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Industry Notification – Accessible Letter

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| Date: | October 23, 2009 | Number: SYS 0168-10232009 |
| Effective Date | December 12, 2009 | Category: Process |
| Subject: | FairPoint/Synchronoss VFO – GUI 11.5.3 Release Changes and Defect “Fix” Update | |
| Related Letters: | SYS 0144 – 09082009 | |
| Attachments: | N/A | |
| Target Audience | IXC, CLEC, Wireless, UNE | |
| Area Impacted: | Maine, New Hampshire, Vermont | |
| Wholesale Customer Response deadline: | N/A | |
| Contact: | Wholesale Help Desk at WHD@FairPoint.com | |
| Conference Call/Meeting | N/A | |

Dear FairPoint Communications Wholesale Customer:

This notice is being sent to notify FairPoint Communications Wholesale Customers of the changes that were originally scheduled for implementation to Production October 26, 2009 will now be re-scheduled for December 12, 2009 with the VFO GUI release 11.5.3.

The **changes** are as follows:

Trouble Administration module. The change will “**add**” the ability to perform an ECKKT search and auto populate the address on a new ticket. This search will “only” return circuit information if the Order was submitted and FOC via the Synchronoss interface(s). All installed circuits that were provisioned through the Verizon CSG/LSI sent prior to cutover will not return in this query.

Once the user opens the TA module the new “ECKKT” search will be in the Search Tab. The End Users will populate the “Service ID”, “Network ID”, “Account Name”, and “TRFD” fields. The query will use the Circuit ID (CKR) from the Service ID to match the Circuit ID of the previous FOC order. The query will retrieve the latest version of the order. If there is a single order and the FOC has not been received then the Query will return a “Popup” window saying the FOC has not been received yet, order has not been confirmed. Do you want to continue? If the User selects “Yes”, the VFO will use the address to create a ticket. If the user selects “No” then User will need to enter the ticket manually.

If there are multiple versions and latest version has not received a “FOC” a “Popup” window will display “FOC not received yet on latest version of the order. Do you want to continue or use the previous confirmed order?” The user will select

the version to create a ticket. Once the selection is made the ECKKT and address in the version selected will be used to create the ticket.

If there are multiple orders (New and Change Order found) then the display will show both orders for user to select the order to be used for creating the ticket.

If the query does not find an Order in the Synchronoss "send" files then the query will return "no order with this CKR/TN". The End User will then create ticket manually.

Defect Fix

LSR module Update business rule logic to **not** allow any "Sup(s)" against PON(s) when the order is in a Provisioning Complete Notification ("PCN") status.

Please note that these changes were previously submitted by another customer that Synchronoss supports other than FairPoint

If you have any questions, please contact Wholesale Help Desk at WHD@FairPoint.com.