

frontier®

Carrier Customer Bulletin

Date: November 16, 2011
Notice #: CCBFTR00178 Frontier Legacy OSS System Availability 111911
Audience: Frontier 4, Legacy and WV CLEC, Carrier, IXC, Wireless Carriers
Subject: Legacy OSS System Availability VFO and Rochester Gateway 111911
Effective Date: November 19, 2011

Frontier provides final notice of a scheduled maintenance impacting Frontier's Legacy OSS planned for Saturday, November 19, 2011, during which time Frontier's Virtual Front Office (VFO) and Rochester Gateway will be unavailable, due to a hardware upgrade.

Planned Maintenance Window

Date: Saturday, 11/19/11
Start Time: 11:30 pm ET
End Time: 2:00 am ET Sunday, 11/20/11

System Availability is planned to be restored by 2:00 am ET Sunday November 20, 2011. Notice of Service Availability Restored will not be generated. A follow up to this notice will be sent only in the instance that service is not restored as planned the morning of November 20, 2011.

During this maintenance window, Customers are asked to please report Trouble Tickets directly to the repair center. 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 email Carrier.notifications@frontiercorp.com.

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