# Wholesale Advantage Voice Overview (Legacy Service Territory)

Frontier Communications

**Jurisdiction: All**
**Revised Date:** 08/05/2021

**Contents**

## Wholesale Advantage Voice Overview (Legacy Service Territory)

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|---|---|
| **Document Overview** | This document provides an overview of the Wholesale Advantage Voice service that is available in Legacy markets. |
| **Wholesale Advantage Voice in Legacy Markets** | Wholesale Advantage Voice service in Legacy markets is a bundle of loop, switching, and enhanced features offered through a commercially negotiated agreement between Frontier Communications and CLEC.  Services may be classified as residence or business POTS, FLAT-rated service.  Additional features are available at low or no extra cost.<br><br>Refer to the LSR Business Rules NPA NXX Tables located on the Local Service Business Rules page to determine the market area of your end user. |
| **Wholesale Broadband (High Speed Internet)** | Wholesale Broadband can be ordered in addition to Wholesale Advantage Voice service in Legacy areas.  See Wholesale Advantage Broadband for more information. |
| **Limitations** | Wholesale Advantage service in Legacy areas does not support the following:<br>Analog (4 wire) PBX trunks<br><br><ul><li>Coin / Payphone Access Line Service (PAL)</li><li>Centrex service (analog or digital)</li><li>Enhanced routing/screening services via AIN platform</li><li>Foreign Exchange FX service</li><li>Inside Wire</li><li>ISDN BRI Service</li><li>ISDN PRI Service</li><li>Tier Discount Billing</li><li>Voice Mail</li></ul> |

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Billing and Feature Information

**Billing Overview MRC - POTS**

Wholesale Advantage voice service is comprised of 2 rate elements: loop and port charges. There is a 1:1 ratio between a Platform loop and a port. Both Loop and Port S&E codes appear together on each voice service. A port surcharge with a negotiated value is applied to each voice service, as well. The three rating factors make up the monthly recurring charge for each voice service.

This charts provides the codes that may be seen on a CSR. The CLEC should not provide loop, port or port surcharge S&E codes on the PS form or an LSR. Frontier internal processes present the appropriate loop, port and port surcharge S&E codes when new or migrated service is ordered.

| Billing Element | Residential | Business |
|---|---|---|
| Loop | WHALR | WHALP |
| Port | WHAPR | WHAPB |
| Port Surcharge (may be translated to CLEC specific S&E code) | WHARS | WHARB |

***Exception:*** See *Billing Overview – RCF* for exceptions on RCF service.

**Billing Overview MRC - RCF**

Remote Call Forward is available on Wholesale Advantage Voice service. Calls can be forward to a number of the CLEC's choice. Toll charges apply when RCF calls forward to a long distance number.

The PS form is populated only with an RCF feature code. There is no limit to the quantity of paths that can be ordered. One RCF feature code is required, per path.

RCF service on Wholesale Advantage is billed a port charge and an RCF feature code for each RCF path ordered. Since a loop is not installed at a customer premise, the loop element does not apply. A port surcharge does not apply to RCF.

RCF service is separately billed, and should not be combined with any other accounts.

| Billing Element | Residential | Business |
|---|---|---|
| Port | WHAPR | WHAPB |
| Remote Call Forward | WAFNR | WAFNB |

**Features – Included Zero-rated**

This chart provides a list of zero-rated features available on Wholesale Advantage Voice service in Legacy areas. Refer to the product matrix for ordering codes.

| Feature | Description |
|---------|-------------|
| Anonymous Call Block | Block incoming callers if they have blocked their calling information from being delivered to your phone. |
| Busy Number Redial *66 | Automatically checks a busy number for you for up to 30 minutes and alerts the caller with a special ring when the line is free. |
| Call Forward Variable (Basic) | Forward incoming calls to another number of choice. |
| Call Forward Busy | Forward incoming calls to another number when your phone is busy. |
| Call Forward No Answer | Forward incoming calls to another number when you do not answer your phone. |
| Call Forward Busy/No Answer | Forward incoming calls to another number when your phone is busy or you do not answer it. |
| Call Return *69 | Allows you to place a call to the last incoming caller, even if you do not know the number. |
| Call Waiting/Cancel Call Waiting | A special tone alerts the called party that another caller is attempting to reach them. Flash the switch hook to place the first caller on hold and answer the incoming caller. |
| Caller ID Name and Number | Displays the name and number of the incoming caller, unless the information is blocked or unavailable.  Must have Caller ID display unit |
| Distinctive Ring | Allows an additional telephone number to ring on a single line. The distinctive ring number, when called, has a unique ringing pattern. Distinctive Ringing utilizes two telephone numbers, each with its own ringing pattern. The main number has a normal ring and the distinctive ring number has two short rings. Both numbers use the same telephone line; therefore, only one conversation can be conducted at a time. |
| Priority Call | Create a list of up to 10 important numbers that can be recognized by a special ring tone. Also allows call waiting calls to have a distinctive tone to identify your priority calls. |

| | |
|---|---|
| Selective Call Rejection | Create a list of up to 10 numbers that cannot call your number, even if you don't have their number. Callers on your rejection list hear an announcement you are not accepting calls from that number. This feature is only provisioned to work within the LATA. |
| Speed Call 30 | Create a list of up to 30 frequently called numbers by dialing only 2 digits. |
| Selective Call Acceptance | Create a list of 10 numbers you wish to receive calls from. All other calls will receive an announcement that you are not accepting calls. |
| Selective Call Forward | Allows a customer to specify a special list of up to 15 telephone numbers that are automatically forwarded to a predefined telephone number. |
| Three Way Calling | Allows you to talk to two people, in two different places, at the same time without the help of an operator. |

