



# Inquiry 4 Step Process

## **Carrier Services**

Frontier Communications  
180 S. Clinton Ave.  
Rochester, NY 14646

Created: 5/27/2010

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# Inquiry 4 Step Process

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## ASR Inquiry Process

The four steps that make up the ASR Inquiry Process are:

1. Service Request (SR)
2. Service Request Confirmation (SRC)
3. Firm Order (FO)
4. Firm Order Confirmation (FOC)

This process will allow Carriers to submit a Service Inquiry through Synchronoss. A Service Inquiry allows a carrier to query Frontier on its ability to provide a particular type and/or quantity of like service at some future date.

The new Inquiry ASR process is limited to Request Type E and S and consists of the following four steps.

## Four Step Process

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### Step 1: Service Request (SR)

The customer will submit an ASR, Request Type EA or SA. The second position of A denotes that the ASR is an inquiry submitted to Frontier requesting information regarding Frontier's ability to provide the requested service.

### Step 2: Service Request Confirmation (SRC)

Frontier initiates this step in response to the SR sent in step 1. Frontier will provide a response mechanically via a confirmation (the SRC) within 10 business days of receipt of a complete and accurate SR and continue its current policy of sending an email with pertinent and contingent information. The information provided is valid for 60 calendar days from receipt of the SRC.

**Note:** If a FIRM order is not received within the 60-calendar day timeframe, the SR will be canceled.

### Step 3: Firm Order (FO)

When the customer is ready to submit a Firm Order, the customer will submit an ASR with Request Type EC or SC. The second position of C will indicate that the request has

completed Steps 1 and 2 and the customer now wishes to place a firm order using the same Purchase Order Number (PON) as the original SR.

### **Step 4: Firm Order Confirmation (FOC)**

Frontier initiates this step in the process in response to a FO submitted by the customer.

**Note:** The customer may choose to initially place a FO. The Request Type would be ED or SD as it is today. The D denotes that an inquiry ASR was NOT submitted prior to this FO.

However, if Frontier determines that the inquiry process must be completed prior to submission of a FO, a Clarification/Notification Request (C/NR) form Clarification Note Type (CNT)=K will be returned to the customer advising that the SR has been canceled and the customer must issue a SR, Request Type EA or SA.