



<b>Date of Bulletin:</b>	June 5, 2025
<b>Notice #:</b>	CCBFTR02328A
<b>Audience:</b>	CLEC, Reseller
<b>Subject:</b>	E-Bonded Error impacting Local Service Request-FINAL UPDATE
<b>Date Effective:</b>	Immediately

Frontier Communications is notifying bonded wholesale customers processing Local Service Requests (LSRs) via EDI or UOM of a system issue.

**Initial:** On June 5, 2025, at approximately 7:00 a.m. Eastern Time, it was identified that bonded customers submitting LSRs and Pre-Order transactions via EDI or UOM are receiving connection error messages. The crisis team is engaged, and updates will be provided as available.

**Workaround:** During this time, LSR requests may be submitted directly through the VFO portal.

**FINAL:** As of 10:30 a.m. Eastern Time, the issue has been resolved. Bonded customers can now submit LSR's and Pre-Order transactions via EDI or UOM.

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