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**Features – Ala Carte**

This chart provides a list of features available on Wholesale Advantage Platform service in Legacy areas at an additional monthly cost.  Refer to the product matrix for ordering codes.

| Feature | Description |
|---------|-------------|
| Multiple Simultaneous Call Forward | Automatically forwards multiple incoming calls (maximum limit 5), received at the same time to a predetermined number. No risk to callers getting a busy signal - guarantees calls are forwarded to voice mail or additional lines automatically. |
| Remote Call Forward | Remote Call Forwarding (RCF) allows all calls to be automatically forwarded to another telephone number without caller knowing. The forward-to number can be local or long distance.  The RCF customer is responsible for all toll charges incurred when forwarded to a long distance number. |
| Outbound Caller-ID Blocking  Available only to non-published numbers | Prevents a non-published name and number from being displayed on called parties phones, on all calls made from your line.  No activation code required.  The customer can choose to deliver their number on a per call basis only by pressing *82 before the number being dialed. |

**Non-Recurring Charges NRC**

This chart provides information about the non-recurring charges associated with Wholesale Advantage Voice service. These codes are assessed by Frontier and should not be included on the PS form.

| Billing Element | S&E Code | Per Line or Per PON | Application |
|---|---|---|---|
| Installation Charge (Standard) | WHAIC | Per Line | • New install (line)<br>• Return to Native<br>• RCF<br>• Outside moves<br><br>ACT N LNA N<br>ACT C LNA N<br>ACT V LNA N, V<br>ACT T LNA N |
| Service Change Charge | WHAMC | Per PON | • PIC Changes<br>• Feature change<br>• Number change<br>• Suspend and restore<br><br>ACT C LNA C, P, X, Z<br>ACT S LNA S<br>ACT B LNA B |
| Records change | WHARC | Per PON | • Account records update<br>• Directory listing change<br><br>ACT J any<br>ACT R any |
| Expedite Order Charge | WHAEO | Per PON | When EXP = Y<br><br>ACT B LNA B<br>ACT C LNA C, N<br>ACT N LNA N<br>ACT V LNA N, V<br>ACT S LNA S<br>ACT T LNA N |
| Hot Cut | WHHOT | Per PON | In addition to standard installation charges<br><br>ACT C, N, T, V<br>CHC = Y |
| Coordinated Conversion | WHCCC | Per PON | In addition to standard installation charges |

Ordering Information

**LSR Reqtyp/ACT**

Wholesale Advantage Voice products are ordered in VFO on the Reqtyp and Activity shown on this chart.

| Reqtyp | ACT | LNA Value |
|--------|-----|-----------|
| DB | N | N |
| DB | T | N, T |
| DB | C | C, N, P, D, T, X, Z |
| DB | V | N, V, D |
| DB | M | C, D, N, X |
| DB | D, R, J | NA |
| DB | S | S |
| DB | B | B |

**Distinctive Ring**

A distinctive ring is ordered as a feature on a telephone number. The distinctive ring telephone number is provided in the FEATUREDETAIL section on the PS form. A unique account with an LG service type is created for the distinctive ring number. It is billed with the account BTN.

**Remote Call Forwarding**

RCF is ordered with TOS 1BPR or 2BPR.  The is no limit to the quantity of RCF paths ordered.

The PS form is populated with the RCF feature code.

- Once for the primary RCF path.  This section provides the TN to which the calls are forwarded.

FEATURES [Optional | Condition]

| FA | FEATURE |
|----|---------|
| N | WADRB |

FEATUREDETAIL
TN=928700145

- Once for any additional paths ordered.  This section provides the group size.  The group size is equal to the quantity of requested additional paths.

FEATURES [Optional | Conditional]

| FA | FEATURE | FEATQTY |
|----|---------|---------|
| N | WADRB | |

FEATUREDETAIL
/GSZ 2

Apply one RCF S&E code for each RCF path ordered.  See *Billing Overview RCF* for more details.

**TOS Values**

This chart displays the TOS values used to order Wholesale Advantage Voice Service.

| Product | POS 1 | POS 2 | POS 3 | POS 4 | Result |
|---------|-------|-------|-------|-------|--------|
| Platform voice No Hunting | 1, 2 | B | P | - | 1BP-, 2BP- |
| Platform voice With Hunting | 1, 2 | A | P | - | 1AP- |
| Remote Call Forwarding | 1, 2 | B | P | R | 1BPR, 1BPR |

This chart displays the TOS values used to order Wholesale Advantage Voice service and Broadband at the same time.

| Product | POS 1 | POS 2 | POS 3 | POS 4 | Result |
|---------|-------|-------|-------|-------|--------|
| Platform shared voice and broadband No Hunting | 1, 2 | B | P | L | 1BPL, 2BPL |
| Platform shared voice and broadband With Hunting | 1, 2 | A | P | L | 1APL, 2APL |

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## Change Log

| Date | Page | Change |
|------|------|--------|
| 11/07/2017 | All | Updated embedded links to be secured URLs |
| 08/05/2021 | All | Update embedded links |
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