	MODEM ORDERING CODE (Purhase or Lease)	
3M/384K	Wholesale Advantage Broadband Standalone Internet 3		WHC03	Basic [WMDSL] or Bonded [WMBF]	Basic [WMBLS] or Bonded [WMFLS]
6M/512K	Wholesale Advantage Broadband Standalone Internet 6		WHC06	Basic [WMDSL] or Bonded [WMBF]	Basic [WMBLS] or Bonded [WMFLS]
9M/1M	Wholesale Advantage Broadband Standalone Internet 9		WHC09	Bonded [WMBF]	Bonded [WMFLS]
12M/1M	Wholesale Advantage Broadband Standalone Internet 12		WHC12	Bonded [WMBF]	Bonded [WMFLS]
18M/1M	Wholesale Advantage Broadband Standalone Internet 18		WHC18	Bonded [WMBF]	Bonded [WMFLS]
25M/2M	Wholesale Advantage Broadband Standalone Internet 25		WHC25	Bonded [WMBF]	Bonded [WMFLS]
45M/3M	Wholesale Advantage Broadband Standalone Internet 45		WHC45	Bonded [WMBF]	Bonded [WMFLS]
70M/3M	Wholesale Advantage Broadband Standalone Internet70		WHC70	Bonded [WMBF]	Bonded [WMFLS]
90M/5M	Wholesale Advantage Broadband Standalone Internet 90		WHC90	Bonded [WMBF]	Bonded [WMFLS]
115M/7M	Wholesale Advantage Broadband Standalone Internet 115		WHC15	Bonded [WMBF]	Bonded [WMFLS]

(Modem column: Purchase | Lease)

Reading the product matrix

- **Select the product type** Standalone or Shared
- **Select the product type** (Asymmetrical or Symmetrical)
- Take note of Dynamic IP or Static IP product options
    - Asymmetrical: Default Static IP block is /30 unless a larger IP block is ordered
    - Symmetrical: **All Static IP Blocks (1-61) REQUIRE a Static IP Code**
- **Select the ordering code for** the desired speed
    - Use the same code for residential and business types of service
- **Select the modem**
    - Required on Asymmetrical products
    - Optional on Symmetrical products
    - Leased modem option Included in the WH BB Symmetrical and New Asymmetrical package.
    - **Select the term-**Include the term S&E code on the LSR
    - Asymmetrical Available Until 8/21/2024: M-t-M, 1-Year, 2-Year
    - Asymmetrical Available 7/1/2024: M-t-M, 1-Year, 2-Year and 3-Year
    - Symmetrical: M-t-M, 1-Year, 2-Year and 3-Year

Asymmetrical Term (Offer) Codes[1] Available until 8/21/2024	
Description	Ordering Code
Month-to-Month	#18WM
1-Year	#18WN
2-Year	#18WR
Asymmetrical Term (Offer) Codes[1] Available 7/1/2024	
Month-to-Month	#24WM
1-Year	#24W1
2-Year	#24W2
3-Year	#24W3
Symmetrical Term (Offer) Codes[1] Available11/13/2023	
Month-to-Month	#22WM
1-Year	#22W1
2-Year	#22W2
3-Year	#22W3

Note: This instruction is included in the Wholesale Broadband Ordering Guide.

