On August 1, 2016, Frontier will begin the conversion for ASR processing in New York (ICSC code RT01 & OT01) to Frontier’s Industry Standard Operations Support System (OSS). Frontier will convert existing circuit IDs to CLS, CLF and CLM industry standard circuit IDs. At this time, customers will continue to submit existing circuit IDs to Frontier. Once the conversion is complete, Frontier will provide a cross reference circuit file and ask each customer to update their internal system with the new circuit ID format.

Based on the planned conversion activity, customers processing ASRs starting August 1, 2016, will experience delayed Firm Order Confirmations (FOC) and extended intervals. Frontier will honor all Desired Due Dates (DDD) for any disconnect requests held during this time. Frontier will send additional notifications with updates on the completion of the conversion and the return to normal business operations.

If an ASR is submitted with a non-standard circuit ID format, Frontier will send an informational Clarification/Notice Request (C/NR) providing the standard format circuit ID. Frontier will also update the PON received with the standard format circuit ID, which will also be included on the FOC. When the informational C/NR is sent, Frontier requests each customer update the PON with the proper standard format circuit ID, in VFO or your internal bonded application, to reflect the new circuit ID.

Once the system conversion is complete and all impacted non-standard circuit IDs are converted to standard CLS, CLF or CLM circuit ID format, Frontier will provide a list of the converted circuit IDs to impacted customers. Frontier requests that all impacted customers update their internal systems and/or records to reflect the new standard format circuit IDs.

Questions related to this conversion should be directed to Carrier_Staff_Support@ftr.com.