



Carrier Customer Bulletin

Date of Bulletin: July 22, 2019
Notice #: CCBFTR01669
Audience: Carrier, IXC, Wireless, CLEC, Reseller, ISP
Subject: VFO User Security Requirements Enhancement *Reminder
Date Effective: Immediately

Frontier Communications provided notification of new security requirements that were implemented 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! Every VFO user will be prompted, upon login, to update their user profile with three security questions and answers, and a valid email address. This will be required one time only. **If verification code emails are not received, users should contact their internal company security team to request that the following email address be added as an approved sender: VFO_PROD@frontier.com.** (Note: This is email is outgoing 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.

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