



End User Name Change Job Aid

Carrier Services

Frontier Communications
Rochester, NY

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General

Purpose

The purpose of this document is to provide information about the End User name on accounts in Frontier's database, and to assist with LSR order entry for name changes.

End User Name Account Profile

The End User name is identified in Frontier's database in the same manner it was submitted in the NAME field on the EU form.

For example:

When this is in the End User field	The name on the End User profile is...
NAME Jack Shock	Last name: ***SHOCK First name: JACK
NAME TRAVEL CENTERS	Name: ***TRAVEL CENTERS

Note: When reviewing Customer Service Records the end user name is preceded by three ***. Frontier uses the asterisks as an internal identifier for Wholesale accounts. Do not include the asterisks on an LSR.

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DB/EB Orders

Change End User Name

One order is required to change the End User name on an account.

- DB/EB-R to change the End User name

The account name change ordered on a DB/EB-R order is performed at the account level. Therefore, the End User name change will be made on all members of a multiline account.

Change End User Name and Directory Listing

Two orders are required are required to change the End User name and modify the directory listings, as well:

- DB/EB-J to change the directory listing,
- DB/EB-R to change the End User name

The account name change ordered on a DB/EB-R order is performed at the account level. Therefore, the End User name change will be made on all members of a multiline account.

Helpful hint:

1. When possible wait until the BCN for the DB/EB-J order has been received before submitting the DB/EB-R order. This firmly secures the new directory listing and gets Directory Assistance updated.
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JB Orders

Change the End User Name

Two orders are required are required to change the End User name and modify the directory listings. This is especially important when the account TOS value changes (Res to Bus, Bus to Res).

- JB-D to disconnect the directory listing account
- JB-N to re-establish the directory listing

Helpful Hints:

The CLEC must wait 24 hours to allow the JB-D to complete and post before submitting the JB-N LSR.

JB-C note: Although the End User name is changed on a JB-C, true “new customer” directory functions are not performed. For best results use JB-D and JB-N when the end user is an entirely new customer.

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Change Log

The purpose of this section is to indicate all changes made to this document from the time of posting.

Date/Time	Description/Details
6/24/2013	Initial document posting.
9/17/2014	Add note to page 5.
12/12/2019	Clarify JB process page 5

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