



Wholesale Broadband Product Qualification Guide

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Frontier Wholesale

Jurisdiction: All

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Wholesale Broadband Product Qualification Guide

Before placing an order for Wholesale Advantage Broadband service, it’s vital to make sure the product is available under the unique conditions for the end user. This document walks through each of the information-seeking tasks that are necessary to make a valid selection for broadband service.

This chart shows an overview of the required steps. For more detail about each step, see the *Wholesale Advantage Broadband Selection Guide* section of this document.

1.	Verify your Wholesale Broadband contract
2.	Verify the end user service territory
3.	Submit an Address Validation TXTYP A Pre-Order
4.	Submit a Loop Qualification for DSL Whls BB TXTYP X Pre-Order
5.	Verify a valid Wholesale Broadband Ordering Scenario
6.	Choose a Wholesale Broadband product
7.	Submit an LSR for Wholesale Advantage Broadband Service

Need More Help?

Additional investigative information can be obtained by submitting Loop Qualification TXTYP H and K transactions. This is especially helpful when an initial pre-order response indicates facilities are not qualified for broadband service. See the **Additional Pre-Order Transaction Options** section of this document for details.

These Job Aids and documents are found on the Frontier Wholesale website.

LSR Order and Pre-Order Response documents

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

Wholesale Broadband Specific documents

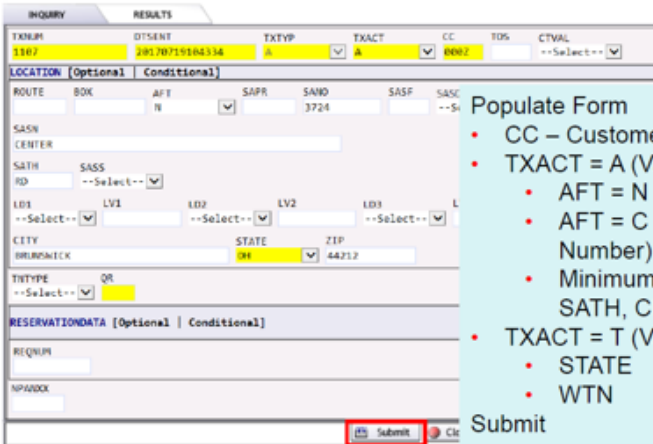
<https://wholesale.frontier.com/local-services/broadband-services/wholesale-advantage-broadband>

- Wholesale Broadband Training Guide
- Wholesale Broadband Training Video
- Broadband Job Aids (Pre-Order and LSR Order)
- Broadband Order Samples



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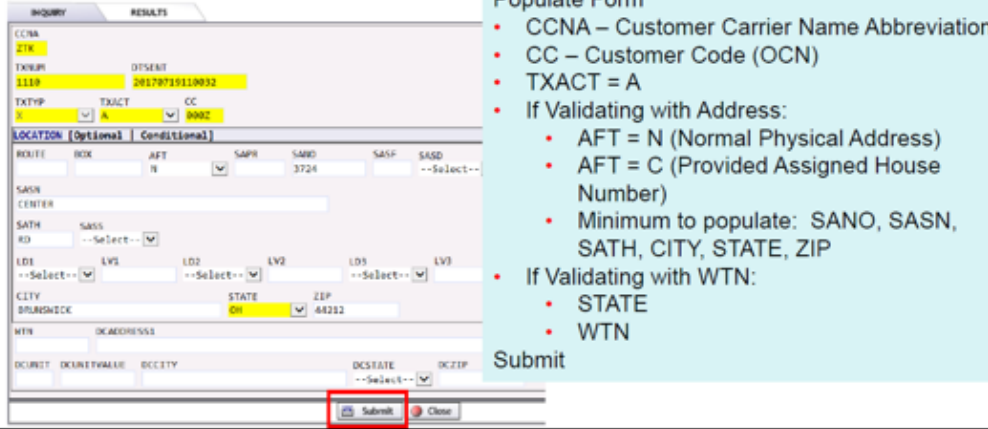
Wholesale Advantage Broadband Selection Guide

