



Carrier Customer Bulletin

Date of Bulletin: September 29, 2021
Notice #: CCBFTR01965
Audience: Resellers in Acquired California (CTF)
Subject: Voicemail Migration to New Platform
Date Effective: 09/28/2021

Frontier Communications is providing notification that effective September 28, 2021, between midnight and 6:00 a.m. Eastern Time, a voicemail migration was performed to upgrade voicemail customers in the acquired California areas (CTF) to a new and more reliable platform. Customers may have experienced a brief interruption of service during the cutover. Resellers of Frontier's voicemail in the acquired California (CTF) areas should take immediate action to notify their customers.

After the cutover, upon dialing into their voicemail, customers will be provided directions on how to change their PIN and create a new greeting. Current saved messages cannot be carried over to the new voicemail platform.

Customer Experience after the migration:

- Customers will use their same access method & PIN. (PINs will be carried over to the new system.)
- Once logged in, customers will hear a tutorial guiding them through changing their PIN and create a new greeting. Then they can customize any other settings.
- Access your new messages online at [UM.Frontier.com](https://um.frontier.com). Here customers can access call logs, retrieve, listen to, or forward messages (email or fax).
- New User Guide and other helpful information for Metaswitch voicemail is available [online](#).
- Former saved messages cannot be migrated. Customers may dial 1-833-724-0629 with their former PIN to reach those messages. Messages will continue to expire in 30 days (BAU). Customers can save messages to a ".wav" file using instructions provided.
- Additional information is available [online](#).

To identify if a specific exchange is considered Acquired California (CTF), please refer to the Exchange and Access Line Matrix available on the [Voice and UNE Services \(frontier.com\)](#) page.

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