VFO Settings for Optimal Performance

In this document:

Virtual Front Office Application Settings 2
Configuring Internet Options 2
Internet Explorer Version 6 2
Internet Explore Version 8 2
Change Log 5

Frontier Communications
Rochester, NY

Jurisdiction: All
Effective Date: 7/1/2010
Revised Date: 8/24/2011
Virtual Front Office Application Settings

To ensure that the Virtual Front Office (VFO) Application is performing at an optimal level, please apply the following settings to your Internet Explorer browser.

Configuring Internet Options

<table>
<thead>
<tr>
<th>Internet Explorer Version 6</th>
<th>Internet Explorer Version 8</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Under Tools menu &gt; Internet options &gt; General &gt; Temporary Internet files &gt; Settings. Ensure that <strong>Every Visit to the page</strong> is checked.</td>
<td>1. Under Tools menu &gt; Internet options &gt; General &gt; Browsing history &gt; Settings. Ensure that <strong>Every Visit to the page</strong> is checked.</td>
</tr>
</tbody>
</table>

Click OK after each step is completed.
2. Tools menu > Internet options > Privacy > Sites. Add vfo.frontier.com to the managed websites, by entering vfo.frontier.com and selecting Allow. Then enter vfoclec.frontier.com and select Allow to ensure no issues when using the training environment. NOTE: Only one allowed site displays, Frontier.com.

3. Tools menu > Internet options > Security > Custom Level > scroll to Miscellaneous section > Display mixed content. Set this value to disable.
4. Clear the history. To clear the history select Tools menu > Internet options > General Tab > select Delete…. Then select either Delete all… or delete temporary internet files, Cookies, History, and Form data.
### Change Log

<table>
<thead>
<tr>
<th>Date</th>
<th>Page Number</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>8/24/2011</td>
<td>All</td>
<td>Added Internet Explorer 8 Instructions</td>
</tr>
</tbody>
</table>

**Disclaimer:** This documentation is for information purposes only and does not oblige Frontier to provide services in the manner herein described. Frontier reserves the right as its sole option to modify or revise the information in this document at any time without prior notice. In no event shall Frontier or its agents, employees, directors, officers, representatives or suppliers be liable under contract, warranty, tort (including but not limited to negligence of Frontier), or any other legal theory, for any damages arising from or relating to this document or its contents, even if advised of the possibility of such damages.

© 2011 Frontier Communications Corporation – All Rights Reserved.