

# frontier®

## Carrier Customer Bulletin

Date: August 31, 2011  
Notice #: FTR00237  
Audience: UNE - Legacy and Acquired WV  
Subject: Post August 2011 Release Issue - AB/D  
Effective Date: Immediately

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Following the August 2011 Release implementation, an issue was identified with local service requests (LSR) submitted as request type 'AB' with the activity of 'D' (AB/D). AB/D LSRs no longer allow the population of the Loop Service Form. With the Loop Service form prohibited, Frontier expects to receive the existing account telephone number, associated with the disconnect request, on the End User Form. Currently there is not a business rule in place to require the population of the existing account telephone number on the End User Form. The absence of the business rule allows the AB/D LSR to pass up-front edits. However, an AB/D LSR without the existing account telephone number populated will fail our provisioning edits and will be rejected.

To ensure your AB/D LSRs are processed timely, please populate the existing account telephone number, associated with the request, in the EATN field of the End User Form.

### **Corrective Action:**

To ensure AB/D LSRs, without the existing account telephone number populated do not pass up-front edits, Frontier will implement an additional business rule as identified below.

**Form:** EU - End User Form

**Field:** EATN - Existing Account Telephone Number

**Edit:** 11. If not populated and REQTYP=AB and LSR.ACT=D, return error FTREU258 EATN IS REQUIRED

If you have questions regarding the information provided in this notice, please send email to [nc.cmp.team@ncnetwork.net](mailto:nc.cmp.team@ncnetwork.net).

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