



[CARE \(Customer Account Record Exchange\) \(frontier.com\)](http://frontier.com)

## **CARE (Customer Account Record Exchange)**

Updated 1/28/22

### **Frontier OCNs**

0072, 0096, 0100, 0110, 0121, 0122, 0128, 0149, 0152, 0161, 0168, 0178, 0194, 0270, 0301, 0306, 0318, 0328, 0362, 0387, 0460, 0509, 0526, 0577, 0615, 0681, 0682, 0695, 0750, 0772, 0779, 0828, 0831, 0870, 0886, 0912, 0944, 0964, 0967, 0998, 1000, 1011, 1015, 1036, 1038, 1055, 1061, 1067, 1073, 1079, 1123, 1127, 1128, 1183, 127G, 1367, 2154, 2172, 2275, 2308, 2315, 2319, 2342, 2344, 2354, 3402, 4334, 4335, 4336, 4344, 4417, 4418, 4419, 4420, 4421, 4426, 4429, 4449, 4450, 4451, 4464, 4465, 863F, 9147, 9214

**Removed 3401, 4321, 4322, 4323, 4324, 4423, 4427**

**MANUAL PIC (TCSI code 0105)\* AND UNPIC (TCSI code 0305)\*\* REQUESTS  
For Frontier Local Customers Only**

Business:

**As of 4/3/12**

Email [Marion OPS@ftr.com](mailto:Marion OPS@ftr.com)

Fax 877-400-8280

Residential

**As of 11/22/11**

Email: [care.care@ftr.com](mailto:care.care@ftr.com)

Fax: 585-262-9560

\*Please include at least the TCSI code (0105), WTN (working telephone number), JI (jurisdictional indicator) and CIC with the 0105.

\*\*Please note that in addition to the TCSI, WTN, JI and CIC, the 0305 UnPIC request must include the customer name.

**PIC changes for customers of Local Resellers**



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Reseller must submit a Local Service Request (LSR) in order to change their customer's PICs.

**SNAPSHOT TCSI CODE: 2414**

- Provided upon request after approval of time and cost estimate.
- Depending on size of request carrier may request cartridge tape or spreadsheet in return.
- Send email request for quote to [CARE.CARE@FTR.com](mailto:CARE.CARE@FTR.com).

**BILLING NAME AND ADDRESS (BNA) TCSI CODE 0501**

- Billed per FCC tariffs rates
- Please send request to [CARE.CARE@FTR.com](mailto:CARE.CARE@FTR.com) and specify if an estimate is required.
- Include customer telephone numbers and an address to which the bill may be sent.

**PIC VERIFICATIONS TCSI CODE 07XX**

- Requests may be for switch, billing system or both. Please specify.
- Send request to [CARE.CARE@FTR.com](mailto:CARE.CARE@FTR.com)
- If less than 3 at a time, you may phone 585-777-4620 or fax 585-262-9560

**PIC CHANGE DUE TO MERGER / ACQUISITION TCSI CODE 08XX**  
**PIC CHANGE DUE TO IXC RESELLER CHANGING UNDERLYING IXC TCSI CODE 09XX**

- Both services may be requested on a project basis.
- A time and cost estimate must be approved prior to going forward.
- Carrier is required to notify customers of change and provide Frontier with a sample notification.
- Manual PIC change charges will apply.
- PIC freezes will be lifted.
- Carrier to provide old and new carrier to Frontier. Only customers with a current PIC of the old carrier will be changed.



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- A list of customers will be returned at the end of the project with a note regarding if the change was made and if not, a brief explanation will be provided.
- Send request to [CARE.CARE@FTR.com](mailto:CARE.CARE@FTR.com), include list of customers, new and old PIC and sample notification.



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