



# Service Order Request Inquiry (SOR)

Frontier Wholesale

Jurisdiction: All

Revised Date: 7/13/2021



# Service Order Request Inquiry Job Aid

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# Service Order Request Inquiry Job Aid

## Overview

The Service Order Request Inquiry (SOR) is an available LSR pre-order transaction. The SOR allows Local Wholesale Customers to request and view pending service order information from Frontier’s provisioning system. The SOR is available post-FOC (Firm Order Confirmation) and prior to the Service Order posting to Frontier’s billing system. The Service Order Request Inquiry Response provides the full details of the order including remarks.

**Note:** Beginning February 19, 2017, binding post information, where applicable, will be provided on the SOR response. The binding post information will be available once the assignment work is completed, which normally occurs the day before the confirmed due date (due date minus 1). Along with the binding post information, cable and pair information, where applicable, will also be provided on the SOR response.

## SOR Inquiry Submission

Service Order Request Inquiry (SOR) transactions may be submitted via the Virtual Front Office (VFO) or by bonded solution.

Note: Need access to Frontier's Virtual Front Office (VFO)? Please visit the Get Connected page for more information at: <https://wholesale.frontier.com/local-services/get-connected-for-voice-une-services>.

From VFO, customers must select transaction type (TX Type) 'S' from the VFO Local Module Pre-Order Initiation screen.



**PreOrder Initiation**

TXNUM	1014
Trading Partner	Frontier Telecom
Service Center	TEC000 - Frontier Telecom
TX Type	S - Service Order Inquiry
<input type="button" value="Initiate"/> <input type="button" value="Cancel"/>	

Once the Service Order Inquiry screen is presented, populate the required fields. The user can hover the mouse over each field to receive tool tips on how to correctly populate the field.

**S - Service Order Inquiry**

INQUIRY		RESULTS	
TXNUM	3304	DTRENT	
TX TYP	S	TRACT	CC
MS			
LOCATION (Optional   Conditional)			
STATE			
ICR		MAIL	

For a full detailed list of all fields on the inquiry form, please refer to the Service Order Request Inquiry (SOR) form on the Business Rules page of the Frontier Wholesale Operations website at: <https://wholesale.frontier.com/local-services/business-rules>.



## Service Order Request Inquiry Job Aid

### SOR Inquiry Criteria (ICRI)

The Service Order Request Inquiry (SOR) is available by three different inquiry criteria. The inquiry criteria selected will determine what you can expect to see on the SOR Response. Below is an overview of each of the three SOR inquiry criteria.

#### By Service Order Identification Number (ICRI=A)

A successful response to the SOR by Service Order Identification Number (ICRI = A), will provide the customer with the Service Order details in the Multi-Line Text (MLT) field of the response.

#### By Purchase Order Number (ICRI=B)

A successful response to the SOR by Purchase Order Number (ICRI = B), will provide the customer with a list of pending Service Orders associated with the Purchase Order Number (PON), that are not posted for billing. If there is only one pending Service Order associated with the PON, the full details will be provided on the initial response.

If there are Service Orders associated with the PON that are completed and posted for billing, those Service Order numbers will not be provided on the SOR Response.

To request service order details of Service Order numbers provided on the initial response, please submit a subsequent SOR by Service Order Identification Number (ICRI = A), for each non-posted Service Order.

#### By Frontier Billing Telephone Number (ICRI=C)

A successful response to the SOR by Frontier Billing Telephone Number (ICRI = C), will provide the customer with a list of pending Service Orders associated with the Billing Telephone Number (BTN), that are not posted for billing. If there is only one pending Service Order associated with the PON, the full details will be provided on the initial response.

If there are Service Orders associated with the BTN that are completed and posted for billing, those Service Order numbers will not be provided on the SOR Response.

To request service order details of Service Order numbers provided on the initial response, please submit a subsequent SOR by Service Order Identification Number (ICRI = A), for each non-posted Service Order.



## Service Order Request Inquiry Job Aid

### SOR Response Fields

For a full detailed list of all fields on the response, please refer to the Service Order Request Response form on the Business Rules page of the Frontier Wholesale Operations website at:

<https://wholesale.frontier.com/local-services/business-rules>.

Field	Field Name	Notes
CC	Company Code	Identifies the Exchange Carrier initiating the request.  This field matches or maps to the RSID for Reseller or AECN for CLEC.
TXNUM	Transaction Number	Identifies the customer provided tracking number to link the inquiry with the response.  The TXNUM may be reused after one week.
D/TSENT	Date and Time Sent	Identifies the date and time the transaction is sent.  Date includes century: CCYYMMDD Time is military time: HHMM[SS]
TXTYP	Transaction Type	Identifies the type of transaction.  This field will be returned when populated on inquiry.
ICRI	Inquiry Criteria	Identifies the Inquiry Criteria used in the Service Order Inquiry. <ul style="list-style-type: none"> <li>•ICRI=A – Will return full order view</li> <li>•ICRI=B – Will return list of orders, not posted for billing, associated with the PON</li> <li>•ICRI=C – Will return list of orders, not posted for billing, associated with the BTN</li> </ul>
IVAL	Inquiry Value	Identifies the Service Order Identification Number, Purchase Order Number, or Frontier Billing Telephone Number.
STATE	State/Province	Identifies the abbreviation for the state or province.
MLT	Multi-Line Text	This field contains Service Order information (ICRI A); or a list of non-posted Service Orders listed under the PON (ICRI B); or a list of non-posted Service Orders listed under the BTN (ICRI C).  Up to 8,000 rows can occur within this field.  Cable/Pair and Binding Post information will appear in the MLT section identified as: <b>Binding Post_CaPr</b>
PRESPEC	Provider Response Code	Identifies a provider specific code on the response transaction that represents what occurred on the associated inquiry transaction.  The occurrence of error fields overrides the return of other fields stated in the response.



## Service Order Request Inquiry Job Aid

### Change Log

Date	Page	Change
10/26/2017	All	Updated embedded links to secured URLs
07/13/2021	All	Update embedded links, format, logo

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