FAQs (Frequently Asked Questions)
Frontier Northwest 4 State Divestiture
(Idaho, Montana, Oregon, Washington)
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Introduction

Following announced plans to sell its operations and associated assets in four northwestern states including Idaho, Montana, Oregon and Washington, Frontier is providing notification that at 11:59 p.m. Eastern Time, March 31, 2020 or on a subsequent date (Closing Date), depending upon receipt of all necessary approvals and other required conditions are met, it will complete the process to divest its wireline assets in the Northwest Four states.

Frontier properties in Idaho, Montana, Oregon and Washington include the following:

- Citizens Telecommunications Company of Idaho
- Frontier Communications Northwest Inc. (Idaho)
- Citizens Telecommunications Company of Montana
- Citizens Telecommunications Company Oregon
- Frontier Communications Northwest Inc. (Oregon)
- Frontier Communications Northwest Inc. (Washington)

In anticipation of the Northwest Four State divestiture, Frontier will replicate its existing Operational Support Systems (OSS) for the northwest four states and manage within a separate data center. The replicated Virtual Front Office (VFO) will contain the historical Order, Pre-order (saved only) and Trouble Report transactions for the four northwestern states.

More information specific to the divestiture of Northwest Four States Divestiture is available at: https://wholesale.frontier.com/wholesale/carrier-services/northwest-four-states-divestiture
A. General Questions

A1: When will the transaction close?
Pending receipt of necessary approvals, the transaction is expected to close on or after March 31, 2020. Going forward this is date will be referred to as ‘close’ or ‘closing’.

A2: What Frontier operations are included in the transaction?
Included in the transaction are Frontier’s incumbent local exchange carrier entities that provide services to residential, commercial and wholesale customers in Idaho, Montana, Oregon and Washington. Specifically, these entities include:

- Citizens Telecommunications Company of Idaho - OCN 4427
- Frontier Communications Northwest Inc. (Idaho) - OCN 4321
- Citizens Telecommunications Company of Montana - OCN 4322
- Citizens Telecommunications Company Oregon - OCN 3401
- Frontier Communications Northwest Inc. (Oregon) - OCN 4323
- Frontier Communications Northwest Inc. (Washington) - OCN 4324, 4423

A3: Will Frontier host customer forums in preparation for the transition?
Yes. Frontier has planned a Divestiture Carrier/CLEC customer forum for December 17, 2019. Invitations will be distributed prior to the forum date.

A4: How can I be kept informed on the transaction and impacts to the Carrier customers?
Frontier Communications will regularly communicate with Carriers primarily through teleconference/webinar meetings, website updates and industry notifications. If you would like to be added to the notification distribution list for one or more of the Northwest Four States, please complete the subscription form available on our website at: https://wholesale.frontier.com/wholesale/notifications-and-news/subscribe-to-notifications

A5: Will the purchasing entity be acquiring the Frontier wholesale support systems we use today?
As part of the purchase agreement, Frontier will replicate its existing OSS and transfer the systems used to provide wholesale services today.

A6: Will the purchasing entity adopt the Frontier Communications InterState Service Guide, FCC and IntraState Tariffs as well as existing Contracted services?
Yes.
B. Billing Questions

B1: Will we have the same electronic billing feed options?
Yes. At close, the same electronic billing feeds will be available including:

- Billing Data Tapes (BDT) for CABS Access billing and Local billing
- Daily Usage Files (DUF)
- Meet Point Billing (MPB)

Carriers will be required to establish the connections for billing feed connectivity at close. As we approach closing, additional billing feed connectivity information will be provided.

B2: Will we continue to have access to an online billing system to enable our users to view statements and review billable services?
Yes. Globys Online is the billing system available to Wholesale and Broadband customers that enables users to view local billing statements and review local billable services (WTN, BAN, Circuit ID, etc.). The security level of the user determines the functions available to that user. Frontier is replicating the Globys application and a new Globys URL will be provided.

Frontier does not offer an online billing system for CABS billing.

B3: What version of Billing Data Tape (BDT) for CABS and Local billing will be in effect at the time of closing?
For CABS, BDT is expected to be on version 58 at closing.
For Local, BDT is expected to be on version 57 at closing.

