

frontier®

Carrier Customer Bulletin

Date: September 2, 2011
Notice #: FTR00215
Audience: Frontier 13 Local Wholesale Customers
Subject: CLEC Customer Profile Process Change
Region: Frontier 13 Territory - Indiana, Michigan, North Carolina,
South Carolina
Effective Date: 10/01/11

Effective October 1, 2011, the following changes will occur for CLEC customer profiles in the Frontier 13 states of Indiana, Michigan, North Carolina and South Carolina.

- CLEC customers will no longer be able to access or update their CLEC profiles, currently on CPSST (Customer Profile Self-Service Tool).
- Any previously established CLEC profiles in CPSST will be "retired."
- While in the retired status, the CPSST CLEC profile will no longer be used for any Frontier LSR ordering or pre-ordering functions.
- The retirement of the CLEC profiles for the first four Frontier 13 states will have no impact on any other profiles that the CLEC may have for the other nine Frontier 13 states including Illinois, Ohio, Wisconsin, California, Arizona, Nevada, Washington, Idaho, and Oregon.

Following conversion, profile changes will be accommodated using means outlined below:

- 1) **Customer Informational Changes:** These updates should be submitted to Frontier using the CLEC Master Account Questionnaire (CMAQ) form. The CLEC customer will be expected to submit an updated CMAQ form to his/her Frontier account manager. An example would include a change of telephone number and/or email address for the CLEC contact.
- 2) **Connectivity Updates:** This would address online GUI (VFO) or eBonding updates. Email to nc.connectivity.management@ftr.com.
- 3) **Reports/Information:** Customers who had opted for line loss reports (a.k.a. Provider Notification Reports) using CPSST will now have access to the line loss

reports and other reports on the Customer Wholesale Portal (CWP) located at:
<http://www.frontier.com/Wholesale/reports/login/>

- 4) **Profile Updates:** Requests for profile updates should be sent via email to nc.profile.management@ftr.com.
- 5) **Profile Inquiries:** Requests for existing profile information should be directed to your Frontier Account Manager.

If you have questions regarding the information provided in this notice, please send your emails to nc.cmp.team@ncnetwork.net.

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