



Carrier Customer Bulletin

Date: October 28, 2011
Notice #: CCBFTR1300035 Frontier 13 System Conversion November Forum Notice
Audience: IXC, Wireless and CLECs
Subject: Frontier 13 System Integration Invite to ASR/LSR Forum on November 15, 2011 and Provide October 25, 2011 ASR/LSR Forum Review
Effective Date: November 15, 2011

The next [Frontier 13 System Integration forum](#) meeting will set the stage for the system conversion for the Frontier 9 States; AX, CA, ID, IL, OH, OR, NV, WA, WI, planned to occur on or after March 1, 2011. Please bring any questions or concerns relating to this event.

Frontier ASR & LSR System Conversion review November 15, 2011

The session will run from 2 p.m. to 3:30 p.m. EDT using the following bridge and conference information.

Conference Bridge: (800) 391-9177
Participant Code: 636.979.2949
Webinar: <https://webinar.frontiercorp.com/ftr13forum/>
(please sign in as a guest.)

Below are questions raised during the previous meeting and the answers provided in the meeting were researched and answered here. These questions will be added to the Frequently Asked Question documents on the Frontier 13 System Integration website: <http://www.frontier.com/wholesale/ContentPages.aspx?p=67>.

Questions

Answers

1. Is there an ISP converted BAN list available?

Frontier is working on providing this list as soon as possible.

2. We are receiving access DLRs with the old ICSC code instead of the new ICSC codes.

This issue has been reviewed and found to be a timing issue relating to an isolated order placed in close proximity to conversion. If any customer is experiencing this issue please send examples to: Maureen.creary@ftr.com

3. We have been receiving reject disconnect messages for invalid TN, when will this be fixed?

Frontier has confirmed that there is not a whole systemic issue but please continue sending reject messages received in error to nccufexternal@ftr.com for resolution.

4. A customer brought up the issue of native Frontier NXX's not being updated in the system and they are receiving error messages on their directory listing orders. Once the npa/nxx has been loaded to the table, do CLECs need to re-issue the order or can it automatically flow?

Frontier has identified that a group of npa/nxxs were not brought over at conversion and has made it a priority. The npa/nxxs will be added to the system by 10/28/11. Nancy Swope at Frontier will research the reasons why this happened to try and prevent the issue in the next conversion.

5. A customer is receiving rejects in VFO on disconnect order - "TN does not belong to CLEC" and have not received a response from the OSS help desk.

This appears to be an isolated matter, not a systemic issue. Frontier will investigate, please send examples to the following email address: nccufexternal@ftr.com

6. A customer asked whether there were address validation issues for new addresses during the previous WV conversion.

Frontier did not have overall systemic issues with address validation during the conversion. If you have a particular issue please send examples to oss.helpdesk@ftr.com

7. When will Carriers be notified of the next conversion date? Can we be advised prior to 73 days for the next conversion date? Are you aware of the ASOG release due in March that is close to the proposed February date?

Frontier will communicate firm commitment dates for the next conversion as soon as we have the approvals. Frontier is aware of the ASOG release in March and will be mindful of that when the next conversion is scheduled.

8. Will the next conversion handle in-flight and cancellation orders differently?

Frontier is looking to improve the cancellation coding for the next conversion.

9. Some local service orders have missed the due date that was provided on the FOC. Is this going to continue and if so can we be updated that the due date has been delayed?

Generally speaking notices are processed if a due date is going to be missed. There may have been delays with notices just post conversion, but as a BAU practice going forward if this is occurring, an escalation is in order. Customers are encouraged to contact Doug Tomlinson with examples if this issue is on-going, doug.tomlinson@ftr.com.

10. We used to receive ASR notifications in a manner in which the subject line would indicate the type of notification. Now all notifications come across the same and need to be opened before knowing what type of notice it is. Can the subject line show the type of notification again? Such as Completion, Confirmed, Acknowledgement.

Frontier has submitted the request to our development team and will continue to look at adding specific information in the subject line.

If you have additional questions or comments on the information provided in this notice, please email Carrier.Notifications@frontiercorp.com.