Frontier

Carrier Customer Bulletin

Date of Bulletin:	April 4, 2022
Notice #:	CCBFTR02004
Audience:	Carrier, IXC, Wireless, ISP
Subject:	Introducing the New Decoder Tool
Date Effective:	Immediately

Introducing the new Decoder Tool!

We proudly announce the availability of the new Decoder Tool (frontier.com) which provides an automated solution allowing customers to identify necessary ordering codes. The new Decoder Tool is exclusively available to customers ordering E-Path and EIA services with PNUM (Forbearance contract number) beginning with EPAV or EIAV.

To access the new Decoder Tool simply click the Decoder Tool button available from the Ethernet Ordering (frontier.com) page or go directly to the tool using the link provided above.

The user will be asked to make a short series of selections. Once all the required selections have been made a downloadable results screen will be displayed. The tool will identify the correct NC, NCI, SECNCI and SPEC Codes necessary for Access Service Request (ASR) submission.

The new Decoder Tool replaces the spreadsheet previously found under the link titled '*Switched Ethernet (Layer 2 TIER PNUM) NC/NCI/SECNCI & SPEC Codes*'. Any previously downloaded copies of this spreadsheet should be eliminated as they may no longer be accurate.

If you have questions regarding the use of the new Decoder Tool, please email Carrier.Notifications@ftr.com. If you would like to discuss a new Tier Rate Structured contract, please contact your Frontier Account Manager.

Note: Customers ordering Ethernet services from other contracts will continue to utilize the necessary job aids online at: Ethernet NC/NCI/SECNCI Job Aids (frontier.com).