



Date of Bulletin:	April 22, 2024
Notice #:	CCBFTR02211F
Audience:	Carrier, IXC, Wireless, CLEC, Reseller, ISP
Subject:	Internal IT Systems: Wholesale Sites and Applications-UPDATE
Date Effective:	Immediately

INITIAL:

We are experiencing Internal IT System issues that are impacting the following applications:

- Virtual Front Office (VFO) Local (LSR/ISP) Module
- Virtual Front Office (VFO) Access (ASR) Module
- Virtual Front Office (VFO) Trouble Administration (TA) Module
- E-Bonded Applications – EDI, UOM, tML
- Customer Wholesale Portal (CWP)
- Wholesale Operations Website (<https://wholesale.frontier.com>)
- Wholesale Billing Online tools (CTS, CABS Portal, COBRA)
- Transmission and retrieval on sftp.frontier.com for BDT/EDI files is unavailable

Importantly, our residential and business networks are not impacted by this issue. We recognize that these interruptions to the applications listed above are an inconvenience and we hope to resolve these issues quickly. We will continue to provide you updates as we have them.

UPDATE: As of 4:00 pm Eastern Time, there are the following updates.

- Wholesale Billing Online tools CABS Portal and COBRA are now available. CTS is not available.
- Transmission and retrieval on sftp.frontier.com for BDT/EDI files are now available.
- Customer Wholesale Portal (CWP) is available, except for downloading Customer Service Records (CSR) over 10,000 records.
- Wholesale Operations Website (<https://wholesale.frontier.com>) is available
- All Virtual Front Office (VFO) modules are available which include Local(LSR/ISP), Access (ASR) and Trouble administration (TA). Receipt of responses will be delayed.



UPDATE: As of 4/22/2024 at 3:00 pm Eastern Time, there are the following updates.

- Customer Wholesale Portal (CWP) is available
- All Virtual Front Office (VFO) modules are available which include Local(LSR/ISP), Access (ASR) and Trouble administration (TA). Receipt of responses will be delayed and time out messages may be received intermittently.
- CTS is not available

Our Critical teams continue to be engaged. Updates will be provided as available.

Thank you for your patience.

If you have questions regarding the information provided in this notice, please email to FTR-CMP-Team@FTR.COM