

frontier®

Carrier Customer Bulletin

Date: May 13, 2011
Notice #: CCBFTR1300010
Audience: Frontier 13 CLECs, IXC Carriers, Wireless
Subject: Frontier 13 System Integration Kick-off Meeting Presentation
Effective Date: On or after October 1, 2011

On April 28, 2011, Frontier hosted a Frontier 13 System Integration Kick-off Meeting to review its plan and timeline for converting NC, SC, MI, IN to the Frontier systems. To view the presentation, please visit Frontier 13 System Integration Additional Information website: <http://www.frontier.com/wholesale/ContentPages.aspx?p=68>.

The next Frontier 13 System Integration meeting will be June 15, 2011 from 2 p.m. to 3 p.m. More information will be provided as we get closer to this date.

Connectivity Reminder:

Each company should complete the Frontier Connectivity Form available online in the Connectivity and E-bonding web page <http://www.frontier.com/wholesale/ContentPages.aspx?p=58> and email it to nc.connectivity.management@ftr.com. This will provide Frontier the information to set up your company on the new Operation Support Systems (OSS) or confirm that you would like to retain your current Legacy set up for the Frontier 13 converted states.

Due Date for Requesting Dedicated Connection is June 1, 2011.

Note 1: You can complete the connectivity form for all the states where you do business and then you will not have to complete this again when the next states convert.

Note 2: Trouble Administration can be supported using electronic bonding (EBTA) or Virtual Front Office, Frontier does not support using both methods.

Questions and Answers from Kick-Off Meeting

The following are questions raised during the April 28th meeting. These questions will be added to the Frequently Asked Question documents on the Frontier 13 System Integration website. To access the FAQ online go to <http://www.frontier.com/wholesale/ContentPages.aspx?p=67> and click the FAQ button on the right side of the page.

Questions

Answers

1. Will there be a new billing/data center location?

Yes, Frontier 13 converted states will connect to the Legacy and acquired West Virginia data center in Rochester, NY.

2. Can you publish a list of old and new IP addresses and Connect Direct Node Names?

Yes, Frontier is pulling this information together and will share it through the FAQ document.

3. Will the functionality of the converted OSS be similar to the Verizon OSS?

Yes. While there will be some differences between the Verizon OSS and the Frontier OSS, Frontier is looking at each system and ensuring that systems with high volumes of use and orders will provide similar functionality. Frontier is preparing a matrix of systems used today and the process/system planned for post conversion.

4. ASR and LSR are currently two separate systems. We are e-bonding on LSR and using the GUI for ASR today. Will we be able to do the same when they are both supported by one application (VFO)?

Yes. You will be able to continue to E-bond for LSR and will be able to use Virtual Front Office (VFO) for your ASR ordering. Each VFO module can be configured differently.

5. Does Frontier plan to do a flash cut or will both systems be available for a period of time?

Once a specific state such as North Carolina converts to the new systems, you will not be able to view previous orders on the Verizon OSS. Frontier will include the timeline and other specific issues associated with the conversion in a Cutover Plan for carriers prior to conversion. Frontier will also schedule a meeting to review this information in detail and answer any questions carriers have. Click the link below to view an example of what was provided for the West Virginia system conversion,
<http://www.frontier.com/wholesale/ContentPages.aspx?p=35>.

6. Will there be any product changes or tariff changes as a result of the integration?

No, the system integration will not impact the Frontier tariff or product offerings.

7. How will directory listings be handled in the converted states? Will it be the same as Legacy or the same as currently supported in the Frontier 13 territory?

Legacy Frontier does not use the LSR process for directory listings outside of West Virginia. West Virginia is using the LSR process today. Frontier will use the existing LSR process for directory listings in all the converted states and will retain the Legacy Frontier process where that is supported today.

Will we need to provide existing directory records for facilities and resale customers currently with Frontier 13?

No, you will not need to provide existing directory records for facilities and resale customers in the Frontier 13 territories.

8. How will BAN number changes be provided?

Frontier will provide the companies impacted by the BAN number changes the list of new BANs.

9. How will VFO support the online assistance provided today in WISE (VSOLVE) for rejections and other questions?

You will be able to submit questions via email (oss.helpdesk@ncnetwork.net) or a phone call to the OSS Help Desk (888-608-8023).

10. How will Carriers be able to view historic data after the conversion?

Frontier is assessing ways to make historical data available and will provide an update closer to conversion.

11. In WISE we can see our EDI orders. Will we be able to do the same in VFO?

Yes. To activate this functionality, you must select this configuration when you complete your Frontier connectivity form. E-bonding with VFO visibility is available for LSR and ASR ordering.

12. How will the ICSC code change impact orders in progress and Meet Point orders?

Frontier will provide more information on this at a later date.

13. We currently use Member's Only for our ISP process. How will this be handled post conversion?

Frontier will be holding a separate session to discuss the ISP processes. If you would like to participate in this meeting, please email jacqueline.gerber@ftr.com and you will be included in the meeting invite.

14. Is XML going to be provided for LSR ordering and if so, can companies currently ordering via EDI move to XML?

Frontier is researching the ability to support XML. When this format is supported, you will need to complete and submit a new Frontier Connectivity Form to request this protocol.

15. Can we switch from VFO to electronic submission for legacy properties?

Yes. You will need to complete the Frontier Connectivity Form and email it to nc.connectivity.management@ftr.com

16. We have a lot of questions around billing; will you be providing more information on this?

Yes. Frontier will be holding monthly meetings starting in June. The next meeting is June 15, 2011, from 2 p.m. to 3 p.m. We will discuss different topics, get into more information and get input from carriers during these sessions. A Billing session is planned for this summer. Before each meeting we will send an agenda, so you can make sure you have the right people attending the session based on the topic being discussed.

17. When can we begin setting up VFO?

Training for Administrators will be held in August. After you are trained and configured in VFO, Frontier will send the VFO administrator for your company an ID and password. This can then be used to set up your users and additional administrators. Users can also set up templates prior to conversion.

18. Will Frontier bills include Customer Service Records (CSR) or is there a way to pull a CSR?

Special Access bills will include a CSR. Collocation Bills will not include CSRs but the detail will be provided in the bill itself.

19. Will Billing Training be part of the training Frontier provides?

Yes, this is something Frontier can look to provide before conversion. Training dates will be communicated.

20. Will there be VFO training before the other states convert?

Yes. Frontier will provide VFO training before each group of states convert.

21. Will you be supporting ASR Testing?

Yes. If you would like to conduct ASR Testing with Frontier, please email Frontier.Carrier.Certification@ftr.com. A notice will be sent out with instructions on how to enroll in LSR and TA testing later in May or early June.

If you have questions not answered in this notice, please email Jackie Gerber at jacqueline.gerber@ftr.com.