



Date of Bulletin:	April 24, 2024
Notice #:	CCBFTR02211H
Audience:	Carrier, IXC, Wireless, CLEC, Reseller, ISP
Subject:	Internal IT Systems: Wholesale Sites and Applications- FINAL
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 on 4/20/2024, 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 12:00 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

UPDATE: As of 4/23/2024 at 7:30 pm Eastern Time, all applications and sites are now available.

- CTS is available
- E-Bonded Applications – EDI, UOM, tML is available, except there are intermittent UOM issues.
- 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 on preorder transactions intermittently.

FINAL: As of 4/24/2024 at 12:00 pm Eastern Time, all our applications and sites are available. If you are experiencing any issues with UOM connectivity, please email Frontier.Connectivity.Management@ftr.com for assistance.

Thank you for your patience.

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