

# frontier®

## Carrier Customer Bulletin

Date: May 13, 2011  
Notice #: CCBFTR00132  
Audience: Frontier Legacy and Acquired WV CLECs  
Subject: Trouble Administration Impacts due to System Outage  
Date Effective: May 14, 2011

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There will be a system outage impacting Trouble Administration Reporting for Local services on May 14, 2011.

Trouble Administration and Reporting will not be available via VFO or E-bonding starting 10:45 p.m. on Saturday, May 14, 2011 until 1:30 a.m. on Sunday, May 15, 2011.

Trouble Tickets will need to be reported directly to the repair center during this time period. For contacts and escalations information, please visit:  
[http://frontier.com/Documents/wholesale/Frontier\\_Repair\\_Contact\\_and\\_Escalation\\_Lists.pdf](http://frontier.com/Documents/wholesale/Frontier_Repair_Contact_and_Escalation_Lists.pdf)

Please Note: VFO and the Frontier E-bonding Gateway will be available for Local Service Requests (LSR) and Access Service Requests (ASR) during this time frame.

For further assistance, please contact your Frontier Account Manager.