



Carrier Customer Bulletin

Date of Bulletin: September 9, 2020
Notice #: CCBFTR01843
Audience: Carrier, IXC, Wireless, CLEC, Reseller, ISP
Subject: System Issue Impacting Late Bonded Transactions in VFO
*Workaround Required
Date Effective: 09/09/2020

Frontier Communications is providing notification of a system issue that is impacting Late Bonded Trouble Reports submitted via the Virtual Front Office (VFO) application.

INITIAL: On September 9, 2020, it was identified that late bonded trouble reports are not automatically bonding to the backend system ticket already opened by manual process. The cause has been identified and fix will be scheduled for implementation in early October 2020. Until the issue has been resolved, a workaround is required to bond the electronic trouble report opened in VFO with the backend system trouble report opened manually. Bonding the transaction with the workaround will ensure electronic updates on the progress of the trouble report are received via VFO. This issue does not impact eBTA transactions.

WORKAROUND: VFO users with Trouble Reports in the Late Bonding state, are directed to submit a 'Retrieve Trouble Info' request, which is available from the Ticket tab dropdown in VFO, for each Trouble Report impacted. Once the trouble information is retrieved, the VFO Trouble Report will be bonded to the backend system Trouble Report and all future updates will be received automatically.

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

© 2020 Frontier Corporation – All rights reserved.

This document is the property of Frontier Communications Corporation and/or its relevant affiliates. To be added or removed from the distribution list, please select the action and provide your contact information to Frontier at <https://wholesale.frontier.com/wholesale/notifications-and-news/subscribe-to-notifications>.