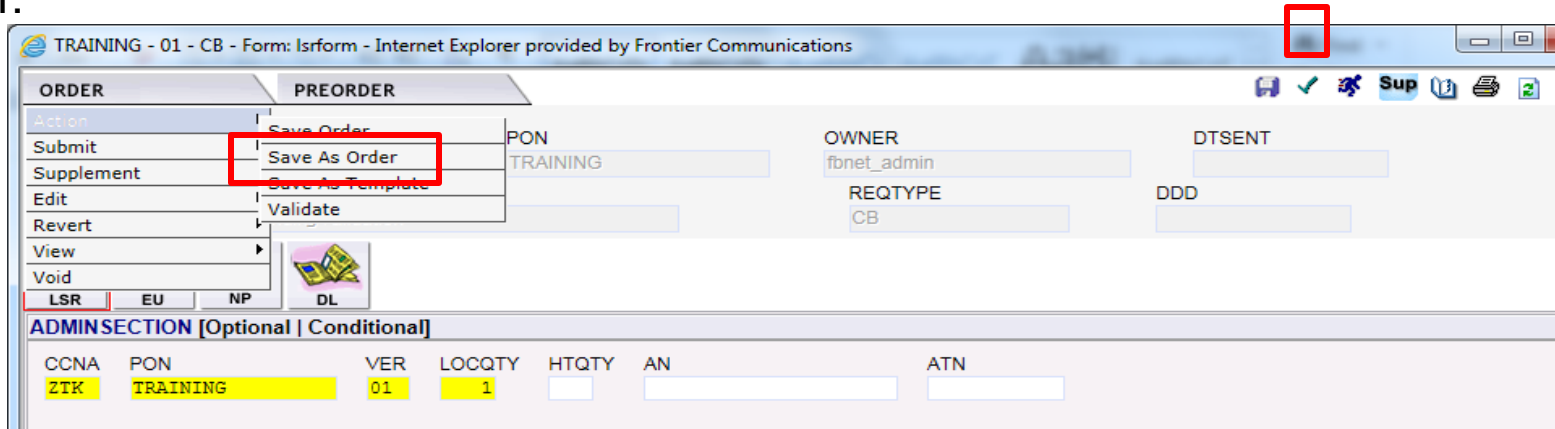# Wholesale Advantage Broadband Ordering Matrix

**Asymmetrical and Symmetrical Fiber Speeds & Static IPs**

Frontier Wholesale Advantage Broadband Package Ordering Codes (Standalone)

Copper Network - Available until 8/21/2024
Asymmetrical Speeds, Frontier Modem Required[2]
Available in All Areas

SPEED	WHOLESALE ADVANTAGE BROADBAND DESCRIPTION	DYNAMIC IP ORDERING CODE	STATIC IP ORDERING CODE (BUSINESS ONLY)	MODEM ORDERING CODE (Purhase or Lease)		
3M/384K	Wholesale Advantage Broadband Standalone Internet 3	WBC15	WBC39	Basic [WMDSL] or Bonded [WMBF]	Basic [WMBLS] or Bonded [WMFLS]	
6M/512K	Wholesale Advantage Broadband Standalone Internet 6	WBC16	WBC40	Basic [WMDSL] or Bonded [WMBF]	Basic [WMBLS] or Bonded [WMFLS]	
9M/1M	Wholesale Advantage Broadband Standalone Internet 9	WBC17	WBC41	Bonded [WMBF]	Bonded [WMFLS]	
12M/1M	Wholesale Advantage Broadband Standalone Internet 12	WBC18	WBC42	Bonded [WMBF]	Bonded [WMFLS]	Purchase
18M/1M	Wholesale Advantage Broadband Standalone Internet 18	WBC19	WBC43	Bonded [WMBF]	Bonded [WMFLS]	
25M/2M	Wholesale Advantage Broadband Standalone Internet 25	WBC20	WBC44	Bonded [WMBF]	Bonded [WMFLS]	Lease
45M/3M	Wholesale Advantage Broadband Standalone Internet 45	WBC21	WBC45	Bonded [WMBF]	Bonded [WMFLS]	
70M/3M	Wholesale Advantage Broadband Standalone Internet70	WBC22	WBC46	Bonded [WMBF]	Bonded [WMFLS]	
90M/5M	Wholesale Advantage Broadband Standalone Internet 90	WBC23	WBC47	Bonded [WMBF]	Bonded [WMFLS]	
115M/7M	Wholesale Advantage Broadband Standalone Internet 115	WBC24	WBC48	Bonded [WMBF]	Bonded [WMFLS]	

Copper Network - Available 7/1/2024
Asymmetrical Speeds, Frontier Modem Required[2]
Available in All Areas

