



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.

WHOLESALE BROADBAND PRODUCT QUALIFICATION GUIDE	
At-A-Glance	
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 Wholesale website.

LSR Order and Pre-Order Response documents

Wholesale Broadband Specific documents

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

Wholesale Broadband Product Qualification Guide

WHOLESALE ADVANTAGE BROADBAND SELECTION GUIDE

STEP	ACTION
1.	Do you have a Wholesale Broadband contract? <ul style="list-style-type: none"> Wholesale Advantage <i>Broadband</i> contract must be established prior to order submission. Consult with your Account Manager to verify your contract is in place.
2.	Verify the service territory. <ul style="list-style-type: none"> Wholesale Advantage Broadband service is available in all territories. Use the filters on the Exchange and Access Line Matrix located on the Local Services page of the Wholesale Website to locate the applicable service territory. <p>Note: When column A displays CTF, Wholesale Broadband Service is not available.</p>

3.	Submit a Pre-Order Address Validation TXTYP A <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 the records. A valid address is critical to the success of Loop Qualification pre-orders X and H.
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Loop Qualification DSL for Whls BB Inquiry – TXTYP = X

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 A Response

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 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

For more details, see the Pre-Order Job Aid

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4.	<p>Submit a Pre-Order Loop Qualification for DSL WHls BB - TXTYP X.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p style="text-align: center;">Loop Qualification DSL for WHls BB Inquiry – TXTYP = X</p> <p>Purpose: Validate local loop qualifies and maximum speeds available for Broadband services</p> <p>X - Loop Qualification DSL</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> </div> <div style="width: 50%; background-color: #e0f2f1; padding: 5px;"> <p>Populate Form</p> <ul style="list-style-type: none"> CCNA – Customer Carrier Name Abbreviation CC – Customer Code (OCN) TXACT = A If Validating 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 If Validating with WTN: <ul style="list-style-type: none"> STATE WTN <p>Submit</p> </div> </div> </div>										
	<p>How to read the TXTYP X 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> <p>FE (H) Facility Environment A- Fiber to Premise B- Fiber to Premise and Copper C- Copper D- Provisioning is not available</p> </td> <td> <p>A = choose a Simply (standalone) product using a fiber technology. Shared WH BB 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 = WH BB is not available</p> </td> </tr> <tr> <td> <p>RTIND Remote Terminal Indicator Y- Yes N- No</p> </td> <td> <p>Certain products may not be available when RTIND value = Y.</p> </td> </tr> <tr> <td> <p>LOOPSTAT Loop Status 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> </td> <td> <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 WHls BB is not available. Submit a Loop Qualification TXTYP H Pre-Order to discover the reason not qualified.</p> </td> </tr> <tr> <td> <p>LSA Loop Speeds Available Both Highest Speed and the HSMAX (Lite/Max) speed are returned in this field separated by a hyphen (-).</p> </td> <td> <p>Available speeds are returned.</p> <p>OK-OK means HSMAX is not available.</p> </td> </tr> </tbody> </table>	Field Description & Values	Returned Value Notes	<p>FE (H) Facility Environment 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 WH BB 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 = WH BB is not available</p>	<p>RTIND Remote Terminal Indicator Y- Yes N- No</p>	<p>Certain products may not be available when RTIND value = Y.</p>	<p>LOOPSTAT Loop Status 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 WHls BB is not available. Submit a Loop Qualification TXTYP H Pre-Order to discover the reason not qualified.</p>	<p>LSA Loop Speeds Available Both Highest Speed and the HSMAX (Lite/Max) speed are returned in this field separated by a hyphen (-).</p>	<p>Available speeds are returned.</p> <p>OK-OK means HSMAX is not available.</p>
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WHOLESALE ADVANTAGE BROADBAND SELECTION GUIDE (Cont.)

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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" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Step</th> <th style="text-align: center;">Action</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1.</td> <td>From the Wholesale Advantage Broadband page of the Wholesale Operations Website, open the Wholesale Broadband S&E Code Matrix for the service territory. Note: Connecticut product codes are in a separate matrix.</td> </tr> <tr> <td style="text-align: center;">2.</td> <td>Identify the Product Type <ul style="list-style-type: none"> • Simply or Shared </td> </tr> <tr> <td style="text-align: center;">3.</td> <td>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. </td> </tr> <tr> <td style="text-align: center;">4.</td> <td>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 style="text-align: center;">5.</td> <td>Returned available products are shown in the Wholesale Advantage Broadband Description column.</td> </tr> </tbody> </table>	Step	Action	1.	From the Wholesale Advantage Broadband page of the Wholesale Operations Website, open the Wholesale Broadband S&E Code Matrix for the service territory. Note: Connecticut product codes are in a separate matrix.	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. 	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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7.	<p>Submit an LSR for Wholesale Broadband service.</p> <ul style="list-style-type: none"> • Follow the direction in the Wholesale Broadband LSR Ordering Guide 												

