



Customer Wholesale Portal User Guide

Table of Contents

Overview	2	
Establishing a Super User (SU)	3	
Step 1: Provide Company Details.	4	
Step 2: Profile Details	5	
Step 3: Reports	6	
Bulk Loop Qualification Extract		6
Carrier-to-Carrier Reports		7
Customer Service Record (CSR) Over 10K Report Overview		7
Performance Assurance Plan (PAP)	Error! Bookmark not defined.	
Provider Notification Report Overview		7
Logging into CWP	10	
Super User View	10	
Manage Requests	11	
Manage Users		14
Manage Profile	15	
User View	16	
Downloading a Report	17	
Step 1: Reports dashboard	17	
Step 2: Download the report	18	
Opening a Report	20	
Appendix A: Report Field Description	21	
Provider Notification Report Field Description		21
Change Log	22	

Customer Wholesale Portal User Guide

Overview

The Customer Wholesale Portal provides CLECs with the ability to access their wholesale reports. CLEC's must register prior to accessing their reports. Upon completion and approval of the registration, the CLEC will be provided with a User ID and password to access the portal. The CLEC can then login to access specific reports selected during the registration process. Each report is separate and distinct, and a CLEC must request a specific report in order to be granted access. After the CLEC is registered the requested files will be loaded as they are generated. All files listed are available for download to the CLECs desktop.

The following CLEC reports will be available through the Customer Wholesale Portal (CWP):

- Bulk Loop Qualification Extract (Excludes Legacy Service Territory)
- Carrier to Carrier Reports
- Customer Service Records over 10K
- Listing Verification Report
- Provider Notification Report (formerly known as Line Loss Report)

NOTE: It is important to download the files since they are purged after a period of time. For example, the Provider Notification Report (Line Loss Report) is available for 365 calendar days and Listing Verification Reports are available for 90 days.

In order to obtain access to these reports, individuals must register to use the Customer Wholesale Portal (CWP) Reports application. Your company will establish at least one Super User (SU) to approve requests for sign-on ID(s).

Before users of the Customer Wholesale Portal (CWP) Report Web site can apply for a User ID and password, your company must establish a Super User (SU). The SU will be responsible for approving requests for User Ids and passwords, changing / updating / deleting user record data for each CWP Report Application. A CLEC can have multiple users apply for access to the CWP.

System Requirements:

- Ziplly Fiber's recommended browsers to use CWP are IE9, IE10, IE11, Chrome, Safari and Firefox
- Unzip tool

If you have any questions or difficulty using Ziplly Fiber's Customer Wholesale Portal, please contact your Account Manager.

Establishing a Super User (SU)

The first step in accessing Ziplly Fiber’s Customer Wholesale Portal is to establish a **Super User**. You will need to enter the URL address into your Web browser to access the form: <https://wholesale.ziptyfiber.com/Wholesale/reports/login/>

Customer Wholesale Portal providing access to CLEC reporting.

Login

1. Enter Your Username

Your registered Username.

2. Enter Your Password

Password you chose at the time of registration.

LOG IN **CANCEL** [Register](#)

For report failures, registration inquiries (new or existing), or profile maintenance, please send an email to wholesale.lsr.profiles@ziptyfiber.com.

Registration

The CWP log in screen will appear. Click on “**Register,**” located on the lower right hand side of the login in page.

Login

Registration

1. Company Details 2. Profile Details 3. Reports

Step 1: Company Details

Enter your company information:

1. Enter Your CCNA and Company Name*

CCNA Company Name

OCN *

[Add more](#)

3. Enter Your Supervisor's Name *

-- First Name MI Last Name

4. Enter Your Supervisor's Phone *and Email address *

5. Non-Disclosure Agreement Signed? *

Yes No

6. Register as Super User for this Company? *

Yes No

7. Register as Wholesale Advantage Carrier? *

Yes No

NEXT

Step 1: Provide Company Details.

You will be asked to supply several key pieces of information:

- Your company name and CCNA(s), OCN
- Your supervisor's name, title, telephone number, email address

On the first page of the registration form, Question #6, "Register as a Super User for this Company?" Select "Yes." You will be notified via email when your Super User status has been approved.

Note: For companies accessing the Bulk Loop Qualification extract, a Non-Disclosure Agreement is required and needs to be on file. Copies of the agreements are available by request to wholesale@ziplyfiber.com

After populating the fields on this page, click "Next" and you will be taken to page two of the registration process:

Login

Registration

1. Company Details 2. Profile Details 3. Reports

Step 2: Profile Details

Enter your profile information:

8. Enter Your Name *

-- First Name MI Last Name

9. Enter Your Address *

Address Line 1
Address Line 2
City State Zip

10. Enter Your Phone * and Email address *

10. Enter Your Username *

 [Check Availability](#)

11. Choose a Password * Verify Password *

Step 2: Profile Details

You will be asked to supply:

- Your name, address, telephone number, email address

It is here you will create your User Name and Password. In the box, “Enter User Name”, type your user name which must be a minimum of 6 characters long. Only Alpha, numeric, #, dot (.) and underscore (_) are allowed when creating a user name.

