

frontier®

Carrier Customer Bulletin

Date: September 14, 2011
Notice #: CCBFTR00152 Frontier 13 OSS System Availability during Conversion
Audience: Frontier 13, Legacy and WV CLEC, Carrier, IXC, Wireless
Subject: Frontier 13 OSS System Availability during Conversion
Effective Date: 09/30/11

Frontier Communications is providing notification of system availability.

Due to conversion activity associated with the upcoming Frontier 13 conversion scheduled on October 1, 2011, the Frontier 13 Operational Support Systems (OSS) for order activity, preorder activity and Trouble Administration will be unavailable during the times shown below.

Once the Frontier 13 OSS are restored, order, preorder activity and Trouble Administration will no longer be available in the Frontier 13 OSS for the target conversion states of Indiana, Michigan, North Carolina and South Carolina. Those states will become served by the Frontier Legacy OSS.

Systems Impacted:

- WISE
- CORBA/EDI Transactions to the Fort Wayne, IN Data Center
- CSG
- UOM/MechSpec Transactions to Fort Wayne, IN Data Center
- LSI - TA
- VTAG
- TAXI Transactions to Fort Wayne, IN Data Center

Systems Availability:

Systems Outage: Friday, 09/30/11 - 7:00 PM ET
Area Impacted: Frontier 13 States: CA,AZ,NV,ID,WA,OR,WI,IL,OH,MI,IN,NC,SC

Systems Restored: Monday, 10/03/11 - 8:00 AM ET
Area Impacted: Frontier 13 States: CA,AZ,NV,ID,WA,OR,WI,IL,OH

The following chart is the break down and the impacts to the different Frontier 13 States:

Frontier 9 (CA,AZ,NV,ID,WA,OR,WI,IL,OH)				
Transaction Types	Applications	E-bonded Formats	System Comes Down	System Restored
LSR Ordering and Preordering	WISE	EDI	Friday 9/30/2011 7 PM ET	Monday 10/3/2011 8 AM ET
ASR Ordering and Preordering	CSG	UOM/ MechSpec		
LSR Trouble/Repair Tickets	LSI-TA	Taxi/tML	Friday 9/30/2011 9 PM ET	Sunday 10/2/2011 8 AM ET
ASR Trouble/Repair Tickets	VTAG	Taxi/tML		
Frontier 4 (IN, MI, NC, SC)				
Transaction Types	Frontier 13/ Frontier Legacy Replacement Application	E-bonded Formats	Frontier 13 Systems Come Down	Frontier Legacy Systems Available
LSR Ordering and Preordering	WISE/VFO	EDI	Friday 9/30/2011 7 PM ET	Saturday 10/1/2011 12 AM ET
ASR Ordering and Preordering	CSG/VFO	UOM or MechSpec		
LSR Trouble/Repair Tickets	LSI-TA/VFO	Taxi*/tML	Friday 9/30/2011 9 PM ET	Monday 10/3/2011 6 AM ET
ASR Trouble/Repair Tickets	VTAG/VFO	Taxi*/tML		

*Taxi is no longer supported in the IN, MI, NC, or SC as of September 30, 2011 at 9 PM.

Legacy and WV - Frontier4 (IN, MI, NC, SC) order and pre-order				
Transaction Types	Applications	E-bonded Formats	System Comes Down	System Restored
LSR Ordering and Preordering	VFO	EDI	Sunday 10/2/2011 6 PM ET	Monday 10/3/2011 6 AM ET
ASR Ordering and Preordering	VFO	UOM/MechSpec		
WV LSR Trouble/Repair Tickets	VFO	tML		
WV ASR Trouble/Repair Tickets	VFO	tML		

If you have questions not answered in this notice, please email Carrier.notifications@frontiercorp.com.

© 2011 Frontier Corporation – All rights reserved

This e-mail is the property of Frontier Corporation and/or its relevant affiliates and may contain confidential and privileged material for the sole use of the intended recipient(s). Any review, use, distribution or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive for the recipient), please delete all copies of the message. To be added or removed from the

distribution list, please select the action and provide your contact information to Frontier at <http://carrier.frontiercorp.com/crtf/carrier/index.cfm?fuseaction=bulletnotif&sctnID=28&subsectionid=48&ec>.