

frontier®

Carrier Customer Bulletin

Date: February 10, 2011
Notice #: CCBFTR00122
Audience: Frontier Legacy and Acquired WV
Subject: Commonwealth System Conversion and VFO Impacts
Date Effective: March 2, 2011

As a result of a system conversion for Frontier Commonwealth, Trouble Administration and Reporting via Virtual Front Office (VFO), the Frontier online ordering tool, and e-bonding will be impacted.

Trouble Administration and Reporting will not be available via VFO or E-bonding starting 8 p.m. on Wednesday, March 2, 2011 until 2 a.m. on Thursday, March 3, 2011.

Trouble Tickets will need to be reported directly to the repair center during this conversions period. For contacts and escalations information, please visit: http://frontier.com/Documents/wholesale/Frontier_Repair_Contact_and_Escalation_Lists.pdf

VFO will be available for Local Service Requests (LSR) and Access Service Requests (ASR) during this time as will the Frontier gateway for LSR and ASR e-bonding. ASR orders may experience a delayed FOC response during this conversion; however, Frontier will work to maintain service intervals.

For further assistance, please contact your Frontier Account Manager.