Once you have entered your user name, you will then need to create a password. Passwords must be a minimum of 8 characters long and include the following:

- At least 1 numeric character
- At least 1 upper case letter
- At least 1 lower case letter

It is recommended you use one special character in your password as well.

Please note: Once you create your password, make a note of it for future reference. For security purposes, your registration confirmation email will only provide your user name. Passwords will not be included in this notification.

After populating the fields on this page, click “Next” and you will be taken to page three of the registration process:

Step 3: Reports

On this page, you will select the reports you wish to have access. The options are:

- Bulk Loop Qualification Extract (Excludes Legacy Service Territory)
- Carrier to Carrier Reports
- Customer Service Records over 10K
- Listing Verification Report
- Provider Notification Report (the former Line Loss Report)

Bulk Loop Qualification Extract

This report provides the Local Service Providers (LSP) in the Acquired West Virginia, Ziplly Fiber 13, and Connecticut service territories, with xDSL loop qualification information from the Customer Wholesale Portal (CWP) Reports Web site. The (CWP) Report identifies xDSL-qualified facilities. This DSL information enables the LSP to determine if a working telephone number (WTN) is qualified for DSL service.

A Non-Disclosure Agreement must be signed before access is granted. Please contact wholesale@ziplyfiber.com to request NDA.

Carrier-to-Carrier Reports

This report contains the metric results for Carrier-to-Carrier Guideline metrics for the state. The aggregate report contains all CLECs and the CLEC Specific is just for the specific CLEC.

Customer Service Record (CSR) Over 10K Report Overview

This report enables the Local Service Provider (LSP) to retrieve unparsed Customer Service Records (CSRs) with more than ten thousand (10,000) lines of data, from a secured web portal. This functionality is an extension of the Pre Order CSR process.

Listing Verification Report (LVR) Overview

The Listing Verification report enables the Local Service Provider (LSP) to confirm that data sent to the directory publishers is accurate. These files are created based on the LVR schedule.

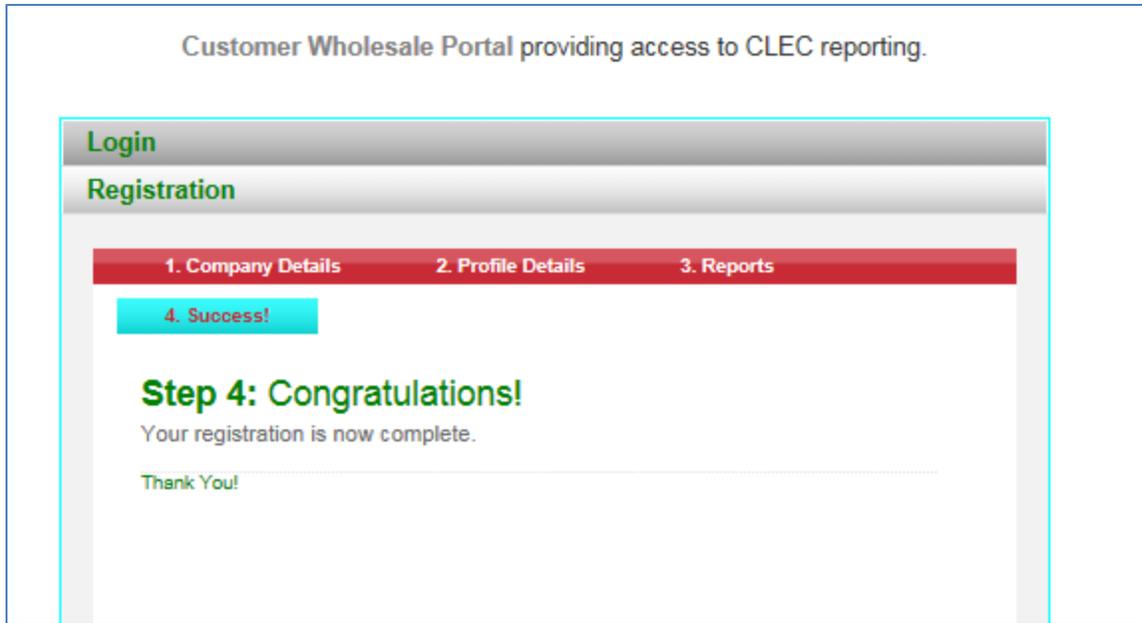
The Listing Verification Report files are intended for use just prior to Telco Close to review all the listings the Local Service Provider has submitted for a particular directory. Directory Listing Verification Reports enable the LSP to confirm that the information sent to the directory publisher is accurate (i.e. there are no typographical or other errors). These reports will be automatically generated by Ziplly Fiber and provided to LSP for each directory in which the LSP has entered end user listings for review.

