

frontier®

Carrier Customer Bulletin

Date: September 12, 2011
Notice #: FTR00251
Audience: Frontier 13 Local Wholesale Preorder
Subject: Preorder Pending Transaction Changes/Cancellation Failure
Effective Date: Immediately

Frontier Communications is providing notification of an outage impacting preorder functionality in the Frontier 13 Operations Support Systems territory.

On Monday, September 12, 2011 at approximately 3:00 PM EST, an outage was identified that is impacting change or cancellation requests for existing preorder transactions. Any attempts to change or cancel existing preorder transactions via WISE or EDI/CORBA will fail.

The code update necessary to correct the issue has been identified and will be implemented on Sunday, September 18, 2011.

Until the issue is corrected, please contact the LSR Provisioning Center at 888-608-8023 to process any changes or cancellations to existing preorder transactions.

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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