



Carrier Customer Bulletin

Date of Bulletin: May 7, 2020
Notice #: CCBFTR01795-A
Audience: CLEC, Reseller, ISP
Subject: Location Access and Broadband Restrictions Due to COVID-19
Pandemic *Update
Date Effective: 05/07/2020

Frontier previously [communicated](#) the temporary COVID-19 related changes specific to technician access to end-user customer locations and Broadband product offerings. This notice provides updates to those previously communicated restrictions.

Effective May 7, 2020, all Local Service Requests (LSRs) for Frontier broadband speeds higher than 100M will once again be accepted as availability allows.

Inside access by technicians to end-user customer locations for installation and repair is once again available. However, due to COVID-19, we are taking additional precautions to protect you and our technicians. This means we will be performing installations with appropriate special safety protocols that include wearing protective equipment and maintaining social distancing. We may also ask end-users to assist during installation by plugging in and activating equipment. In taking these additional precautions, we are also asking end-user customers to wear a face mask or face covering for the safety of our technicians.

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

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