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| <b>Date of Bulletin:</b> | June 6, 2025  |
| <b>Notice #:</b>         | CCBFTR02329   |
| <b>Audience:</b>         | Carrier, IXC, Wireless, CLEC, Reseller, ISP   |
| <b>Subject:</b>          | System Issue Causing Delayed LSR and TA Responses and LSR Pre-Order Timeouts in VFO |
| <b>Date Effective:</b>   | 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.

If you have questions regarding the information provided in this notice, please email to [Carrier.Notifications@ftr.com](mailto:Carrier.Notifications@ftr.com).