Corrections required as a result of Directory Listing Verification Report review, should be submitted via the Local Service Request (LSR) process. These corrections will be processed as new, change or delete items, as appropriate, following normal listing service order procedures.

Provider Notification Report Overview

The Provider Notification Report was previously known as the Line Loss Report, LLR. It provides the existing Local Service Provider (LSP) with information that advises that either the End User has migrated to a new LSP (Loss Notification) or that the status of DSL service has been modified (Line Sharing Notification or Line Splitting Notification).

Once you select your reports, click, "Submit." You have now completed the registration process for Ziplly Fiber's Customer Wholesale Portal:



Once approved, you will receive the following confirmation via email:

Welcome to the Ziplly Fiber Customer Wholesale Portal

You have been approved as a User or Super User / Administrator and now have access to **Ziplly Fiber's Customer Wholesale Portal (CWP)**.

The Customer Wholesale Portal provides you with the ability to access your company's wholesale reports. You may login to access specific reports selected during the registration process. Each report is separate and distinct. You must request a specific report in order to be granted access. All files are available for download to your desktop.

Before accessing CWP, please review the Customer Wholesale Portal User Guide. A copy of the guide is available on the Ziplly Fiber Wholesale website:

<https://wholesale.Ziplly Fiber.com/wholesale/systems-and-online-tools>

Your User ID is

Ziplly Fiber's Customer Wholesale Portal website can be accessed at:

<https://wholesale.Ziplly Fiber.com/Wholesale/Reports/Login/>

To Download Reports:

Begin by logging into the CWP website to download your files.

You will need to open your reports using an unzip tool. Please refer to the Customer Wholesale Portal User Guide for specific information on how to download files.

Unzip Password: Password#1

If you have questions, please contact your company's CWP Super User or your Ziplly Fiber Account Manager.

Regards,

Carrier Services
Ziplly Fiber
Rochester, NY

Once a Super User(s) has been established, individuals within your company can now follow the steps above to register and make their report selection. Note: For "Question #6, *Register as a Super User for this Company?*" Select "No" for general users of the system.

Note: Included in this email is the password required to unzip report files that have been downloaded.

Logging into CWP

Step 1: To log in to CWP, open a web browser and in the address bar enter the address <https://wholesale.ziPLYfiber.com/Wholesale/reports/login/> and click enter. The CWP Log in screen will appear.

Step 2: Enter your CWP User Name and Password. Select OK.

Super User View

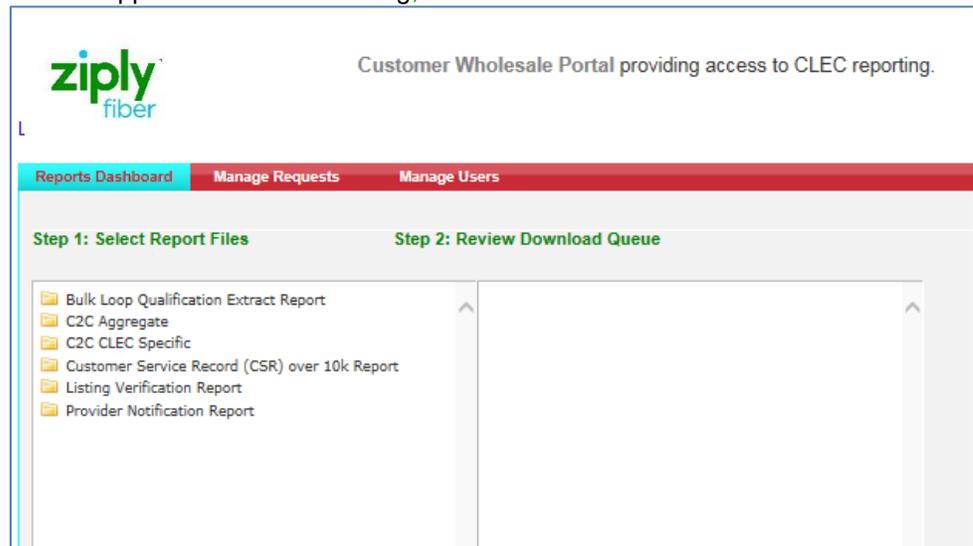
The administrative page for a Super User has four options along the top of the page:

1. Reports Dashboard
2. Manage Requests
3. Manage Users
4. Manage Profile

The Reports Dashboard lists the reports selected by the user under the heading.

Step 1: Select Report Files. Report selections are listed here.

