



<b>Date of Bulletin:</b>	July 24, 2025
<b>Notice #:</b>	CCBFTR02342
<b>Audience:</b>	Carrier, IXC, Wireless
<b>Subject:</b>	EIA Order Process Update *REMINDER
<b>Date Effective:</b>	July 24, 2025

As previously [communicated](#), effective today, July 24, 2025, Frontier has operationalized 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 shall 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 enables customers to submit EIA ASRs in an E-Bonded fashion as the SON field is within the ASOG XML.

Frontier Access Custom Business Rules have been implemented to prohibit the use of the ECI\_NAME and ECI\_VALUE fields.

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