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Carrier Customer Bulletin

Date: April 4, 2011
Notice #: CCBFTR1300007
Audience: Frontier 13 CLECs, IXC Carriers, Wireless
Subject: Frontier 13 System Conversion Integration and Coordination
Effective Date: On or After October 1, 2011

As communicated on April 1, 2011, in an attempt to make doing business with Frontier easier and more consistent, Frontier will begin converting the Operational Support Systems (OSS), and ordering processes used in four Frontier 13 states:

1. North Carolina
2. South Carolina
3. Michigan
4. Indiana

to the existing Frontier Legacy and Acquired West Virginia systems and processes on or after October 1, 2011. This notice provides more information on the integration effort and the coordination required for a successful system conversion.

The integration effort will impact the data center connectivity for all customers that connect with the Fort Wayne, Indiana center for its wholesale operations. Wholesale transactions previously submitted to Fort Wayne, Indiana, will need to be redirected to the Rochester, New York, data center for those states migrated. This conversion will impact customers that conduct electronic data transactions with Frontier for Operations Support Systems (OSS) which includes submitting orders for service and also handling repair requests.

We understand that a successful migration will require careful planning with your teams and we would like to meet with you to develop a coordinated schedule of any Frontier data connectivity-related changes that may be required. Some data connections between Frontier and other companies currently are provided by 56KB, T1 or DS3 circuits. Other data connections are made by means of a VPN arrangement (Virtual Private Network-encrypted IPSEC interconnect tunnel). Frontier's preferred data connection is through a VPN arrangement. Please contact nc.connectivity.management@ftr.com at your earliest convenience to set up a meeting.

Rearrangements, if necessary, must be completed by October 1, 2011. If your company plans on establishing a new dedicated connection in Rochester for the conversion scheduled on or after October 1st, the deadline for submitting the connectivity form is **June 1, 2011**.

In general, the timelines to complete data connectivity changes are:

- Dedicated Circuit: Can take from 30 to 90 days to establish a dedicated circuit.
- VPN (preferred method): Will take approximately two (2) weeks to build the VPN tunnel configuration and complete the applications in compliance with our firewall policy.

To plan for the conversion activities, we will need your cooperation in setting up the connectivity options for your company. Understanding that different connectivity options require different activities and that there will be many customers impacted, please use the following guide to determine the appropriate deadlines for requesting access:

Approximate Conversion Date	Due Date For Requesting Web Access (VFO)	Due Date for Requesting VPN Access	Due Date for Requesting Dedicated Connection
October 1, 2011	August 1, 2011	July 1, 2011	June 1, 2011

Most of the connectivity options available to you today in Fort Wayne Data Center will be connectivity options for you in the Rochester Data Center. If you have any questions about this process, please feel free to contact your Frontier Carrier Services Account Manager.

In anticipation of the questions you will have regarding this conversion, Frontier has included a list of integration questions with the respective answers at the end of this notice. If you have questions not answered in this notice, please email Jackie Gerber at jacqueline.gerber@ftr.com.

Frequently Asked Integration Questions

Q1: If my company already has a dedicated connection into Frontier's Rochester, NY data center, will I be required to set up a new connection for the F13 system conversion?

A1: No, your company may use the existing Rochester, NY connection. However, if you send in LSRs your company must contact the Connectivity Management Team (nc.connectivity.management@ftr.com) to plan the conversion activities and ensure a successful migration. LSR processing requires that Frontier build customers per state in the appropriate OSS systems with regulatory/industry codes as well as establish the appropriate billing accounts.

Q2: I am a CLEC customer that uses WISE as the web tool for submitting LSRs to Frontier 13. What is the web tool that I will use starting in October 2011?

A2: The new web tool for LSR submissions is called Virtual Front Office (VFO). If you are a new user of VFO, you will need access. Please go to <http://www.frontier.com/wholesale/ContentPages.aspx?p=6> to access and fill out the Connectivity Form.

Below are the current systems and the replacement OSS applications.

Transaction Types	Current Frontier 13 App	Post Conversion App
LSR Ordering and Preordering	WISE	VFO
ASR Ordering and Preordering	CSG	VFO
LSR Trouble/Repair Tickets	LSI-TA	VFO
ASR Trouble/Repair Tickets	VTAG	VFO

NOTE: Anyone not currently using VFO will need to go to <http://www.frontier.com/wholesale/ContentPages.aspx?p=6>, to access and fill out the Connectivity Form.

Q3: I am a CLEC submitting LSRs and I only do business in New York, West Virginia, and Michigan, I already have access to VFO for New York and West Virginia, will I be able to use my same ID/password to access my Michigan information after it is integrated into VFO?

A3: Yes, only after Michigan is converted and your company's BAN #s are set up. If you are already a user of VFO and your BAN #s are setup, you will be able to use the same ID/password to access the F13 data once it is integrated into the Frontier systems. In this case, the Michigan data would not be in VFO until after that state is converted.

Q4: I am a CLEC that does business in New York, Michigan, Wisconsin, and Idaho, I have one connection into Rochester, NY and another into Fort Wayne, IN today, can I start sending all of my data to Rochester on October 2011 and save money by disconnecting the circuit into Fort Wayne?

A4: No. Only orders for the converted states can be sent to Rochester. All orders using the acquired Verizon systems will need to be sent to Fort Wayne.

Q5: I am a Carrier submitting ASRs and do business in New York, West Virginia, and Michigan, I already have access to VFO for New York and West Virginia, will I be able to use my same ID/password to access my Michigan information after it is integrated into VFO?

A5: Yes, only after Michigan is converted. If you are already a user of VFO, you will be able to use the same ID/password to access the F13 data once it is integrated into the Frontier systems. Access set up in the VFO platform is at a company level, not a state level.

Q6: I am an access customer that has been using MECH SPEC to submit ASRs to Fort Wayne, IN, will I be able to use MECH SPEC to send ASRs to Rochester, NY? If I want to set up a dedicated connection into Rochester, NY, what is the deadline?

A6: MECH SPEC will be an option for you to submit ASRs into Rochester, NY. Since a dedicated circuit can take 30-90 days or longer, your company will need to start the conversion discussions immediately. The deadline for requesting a dedicated connection in time for four states converting is June 1, 2011.

Q7: I am a customer who wants to establish a dedicated connection into Rochester, NY, but with vacations in the summer, our company will not have the resources to set it up in time for the four states converting. Can I send my data to Fort Wayne, IN and ask Frontier to forward the data to Rochester, NY for me?

A7: If your company is not ready for a dedicated connection on the date of the conversion, Frontier recommends that you select another connectivity option (VPN or the VFO web tool) in the meantime to meet the production deadline.

Q8: I am a Carrier currently e-bonding only in the Frontier 13 territory. Who will be responsible for the charges incurred with the data connection my company selects for the converted states?

A8: Each company will be responsible for paying any charges that apply based on the data connection selected, as well as for any other charges or costs you may incur in relation to the data connection changes and data connection arrangements made with Frontier.

Q9: I am a customer who only does business in the state of Washington. I will want to set up a dedicated connection. Will I be required to have this connectivity on June 1, 2011?

A9: This deadline does not apply to you.