



Date of Bulletin:	June 6, 2025
Notice #:	CCBFTR02329A
Audience:	Carrier, IXC, Wireless, CLEC, Reseller, ISP
Subject:	System Issue Causing Delayed LSR and TA Responses and LSR Pre-Order Timeouts in VFO *FINAL
Date Effective:	Immediately

Frontier Communications is notifying our wholesale customers of a system issue impacting their processing of Local Service Request (LSR) and Trouble Administration (TA) via the Virtual Front Office (VFO) application.

Initial: At approximately 10:00 a.m. Eastern Time, on June 6, 2025, it has been identified that a VFO issue is causing delayed responses on LSR and TA transactions and LSR Pre-Order timeouts. The crisis team is engaged, and updates will be provided as available.

Final: At 2:00 p.m. Eastern Time on June 6, 2025, all issues have been resolved. LSR Pre-Order transactions that have not received a response must be resubmitted.

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