SPEED	WHOLESALE ADVANTAGE BROADBAND DESCRIPTION	DYNAMIC AND STATIC IP* ORDERING CODE *Static IP Business Only - Static IP requires a Static IP Block Code (see slide 4).	MODEM ORDERING CODE (Purhase or Lease)		
3M/384K	Wholesale Advantage Broadband Standalone Internet 3	WHC03	Basic [WMDSL] or Bonded [WMBF]	Basic [WMBLS] or Bonded [WMFLS]	
6M/512K	Wholesale Advantage Broadband Standalone Internet 6	WHC06	Basic [WMDSL] or Bonded [WMBF]	Basic [WMBLS] or Bonded [WMFLS]	
9M/1M	Wholesale Advantage Broadband Standalone Internet 9	WHC09	Bonded [WMBF]	Bonded [WMFLS]	
12M/1M	Wholesale Advantage Broadband Standalone Internet 12	WHC12	Bonded [WMBF]	Bonded [WMFLS]	Purchase
18M/1M	Wholesale Advantage Broadband Standalone Internet 18	WHC18	Bonded [WMBF]	Bonded [WMFLS]	
25M/2M	Wholesale Advantage Broadband Standalone Internet 25	WHC25	Bonded [WMBF]	Bonded [WMFLS]	Lease
45M/3M	Wholesale Advantage Broadband Standalone Internet 45	WHC45	Bonded [WMBF]	Bonded [WMFLS]	
70M/3M	Wholesale Advantage Broadband Standalone Internet70	WHC70	Bonded [WMBF]	Bonded [WMFLS]	
90M/5M	Wholesale Advantage Broadband Standalone Internet 90	WHC90	Bonded [WMBF]	Bonded [WMFLS]	
115M/7M	Wholesale Advantage Broadband Standalone Internet 115	WHC15	Bonded [WMBF]	Bonded [WMFLS]	

Frontier Wholesale Advantage Broadband Package Ordering Codes (Standalone)

Symmetrical
Symmetrical Speeds, Frontier Modem Optional[3]
Available in All Frontier FiberOptic areas (where fiber exists)

SPEED	WHOLESALE ADVANTAGE BROADBAND DESCRIPTION	DYNAMIC AND STATIC IP* ORDERING CODE *Static IP Business Only - Static IP requires a Static IP Block Code (see slide 4).			
300M/300M	Wholesale Advantage Broadband FiberOptic Internet 300	WSI30	Bonded [WMBF]	Bonded [WMFLS]	
500M/500M	Wholesale Advantage Broadband Fiber Optic Internet 500	WSI50	Bonded [WMBF]	Bonded [WMFLS]	
700M/700M	Wholesale Advantage Broadband FiberOptic Internet 700	WSI70	Bonded [WMBF]	Bonded [WMFLS]	Purchase
1G/1G	Wholesale Advantage Broadband FiberOptic Internet 1G	WSI1G	Bonded [WMBF]	Bonded [WMFLS]	Lease
2G/2G	Wholesale Advantage Broadband FiberOptic Internet 2G	WSI2G	N/A	Bonded [WHFML]	

Validating Orders in VFO – VFO Status Updates

- Click either the Validate icon or Validate menu option to verify the accuracy of the order.

