



## Carrier Customer Bulletin

Date of Bulletin: August 13, 2019  
Notice #: CCBFTR01683  
Audience: IXC, CLEC, Wireless  
Subject: ASR CFA Roll/Hot Cut Pretest Center Contacts  
Date Effective: September 28, 2016

Frontier Communications' CFA Roll Pretest Center opened on August 8, 2016, for ASR customers who would like to pretest with Frontier prior to the actual CFA Roll/Hot Cut. This notification is to advise of updated center contact information as provided below.

As a reminder, Frontier requires contact three business days prior to the confirmed Due Date (DD - 3). Once the pretest contact is made and the due date is DD - 3, Frontier will provide a call back within 24 hours.

To view the updated ASR Hot Cut Pre-Test Contact List, please visit:  
<https://wholesale.frontier.com/wholesale/contacts-and-escalation-lists/access>.

Contact	Title	Contact Info
<b>First Request</b> Provisioning Center	1 <sup>st</sup> Level Technician	877-398-1620 States: AL, GA, NC, NY, SC, TN, WI, WV Options: 3, 1, 4 All Other States: Options 3, 2, 4
<b>Second Request</b> Provisioning Center	2 <sup>nd</sup> Level Technician	877-398-1620 States: AL, GA, NC, NY, SC, TN, WI, WV Options: 3, 1, 4 All Other States: Options 3, 2, 4
<b>Third Request</b> Mary Koleman	3 <sup>rd</sup> Level Supervisor	All States 585-777-7009 <a href="mailto:Mary.Koleman@FTR.com">Mary.Koleman@FTR.com</a>

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

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