

frontier®

Carrier Customer Bulletin

Date: 10/26/2011
Notice #: CCBFTR00162 Frontier Virtual Front Office and EBTA enhancements
12/11/11
Audience: CLECs, IXC, and Wireless Carriers, using Legacy OSS
Subject: Virtual Front Office and E-bonding for Trouble Administration
System Changes in- 45-Day Notice
Effective Date: December 11, 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 in the **December 11, 2011** code release specific to Trouble Administration. These changes will have some impacts to the tML Electronic Bonding process as well. This 45-Day Notice outlines the changes you can expect with the new code line.

On the effective date, the new enhancements will be usable in VFO in the former Frontier 13 territories recently converted to Frontier's Legacy OSS in the states of IN, MI, NC, SC and Acquired WV.

These enhancements will increase the usability of VFO and streamline end-to-end trouble ticket management, incorporating the following enhancements:

- Support cross visibility and management functionality between the VFO GUI interface and the electronic bonding interface.
- Auto population of customer's end user information from back end systems on manual and automated trouble tickets at time of ticket create.
- Support all levels of mechanized escalation requests, response, and internal notification on manually and mechanically created trouble tickets.

Frontier will communicate any system downtimes relating to the code update closer to the release date. Documentation providing specific data on these functions is forthcoming shortly.

If you have questions, regarding the information provided in this notice, please contact Carrier.notifications@frontiercorp.com.

© 2011 Frontier Corporation –

All rights reserved

This e-mail is the property of Frontier Corporation and/or its relevant affiliates and may contain confidential and privileged material for the sole use of the intended recipient(s). Any review, use, distribution or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive for the recipient), please delete all copies of the message. To be removed from the distribution list, please select the delete action and provide your contact information to Frontier at <http://www.frontier.com/Wholesale/notificationrequest.aspx>.