



frontier®

Carrier Customer Bulletin

Date of Bulletin: July 18, 2011
 Notice #: CCBFTR1300018
 Work Group Impacted: Access Service Request (ASR) Ordering
 Audience: Local Exchange Carriers
 Subject: Frontier ICSC Code Changes
 Date Effective: October 1, 2011

On or after October 1, 2011, Frontier will begin converting the Operational Support Systems (OSS) and ordering processes used in four of the Frontier 13 states to existing Frontier Legacy systems. The states converting in this phase are Indiana, Michigan (North Sylvania, MI will convert when Ohio does), North Carolina, and South Carolina. Frontier expects to have all 13 states converted by the end of 2012. This notice is to inform Local Exchange Carriers (LECs) of our new Access Ordering Center contact information, ICSC codes, and changes to circuit assignments when Frontier is in control of the meet-point exchange.

Beginning October 1, 2011, please use the contact information below for IN, MI, NC, and SC. In addition, the Frontier contact information can be found at <http://www.frontier.com/wholesale/ContentPages.aspx?p=63>.

PRE FOC Contacts		
Person / Center Name	Title	Contact Info
ASR Ordering Center	Customer Service Rep	888-444-2267 ASR.SUPPORT@FTR.com
Escalation List		
Person / Center Name	Title	Contact Info
LEVEL 1		
1st Level Escalation	Service Representative	888 444-2267
LEVEL 2		
Patty Zimmerman	Supervisor	585-777-5682
Dan Alt	Supervisor	585-777-1185
LEVEL 3		
Michelle Crull	Manager	317-208-3449
LEVEL 4		
Michele Palermo	Director	585-777-1762 ofc 585-738-3865 cell

POST FOC Contacts		
Person / Center Name	Title	Contact Info
ASR Ordering Center	Customer Service Rep	888-444-2267 ASR.SUPPORT@FTR.com
Escalation List		
Person / Center Name	Title	Contact Info
LEVEL 1		
1st Level Escalation	Service Representative	888-444-2267
LEVEL 2		
Vanessa Wooten	Specialist	260-439-9002
LEVEL 3		
Audrey Pryor	Specialist	919-941-6355
LEVEL 4		
Linda Atkins	Specialist	919-941-6354
LEVEL 5		
Darlene Smith	Manager	585-727-6756
LEVEL 6		
Michele Palermo	Director	585-777-1762 ofc 585-738-3865 cell

The matrix below outlines Frontier's old and new ICSC codes and circuit id changes. Frontier will not modify any embedded circuit ids; however, beginning October 1, 2011 or after, Frontier will require customers begin using the new ICSC Codes and Frontier will begin using the new Circuit CO_Code (Telco ID) for the four states converting.

Company	State	State OCN	Old ICSC Code	New ICSC Codes	Old Circuit CO_Code (TELCO ID)	New Circuit CO_Code (TELCO ID)
Frontier Midstates, Inc	IN	0831	GT12	FV07	GTEN	FTNC
Frontier North, Inc	IN	0772	GT61	FV06	GTEN	FTNC
Frontier North, Inc	IN	0779	GT60	FV06	GTEN	FTNC
Frontier Midstates, Inc	MI	0681	GT12	FV07	GTEN	FTNC
Frontier North, Inc	MI	0695	GT61	FV06	GTEN	FTNC
Frontier Communications of the Carolinas, Inc	NC	4334	GT61	FV05	GTES	FTNC
Frontier Communications of the Carolinas, Inc	NC	0509	GT60	FV05	GTES	FTNC
Frontier Communications of the Carolinas, Inc	SC	0526	GT60	FV05	GTES	FTNC
Frontier Communications of the Carolinas, Inc	SC	4335	GT61	FV05	GTES	FTNC

Questions regarding this notification may be sent to Jacque.P.Wells@ftr.com.