



Managing Data in Frontier Communications' E9-1-1 Database

Competitive Local Exchange Carriers (CLEC's), Independent Telephone Companies, and Wireless Carriers, collectively referred to as "Carriers," may use this document as a guide to getting set up to manage their telephone subscriber data and street address information in Frontier Communications' E9-1-1 database.

Frontier offers database access to Carriers through a secure-access Web-based interface. Once an account has been built for a Carrier, they may begin managing data in Frontier's database either by modifying individual records through the user interface, or by transmitting service order input files through the file upload feature.

The process for getting a Carrier account built is as follows:

1. The Carrier establishes a business relationship with Frontier through a Frontier Sales/Account Representative. If a Carrier does not know who their assigned Sales/Account Representative is, they may send an e-mail to CarrierRequest@ftr.com.
2. The Carrier registers with the National Emergency Number Association (NENA) to obtain a NENA Company ID. NENA can be contacted by phone at 800-332-3911 or on-line at www.nena.org.
3. The Carrier obtains a Login Request form from their Frontier Sales/Account Representative and fills it out. The NENA ID must be included on this form.
4. The Frontier Sales/Account Representative sends the completed form to Frontier System Administration.
5. Frontier System Administration builds an account for the Carrier for access to the Web-based interface.
6. Frontier System Administration contacts the Carrier to provide the procedure for accessing the Web-based interface. Frontier System Administration offers user guides and over-the-phone training.

Express Disclaimer

The above guide is designed to assist Carriers. This guide does establish a standard of care. This guide also does not prevent Frontier management or employees from deviating from these guidelines under particular circumstances, when they may deem it advisable. Frontier may modify its procedures at any time without prior notice and without revising this guide. FRONTIER MAKES NO WARRANTY OF ANY KIND, WHETHER A WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR OTHERWISE, AND FRONTIER EXPRESS DISCLAIMS ANY SUCH WARRANTY. ANY CARRIER OR OTHER PERSON RELIES ON THIS GUIDE SOLELY AT ITS OWN RISK.