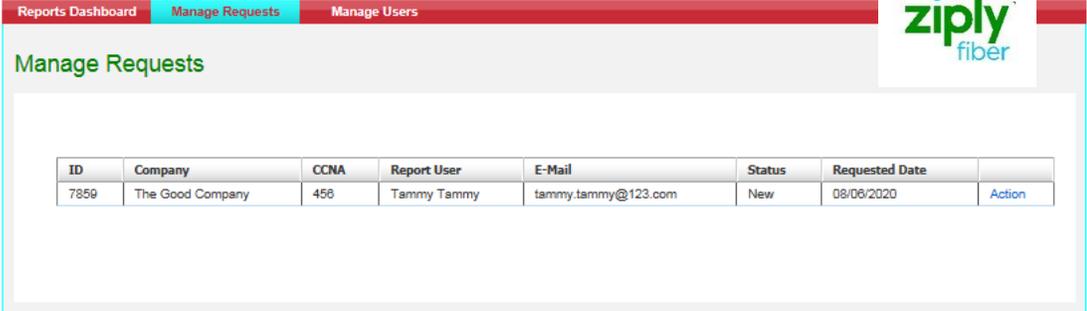
Step 2: Review Download Queue. As reports are selected for download, they appear under this heading,



Manage Requests

The *Manage Requests* tab allows the Super User to view and approve their company's user requests:

[Log out](#)



ID	Company	CCNA	Report User	E-Mail	Status	Requested Date	
7859	The Good Company	456	Tammy Tammy	tammy.tammy@123.com	New	08/06/2020	Action

From the Manage Requests screen, the Super User can view a request by clicking "Action."

The user's request will be displayed. There are drop down boxes that will supply additional information such as reports selected. It is from this screen using the "Status" drop down box where the SU will approve, reject, or hold a request for review:

The SU will highlight the appropriate action and select, "Save". Once the SU returns to the Manage Requests Page, the user will reflect the new status.

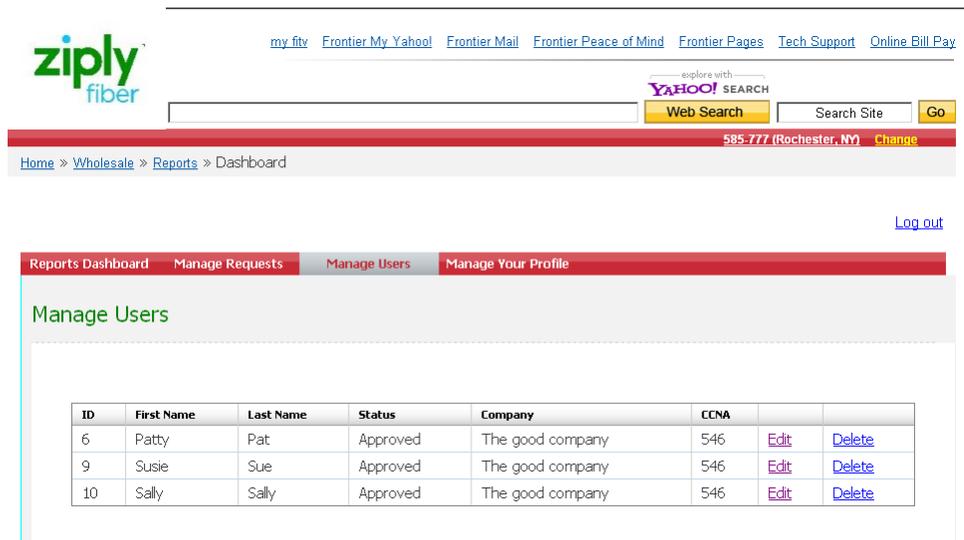
Rejected users will appear as “rejected” in the status field. Pending requests are listed as “review” in the status field.

The screenshot displays the Ziplly Fiber Customer Wholesale Portal interface. At the top left is the Ziplly Fiber logo. Below it, the text reads "Customer Wholesale Portal providing access to CLEC reporting." A "Log out" link is visible. A navigation bar contains three tabs: "Reports Dashboard", "Manage Requests" (which is active), and "Manage Users". Below the navigation bar, the page title is "Manage Requests". A table lists the request details:

