Frontier Communications is providing notification of a system issue causing invalid rejections of Wholesale Platform LSRs (REQTYP=DB).

On November 20, 2016, code was implemented into the Local provisioning system to provide additional levels of validation against Wholesale Platform LSRs to ensure proper billing. Since that time, the LSR VFO Helpdesk has received multiple inquiries for rejection of Wholesale Platform LSRs (REQTYP=DB) with reject error code 39623 (error message: TOS/NC/NCI/SECNCI/SLI combination is not valid for PON). This prompted an investigation of the cause and to identify any relationship between invalid system rejects against Wholesale Platform LSRs and the code implemented on November 20th.

As of December 12, 2016, it was confirmed that the invalid rejects are directly related to the code implemented. As a result, the code will be backed out effective December 14, 2016. The code will be reevaluated and rescheduled for additional testing and implementation at a later date. Impacted Wholesale Platform LSRs (REQTYP=DB) rejected in error with the following code: 39623 - TOS/NC/NCI/SECNCI/SLI combination if not valid for PON, will be reflowed once the code is backed out. No further action by the CLEC is required.

If you would like to inquire about a specific reject, please email examples to lsr.vfo.helpdesk@ftr.com.

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