



## ***Carrier Customer Bulletin***

Date of Bulletin: July 8, 2019  
Notice #: CCBFTR01667  
Audience: Carrier, IXC, Wireless, CLEC, Reseller, ISP  
Subject: VFO User Security Requirements Enhancement  
Date Effective: July 21, 2019

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Frontier Communications is providing notification of new security requirements planned for implementation on July 21, 2019, that will impact all existing users of the Virtual Front Office (VFO) Access, Local and TA modules. These new security requirements will enhance the VFO user's ability to manage forgotten user name and/or password.

**ALERT!** On or after July 21, 2019, every VFO user, upon login, will be prompted to update their user profile with three security questions and answers, and a valid email address. This will be required one time only.

Frontier has published a 3-minute online training video and accompanying training guide to assist existing users with the necessary steps to update their user profile. Frontier has also published the ***VFO Security Requirements*** reference. To access these materials, please visit the Systems and Online Tools page of the Frontier Wholesale Operations Website at: <https://wholesale.frontier.com/wholesale/systems-and-online-tools>.

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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