

frontier[®]

Carrier Customer Bulletin

Date of Bulletin: August 18, 2011
Notice #: CCBFTR00152
Systems Impacted: TrackIt, CWP, VFO and E-bonded Gateway
Audience: CLECs
Subject: System Outage on August 21
Region: Frontier Legacy and Acquired West Virginia
Date Effective: August 21, 2011

Frontier Communication is providing notification of system availability.

Due to a necessary hardware migration for our local provisioning systems, LSR order and preorder activity, along with TrackIT, Customer Wholesale Portal (CWP), and Trouble Ticket reporting for Local Non-Design Circuits will be unavailable in the Legacy Operational Support Systems during the times shown below.

Systems Impacted:

- Virtual Front Office (VFO) Local and TA Modules
- EDI and tML via Exchange Path to the Rochester, NY Data Center
- TrackIT
- Customer Wholesale Portal (CWP)

Scheduled Off-line:

Begin: 08/21/11 - 12 AM ET
End: 08/21/11 - 4 PM ET

NOTE: Virtual Front Office (VFO) and E-bonding (EDI, MechSpec, UOM, tML) transactions to the Rochester Data Center, will be accepted, however LSR transactions and trouble tickets placed on non-design circuits (Network ID=FRLC) will be held and processed after the outage.

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.