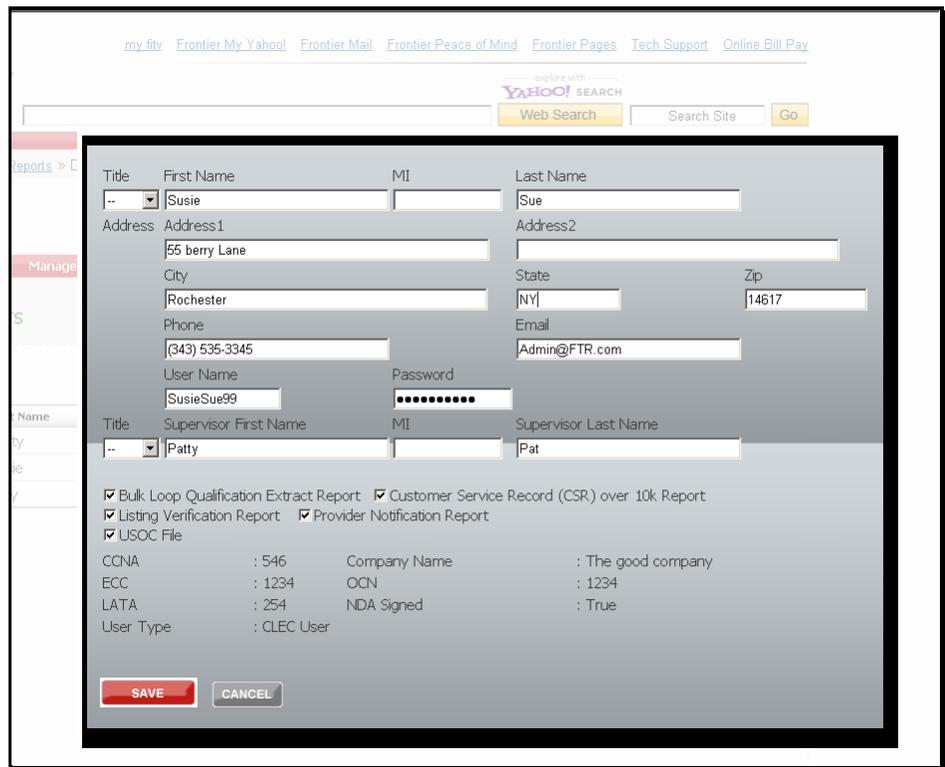
ID	Company	CCNA	Report User	E-Mail	Status	Requested Date	
7859	The Good Company	456	Tammy Tammy	tammy.tammy@123.com	New	08/06/2020	Action

Manage Users

A Super User has access to all user profiles by selecting, *Manage Users*.



From this page, a user profile can be edited or deleted. If "Edit" is selected, the following information can be viewed:



A Super User can update any field in white. Changes to user report selection as well as password can be made from this screen. Information appearing in gray cannot be changed or updated: CCNA, ECC, OCN, LATA, User Type, Company Name, NDA signed.

Manage Profile

Both a user and Super User can manage their profile:

my fitv | Frontier My Yahoo! | Frontier Mail | Frontier Peace of Mind | Frontier Pages | Tech Support | Online Bill Pay

ziplly fiber

explore with YAHOO! SEARCH

Web Search | Search Site | Go

585.777 (Rochester, NY) | Change

Home > Wholesale > Reports > Dashboard

Log out

Reports Dashboard | Manage Requests | Manage Users | **Manage Your Profile**

Manage Profile

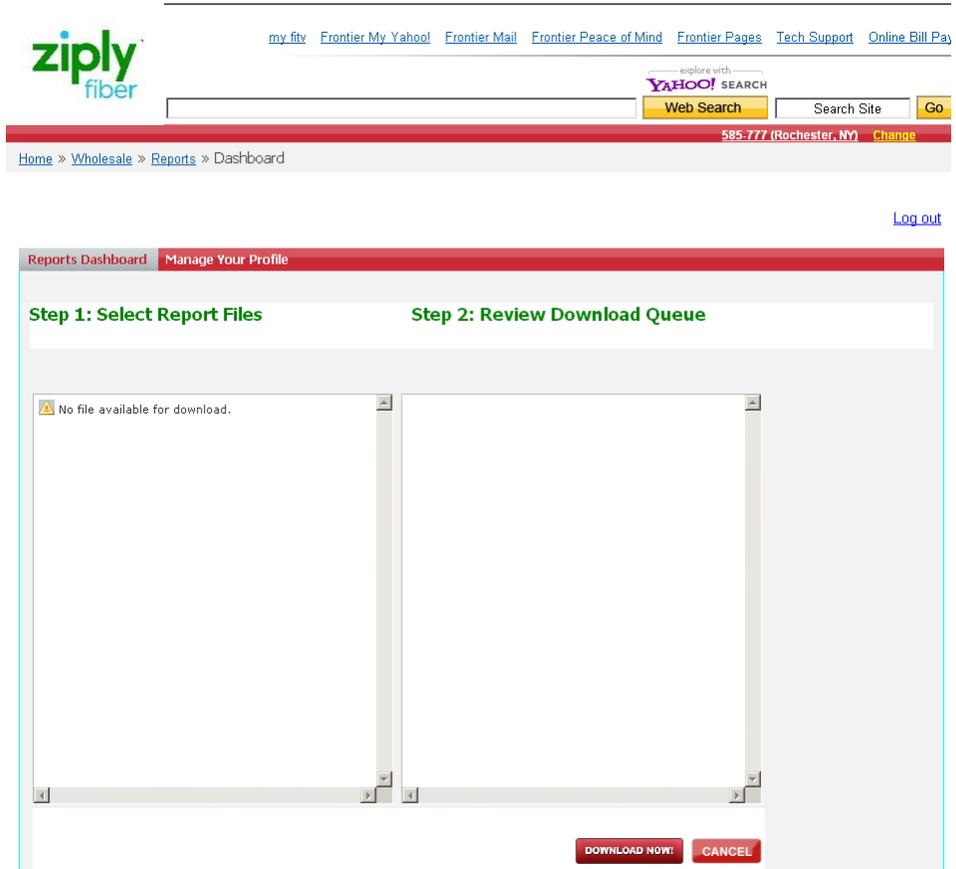
Title	First Name	MI	Last Name	
--	Patty		Pat	
Address	Address 1		Address 2	
	88 Paddy lane			
	City	State	Zip	
	Rochester	NY	14617	
	Phone	Email		
	(444) 444-4444	admin@FTR.com		
	User Name	Password		
	PattyCake44	*****		
Title	Supervisor First Name	MI	Supervisor Last Name	
--	Patty		Smith	
	Phone	Email		
	(333) 345-3333	Pattysmith@FTR.com		

