



## **Carrier Customer Bulletin**

Date of Bulletin: April 2, 2020  
Notice #: CCBFTR01786  
Audience: Carrier, IXC, Wireless, CLEC, Reseller, ISP  
Subject: COVID-19 Site Verification to be Provided on Trouble Reports  
Date Effective: Immediately

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As previously [communicated](#), our team is actively managing our response to COVID-19, through a comprehensive Business Continuity Planning Program created to prioritize the safety, health and continued availability of Frontier employees and to safeguard important connectivity services that is in line with industry standards.

In an effort to ensure the safety of our Frontier employees in the field and prevent delays, we are requesting our wholesale customers to ensure locations are verified to be not impacted by COVID-19. To verify that a site or location is not impacted by COVID-19 would mean that no one at the location has COVID-19 symptoms, has been diagnosed as COVID-19 positive, or is self-isolating and/or quarantined.

To provide your confirmation that sites are verified, the following shall be included in every electronic Trouble Report opened for Trouble Report Form Designations of TRFD-1 and TRFD-3.

- **Ticket Info Tab:** In the **Additional Trouble Info** field, in addition to your trouble remarks, add the following note: 'Site is not impacted by COVID-19'
- **Loc & Access Info Tab:** Ensure correct **Location Access Hours** are added for each premise

All other normally required fields must continue to be populated accurately.

**Alert!** Trouble Reports that do not reflect the Ticket Info Tab populated with note as requested above, may only be cleared by Frontier to the last available network point prior to the customer premise.

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

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