



# frontier®

## Carrier Customer Bulletin

Date: July 20, 2011  
 Notice #: CCBFTR1300019  
 Audience: Frontier 13 CLECs, IXC Carriers, Wireless  
 Subject: Frontier 13 System Conversion in 73 Days for 4 States  
 Effective Date: On or after October 1, 2011

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On April 1, 2011, Frontier announced its intent to make doing business with Frontier easier and more consistent, by converting the Operational Support Systems (OSS) and ordering processes used in four of the Frontier 13 states to the existing Frontier Legacy and/or Acquired West Virginia systems and processes. Frontier filed an Operations Support Systems Integration Plan with the FCC on April 1, 2011 (see <http://www.frontier.com/wholesale/ContentPages.aspx?p=67>).

In 73-Days, Frontier will sunset the Frontier 13 OSS systems used in Indiana, Michigan, North Carolina, and South Carolina on or after October 1, 2011.

Frontier is replacing the online Graphical User Interface (GUI) applications used for Ordering, Preordering, and Trouble Administration with Frontier's Virtual Front Office (VFO) application.

Existing App.	Current URL for Frontier 13	New App.	URL Post Conversion
WISE	<a href="https://wholesalegw.ncnetwork.net/gsi/WISE">https://wholesalegw.ncnetwork.net/gsi/WISE</a>	Virtual Front Office (VFO)	<a href="https://vfo.frontier.com">https://vfo.frontier.com</a>
CSG	<a href="https://www.ncnetwork.net/wholesale/secure/so/ws_login/">https://www.ncnetwork.net/wholesale/secure/so/ws_login/</a>	Virtual Front Office (VFO)	<a href="https://vfo.frontier.com">https://vfo.frontier.com</a>
LSI-TA	<a href="https://wholesalegw.ncnetwork.net/gsi/LSI">https://wholesalegw.ncnetwork.net/gsi/LSI</a>	Virtual Front Office (VFO)	<a href="https://vfo.frontier.com">https://vfo.frontier.com</a>
VTAG	<a href="https://www.ncnetwork.net/wholesale/secure/systems/vtag/VTAGLogin">https://www.ncnetwork.net/wholesale/secure/systems/vtag/VTAGLogin</a>	Virtual Front Office (VFO)	<a href="https://vfo.frontier.com">https://vfo.frontier.com</a>

At conversion, Carriers/CLECs electronic bonding in these four states will send transactions to Frontier's Data Center in Rochester, NY. The specific node and IP address information is provided to those selecting to e-bond with Frontier.

Notifications informing Carriers/CLECs of the requirement to submit the Frontier [Connectivity form](#), indicating if they would like to use the online GUI, called VFO, and/or an e-bonded protocol were sent in April, May, June, and July. The deadline for Direct Connect was June 1, 2011, VPN connection was July 1, 2011, and VFO is August 1, 2011. Carriers/CLECs missing the e-bonded deadlines will need to use VFO until the e-bonded connection can be set up.

The business rules that will be used after conversion are available online. These rules go into effect on August 28, 2011 for the Legacy and Acquired West Virginia territories and in the four converted states on or after October 1, 2011. Below are the links to these rules.

- [LSOG 9.30 Frontier Business Rules](#)
- [ASR Frontier Custom Business Rules](#)

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