



Carrier Customer Bulletin

Date of Bulletin: June 1, 2020
Notice #: CCBFTR01809
Audience: Resellers in Indiana, Michigan and Wisconsin
Subject: Voicemail Migration to New Platform
Date Effective: See Below

Frontier Communications is providing notification that a voicemail migration will be performed to upgrade Indiana, Michigan and Wisconsin voicemail customers to a new and more reliable platform. The migrations will occur on the dates provided below for each state. Customers may experience a brief interruption of service during the cutover. Resellers of Frontier's voicemail in the states of Indiana, Michigan and Wisconsin should take immediate action to notify their customers.

- **Michigan:** 11:00 p.m. ET, June 15, 2020 through 6:00 a.m. ET June 16, 2020
- **Indiana:** 11:00 p.m. ET, June 16, 2020 through 6:00 a.m. ET June 17, 2020
- **Wisconsin:** 11:00 p.m. ET, June 17, 2020 through 6:00 a.m. ET June 18, 2020

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.

© 2020 Frontier Corporation – All rights reserved.

This document is the property of Frontier Communications Corporation and/or its relevant affiliates. To be added or removed from the distribution list, please select the action and provide your contact information to Frontier at <https://wholesale.frontier.com/wholesale/notifications-and-news/subscribe-to-notifications>.