



## ***Carrier Customer Bulletin***

**Date of Bulletin:** July 23, 2021  
**Notice #:** CCBFTR01938  
**Audience:** Carrier, IXC, Wireless, CLEC, Reseller, ISP  
**Subject:** Process Change of Customer Timeframe to Verify Repair Complete on Design Circuit Trouble Reports  
**Date Effective:** 09/01/2021

---

Effective September 1, 2021, Frontier will adjust the current process affecting the number of hours a customer has to agree or disagree that repair is complete on designed services electronic trouble reports.

Frontier sends a 'Verify Repair' notice on electronic designed circuit trouble reports for tickets in the "Cleared Awaiting Customer Verification" status. Customers may use the 'Verify Repair Complete' function to communicate to Frontier the agreement or disagreement with the cleared state. Currently, Frontier allows the customer 72 hours to respond to the "Cleared Awaiting Customer Verification" status, before Frontier closes the ticket. Effective September 1, 2021, Frontier will allow the customer 24 hours to respond to the "Cleared Awaiting Customer Verification" status, before Frontier closes the ticket.

### **Frontier electronic designed circuit tickets will be closed in this manner:**

1. The request for Close Out Verification on a Carrier originated ticket will be sent and the ticket will be placed in "Cleared Awaiting Cust Verification" status.
2. If no response is received after 24 hours or if the Carrier replies with "No Action" in the Close Out Verification field, the ticket will be changed to a state of "Closed" and a status of "Closed Out."
3. If the Carrier responds, "Verified" to the cleared repair response, then the ticket will be changed to a state of "Closed" and a status of "Closed Out Cust Verified."

As current process dictates, if the Carrier returns a "Denied," "Denied Activity Duration Disputed," or "Denied Close Out Narr Disputed," the ticket will remain open and Frontier will respond and change the state to "Open/Active."

For more information, please visit the Trouble Administration page of the Wholesale Operations Website at: <https://wholesale.frontier.com/troubles/trouble-administration>.

If you have questions regarding the information provided in this notice, please email [carrier.notifications@ftr.com](mailto:carrier.notifications@ftr.com).

© 2021 Frontier Corporation – All rights reserved.

This document is the property of Frontier Communications Corporation and/or its relevant affiliates. To be added or removed from the distribution list, please select the action and provide your contact information to Frontier at <https://wholesale.frontier.com/notifications-and-news/subscribe-to-wholesale-notifications>.