

# frontier<sup>®</sup>

## Carrier Customer Bulletin

Date: November 15, 2011  
Notice #: CCBFTR00299  
Audience: Frontier 4, Legacy and WV CLEC, Carrier, IXC, Wireless Carriers  
Subject: System Availability VFO and Rochester Gateway  
Effective Date: December 11, 2011

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Frontier Communication is providing notification of system availability.

Due to the December 2011 Legacy OSS Release activity, ASR, LSR and TA activity will be unavailable in the Legacy Operational Support Systems during the times shown below.

**System:**

Virtual Front Office (VFO)  
EDI via Exchange Path to the Rochester, NY Data Center  
Track IT  
Customer Wholesale Portal

**Scheduled Off-line:**

Begin: 12/11/11 – 12:15 AM ET  
End: 12/11/11 – 8:00 AM ET

During this maintenance window, Customers are asked to please report Trouble Tickets directly to the repair center. For contacts and escalations information, please visit: <http://www.frontier.com/Documents/Wholesale/FrontierRepairContactandEscalationLists.pdf>

If you have questions regarding the information provided in this notice, please send your emails to [Carrier.notifications@frontiercorp.com](mailto:Carrier.notifications@frontiercorp.com).

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