

frontier®

Carrier Customer Bulletin

Date of Bulletin: September 17, 2013
Notice #: CCBFTR00500
Audience: Carrier, IXC, Wireless
Subject: After-Hours CFA Roll/Hot Cut Access Service Requests Require FDT Field Population
Date Effective: 11/18/2013

Effective November 18, 2013, access services customers submitting an after-hours CFA Roll/Hot Cut Access Service Request (ASR) must begin populating the FDT field as Frontier will no longer accept after-hours CFA Roll/Hot Cut timeframes populated in remarks. Should an ASR be submitted for an after-hours CFA Roll/Hot Cut and the FDT field is not populated, Frontier will C/NR the request and require a supplement prior to processing the service order.

In addition, per our tariffs, Frontier will bill additional labor fees applicable for work performed on CFA Roll/Hot Cuts outside normal business hours. Normal business hours are defined as 7:00 AM to 6:00 PM (local time) Monday through Friday.

For further assistance, please contact your Frontier Account Manager.

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

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