



Carrier Customer Bulletin

Date of Bulletin: April 13, 2020
Notice #: CCBFTR01795
Audience: CLEC, Reseller, ISP
Subject: Location Access and Broadband Impacts, 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 and health of our customers and Frontier employees remains our focus. The purpose of this notice is to inform you of temporary COVID-19 related changes, which will remain in effect until further notice.

Inside access by technicians to end-user customer locations for installation and repair is eliminated for residential locations and other locations that do not have a telecom room or pose COVID 19 related safety risks.

Broadband product offerings will be limited to only those that do not require the technician to enter the premise. Please refrain from submitting new orders and cancel pending orders for products that are known to require technician premise access, such as for the purpose of inside wiring or jack installation.

To the extent an installation or repair may occur without inside access, the technician may remain onsite assisting the customer, by phone, as needed. For example, a technician who delivers equipment (e.g., a modem) for installation may call the customer and discuss the installation but may not enter the premise.

All Local Service Requests (LSRs) for Frontier broadband speeds higher than 100M for fiber will receive a manual reject or a jeopardy notification. You will need to order a lower speed or cancel the order.

If you have questions regarding the information provided in this notice, please contact your Frontier Account Manager.

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