



Carrier Customer Bulletin

Date: December 12, 2011
Notice #: CCBFTR000182
Audience: Frontier 4, Legacy and WV, Carrier, IXC, Wireless
Subject: Frontier Legacy OSS System Maintenance window 121711 for ASR orders and Trouble Administration
Effective Date: 12/17/11

Frontier Communications is providing notification of system availability during a scheduled maintenance window 12/17/11 ending 12/18/11.

Begin Maintenance: Saturday 12/17/11 10:00pm EST
End Maintenance: Sunday 12/18/11 5:00am EST

During this maintenance window, interfaces to the Frontier backend OSS for ASR and Trouble Administration (TA) processing will be suspended. Carrier transactions will be held in queue in the Virtual Front Office (VFO). Once interfaces are enabled, transactions will flow to the backend on a first in, first out basis. Please note VFO and the Exchange Path will remain live, the Carrier interface will NOT be shut down.

Customers are encouraged to call the repair centers for any time sensitive trouble reports as needed during the maintenance window. For contacts and escalation numbers, please visit:

<http://www.frontier.com/Documents/Wholesale/FrontierRepairContactandEscalationLists.pdf>

This will serve as the only notice of system availability. Service restoration is assumed to have occurred per the terms of this notice, unless otherwise stated via follow up bulletin.

If you have questions not answered in this notice, please email Carrier.notifications@frontiercorp.com.

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