



Carrier Customer Bulletin

Date of Bulletin: April 10, 2020
Notice #: CCBFTR01792
Audience: Carrier, IXC, Wireless, ISP
Subject: Access Order Priority and CNRs During COVID-19 Pandemic
Date Effective: Immediately

As we actively manage our response to COVID-19, Frontier would like to thank you for your continued cooperation in these challenging times. The safety, health and continued availability of our customers and Frontier employees remains our focus while we support your needs for service.

Frontier assures its Access customers that it will work with you on these issues, including:

- For COVID-19 Priority Orders, Access customers should indicate this is a Priority COVID-19 Order on the Purchase Order Number (PON), in the manner described below.
- As Frontier is made aware of COVID-19 related issues at customer locations (such as unavailable access to a site due to COVID-19 precautions) that delay the due date, Frontier will issue a Clarification Notification Response (CNR) for impacted orders, noting this as 'COVID-19 CNR.'
 - The PON will remain in CNR status until the Access customer supplements the PON with a new due date.
 - At this time, no COVID-19 related order in CNR status will be cancelled.
- Specifically, when providing a supplement on a COVID-19 Order or a COVID-19 Order with an active CNR, the Customer should place the following note in remarks: '***Supplement to change Due Date due to COVID-19.***'
 - Frontier will waive Supplemental Charges associated with a COVID-19 Due Date change when the remarks field is populated with the language as specified above in the previous bullet.

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

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