Northwest Fiber
FAQs (Frequently Asked Questions)
Frontier Northwest 4 State Acquisition
(Idaho, Montana, Oregon, Washington)

Carrier Services
Northwest Fiber
Kirkland, WA

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Introduction

Northwest Fiber, LLC has reached an agreement to acquire Frontier’s incumbent local exchange carrier (ILEC) 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, Citizens Telecommunications Company of Montana, Citizens Telecommunications Company Oregon, and Frontier Communications Northwest Inc in Idaho, Oregon and Washington. Subject to regulatory approval, the transaction is expected to close at the end of the first quarter of 2020.

The purpose of this reference is to provide answers to frequently asked questions by Wholesale customers currently doing business with Frontier Communications ILEC entities in the states of Idaho, Montana, Oregon and Washington, in preparation for the conversion. Although Northwest Fiber, LLC is the purchasing entity we will be coming to market under a different brand name. The ILEC entities will remain the same.

Prior to the close date, Frontier will replicate its existing OSS and manage within a separate data center. Until ownership of the replicated OSS is transferred to Northwest Fiber at close, Frontier Communications will manage the communication to carrier customers operating in the four northwest states including connectivity, CLEC testing, and conversion timelines associated with the replicated OSS. More information is available from the Frontier Divestiture page 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: How can I be kept informed on the transaction and impacts to the Carrier customers?
Northwest Fiber and 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

A4: Will we be assigned a new Account Manager?
Yes. All customers will be assigned a Northwest Fiber Account Manager.

A5: How can I contact the Wholesale team at Northwest Fiber?
To contact the Wholesale Carrier Team at Northwest Fiber, please email: wholesale@nwfbr.com.

A6: Will Northwest Fiber be acquiring any of the Frontier systems we use today?
As part of the purchase agreement, Frontier will replicate its existing OSS and at closing, will transfer the systems used to provide wholesale services today to Northwest Fiber.
A7: Will Northwest Fiber be offering similar Wholesale products and services? Yes! The existing Frontier Products and Pricing will be identical at close in order to ensure a seamless transition for our customers.

A8: 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: Does Northwest Fiber offer electronic billing feeds?
Yes. Northwest Fiber will offer the following electronic billing feeds:

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

The Northwest Fiber Billing Feed Connectivity Form is required to establish the options above. To ensure billing feed connectivity prior to close, please complete and submit your completed connectivity form by 02/14/2020.

B2: Does Northwest Fiber offer an online billing system to enable users to view statements and review billable services?
Yes. Globys Online is a billing system available to Northwest Fiber 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. The Globys URL will be provided at close.

Northwest Fiber 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 conversion?
For CABS, BDT is expected to be on version 58 at close.
For Local, BDT is expected to be on version 57 at close.

B4: Will Northwest Fiber utilize existing Frontier Communications VTA?
Northwest Fiber plans to use the existing VTA (Variable Term Agreement) on Idaho, Montana, Oregon and Washington circuits in service at close.

B5: Will existing contracts between Frontier Communications and their customers for acquired services in Idaho, Montana, Oregon and Washington be honored by Northwest Fiber?
Yes. Northwest Fiber will honor the terms of Frontier Communications incumbent local exchange carrier agreements for services in Idaho, Montana, Oregon and Washington included in the transaction.
B6: How will Northwest Fiber manage any claim submitted to Frontier Communications not completed at close?
Northwest Fiber is working with Frontier Communications to develop a process to transition all claims that are in progress at close.

B7: Will we be able to view all of our accounts in Globys?
All Local and Broadband billing accounts will be available for view in Globys. CABS accounts will not be available for view in Globys.

B8: If we already have tax exemptions in place with Frontier Communications, will they be transferred to Northwest Fiber at close?
Yes. Northwest Fiber expects to receive any established tax exemptions associated with transferring accounts at close.

B9: 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.

B10: 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.

B11: Will there be any billing media changes?
No billing media changes are planned at this time.

B12: Will there be a bill remittance change?
Yes. Northwest Fiber payment remittance information will be provided before close.
C. OSS and Connectivity Questions

C1: What OSS systems will Northwest Fiber support for the acquired properties? As part of an agreement to provide certain transition services to Northwest Fiber, prior to close Frontier will replicate its existing OSS 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 state properties listed above. Post-Closing Date, all transactions for the above listed properties must be submitted to Northwest Fiber 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 State 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
  - Test Window Dates: February 24, 2020 - March 13, 2020
- LSR/TA Intent to Test:
  - Email to: frontier.lsr.certification@ftr.com
  - Subject line: Request to Schedule NWF LSR Testing
  - Test Window Dates: February 18, 2020 - March 13, 2020

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 Northwest Fiber OSS Applications?
Northwest Fiber’s System Availability Schedule will be published on the Northwest Fiber Wholesale Operations Website.

Exceptions to the schedule are communicated via Carrier Customer Bulletins. To automatically receive System Updates/OSS Change Management Notices, customers should subscribe to Northwest Fiber’s notifications.

C5: How do we establish PIC CARE feeds?
IXCs currently utilizing CARE services with Frontier’s ILECs in Idaho, Montana, Oregon and Washington, who wish to continue to utilize CARE services with Northwest Fiber, must complete and submit the PIC CARE Feed Connectivity Form. To ensure connectivity prior to close, please complete and submit the required form by February 14, 2020.
D. Northwest Fiber 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 Northwest Fiber VFO GUI. User IDs and Passwords will remain the same. System administrators for each company will continue to have the ability to create new User IDs for their company users, as necessary. A new Northwest Fiber 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 the Order List but they will still be available via the Filter or Search functions.