1.	<p>Do you have a Wholesale Broadband contract?</p> <ul style="list-style-type: none"> Wholesale Advantage <i>Broadband</i> (WABB) contract must be established prior to order submission. Consult with your Account Manager to verify your contract is in place. 								
2.	<p>Verify the service territory.</p> <ul style="list-style-type: none"> Wholesale Advantage Broadband service is available in all Frontier territories. Use the filters on the Exchange and Access Line Matrix located on the Voice/UNE Services page of the Frontier Wholesale Website to locate the applicable service territory. 								
3.	<p>Submit a Pre-Order Address Validation TXTYP A</p> <ul style="list-style-type: none"> Exact address is important. Make sure to include Suite, Apt, etc., when applicable. Nearby addresses are returned if the submitted address is not in Frontier records. A valid address is critical to the success of Loop Qualification pre-orders X and H. <div data-bbox="224 714 1266 1312" style="border: 1px solid black; padding: 10px;"> <p style="text-align: center;">Address Validation Inquiry – TXTYP = A Frontier</p> <p>A - Address Validation</p> <p>Purpose: Validate end user's address is supported by Frontier (address or working telephone number)</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">  </div> <div style="width: 45%; background-color: #e0f2f1; padding: 5px;"> <p>Populate Form</p> <ul style="list-style-type: none"> CC – Customer Code (OCN) TXACT = A (Validate with Address) <ul style="list-style-type: none"> 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) <ul style="list-style-type: none"> STATE WTN </div> </div> <p style="text-align: right;">Submit</p> </div> <p>How to read the TXTYP A Response</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;">Field Description & Values</th> <th style="width: 50%;">Returned Value Notes</th> </tr> </thead> <tbody> <tr> <td> FCI Fiber Capability Indicator Y=Yes N=No </td> <td>Use the returned value to determine if fiber facilities are available</td> </tr> <tr> <td>LSO Local Servicing Office</td> <td>Take note of the Frontier NPANXX for the service address</td> </tr> <tr> <td>Customer Data</td> <td>Working service customer data, or last working service is returned, when available. <ul style="list-style-type: none"> ATN = account number </td> </tr> </tbody> </table> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>For more details, see the Pre-Order Job Aid at: https://wholesale.frontier.com/-/media/WholesaleDocs/vfo-lsr-preorder-dropdown-field-and-response-code-values-job-aid.ashx</p> </div>	Field Description & Values	Returned Value Notes	FCI Fiber Capability Indicator Y=Yes N=No	Use the returned value to determine if fiber facilities are available	LSO Local Servicing Office	Take note of the Frontier NPANXX for the service address	Customer Data	Working service customer data, or last working service is returned, when available. <ul style="list-style-type: none"> ATN = account number
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4.	Submit a Pre-Order Loop Qualification for DSL Whls BB - TXTYP X.								

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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

How to read the TXTYP X Response

Field Description & Values	Returned Value Notes
<p>FE (H) Facility Environment</p> <p>A- Fiber to Premise B- Fiber to Premise and Copper C- Copper D- Provisioning is not available</p>	<p>A = choose a Simply (standalone) product using a fiber technology. Shared WABB on a Wholesale Advantage or Resale line is not available. B = See A and C C = choose a Simply (Standalone) or Shared product that does not use fiber technology. D = WABB is not available</p>
<p>RTIND Remote Terminal Indicator</p> <p>Y- Yes N- No</p>	<p>Certain products may not be available when RTIND value = Y.</p>
<p>LOOPSTAT Loop Status</p> <p>E - Facilities qualified, conditioning required F - Not qualified due to length H - Not qualified due to Digital Single Subscriber Carrier (DSSC) J - Not qualified due to disturber K - Work order in progress L - Facilities qualified, no conditioning M - Not qualified due to DSL service not available N - Data already exists on TN specified P - Temporarily not qualified</p>	<p>This field provides the qualification status for Wholesale Broadband service provided over copper (not fiber.)</p> <p>Values F, H, J, M, P mean WABB is not available. Submit a Loop Qualification TXTYP H Pre-Order to discover the reason not qualified.</p>
<p>LSA Loop Speeds Available</p> <p>Both Highest Speed and the HSMAX (Lite/Max) speed are returned in this field separated by a hyphen (-).</p>	<p>Highest available speeds are returned.</p> <p>0K-0K means HSMAX is not available.</p>
<p>MLT Multi-Line Text</p>	<p>All other available speeds.</p>

