



Carrier Customer Bulletin

Date of Bulletin: February 19, 2019
Notice #: CCBFTR01626
Audience: IXC, Wireless, CLEC, ISP
Subject: Customer Status via Informational Auto-C/NR (CNT=D)
Date Effective: February 24, 2019

Effective February 24, 2019, Frontier will implement automation allowing customer status information contained in an ASR note found in Frontier's M6 ordering system to transfer to VFO via an Informational Auto-C/NR (CNT=D). The Auto-C/NR allows Wholesale customers to access current and relevant information.

- The ASR note will be transferred to the REMARKS field on the C/NR form.
- If the ASR note exceeds 225 alpha/numeric characters, then the remaining text will be sent in a subsequent transmission preceded with the text "CARRYOVER".
- ASR transmissions will not exceed a maximum of (5) Auto-C/NR(s).
- Any remaining carryover ASR note that exceeds the maximum of (5) ASR transmissions will not be sent.
- The most current Auto-C/NR will contain the latest ASR note.
- The ASR note will be retrieved afterhours each business day.
- Cancelled and Completed orders will be excluded from this automated process.

If you have questions regarding the information provided in this notice, please send your emails to carrier_staff_support@ftr.com.

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