- The status of the order will either be Validated or Errored.
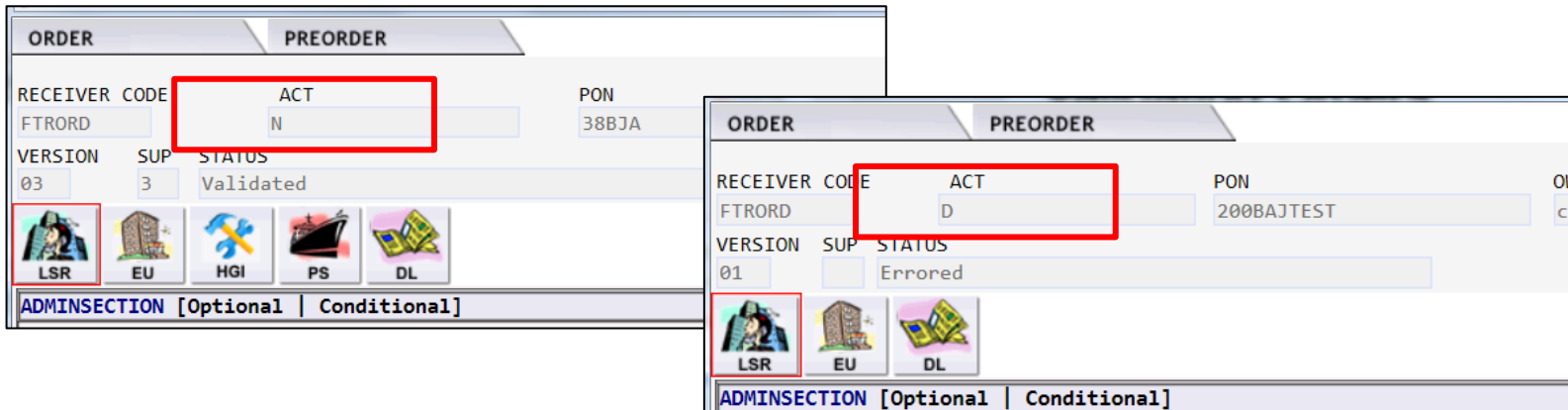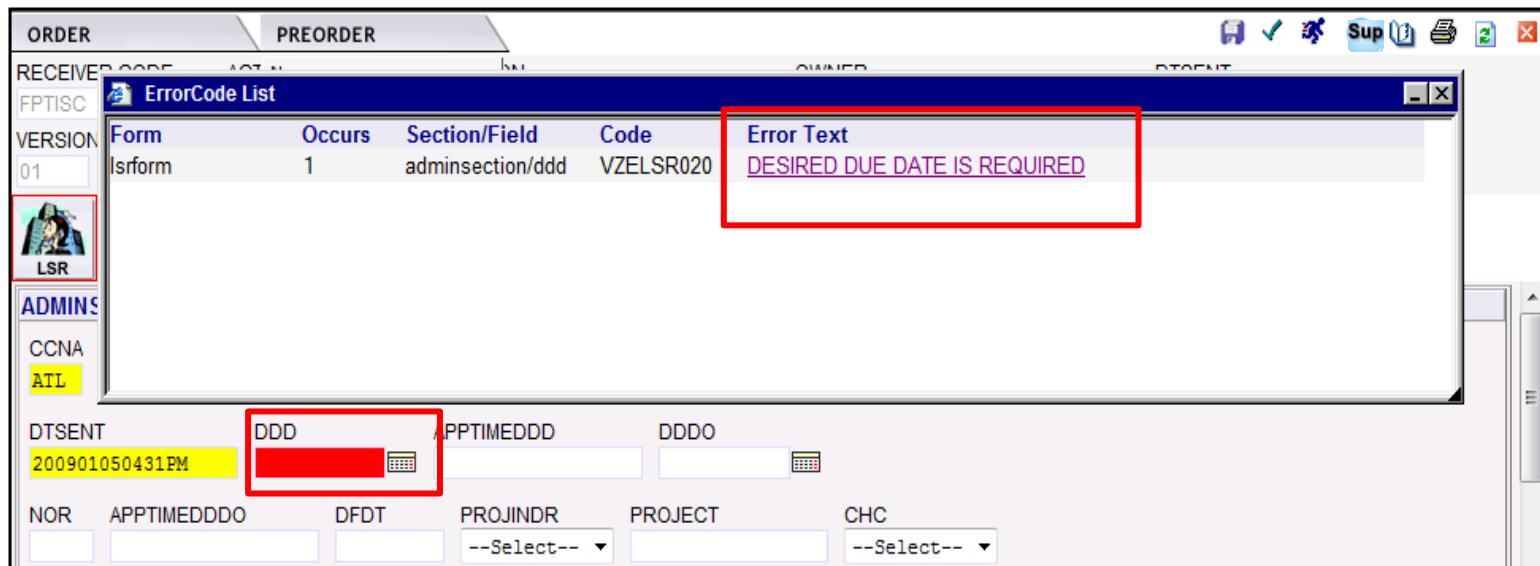
Wholesale Broadband Order Validation Job Aids

Wholesale Broadband Order Validation Job Aids are available from the Wholesale Advantage Broadband page: Wholesale Broadband Order References (frontier.com).

