



## ***Carrier Customer Bulletin***

Date of Bulletin: February 15, 2019  
Notice #: CCBFTR01624  
Audience: Carrier, IXC, Wireless, CLEC, Reseller  
Subject: Registration Now Open for Facilitator-Led VFO Training  
Date Effective: 02/15/2019 - 03/15/2019

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Frontier Communications is offering Wholesale customers an opportunity to register for facilitator-led virtual training. This facilitator-led virtual training is intended for new users of the Virtual Front Office (VFO) and are offered in three specific areas including Access, Local and Trouble Administration.

- **Access**: Target wholesale customers processing ASR pre-order and order transactions via VFO.
- **Local**: Target wholesale customers processing LSR pre-order and order transactions via VFO.
- **Trouble Administration**: Target wholesale and ISP customers processing Trouble Reports via VFO.

Registration is now open and will close on March 15, 2019.

To register for one or more of the training focus areas listed above, please complete and submit the [Virtual Front Office \(VFO\) Training Registration Form](#), which is available online.

Facilitator-led virtual training courses will be hosted during the month of April 2019. Registrants will be notified directly of the virtual training class date and time.

Frontier will continue to offer online training to all VFO users. Please visit the [VFO Online Training Video Library](#) for more information.

If you have questions regarding the information provided in this notice, please email [carrier.notifications@ftr.com](mailto:carrier.notifications@ftr.com).

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