B4: Will existing contracts between Frontier Communications and their customers in Idaho, Montana, Oregon and Washington be honored by the purchasing entity?
Yes. The purchasing entity will honor the terms of Frontier incumbent local exchange carrier agreements for services in Idaho, Montana, Oregon and Washington included in the transaction.

B5: Will existing CABS Billing Account Numbers (BANs) remain the same?
Existing CABS Billing Account Numbers (BANs) for services provided in Idaho, Montana, Oregon and Washington will remain the same where possible. Any changes will be communicated during the Carrier forums to be hosted prior to closing.
B6: Will existing Local Billing Account Numbers (BANs) and Summary Master Billing Account Numbers (SMBs) remain the same? 
Existing Local BANs and SMBs for services provided in Idaho, Montana, Oregon and Washington may be impacted. Affected customers will be notified directly of impacted BANs and SMBs.

B7: Will there be any billing media changes? 
No billing media changes are planned at this time.
C. OSS and Connectivity Questions

C1: What OSS systems will the purchasing entity support for the acquired properties?
As part of the purchase agreement, Frontier will replicate its existing OSS and transfer the systems used to provide wholesale services today. The replicated Virtual Front Office (VFO) will contain the historical Order, Pre-order (saved only) and Trouble Report transactions for the four northwestern state properties listed above. Post-Closing Date, transactions for the above listed properties must be submitted to purchasing entity via the replicated OSS.

C2: How do I establish connectivity?
Customers with existing User IDs and access to Frontier’s Virtual Front Office (VFO) prior to closing will have duplicate access to the Northwest Four States VFO. User IDs and passwords will remain the same. A new VFO URL will be provided.

Customers bonded with Frontier prior to February 1, 2020 will have been contacted by Frontier to establish new connections to the Northwest Four States data center.

C3: Will the Carriers be provided an opportunity to test the new OSS?
Testing will be hosted prior to close by Frontier and is available to bonded carriers processing LSR, ASR, and TA transactions. Testing will begin in February, 2020.

Bonded carriers who wish to perform testing should email their intent to test as follows:

- ASR/TA Intent to Test:
  - Email to: frontier.asr.certification@ftr.com
  - Subject line: Request to Schedule NWF ASR Testing

- LSR/TA Intent to Test:
  - Email to: frontier.lsr.certification@ftr.com
  - Subject line: Request to Schedule NWF LSR Testing

More information is available from the Frontier Northwest Four States Divestiture page at: https://wholesale.frontier.com/wholesale/carrier-services/northwest-four-states-divestiture
C4: What are the hours of operation for the replicated OSS Applications?  
Frontier’s System Availability Schedule is available from the System Availability page of the Wholesale Operations Website at: https://wholesale.frontier.com/wholesale/oss-interface-change-management/system-availability. No changes to the current schedule are planned at this time.

Exceptions to the schedule are communicated via Carrier Customer Bulletins. To automatically receive System Updates/OSS Change Management Notices, customers should subscribe to System Updates for one or more of the Northwest Four States at: https://wholesale.frontier.com/wholesale/notifications-and-news/subscribe-to-notifications.

C5: How soon should we expect to receive a response to a submitted connectivity form?  
Responses to submitted connectivity forms should be received within the same week the form was submitted. Any questions should be referred to the Connectivity Manager at: frontier.connectivity.management@ftr.com.

C6: If we utilize a vendor to bond with Frontier, what process do we need to follow to initiate connectivity to the new Northwest Four States OSS?  
All bonded customers must take the appropriate action to initiate new connectivity to the Northwest Four States OSS. If you have a vendor or clearinghouse agent that manages your OSS, they will need to take the appropriate action on your behalf. Please refer to the notifications CCBFTR01712 and CCBFTR01721, for direction to the appropriate form, published on the Divestiture page at: https://wholesale.frontier.com/wholesale/carrier-services/northwest-four-states-divestiture.

