



10/21/2014

Ref: Transition of 9-1-1 Service Management and Support

MEMO: TO PSAP Directors:

Frontier Communications Corporation’s (NASDAQ:FTR) acquisition of AT&T’s broadband, wireline, U-Verse and satellite TV customers in Connecticut has been approved by the Public Utilities Regulatory Authority (PURA). Upon completion of the transaction, Connecticut – Frontier’s headquarters since 1946 --will become our 28th operating state. Approximately 2,700 AT&T employees will become Frontier employees. These men and women know their state, their customers and their operations and care deeply about what they do.

Frontier is committed to local engagement – service will be local and the Dispatch Center will be based in New Haven as will a Residential Customer Care Center. Our East Region headquarters will be based in New Haven and state headquarters in Hartford. We are confident that you will have a great experience with Frontier and its 100 percent U.S.-based workforce.

9-1-1 Centers throughout Connecticut will be affected by these changes; below is a list of contact numbers for our various Departments that you may need to reach.

9-1-1 Repair Customer Care Center	877-245-3511
9-1-1 Emergency Trace	866-351-8483
Nuisance Call Bureau (for trap information on incoming calls)	888-637-9625
Legal Demands*: (for police investigations, subpoena may be required)	
• Phone/subscriber records (call records)	585-777-7733
• IP/Internet records	888-637-9625
9-1-1 Department, Addressing issues (ALI Discrepancies)	
• Primary	IUP system
• Back up for IUP Portal	877-771-1507
	Fax: 203-865-2922
Business Repair (Admin lines)	800-921-8104
Business Customer Care Center (Moves, Adds, Changes)	800-921-8102

*Please note, trap and trace service requires the requesting Law enforcement agency to provide Frontier with the appropriate documentation (e.g., subpoena) prior to the information being provided.

The transition of the Connecticut Public Safety Answering Point(s) (PSAPs) to the Frontier 9-1-1 Customer Care Center (CCC) will occur on **Saturday October 25, 2014 at 8:00 AM EST**. At this specified time, and thereafter there will be several process changes that will take place and these are as follows:

- 1) Calls will be reported into Frontier's nationwide 9-1-1 Customer Care Center located in Charleston, WV. The Frontier 9-1-1 Customer Care Center (CCC) should be used to report any 9-1-1 Service repair issues. The contact number is **(877) 245-3511. This is a new number to call in to report troubles, so we would ask that you update any internal process documents, phones systems or any devices that may have the old number programmed.** For a limited period of time, if the old number used for reporting troubles is dialed in error, the call will be forwarded to this new number.
- 2) The Frontier 9-1-1 Trouble Reporting and Escalation Procedure has been enclosed. This document provides an overview of reporting a trouble, as well as escalation intervals, contact names and numbers.
- 3) As part of the trouble reporting process, PSAPs will be asked to provide a PSAP Name and ID. The PSAP ID helps the Frontier Customer Care Center ensure that they have the proper background information when dealing with the PSAP. Enclosed is the PSAP ID list that provides the name and number for each PSAP.

Frontier is committed to 9-1-1 and we will do all that we can to support you. Upon review of this information, if you have any questions or require any clarification, please reach out to Carolyn Ayers, your 9-1-1 Administrator (570-631-5900) or myself.

Respectfully,

Dave Perue
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