SAVE

Fields appearing in white can be changed or updated from the Manage Profile tab.

User View

A User of CWP will not have access to the Manage Requests and Manage Users Tabs:

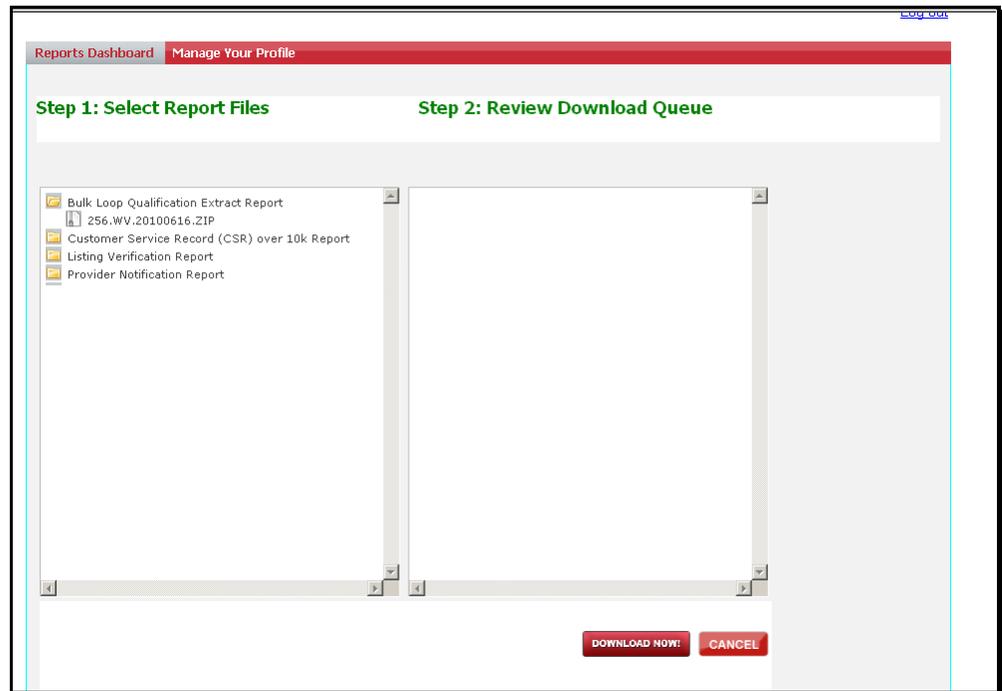


Downloading a Report

When a Super User or User is ready to download a report from the portal, they will follow a series of steps outlined below. This is the process to follow to receive any Ziplly Fiber report.

