



Date of Bulletin:	June 5, 2025
Notice #:	CCBFTR02328
Audience:	CLEC, Reseller
Subject:	E-Bonded Error impacting Local Service Request
Date Effective:	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.

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