



Carrier Customer Bulletin

Date: September 30, 2011
Notice #: CCBFTR00154 Frontier OSS System Availability during Conversion
Audience: Frontier 13, Legacy and WV CLEC, Carrier, IXC, Wireless
Subject: Frontier 13 OSS System Availability during Conversion
Effective Date: 09/30/11

Important Frontier System Integration Update (9/30/2011 at 12:30 p.m.)

Frontier Legacy Ordering and Trouble Administration Systems will be taken offline at 6 p.m. EDT on Saturday, October 1, 2011 and will be restored at 6 p.m. EDT on Sunday, October 2, 2011.

We are asking that even if the system comes up during this time frame that you remain out of the system until 6 p.m. on Sunday, October 2, 2011.

Frontier 13 Ordering Systems will be taken offline at 7 p.m. EDT on September 30, 2011 and will be restored on October 3, 2011 at 8 a.m. EDT. Frontier 13 Trouble Administration will be taken offline at 9 p.m. EDT on September 30, 2011 and restored on October 2, 2011 8 a.m. EDT.

Frontier States - Indiana, Michigan, North Carolina and South Carolina - will begin using the VFO and Legacy Gateway at 6 a.m. EDT on October 3, 2011.

Please reference the marquee on Frontier's Wholesale Website home pages for timely updates as necessary during this conversion period:

- Legacy Frontier wholesale website www.frontier.com/wholesale
- Frontier 13 Wholesale website <http://www.ncnetwork.net/wholesale/>

Bulletins will be circulated via email and published at the Frontier 13 Systems Conversion tab at www.frontier.com/wholesale notifying customers when systems are restored.

Frontier Planned Systems Availability during Conversion:

Systems Outage: Friday, 09/30/11 - 7:00 PM ET
Area Impacted: Frontier 13 States: CA,AZ,NV,ID,WA,OR,WI,IL,OH,MI,IN,NC,SC
Activity Type: ASR and LSR Ordering

Systems Outage: Friday, 09/30/11 - 9:00 PM ET
Area Impacted: Frontier 13 States: CA,AZ,NV,ID,WA,OR,WI,IL,OH,MI,IN,NC,SC
Activity Type: Trouble Administration

Systems Outage: Saturday, 10/1/11 - 6:00 PM ET Virtual Front Office (VFO)
Area Impacted: Frontier Legacy and Acquired West Virginia
Activity Type: All Ordering and Trouble Administration

Systems Restored: Sunday, 10/02/11 - 8:00 AM ET
Area Impacted: Frontier 13 States: CA,AZ,NV,ID,WA,OR,WI,IL,OH
Activity Type: Trouble Administration

Systems Restored: Sunday, 10/2/11 - 6:00 PM ET, Virtual Front Office (VFO)
Area Impacted: Frontier Legacy and Acquired West Virginia and Frontier 4 States;
IN, MI, NC, SC
Activity Type: ASR and LSR Ordering and Trouble Administration

Systems Restored: Monday, 10/03/11 - 8:00 AM ET
Area Impacted: Frontier 13 States: CA,AZ,NV,ID,WA,OR,WI,IL,OH
Activity Type: ASR and LSR Ordering

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

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