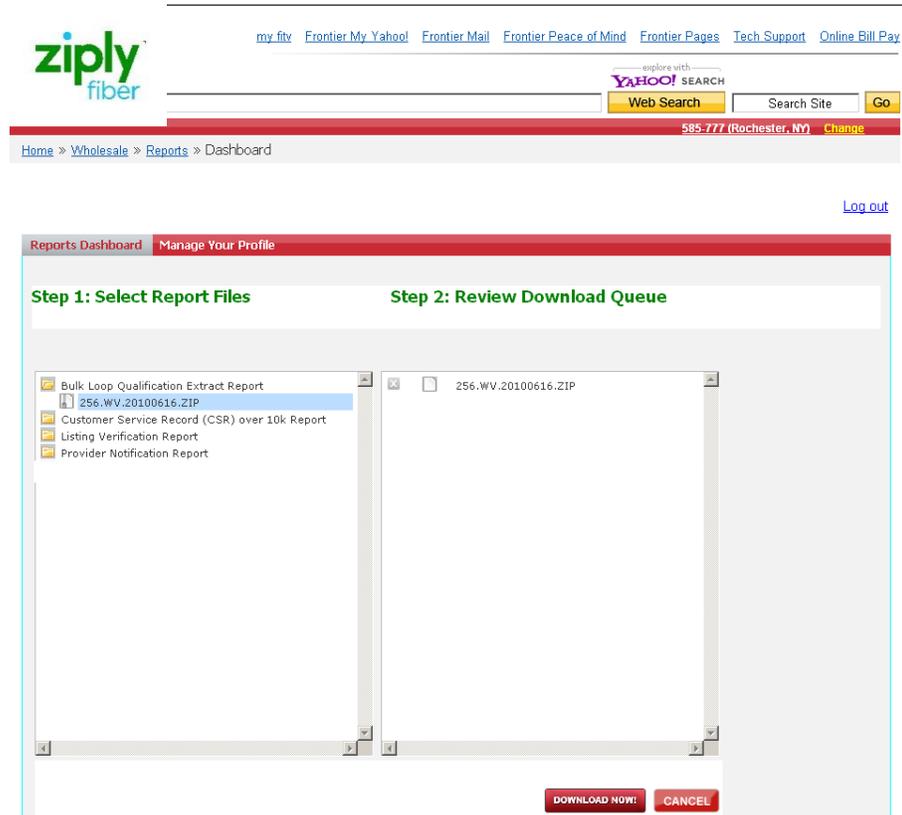
Step 1: Reports dashboard

Select the Reports Dashboard Tab. To download a report, click a Report and the files will appear below the report title:

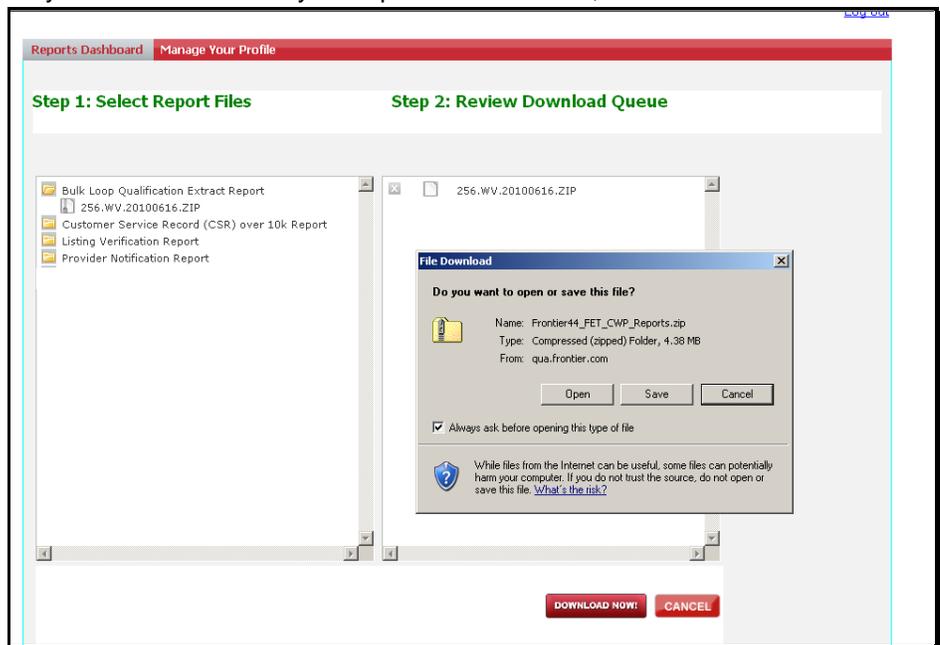


Step 2: Download the report

Highlight and click the file you want to download. The file will appear to the right under the Download Queue.



Once you have made all of your report file selections, click the download button.



