



<b>Date of Bulletin:</b>	November 19, 2024
<b>Notice #:</b>	CCBFTR0227
<b>Audience:</b>	Carrier, IXC, Wireless, CLEC, Reseller, ISP
<b>Subject:</b>	VFO Issue Causing Intermittent Pre-Order Timeout Messages and Delayed Responses
<b>Date Effective:</b>	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.

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.

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