



Date of Bulletin:	May 23, 2023
Notice #:	CCBFTR02127
Audience:	PA CLEC
Subject:	Order Process Improvements for PA CLEC Territory
Date Effective:	June 25, 2023

We are excited to announce order process improvements for our PA CLEC Territory customers! Effective June 25, 2023, PA CLEC Territory (Commonwealth Telephone Company – CTSI LLC) porting transaction activity, for both pre-order and order, will be automated via our Virtual Front Office (VFO)/Exchange Path (EP).

What does this mean for me?

You will no longer be required to email us and wait for a manual response for your Porting requests or Customer Service Records (CSRs). Effective June 25, 2023, simply submit your pre-order and order transactions electronically and you will receive an automated¹ response!

What do I need to do to prepare?

- If you currently connect with Frontier for LSR transactions via our VFO Local Module or EP bonded method, no further action is required. Effective June 25, 2023, begin submitting your pre-order and order LSR transactions for PA CLEC territory as you do in other service territory areas.
- If you are **not** currently connected with Frontier for LSR transactions via our VFO Local Module or EP bonded method, **immediate action is required!** Please complete and submit the [Frontier Connectivity Access Form](#) available online. Transactions for the PA CLEC territory will be managed via the Local Module for LSR Transactions. Please refer to that section on the connectivity form. Visit our [Get Connected](#) page for more information.

The [Virtual Front Office](#) page of our website is available to assist customers with accessing the application and will also provide links to the VFO User Guide and other helpful job aids. Order samples, including the CB/V – Local Number Port sample, are available [online](#). And don't forget, our [Wholesale Help Center](#) is always available to provide answers to common questions!

¹ Automated response for CSRs applies only to CSRs with less than 10,000 lines of data. CSRs with 10,000 lines of data or more may be retrieved from our Customer Wholesale Portal (CWP). If your company does not have access to our CWP, please visit our [site](#) for more information.



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