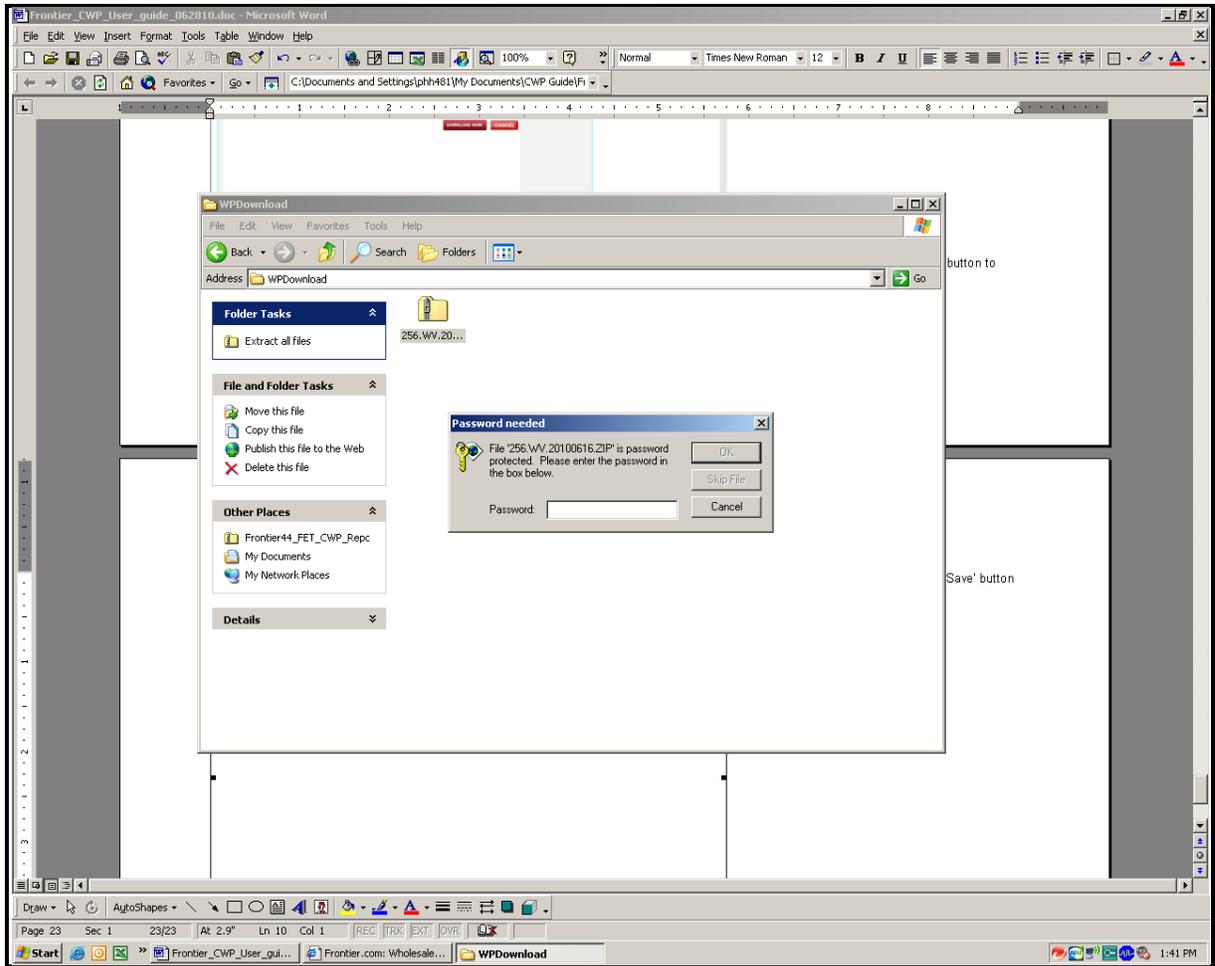
Your browser will present you with a dialog box to either open the file immediately or save the file to your hard drive. Click the 'Open' button to view the file immediately. Click the 'Save' button to save a copy to your hard drive.

If you choose save, Internet Explorer will ask you to choose a location on your hard drive to save the file to. When finished, click the 'Save' button in the lower right corner of the dialog box.

Opening a Report

Once you have saved a report file to your computer, you will need to unzip the file. This will require an unzip tool.

1. Locate the file and click to unzip.
2. You will be asked to enter a password. This password is provided in the welcome email sent to confirm your CWP registration as shown on page 9 above. **(Unzip Password: Password#1)**
3. Once you enter the password, you will have access to this report.



Appendix A: Report Field Description

Provider Notification Report Field Description

NT - Notification Type

"A" for end user disconnect

"B" for end user changes (will include NTA field)

NTA - Notification Type Activity

"A" = end user disconnects on a line share or line split TN

"B" = end user changes TN on line share or line split TN

"C" = end user move on line share or line split TN

"H" = configuration change

TER and HML fields will be populated if the line lost is part of a multi-line hunting arrangement.

CTI - Customer Type Indicator

B=Business

R=Residence

P=PBX

Q=Public Payphone

R=Residence

X=Centrex

Z=Semi-public payphone

CTI field may also be blank.

Old LSP - Indicates the request type originally submitted by the losing CLEC

R=Resale (EB)

L=LNP (BB)

U=Wholesale/Platform (DB)

C=Port Out (CB)

E=Loop (AB)

New LSP - Indicates the request type submitted by the winning CLEC

R=Resale (EB)

L=LNP (BB)

U=Wholesale/Platform (DB)

C=Port Out (CB)

E=Loop (AB)

TNC = Telephone Number Change. If applicable, this will show the new telephone number.

ECCKT - Circuit ID associated with the existing service.

NECCKT - New circuit ID associated as a result of the line loss.

ACNA - Populated on a line split notification when a customer has a configuration change (NTA=H) from line share to line split and the data provider does not change, but the ACNA (OCN) of the new voice provider is sent.

Change Log

Date	Page	Change/Update
7/15/2020	All	Remove references to USOC Detail Report that No longer exists
08/06/2020	2	Update Note