



## Carrier Customer Bulletin

Date: December 9, 2011  
Notice #: CCBFTR000186  
Audience: Frontier 4, Legacy and WV, CLEC, Local Carrier, IXC,  
Wireless  
Subject: Frontier Legacy OSS System Maintenance window 121111  
Effective Date: 12/10/11

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Frontier Communications is providing notification of system availability, in accordance with the published hours of operation found at: [Frontier System Availability](#) and shown below.

Please be advised of a maintenance window planned for Sunday December 11, 2011 starting at 12:15AM ET ending by 8:00 AM ET, during which time Frontier's Legacy OSS will be unavailable.

### Systems Impacted:

- o Virtual Front Office (VFO) Local and TA Modules
- o EDI and tML via Exchange Path to the Rochester, NY Data Center

### Scheduled Off-line:

Begin: 12/11/11 - 12:15 AM ET  
End: 12/12/11 - 8:00 AM ET

Please report Trouble Tickets directly to the repair center during this time-period.

For contacts and escalations information, please visit:

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

This will serve as the only notice for system availability. System availability is assumed to be restored as communicated unless otherwise stated via separate bulletin.

Application	Availability
Virtual Front Office -VFO (ASR, LSR, TA)	Sunday 09:00 ET -Wednesday 22:00 ET Thursday 04:00ET -Saturday 24:00 ET
Rochester, NY Gateway (EDI,UOM, tML,MechSpec)	Sunday 09:00 ET -Wednesday 22:00 ET Thursday 04:00ET -Saturday 24:00 ET
TrackIT (Hot CutTracking)	Sunday 09:00 ET -Saturday 24:00 ET
Customer Wholesale Portal (Reports/PerformanceMeasures)	Sunday 09:00 ET -Saturday 24:00 ET

If you have questions not answered in this notice, please email [Carrier.notifications@frontiercorp.com](mailto:Carrier.notifications@frontiercorp.com).

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