- If you have errors as a result of your validation of the order, please refer to the associated validation job aid.
  - Locate the job aid specific to the service territory of the location on your order.
  - Further assistance is available upon email request to: Local.Broadband@ftr.com   More contact information is available on the Broadband Services Contacts (frontier.com) page of the Frontier Wholesale Operations Website.

Correcting Order Errors in VFO

- If there are errors:
  - The Error Code List is displayed with the Form, Occurrence, Section/Field, Error Code and Error Text.
  - Click the Error Text link to move cursor to the form and field in error.
  - The field is highlighted in red until the field is corrected and the order is validated again.

Submitting Orders in VFO

- Click either the submit icon or Validate and Submit menu option to transmit the order to the Service Provider.
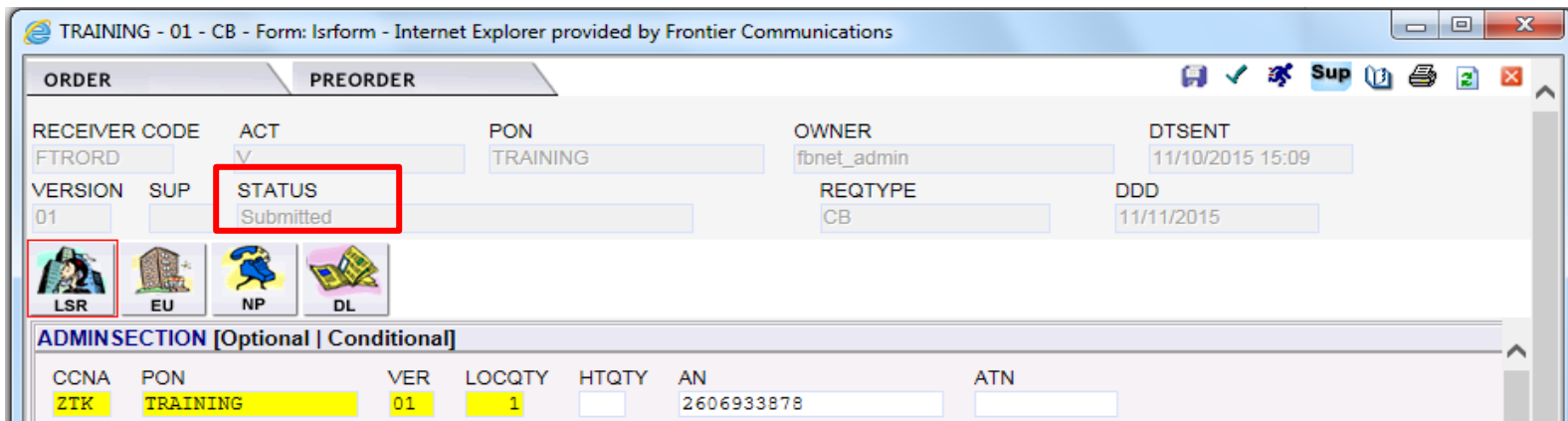
- The status changes to reflect the results of the submission.

Viewing Order Confirmation in VFO

- LSRNO = PON

- ORD = Main Order Number

- DD – Confirmed Due Date

- ORDL = Line Order Number

Online References

- Wholesale Broadband (frontier.com)
  - Link to VFO Application (Production)
  - Broadband Pre-Order Job Aids
  - Wholesale Broadband Ordering Matrix
  - Broadband Order Samples
  - Broadband Order Validation Job Aids
- Frontier-MasterStream
- LSR Business Rules (frontier.com)
- Broadband Services Contacts (frontier.com)
- Subscribe to Frontier Wholesale Industry and System Update Notices: subscribe-to-wholesale-notifications (frontier.com)