Frontier is providing notification, to electronic bonded TA customers, of the importance of correctly populating the Location Access Hours fields on new trouble tickets. Trouble tickets submitted with the Location & Access Hours fields incorrectly populated, may result in dispatch errors. The information provided in this notice is for EBTA customers only.

Trouble tickets submitted electronically via tML bonded language requires that, a minimum of one and maximum of two, occurrences of the Location & Access Hours fields are provided. Any occurrence of the Location & Access Hours fields, beyond the second occurrence, will be excluded and will not be applied to the trouble ticket dispatch availability.

Correctly populated trouble tickets will contain the following in each Location & Access Hours fields occurrence:

- Associated Days of Week shown as true or false
- Interval Start
- Interval End

For example, a trouble ticket for a location with access hours on Monday through Saturday, 8:00 a.m. to 5:00 p.m, the correct tML would show as:

```xml
&lt;ML-TABase:ManagedObjectAccessHours&gt;
  &lt;ML-TABase:ManagedObjectAccessHoursItem&gt; &lt;ML-TABase:DaysOfWeek&gt;
    &lt;ML-TABase:Sunday&gt;false&lt;/ML-TABase:Sunday&gt;
    &lt;ML-TABase:Monday&gt;true&lt;/ML-TABase:Monday&gt;
    &lt;ML-TABase:Tuesday&gt;true&lt;/ML-TABase:Tuesday&gt;
    &lt;ML-TABase:Wednesday&gt;true&lt;/ML-TABase:Wednesday&gt;
    &lt;ML-TABase:Thursday&gt;true&lt;/ML-TABase:Thursday&gt;
    &lt;ML-TABase:Friday&gt;true&lt;/ML-TABase:Friday&gt;
    &lt;ML-TABase:Saturday&gt;true&lt;/ML-TABase:Saturday&gt;
  &lt;/ML-TABase:DaysOfWeek&gt;
  &lt;ML-TABase:IntervalsOfDay&gt;
    &lt;ML-TABase:IntervalStart&gt;08:00:00.000-05:00&lt;/ML-TABase:IntervalStart&gt;
    &lt;ML-TABase:IntervalEnd&gt;17:00:00.000-05:00&lt;/ML-TABase:IntervalEnd&gt;
  &lt;/ML-TABase:IntervalsOfDay&gt;
&lt;/ML-TABase:ManagedObjectAccessHours&gt;
```
If necessary, a second occurrence could be presented if there were extended hours on certain days or a different interval on any given day. As stated above, only two occurrences are allowed and all others, in addition to the first two, will be excluded.


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

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