

frontier[®]

Carrier Customer Bulletin

Date: September 14, 2011
Notice #: CCBFTR00150
Audience: Legacy/Acquired WV CLEC, IXC and Wireless, Trouble Administration
Subject: Legacy OSS System Availability - Code Release
Effective Date: 09/18/11

As previously communicated in notice #CCBFTR00146, dated July 5, 2011, Frontier Communications provides further notification of system availability for the Frontier Virtual Front Office (VFO).

Due to code release activity that will take place on Sunday, September 18, 2011, order activity, preorder activity, and Trouble Ticket reporting will be unavailable in the Legacy Operational Support Systems during the times shown below.

Systems Impacted:

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

Scheduled Off-line:

Begin: 09/18/11 - 12:15 AM ET
End: 09/18/11 - 9:00 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>

If you have questions not answered in this notice, please contact your account manager or contact us at carrier.notifications@frontiercorp.com.

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