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Audience:	Carrier, IXC, Wireless
Subject:	EIA Order Process Update
Date Effective:	July 24, 2025

Effective July 24, 2025, Frontier will operationalize the repurposing of a new field. This field (SON-Service Order Numbers) shall be utilized by customers ordering Ethernet Internet Access (EIA) services via Access Service Requests (ASRs). The details provided in this field will be to identify the IP Address usage information.

The SON field is available from the ECI form on the ASR and will be utilized by the customer to populate each IP usage type and quantity for the IP Address associated with the EIA services order. Each IP usage type and quantity must be immediately followed by a semicolon, including the last entry (see example below in Field Purpose). The SON field will replace the need for utilization of the ECI_NAME and ECI_VALUE fields.

Order Activity – New

Form	Field Name	Field Description	Field Purpose
ECI	SON -Service Order Numbers	128 alpha/numeric characters	Ex: VPN 2; COMPUTERS 2; SERVERS 2;

Utilizing the SON field instead of ECI_NAME & ECI_VALUE will enable customers to begin submitting EIA ASRs in an E-Bonded fashion as the SON field is within the ASOG XML.

Frontier Access Custom Business Rules will be implemented with this change to prohibit the use of the ECI_NAME and ECI_VALUE fields. Access Custom Business Rules are available from the Access Reference Documents page of the Frontier Wholesale Operations Website at:

<https://wholesale.frontier.com/resources/reference-library/access-reference-documents.html>.



Wholesale Customer Bulletin

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