



Carrier Customer Bulletin

Date of Bulletin: April 1, 2021
Notice #: CCBFTR01910
Audience: Carrier, IXC, Wireless, CLEC, Reseller
Subject: New Wholesale Repair Number for Access and Local Voice/UNE Services (Excludes Broadband Services Repair)
Date Effective: 04/01/2021

New Wholesale Repair Number Effective April 1, 2021

Effective April 1, 2021, Frontier Wholesale Repair will have one number to report troubles for Access and Local Voice/UNE Services, including ticket entry, status, testing, escalations, tech assist, and chronic ticket entry and status.

Frontier Wholesale Repair
Commercial Customer Support Center (CCSC)
1-877-500-5514

As a reminder, if you are a Frontier Wholesale Customer, all initial trouble ticket submissions or trouble ticket status requests must be submitted using one of the following:

- Virtual Front Office – Trouble Administration Module (VFO-TA)
- E-Bonded TA (EBTA) via tML

However, opening trouble tickets by phone is acceptable during those times when our systems are unavailable. Customer notices are distributed and posted to the Frontier Wholesale Operations website providing notification of system availability exceptions.

Please note this change does not impact repair contacts for Broadband Services. For more information please visit the Wholesale Repair Contacts page of the Frontier Wholesale Operations Website at: <https://wholesale.frontier.com/contacts-and-escalation-lists/wholesale-repair-contacts>.

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