



Date of Bulletin:	November 19, 2024
Notice #:	CCBFTR02275A
Audience:	Carrier, IXC, Wireless, CLEC, Reseller, ISP
Subject:	VFO Issue Causing Intermittent Pre-Order Timeout Messages and Delayed Responses FINAL
Date Effective:	11/19/2024

Frontier Communications is providing notification of a system issue that impacted our wholesale customers processing Access Service Requests(ASR's), Local Service Requests(LSR's) and Trouble Administration(TA) requests via the Virtual Front Office (VFO) application.

Initial: At approximately 11:00 a.m Eastern Time, on November 19, 2024, it has been identified that a VFO issue is causing intermittent pre-order timeout messages and delayed responses. The crisis team is engaged and updates will be provided as available.

Final: As of 4:30 p.m. Eastern Time the system issue impacting VFO is resolved.

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