

frontier[®]

Carrier Customer Bulletin

Date of Bulletin: November 29, 2011
Notice #: CCBFTR1300039
Subject: Frontier 13 OSS System Interruption, VTAG Access Maintenance
System Impacted: VTAG Access Maintenance
Audience: Frontier 13, Access Customers (IXC, Wireless and CLEC)
Date Effective: Immediate

Please be advised, Frontier is experiencing problems with the VTAG access maintenance application in the following states (AZ, CA, ID, IL, OH, OR, NV, WA and WI). Estimated Time for system restoral is 10 P.M Eastern tonight, November 29, 2011.

In the mean time, if you experience problems accessing VTAG, please contact your maintenance center at 888 637-9620 to open or check status on your trouble tickets. Escalation lists and procedures are available: [Frontier Repair Contact and Escalation Lists](#)

If you have questions regarding the information provided in this notice, please send via email to carrier.notifications@ftr.com

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