



Date of Bulletin:	September 27, 2024
Notice #:	CCBFTR02265A
Audience:	Carrier, IXC, Wireless, CLEC, Reseller, ISP
Subject:	Systems Issue impacting Supplmented Orders in the Access(ASR) module in Virtual Front Office(VFO)- Work around required- FINAL
Date Effective:	Immediately

INITIAL: An issue has been identified on September 23, 2024 with AGOG 69 which is impacting the VFO ASR module. The issue is only impacting orders that need to be supplemented when the order was initiated in ASOG 68 or prior. There is a workaround to submit a supplement until the issue is resolved.

WORKAROUND: Save supplemented orders prior to validating and submitting the order.

FINAL UPDATE: The issue has been resolved. Supplemented orders no longer need to be saved prior to validating and submitting the order.

Thank you for your patience.

If you have questions regarding the information provided in this notice, please email to Carrier.Notifications@ftr.com.