



Carrier Customer Bulletin

Date of Bulletin: March 11, 2020
Notice #: CCBFTR01770
Audience: Carrier, IXC, Wireless, CLEC, Reseller, ISP - Doing Business in ID, MT, OR, WA
Subject: Northwest Fiber/Frontier Co-Hosted February 2020 Northwest Four States Carrier Forums -Recap with Q&A

On February 26, 2020, Northwest Fiber and Frontier Communications co-hosted the Northwest Four States Access Carrier Forum. A copy of the [presentation](#) is available online.

On February 27, 2020, Northwest Fiber and Frontier Communications co-hosted the Northwest Four States Local/Broadband Carrier Forum. A copy of the [presentation](#) is available online.

In addition to the information contained in the presentations, a recap of the Q&A portion of the meetings is provided below. The Northwest Four States Divestiture FAQs and the Northwest Fiber Acquisition FAQs have both been updated accordingly and are available online at: <https://wholesale.frontier.com/wholesale/carrier-services/northwest-four-states-divestiture>.

| Question | Answer |
|--|--|
| If we have a billing claim for one of the northwest four states being acquired by Northwest Fiber, who do we submit the claim to? | Prior to close, the claim submission process is BAU and you will continue to submit your claims to Frontier. Post-close, any claims for services in the northwest four states acquired should be submitted to Northwest Fiber. Northwest Fiber billing contacts and claims template will be provided. Frontier will provide support Northwest Fiber for billing claims under the Transition Services Agreement for at least 6 months post-close. |

| Question | Answer |
|--|---|
| <p>Is there a published list of Service Wire Centers (SWCs) that will be transferred to Northwest Fiber at Close?</p> | <p>As communicated in the Northwest Fiber Acquisition FAQs #A13:</p> <p>Please refer to the Northwest Four States SWC/OCN by Exchange Name reference which provides the list of Frontier SWCs to be acquired by Northwest Fiber.</p> |
| <p>When will new Northwest Fiber contact lists be published?</p> | <p>Northwest Fiber contact and escalation lists will be published in conjunction with closing on the Northwest Fiber Wholesale Operations Website.</p> |
| <p>Will we have similar references available to us on the Northwest Fiber Wholesale Operations Website that we currently have available from the Frontier Wholesale Operations Website?</p> | <p>Yes. The Northwest Fiber Wholesale Operations Website will be a replication of the Frontier Wholesale Operations Website with the same references, job aids, order samples and technical guides as are available today on the Frontier Wholesale Operations Website and will be published in conjunction with closing.</p> |
| <p>Will we be provided a new VFO URL at Close?</p> | <p>Yes. The Northwest Fiber VFO URL will be provided in conjunction with closing and will also be available on various pages of the Northwest Fiber Wholesale Operations Website via link/button as available today on the Frontier Wholesale Operations Website.</p> |
| <p>Will there be an additional maintenance window scheduled for the Close date?</p> | <p>Yes. Frontier will publish the System Availability Schedule Exception once the system unavailability schedule is confirmed for the night of Close.</p> |

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

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