



## Carrier Customer Bulletin

Date: December 16, 2011  
Notice #: CCBFTR00190  
Audience: CLECs, IXC, and Wireless Carriers, using Legacy OSS  
Subject: Frontier Legacy OSS for TA and EBTA Code Release 012212  
Effective Date: January 22, 2012

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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 **January 22, 2012** code release specific to Trouble Administration. These changes will have some impacts to the tML Electronic Bonding process as well. This 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.

In addition to the enhancements notated above, several business rules have been changed or removed. The updated business rules are posted to Frontier's website at the following link: [Frontier Trouble Administration Technical Specifications](#). This documentation is posted with edits to call out rule updates effective with this release.

Full link address:

[http://www.frontier.com/Documents/Wholesale/frontier\\_trouble\\_administration\\_technical\\_specifications.pdf](http://www.frontier.com/Documents/Wholesale/frontier_trouble_administration_technical_specifications.pdf)

If you have questions, regarding the information provided in this notice, please contact [Carrier.notifications@frontiercorp.com](mailto:Carrier.notifications@frontiercorp.com), or [maureen.creary@ftr.com](mailto:maureen.creary@ftr.com).