Customer Wholesale Portal Reports Registration Instructions

Customer Wholesale Portal

The Customer Wholesale Portal provides CLECs with the ability to access their wholesale reports. CLEC's must register prior to accessing their reports and have the appropriate Non-Disclosure Agreement on file with Ziply Fiber (USOC Specifications Non-Disclosure Agreement or License Agreement for DSL Loop Qualification Data Extract).

Upon completion and approval of the registration, the User ID and Password requested on the registration will be confirmed for access to 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. All files 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
> Carrier to Carrier Reports
> Customer Service Records over 10K
> Listing Verification Report
> Provider Notification Report (Formerly known as Line Loss Report)

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

CWP Registration Process

Before users of the Customer Wholesale Portal (CWP) 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 application. A CLEC can have multiple users apply for access to the CWP.

Establishing the Super User (SU)

To establish your company's Super User, first log into the Customer Wholesale Portal (CWP)

You will be asked to supply several key pieces of information that will be used to link Super Users with other users at your company. You will also need to provide:

> Your name, title, address, telephone number, email address
> 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 "*Super User.*" You will be notified via email when your Super User status has been approved. At this time, you will receive your User ID as well as access to the Administrator Guide.

Establishing an Application User

To register as an Application User, you must access the online registration form.   You will need to follow the same registration process as outlined above. However, your response to question #6 will be *"User."* Super User (SU) designated for your company will approve Application User registration requests. You will receive an email confirming your User ID as well as access to the User Guide.