

frontier®

Carrier Customer Bulletin

Date: 7/5/2011
Notice #: CCBFTR00146
Audience: Acquired WV CLECs, IXC, and Wireless Carriers
Subject: Virtual Front Office and E-bonding Trouble Administration System
Changes in Acquired West Virginia territory- 73-Day Notice
Effective Date: September 18, 2011

In order to enhance the end-user experience and success rate of trouble reports entered in the TA (Trouble Administration) module of the Frontier Virtual Front Office (VFO) application, Frontier is incorporating system changes on **September 18, 2011**. These changes will have some impacts to the tML Electronic Bonding process as well. This 73-Day Notice outlines the changes you can expect with the new code line.

Please Note: On the effective date, the new enhancements will be visible in VFO but only usable in targeted areas.

These changes will minimize errors returned on submitted trouble reports/tickets and increase the information readily displayed in VFO. This is being accomplished by:

1. Providing upfront edits to verify the populated Circuit ID is in-service and belongs to the ACNA prior to starting a trouble report. If there is an issue with the Circuit ID, Frontier will return the English descriptions in VFO and the following code in a fallback message to E-bonded tML transactions:
 - 0=Circuit Not Found,
 - 2=Circuit Ownership Mismatch, or
 - 6=New Service Pending.

A positive response in VFO will move to the next screen allowing the user to create a trouble report. A positive result of the Circuit and ACNA validation on an E-bonded transaction will continue Frontier's evaluation of the trouble report and ticket creation.

2. Moving to one Network ID, "Frontier" and retiring the multiple selections in place today (FRAC or FRLC). This will eliminate the potential for selecting the wrong value in VFO or sending the wrong value in E-bonded transactions.
3. Removing the ability to Force Close tickets accepted by Frontier in VFO. VFO will display, ***"This Transaction is not allowed as your ticket is in progress"*** when a user attempts to Force Close a trouble report currently being worked by Frontier.

Users instead will need to send a cancel transaction to tell Frontier to stop working a trouble report. (This has no impact to E-bonded Carriers.)

4. Displaying only the Trouble Types in the application that are supported by Frontier. (E-bonded carriers will receive error messages when selecting unsupported Trouble Types.)
5. Introducing rules to ensure the Authorization tab selections do not conflict. Users will not be able to request and deny the same authorization.
6. Graying out the Escalation and Call Back tab fields in VFO to ensure users do not populate these unsupported fields in VFO when creating a trouble report. (Frontier will ignore this data, if populated by an E-bonded carrier.)
7. Only allowing two occurrences of Circuit Access Hours and A Location Access Hours populated in VFO and preventing the population of Z Location Access Hours. (E-bonded carriers will receive a reject when violating these rules.)
8. Adding Commit Time and Close Out Narrative to the VFO Work List and Search Results. (This has no impact on e-bonded Carriers.)
9. Creating a specific Graphical User Interface (GUI) for requesting Design Circuit testing. Users previously used the Create Ticket function in VFO to request design circuit testing and when the results exceeded the GUI response field length, the results were emailed. With this enhancement, users will use a new tab in VFO, Special Circuit Test, and select to view a work list of previously performed tests, or select from the following list of tests to perform:
 - a. Create Monitor Test - Circuit is monitored non-intrusively from the A end as well as the Z end for 60 seconds.
 - b. Create Quick Test - Circuit is looped on the A end and the QRS test pattern is sent for 15 seconds. Procedure is repeated on the Z end.
 - c. Create LoopBack Up Test
 - d. Create LoopBack Down Test
 - e. Create Performance Monitoring Test - Real time performance reporting from both the facility and the CPE are provided using Network Performance Report Messages. Duration of the performance reporting test last 60 minutes from the time the test is initiated.

There will also be two new options under the Search tab in VFO, New Special Circuit Test Search, and Back to Special Circuit Test Search to allow users to search for specific tests or return to the list of tests previously returned.

Frontier will communicate the details on any system downtimes due to the code upgrade closer to the release date. Frontier documentation providing specific data on these functions will also be published closer to the release date.

If you have questions, regarding the information provided in this notice, please contact jacqueline.gerber@ftr.com.