C7: What is the end date of the CLEC test window for Northwest Four States OSS?  
Frontier has not yet determined the test window close date. That will be determined once we confirm the quantity of CLECs/Carriers who intend to test. Please be sure to submit your Intent to Test email if you would like to be scheduled for a CLEC test window for the Northwest Four States OSS. See the intent to test email information provided in FAQ #C3.
C8: Will there be new Trading Partner IDs to use for EDI transactions to the Northwest Four States OSS?
Yes. This information will be provided as part of the new connectivity process. Please also refer to the EDI Guideline documentation available in the LSR Business Rules section of the Divestiture webpage at: https://wholesale.frontier.com/wholesale/carrier-services/northwest-four-states-divestiture.
D. Ordering GUI – Virtual Front Office (VFO) Questions

D1: What is the process for issuing User IDs, resetting passwords, etc., using the VFO GUI?
Existing Frontier VFO GUI users will be given the same level of access to the replicated VFO GUI for the four states. User IDs and Passwords will remain the same. System administrators for each Carrier/CLEC customer company will continue to have the ability to create new User IDs for their company users, as necessary. A new VFO URL will be provided.

D2: Will order templates created in VFO expire after a period of time?
The VFO order templates remain until the user who created the template deletes it.

D3: When are orders archived or dropped off the VFO Order List?
Currently, all transactions remain in VFO and can be referenced at any time. A Carrier may choose to make orders “Inactive,” so they no longer appear on an order list but they will still be available via the Filter or Search functions.

D4: Are digital certificates required to access the VFO GUI?
VFO is a web-based application that currently operates on the following web browsers: Internet Explorer version 11 (backward compatible with IE9 and IE10) or Google Chrome version 32. No digital certificates are required.
E. ASR and LSR Transactions

E1: What is the immediate impact to EPATH services that cross boundary into the four northwestern states to be divested?
Effective December 15, 2019, Frontier began rejecting EVC ASRs which cross any Northwest Four State boundary (ID, MT, OR, WA) with other Frontier state boundary (AL, AZ, CA, CT, FL, GA, IA, IL, IN, MI, MN, MS, NC, NE, NM, NV, NY, OH, PA, SC, TN, TX, UT, WI, WV). Business rules will not prevent orders to repoint circuits that currently cross boundaries, however, they will prevent any circuits not currently crossing boundaries to be repointed to a cross boundary NNI.

Impacted Carriers should have received communication directly from their Account Manager. Any additional questions should be referred to your assigned Account Manager.

E2: When will ASR Custom Business Rules for the Northwest Four States OSS be published?
ASR Custom Business Rules will be published in the ASR Business Rules section of the Divestiture website no later than January 10, 2020.
F. Trouble Administration Questions

F1: What system will be used for Trouble Administration?
At close, the Trouble Administration module of VFO GUI and Synchronoss Exchange Path will be used for electronic bonding using tML.

F2: What e-bonding protocol will be supported?
TML ANSI T1.227/T1.228.

F3: At closing will we still be required to submit troubles via VFO-TA or e-bonded TA?
All initial trouble ticket submissions or trouble ticket status requests must be submitted using one of the following:
• Virtual Front Office - Trouble Administration Module (VFO-TA)
• E-Bonded TA (EBTA) via tML
G. Collocation

G1: Will I need to apply for new Northwest Four State Collocation Access Cards?
No. Holders of currently active Collocation Access Cards, to a Frontier ILEC office in Idaho, Montana, Oregon or Washington will automatically be issued a new Northwest Four State Collocation Access Card to be used after closing of the proposed transaction.

G2: If my current Collocation Access Card expires before 4/1/2020, will I need to apply for a new Frontier Access Card?
Yes, this is BAU. If your current Collocation Access Card expires before 4/1/2020, you will be required to complete and submit the Frontier Collocation Access Card Application to receive a new card for use prior to 4/1/2020.

G3: Who do I contact to advise of attrition within my company that affects the list of current Access Card holders?
As card holders leave your company, it is your responsibility to ensure the collection of their Access Cards and return to Frontier. Please contact AccessCardRequest@ftr.com with updates to your current list of Access Card holders.
## Change Log

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<th>Update</th>
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<td>Added InterState Service Guide to question</td>
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<tr>
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<td>C5, C6, C7, C8, E1, E2</td>
<td>New Questions received during Divestiture Forum</td>
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