For more details, see the Pre-Order Job Aid at: <https://wholesale.frontier.com/-/media/WholesaleDocs/vfo-lsr-preorder-dropdown-field-and-response-code-values-job-aid.aspx>



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5.	Use the Wholesale Broadband Ordering Scenario Matrix to verify a valid ordering scenario for your end user. This helps to determine when a Simply (Standalone) or Shared WH BB service can be ordered.													
6.	<p>Choose a Wholesale Broadband product</p> <table border="1" data-bbox="329 464 1446 1409"> <thead> <tr> <th data-bbox="329 464 446 527">Step</th> <th data-bbox="446 464 1446 527">Action</th> </tr> </thead> <tbody> <tr> <td data-bbox="329 527 446 657">1.</td> <td data-bbox="446 527 1446 657">From the Wholesale Broadband page of the Frontier Wholesale Operations Website, open the Wholesale Broadband S&E Code Matrix for the service territory.</td> </tr> <tr> <td data-bbox="329 657 446 758">2.</td> <td data-bbox="446 657 1446 758">Identify the Product Type <ul style="list-style-type: none"> Simply or Shared </td> </tr> <tr> <td data-bbox="329 758 446 951">3.</td> <td data-bbox="446 758 1446 951">Identify the Product Speed (bandwidth) <ul style="list-style-type: none"> Choose a speed returned on the TXTYP X pre-order response. The LSA field returns the highest available speed and the HSMAX speed, separated by a hyphen. Other available speeds are provided on the pre-order response, as well. </td> </tr> <tr> <td data-bbox="329 951 446 1314">4.</td> <td data-bbox="446 951 1446 1314">Optional factors – Requires Pre-Order Loop Qualification TXTYP H <ul style="list-style-type: none"> See <i>Additional Pre-Order Transaction Options</i> for details When FE field returns C, only copper (non-Fiber) products are available Use the returned TXTYP H LPAC field values to identify available technologies. Remember that Fiber technology can support only a Simply (Standalone) product. Shared voice service cannot be paired with Wholesale Advantage Broadband service. Use the returned TXTYP H LL field to identify products available based upon Loop Length values that are <i>equal to or more than</i> the LL field value (in feet) </td> </tr> <tr> <td data-bbox="329 1314 446 1409">5.</td> <td data-bbox="446 1314 1446 1409">Returned available products are shown in the Wholesale Advantage Broadband Description column.</td> </tr> </tbody> </table>	Step	Action	1.	From the Wholesale Broadband page of the Frontier Wholesale Operations Website, open the Wholesale Broadband S&E Code Matrix for the service territory.	2.	Identify the Product Type <ul style="list-style-type: none"> Simply or Shared 	3.	Identify the Product Speed (bandwidth) <ul style="list-style-type: none"> Choose a speed returned on the TXTYP X pre-order response. The LSA field returns the highest available speed and the HSMAX speed, separated by a hyphen. Other available speeds are provided on the pre-order response, as well. 	4.	Optional factors – Requires Pre-Order Loop Qualification TXTYP H <ul style="list-style-type: none"> See <i>Additional Pre-Order Transaction Options</i> for details When FE field returns C, only copper (non-Fiber) products are available Use the returned TXTYP H LPAC field values to identify available technologies. Remember that Fiber technology can support only a Simply (Standalone) product. Shared voice service cannot be paired with Wholesale Advantage Broadband service. Use the returned TXTYP H LL field to identify products available based upon Loop Length values that are <i>equal to or more than</i> the LL field value (in feet) 	5.	Returned available products are shown in the Wholesale Advantage Broadband Description column.	
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5.	Returned available products are shown in the Wholesale Advantage Broadband Description column.													
7.	<p>Submit an LSR for Wholesale Broadband service.</p> <ul style="list-style-type: none"> Follow the direction in the Wholesale Broadband Ordering Guide 													



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Additional Pre-Order Transaction Options

- Submit a Pre-Order Loop Qualification TXTYP H (Optional)
 - This transaction is helpful when the LOOPSTAT on TXTYP X indicates broadband service is not available.
 - TXTYP H returns additional values that provide a better understanding of distance and technology limitations, and reasons why a line may not be qualified for broadband service.

