



frontier®

Carrier Customer Bulletin

Date: September 1, 2011
Notice #: FTR00241
Audience: Legacy/Acquired WV Local Wholesale
Subject: Legacy OSS System Availability - Code Release
Effective Date: 09/11/11

Frontier Communications is providing notification of system availability.

Due to a code release for our local provisioning systems, LSR order and preorder activity, along with TrackIT, Customer Wholesale Portal (CWP), and Trouble Ticket reporting for Local Non-Design Circuits will be unavailable in the Legacy Operational Support Systems during the times shown below.

Systems Impacted:

- Virtual Front Office (VFO) Local and TA Modules
- EDI and tML via Exchange Path to the Rochester, NY Data Center
- TrackIT
- Customer Wholesale Portal (CWP)

Scheduled Off-line:

Begin: 09/11/11 - 12:15 AM ET
End: 09/11/11 - 8:00 AM ET

NOTE: Virtual Front Office (VFO) and E-bonding (EDI, MechSpec, UOM, tML) transactions to the Rochester Data Center, will be accepted, however LSR transactions and trouble tickets placed on non-design circuits (Network ID=FRLC) will be held and processed after the outage.

Please report Trouble Tickets directly to the repair center during this time-period. 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 nc.cmp.team@ncnetwork.net

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