



Manual CSR/CSI Process

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Process Definition:

When a Wholesale Customer experiences problems pulling CSR/CSI from Virtual Front Office (VFO) Pre- Order, or if there are discrepancies, a manual CSR/CSI request should be submitted.

Process Steps / Criteria:

- The Wholesale Customer will first attempt to pull the CSR/CSI via VFO.
- If information is missing or thought to be inaccurate the Wholesale Customer will complete the attached manual CSR/CSI Request form and send via email to the Manual CSR Mailbox:
ManualCSR@fidium.com
- The form is a means to ensure Fidium has the required information to process the request.
- If a discrepancy in the records is the reason for the request, PON information and an explanation of what needs to be corrected should be provided in the Additional Information section of the form.
- Fidium also requests that you provide the information that was available in the CSR.
- The Fidium Customer Service Rep will first attempt to pull the CSR/CSI via VFO. If data is still missing or the CSR/CSI is not found then the Service Rep will attempt to pull information directly from Fidium's provisioning systems.
- This step also assists in analyzing the problem you are experiencing and provides additional data that will be provided to Fidium IT if a correction to the records is required.
- Fidium will provide CSR information within 24 hours, however volumes may impact the turnaround time frame.
- If Fidium records require updates or corrections, turnaround times will vary.

CSR/CSI Manual Request form can be found in the "Ordering – Related Documents" folder using the link below:

<https://www.fidiumwholesale.com/wholesale-resources/customer-documentation/local-resources>