



Carrier Customer Bulletin

Date of Bulletin: November 18, 2019
Notice #: CCBFTR01713
Audience: Resellers in California and Nevada
Subject: Voicemail Migration to New Platform
Date Effective: 12/18/2019

Frontier Communications is providing notification that effective December 18, 2019, between midnight and 6:00 a.m. Eastern Time, a voicemail migration will be performed to upgrade California and Nevada voicemail customers to a new and more reliable platform. Customers may experience a brief interruption of service during the cutover. Resellers of Frontier's voicemail in the states of California and Nevada should take immediate action to notify their customers.

After the cutover, upon dialing into their voicemail, customers will be provided directions on how to change their PIN and create a new greeting. Current saved messages cannot be carried over to the new voicemail platform.

Customer Experience after the migration:

- Customers will use their same access method & PIN. (PINs will be carried over to the new system.)
- Once logged in, customers will hear a tutorial guiding them through changing their PIN and create a new greeting. Then they can customize any other settings.
- Access your new messages online at um.frontier.com. Here customers can access call logs, retrieve, listen to, or forward messages (email or fax).
- New User Guide and other helpful information available [online](#).
- Former saved messages cannot be migrated. Customers may dial 1-833-828-1786 with their former PIN to reach those messages. Messages will continue to expire in 30 days (BAU). Customers can save messages to a ".wav" file using instructions provided.

If you have questions regarding the information provided in this notice, please email carrier.notifications@ftr.com.