Additional Pre-Order Transaction Options

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1.	<p>Submit a Pre-Order Loop Qualification TXTYP H (<i>Optional</i>)</p> <ul style="list-style-type: none"> 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. <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>H - xDSL Loop Qualification</p> <p>INQUIRY RESULTS</p> <p>TXNUM DTSENT 20624 [redacted]</p> <p>TXTYP TXACT CC RESID H A 000z [redacted]</p> <p>LOCATION [Optional Conditional]</p> <p>ROUTE BOX AFT SAPR SANO SASF SASD [redacted] [redacted] N [redacted] 3724 [redacted] --Select--</p> <p>SASN Center</p> <p>SATH SASS Rd --Select--</p> <p>LD1 LV1 LD2 LV2 --Select-- [redacted] --Select-- [redacted]</p> <p>CITY STATE Brunswick OH</p> <p>WTN [redacted]</p> <p style="text-align: right;">Submit Close</p> </div> <div style="border: 1px solid black; padding: 5px; margin: 10px 0; background-color: #e0e0e0;"> <p>Populate Form</p> <ul style="list-style-type: none"> TXACT = A CC –Customer Code (OCN) <p>When validating with Address: AFT = N (Normal Physical Address) AFT = C (Provided Assigned House Number)</p> <p>Minimum to populate: SANO, SASN, SATH, CITY, STATE, ZIP</p> <p>When validating with WTN: Populate: STATE, WTN</p> </div> <p>How to read the TXTYP H Response</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 60%;">Field Description & Values</th> <th style="width: 40%;">Returned Value Notes</th> </tr> </thead> <tbody> <tr> <td> <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 </td> <td>Returned values describe the type of technology used to provide available service</td> </tr> <tr> <td> <p>LL Loop Length</p> <p>Identifies the distance from the wire center to the end user location. Translate returned kilofeet to feet.</p> </td> <td> <p>Example: 8.0900000 = 8090 ft</p> <p>.000000000 indicates fiber facilities exist</p> </td> </tr> <tr> <td> <p>RSNNOTQUAL – Reason Not Qualified</p> <ul style="list-style-type: none"> No valid loop qual data. 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Additional Pre-Order Transaction Options (cont.)

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2.	<p>Submit a Pre-Order Loop Qualification TXTYP K (<i>Optional</i>)</p> <ul style="list-style-type: none"> This transaction places a request for carrier 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. <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>K - xDSL Loop Qualification Ext</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">TXNUM 5680</td> <td style="width: 25%;">DTSENT</td> <td style="width: 25%;">INIT_NAME Mary Smith</td> <td style="width: 25%;">INIT_TELNUM 5855551234</td> </tr> <tr> <td colspan="4">INIT_EMAIL Mary.Smith@ftr.com</td> </tr> <tr> <td>TXTYP C</td> <td>TXACT A</td> <td>CC 000z</td> <td>RESID</td> </tr> <tr> <td colspan="3"></td> <td>48-Hour Response Required(Y) Y</td> </tr> </table> <p>LOCATION [Optional Conditional]</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td>ROUTE</td> <td>BOX</td> <td>AFT C</td> <td>SAPR</td> <td>SANO</td> <td>SASE</td> <td>SASD</td> </tr> <tr> <td colspan="7">SASN Brunswick</td> </tr> <tr> <td>SATH Rd</td> <td>SASS --Select--</td> <td colspan="5"></td> </tr> <tr> <td>LD1 --Select--</td> <td>LV1</td> <td>LD2 --Select--</td> <td>LV2</td> <td colspan="3"></td> </tr> <tr> <td colspan="3">CITY Gresham</td> <td colspan="4">STATE OR</td> </tr> </table> <div style="border: 1px solid black; padding: 5px; margin-top: 5px; background-color: #e0e0e0;"> <p>Populate Form</p> <ul style="list-style-type: none"> ▪ 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 </div> </div> <p>Response: Manual Process Required – response will be provided within 48 hours</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2" style="text-align: center;">Response</th> </tr> </thead> <tbody> <tr> <td colspan="2">header</td> </tr> <tr> <td>interfaceid</td> <td>ATT-FRT-LSR-SND-PO-OB</td> </tr> <tr> <td>messagetype</td> <td>EDI</td> </tr> <tr> <td>ordertype</td> <td>PREORDER</td> </tr> <tr> <td>senderid</td> <td>FTRPO</td> </tr> <tr> <td>txtyp</td> <td>K</td> </tr> <tr> <td>cc</td> <td>000z</td> </tr> <tr> <td colspan="2">loopdata</td> </tr> <tr> <td>intmsg</td> <td>Manual Processing Required- response will be provided within 48 hours.</td> </tr> </tbody> </table> </div>	TXNUM 5680	DTSENT	INIT_NAME Mary Smith	INIT_TELNUM 5855551234	INIT_EMAIL Mary.Smith@ftr.com				TXTYP C	TXACT A	CC 000z	RESID				48-Hour Response Required(Y) Y	ROUTE	BOX	AFT C	SAPR	SANO	SASE	SASD	SASN Brunswick							SATH Rd	SASS --Select--						LD1 --Select--	LV1	LD2 --Select--	LV2				CITY Gresham			STATE OR				Response		header		interfaceid	ATT-FRT-LSR-SND-PO-OB	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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REVISIONS

Date	DETAIL