How to read the TXTYP H Response

Field Description & Values	Returned Value Notes
<p>LPAC Loop Product Available</p> <ul style="list-style-type: none"> • HSMAX indicates single-pair DSL service 3Mb – 7Mb availability. • ADSL-R indicates a Loop which is less than 18,000 feet from the Central Office • ADSL-C indicates a Loop which is less than 12,000 feet from the Central Office • ADSL2+ - ADSL2+ extends the capability of basic ADSL by doubling the number of downstream bits • BONDED - ports physically provisioned to the end user and total bandwidth is equal to the sum of all provisioned ports • VDSL- Very-High Bit Rate Digital Subscriber Line • Fiber – Fiber product available 	Returned values describe the type of technology used to provide available service
<p>LL Loop Length</p> <p>Identifies the distance from the wire center to the end user location. Translate returned kilofeet to feet.</p>	<p>Example: 8.0900000 = 8090 ft</p> <p>.000000000 indicates fiber facilities exist</p>
<p>RSNNOTQUAL – Reason Not Qualified</p> <ul style="list-style-type: none"> • No valid loop qual data. Request manual loop • Spectrum Management T-1 or Other • Work Order in Progress 	When RSNNOTQUAL = "No valid loop qual data. Request manual loop qual" or "DLC - LST Dependent" is returned, resubmit query using TXTYP = "K" (xDSL

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	<ul style="list-style-type: none"> • Digital Loop Carrier • DLC - No Copper Available, LST Dependent, Loaded Copper • Load Coils • Digital Single Carrier • Loop Lngth Exceeds Svc Requested • PARTS Suspend • RSU - CSA Compliant, Not CSA Compliant • Fiber To The Premise Only 	<p>Loop Qualification Extended).</p> <p>The valid entry "DLC - LST Dependent" indicates the address is served by DLC and line station transfer (LST) availability is unknown. Qualified Copper is dependent upon successful completion of an LST.</p>
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2. Submit a Pre-Order Loop Qualification TXTYP K (*Optional*)
- This transaction places a request for Frontier to further examine the facility qualifications for service.
 - The response is emailed to the requestor. It is important to include a valid email address on the initial pre-order transaction.

K - xDSL Loop Qualification Ext

TXNUM	DTSENT	INIT_NAME	INIT_TELNUM
5680		Mary Smith	5855551234
INIT_EMAIL			
Mary.Smith@ftr.com			
TXTYP	TXACT	CC	RESID
K	A	000z	
			48-Hour Response Required(Y)
			Y

LOCATION [Optional | Conditional]

ROUTE	BOX	AFT	SAPR	SANO	SASE	SASD
		C				
SASN						
Brunswick						
SATH	SASS					
Rd	--Select--					
LD1	LV1	LD2	LV2			
--Select--		--Select--				
CITY			STATE			
Gresham			OR			

Populate Form

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

Response: Manual Process Required – response will be provided within 48 hours

Response	
header	
interfaceid	ATT-FRT-LSR-SND-PO-0B
messagetype	EDI
ordertype	PREORDER
senderid	FTRPO
txtyp	K
cc	000z
loopdata	
intmsg	Manual Processing Required- response will be provided within 48 hours.



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Change Log

Date	Page Number	Change
4/12/2019	3	Returned Value Notes for LOOPSTAT
12/24/2019	2	Removed statement that WABB is not available in CTF areas.
7/14/2021	3	Added MLT field and values to TXTYP X Response table.
07/26/2021		Update embedded links across document
08/24/2021		Embedded link update
9/6/2022	5	Removed reference to Connecticut S&E codes being on a separate matrix.

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