

CARE
(Customer Account Record Exchange)

Updated 1/25/16

Frontier OCNs

0072, 0096, 0100, 0110, 0121, 0122, 0128, 0149, 0152, 0161, 0168, 0178, 0194, 0270, 0301, 0306, 0318, 0328, 0362, 0387, 0460, 0509, 0526, 0577, 0615, 0681, 0682, 0695, 0750, 0772, 0779, 0828, 0831, 0870, 0886, 0912, 0944, 0964, 0967, 0998, 1000, 1011, 1015, 1036, 1038, 1055, 1061, 1067, 1073, 1079, 1123, 1127, 1128, 1183, 127G, 1367, 2154, 2172, 2275, 2308, 2315, 2319, 2342, 2344, 2354, 3401, 3402, 4321, 4322, 4323, 4324, 4334, 4335, 4336, 4344, 4417, 4418, 4419, 4420, 4421, 4423, 4426, 4427, 4429, 4449, 4450, 4451, 4464, 4465, 863F, 9147, 9214

New as of 4/1/16 - 2319, 4420, 0328, 2154, 4344

MANUAL PIC (TCSI code 0105)* AND UNPIC (TCSI code 0305) REQUESTS
For Frontier Local Customers Only**

Business:

As of 4/3/12

Email Marion OPS@ftr.com

Fax 877-400-8280

Residential

As of 11/22/11

Email: care.care@ftr.com

Fax: 585-262-9560

*Please include at least the TCSI code (0105), WTN (working telephone number), JI (jurisdictional indicator) and CIC with the 0105.

**Please note that in addition to the TCSI, WTN, JI and CIC, the 0305 UnPIC request must include the customer name.

PIC changes for customers of Local Resellers

Reseller must submit a Local Service Request (LSR) in order to change their customer's PICs.

SNAPSHOT TCSI CODE: 2414

- Provided upon request after approval of time and cost estimate.
- Depending on size of request carrier may request cartridge tape or spreadsheet in return.
- Send email request for quote to CARE.CARE@FTR.com.

BILLING NAME AND ADDRESS (BNA) TCSI CODE 0501

- Billed per FCC tariffs rates
- Please send request to CARE.CARE@FTR.com and specify if an estimate is required.
- Include customer telephone numbers and an address to which the bill may be sent.

PIC VERIFICATIONS TCSI CODE 07XX

- Requests may be for switch, billing system or both. Please specify.
- Send request to CARE.CARE@FTR.com
- If less than 3 at a time, you may phone 585-777-4620 or fax 585-262-9560

PIC CHANGE DUE TO MERGER / ACQUISITION TCSI CODE 08XX
PIC CHANGE DUE TO IXC RESELLER CHANGING UNDERLYING IXC TCSI CODE 09XX

- Both services may be requested on a project basis.
- A time and cost estimate must be approved prior to going forward.
- Carrier is required to notify customers of change and provide Frontier with a sample notification.
- Manual PIC change charges will apply.
- PIC freezes will be lifted.
- Carrier to provide old and new carrier to Frontier. Only customers with a current PIC of the old carrier will be changed.
- A list of customers will be returned at the end of the project with a note regarding if the change was made and if not, a brief explanation will be provided.
- Send request to CARE.CARE@FTR.com, include list of customers, new and old PIC and sample notification.