D4: Will there be a transitional period where both Frontier and Northwest Fiber systems will allow Carriers access to order, CFA or other information they may need?
At close, Frontier systems will no longer be used to access orders and information for Idaho, Montana, Oregon and Washington. The Northwest Fiber systems will be used to access this information.

ASR and LSR order transactions still pending at the time of close will be handled by Northwest Fiber as inflight. Inflight PONs will be loaded into Northwest Fiber’s VFO platforms and will be visible to customers.

D5: 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.

D6: What is the URL to the Northwest Fiber VFO GUI?
The VFO GUI URL will be provided at close and will be available from the Northwest Fiber Wholesale Operations Website.
E. ASR and LSR Transaction Questions

E1: How will Carriers be informed of the new processes and procedures to follow post conversion?
At close, Northwest Fiber’s process and procedure documents for submitting transactions are published on the Northwest Fiber Wholesale Operations Website.

E2: Does Northwest Fiber accept manual ASRs or LSRs submitted via email or fax?
ASRs and LSRs are only accepted via the VFO GUI or by an acceptable e-bonded solution. (See section C.)

E3: Will Northwest Fiber provide access to performance measure reports?
Yes. At close, Northwest Fiber will provide a separate Customer Wholesale Portal (CWP) for various CLEC reports including the metric reports C2C and PAP. To access these reports, CLECs must register for them on the portal.

E4: Will we have Address and CFA validation through Northwest Fiber interfaces for acquired services in Idaho, Montana, Oregon and Washington?
At close, Northwest Fiber will provide Address and CFA validation pre-order transactions, for Local and Access services, through VFO or e-bonded applications.

E5: Where will Northwest Fiber house ASR and LSR customer job aids?
Northwest Fiber ASR and LSR ordering job aids and other references are available from the respective Access and Local Services pages of the Wholesale Operations Website.
EA. ASR Specific Transaction Questions

EA1: What version of ASOG will Northwest Fiber be using at close?
   ASOG Version 60

EA2: What is the Access Center contact information for ASR order inquiries?
   Northwest Fiber Access Center contact information will be published on the
   Access contacts page of the Wholesale Operations Website.

EA3: What ICSC Code will be used by Northwest Fiber at close?
   Northwest Fiber will use ICSC code FV03 for the Northwest state properties
   acquired in Idaho, Montana, Oregon and Washington.

EA4: Will all in-flight ASRs be transitioned to Northwest Fiber OSS?
   Yes.

EA5: Does Northwest Fiber require customers to provide PNUM, SPEC Codes, and
   VTAs on ASRs?
   Yes. Customers remain responsible to populate the proper PNUM, SPEC Codes,
   and VTAs on all submitted ASRs.
EL. LSR Specific Transaction Questions

EL1: What version of LSOG will Northwest Fiber be using at close?

EL2: Will Provider Notifications (aka - Line Loss Reports) be available?
At close, Northwest Fiber will provide a Customer Wholesale Portal (CWP) for various CLEC reports including Provider Notifications. To access these reports, CLECs must register for them on the CWP. The Northwest Fiber CWP URL will be provided at close.

CLECs may view the Provider Notification reports in the CWP or elect to have the Provider Notifications transmitted via an e-bonded option by selecting this option on the Connectivity Form. Registration on the CWP is also required to generate the reports even with the e-bonded option.

EL3: Will Northwest Fiber accept LSR Directory Listing order via electronic method or batch for the acquired properties of Idaho, Montana, Oregon and Washington?
Northwest Fiber will process LSR transactions submitted via VFO, EDI or UOM for all directory listings in the acquired properties. Batch files will not be an available option.

EL4: What is the Local Center contact information for LSR order inquiries?
Northwest Fiber Local Center contact information will be published on the Local contacts page of the Wholesale Operations Website.
F. Trouble Administration Questions

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

F2: What e-bonding protocol will Northwest Fiber support? Northwest Fiber will support TML ANSI T1.227/T1.228. For more information please visit the Trouble Administration page of our website.

F3: Are we 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
For more information visit the Repair page of our website.

F4: Will we continue to use the existing Frontier repair numbers for Idaho, Montana, Oregon and Washington troubles after Close? Northwest Fiber Repair Center contact information will be published on the Repair contacts page of the Wholesale Operations Website.

F5: How can I be alerted to VFO-TA system outages? Northwest Fiber offers customers the ability to subscribe to certain types of notifications. System Updates Notices provides alerts and/or updates when there are OSS system issues with VFO.

F6: Will Northwest Fiber honor existing TSP coded accounts in service with Verizon? Northwest Fiber will receive information at close that will identify the existing TSP accounts in the acquired properties. Northwest Fiber will retain and honor existing TSP information at close.

F7: Where we have active chronic cases, will the current status, pending follow-up and ownership be retained by Northwest Fiber at close? All open tickets will be converted by Northwest Fiber at close and will be worked to completion.

F8: Will Northwest Fiber provide a repair escalation list? At close, Northwest Fiber will publish repair contacts on the wholesale operations website.
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 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.
J. e9-1-1

J1: Will Northwest Fiber utilize Intrado for PS-ALI record updates?
The 9-1-1 Database Provider, Intrado, will remain the same. The customer will see a Northwest Fiber branding change after close. New USER IDs will be issued, except for Carriers in Idaho managing their own database. The security token is expected to be reused. Database functionality will remain the same. Northwest Fiber will communicate changes and provide contacts to users in case of questions or issues.
## Change Log

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