

Frontier Communications Selects Synchronoss' InterconnectNow Platform to Provide e-Bonding Gateway Technology to Carriers

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Expanded Functionality of InterconnectNow(TM) will Expedite Connectivity Needs of Frontier's Telecommunications Carrier Customers

BRIDGEWATER, N.J., Apr 08, 2010 (BUSINESS WIRE) --Synchronoss Technologies, Inc. (NASDAQ: SNCR), the leading global provider of on-demand transaction management software platforms, today announced that Frontier Communications Corporation (NYSE: FTR) has selected its InterconnectNow(TM) software platform to provide an e-bonding gateway technology to its customers. Frontier Communications will utilize the InterconnectNow platform to manage access orders, local service requests, trouble administration requests and professional services, and integrate these components with Frontier's Operational Support System.

The InterconnectNow platform automates Local Service Requests (LSR), Access Service Requests (ASR), and Trouble Administration functions, and brings efficiencies that not only reduce operational costs, but also improve the customer experience while expanding revenue opportunities.

"We evaluated several products that could meet and exceed the needs of our wholesale customers," explained Kim Czak, Frontier's Assistant Vice President of Carrier Services. "Synchronoss' InterconnectNow platform provided us with the most robust solution, covering all aspects of access ordering, local service requests and trouble administration. We are excited to deliver functionality to our clients that will really enhance their overall customer service experience."

Synchronoss has expanded the functionality of its InterconnectNow platform in an effort to address the complex connectivity needs of telecommunications carriers. The new release, InterconnectNow 11.6, now supports additional capabilities such as:

- Improved order receive capabilities for ASR, LSR and Electronic Trouble Management
- Bulk Order Loading Capability with Light Workflow
- Tight Inventory Integration API
- Web-Based Business Rules Management and Publishing

"By partnering with Synchronoss, Frontier has ensured that its wholesale business will continue to offer customers great service, now enhanced by state-of-the-art e-bonding technology," said Mark Mendes, Executive Vice President of InterconnectNow at Synchronoss Technologies. "The new version of our InterconnectNow platform allows customers to access expanded functionality and the best tools in the industry to make ordering and fault management quick, efficient and cost effective."

About Frontier Communications

Frontier Communications Corporation (NYSE: FTR) is a full-service communications provider serving rural areas and small and medium-sized towns and cities in 24 states. Frontier is included in the S&P 500 Index. Frontier offers phone, video and Internet services, including wireless Internet data access, as well as bundled offerings, specialized bundles for small businesses and home offices, and data security solutions. Additional information about Frontier products and services is available at <http://www.frontier.com>. More information about the company may be found at <http://www.frontier.com/ir>.

About Synchronoss Technologies, Inc.

Synchronoss Technologies (NASDAQ: [SNCR](#)) is the leading global provider of on-demand transaction management technology. Synchronoss' software platforms automate subscriber activation, order management and service provisioning for all connected-devices, across any communication service, from any channel. The company's ConvergenceNow(R), ConvergenceNow(R) Plus+(TM) and InterconnectNow(TM) technology platforms automate a wide variety of transactions across multiple delivery channels and networks, enabling telecommunication service providers, cable operators, retailers/ e-tailers and OEMs to accelerate and monetize their go-to-market with connected-devices while addressing back-office fragmentation, and delivering an improved customer experience at lower costs. For the latest insight and perspective on connected devices, visit our blog at blog.synchronoss.com and Web site at www.synchronoss.com.

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