



Instructions for  
Applying for IAC code (CCNA/ACNA) and  
OCN Code  
and  
**Accessing Frontier's Ordering System**

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Frontier Communications  
Rochester, NY

Jurisdiction: All  
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## Purpose

The purpose of this document is to provide instructions on how to apply for an IAC Code, an OCN Code, and connecting to Frontier's ordering system to conduct business with Frontier.

## Applying for the CCNA Code

An IAC Code is a three-character alphabetic code that represents the legal entity company name for a company requesting communications services. The IAC code, commonly referred to as the CCNA by Frontier, is a key driver on the LSR form. It is used on every order to populate the Customer Carrier Name Abbreviation field (CCNA) and, occasionally, can be simultaneously populated on some order types in the Access Customer Name Abbreviation (ACNA) fields.

The application is managed by iconectiv and can be found on the Common Language website at the following URL:

<http://store.commonlanguage.com/Codes/IAC-Code-Online.html>

If you have trouble with this website or need assistance, please contact Common Language Customer Support Center at +1 877.699.5577 or [clsc@iconectiv.com](mailto:clsc@iconectiv.com).

The cost for applying for an IAC code is \$350.00 and turn-around time is two business days following receipt of your request and verification of information submitted.

## Applying for the OCN code

Company Codes are used to uniquely identify telecommunications service providers per industry standard. NECA assigns all Company Codes.

The following documentation is required to obtain a Company Code:

A Legal document (e.g., Articles of Incorporation with State seal or stamp, State Registration, etc.) as proof of existence and to reflect the telecommunication service provider's legal name,

**and...**

- For CLEC, ULEC, Competitive Access Provider, and Local Reseller service: A copy of the certification by the state Public Utilities Commission.

The cost for applying for an OCN is \$375.00. Codes are assigned within 10 business days from the receipt of all required documentation, including payment.

<https://www.neca.org/PublicInterior.aspx?id=94>

## Applying for Connectivity to Frontier's Ordering System

Once the IAC code is obtained, it is necessary to submit the Frontier Connectivity Access Form.

The Frontier Connectivity Access Form is available from the Getting Started page of the Frontier Wholesale Operations Website: <https://wholesale.frontier.com/local-services/get-connected-for-voice-une-services>

Whether e-bonding or using the Frontier GUI (VFO), CLECs and Carriers need to complete the application by selecting and submitting the [Frontier Connectivity Access Form](#).

After the application has been submitted you will receive an acknowledgement email once your form has been reviewed and is in process within 72 hours of submission.

Please email [Frontier.Connectivity.Management@ftr.com](mailto:Frontier.Connectivity.Management@ftr.com) with any questions regarding your submission.

You will receive an email Completion Notice within a minimum of 5 business days. The e-mail will provide login information to VFO and links for VFO training.

## Job Aids & LSR Samples

Please refer to the Local References Library at: [Local References \(frontier.com\)](#)

Pre-order job aids available online at: [Location and Product Qualification \(frontier.com\)](#)

LSR samples and Job Aids are available by service type at: [LSR Order Samples \(frontier.com\)](#)

## Change Log

Date	Page Number	Change
06/12/2017		New
10/12/2017	3	Update to secured addresses for embedded wholesale.frontier.com links

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