

Carrier Customer Bulletin

Date of Bulletin:	August 23, 2021
Notice #:	CCBFTR01954
Audience:	Wholesale Access Services Providers
Subject:	New LCON Email Notification Process for Ethernet Services
	Requests
Date Effective:	Immediately

In an effort to improve our ability to provide timely installation of <u>Ethernet</u> services for our wholesale customers, Frontier will begin distributing email notification to the Local Contact (LCON) provided on wholesale Access Service Request (ASR) transactions for moves, adds and/or changes of Ethernet services.

The intent of the LCON Email Notification is to advise the end user customer that Frontier will:

- 1. Require access to the end user location for a potential site inspection and/or installation of equipment;
- 2. Make contact by phone in advance of the confirmed due date;
- 3. Require the following to be available at the location before any physical work can commence:
 - Building Conduit
 - o Cable Path
 - Building Entrance Facilities
 - Access to the customer location
 - Available Backboard Space or Data Equipment Room
 - Building Telecommunication Room Access Demarcation Point
 - Space and Power as needed (critical)

For more Ethernet ordering information, please visit: <u>Ethernet Ordering (frontier.com)</u>.

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

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