

Exhibit WS-2

Systems Overview and Update, October 2009 Non-
Confidential Pages 5 and 7

Testing

- **Verizon is developing its testing plan for the replicated systems. Such plan will call for:**
 - Sample data to be flowed through test environment
 - Results checked against production environment results (e.g., bill compare)
 - Large, "Production-level" batch data testing of systems to perform system stress-test and end-to-end flow thru.

- **Verizon will share test results with Frontier**
 - Frontier will review results of Verizon's test before and after the systems go into production on April 1, 2010

- **Frontier will develop its own testing plan after reviewing Verizon's plan**

- **CLECs will have an opportunity to "test" replicated systems in pre-production environment.**
 - CLEC customers may need to change to e-bond with Ft Wayne Data Center.
 - Letters alerting CLECs of changes are being sent out during the week of 10/12.



Production Environment

- **Verizon will use the replicated system to serve retail and wholesale customers for 60 days prior to close.**
- Ordering
 - After 4/1/10 new customers orders will be taken by Verizon representatives that are expected to continue employment with Frontier and the orders will be placed in the replicated Spingo ordering systems.
- Provisioning
 - After 4/1/10 new customers orders will be provisioned from the replicated Spingo provisioning systems. Verizon's technicians that are expected to continue with Frontier will provision the service.
- Customer care
 - Calls to retail care centers will be fielded by a Verizon representative that is expected to continue with Frontier. The representative will pull up the customer's account on the replicated systems, use the replicated system to answer the customer's questions, and make any service changes using the replicated system.
- Repair
 - Service outages will be taken by Verizon representatives who are expected to continue with Frontier, who will enter repair tickets that are tracked and dispatched from replicated ticketing and dispatching systems to repair technicians who are expected to transfer with the transaction.
- Billing
 - Customers will receive bills generated from the replicated billing systems. Bill inquiries will be handled by Verizon representatives who are expected to continue with Frontier, and processed in the replicated systems.

