Frontier is providing notification of possible invalid system rejects impacting port requests in the newly acquired properties in California, Texas and Florida.

Port requests receiving the following reject error code may be invalid:

39223  Invalid PORTED NBR. Phone# NPA/NXX-XXXX disconnect date is 0000/00/00.

If you have received a reject with the above reject error code, for services in the newly acquired properties of California, Texas or Florida, and you feel the reject is invalid, please resend a new version of the PON as a supplement (SUP 2 or 3). Frontier will review these supplements to identify if the prior reject was invalid. If the reject is determined to be invalid, corrective action will be taken and the PON will be processed. If the reject is determined to be valid, a subsequent reject notice will be sent.

If you have questions regarding a rejected PON, please email the LCSS Helpdesk at: local.carrier.services.support@ftr.com.