



Carrier Customer Bulletin

Date of Bulletin: August 31, 2020
Notice #: CCBFTR01838
Audience: Carrier, IXC, Wireless, ISP
Subject: Access Ordering Processes During this Stage of COVID-19 Pandemic
Date Effective: 09/01/2020

As we continue to adjust in light of the COVID-19 Pandemic, Frontier provides this notice of the following updates effective September 1, 2020:

Special Construction Bids (Quotes) via Frontier's Business Decision Tool ("BDT")

- Customer must accept BDT bids for construction within 60 days of bid receipt by Customer
- For pending and new orders, if Customer does not accept the BDT bid within 60 days, Frontier will cancel the associated order(s)

Due Date Change Charge

- Frontier will resume charging for Due Date changes

Clarification/Notice Request (C/NR) Process

- Frontier will resume the standard time intervals for C/NRs:
 - First C/NR to Customer on Day 0
 - Second C/NR to Customer on Day 10
 - Third C/NR to Customer Day 20
 - FTR cancel complete on Day 31
- If Customer timely notifies Frontier of special circumstances relating specifically to COVID, Frontier will continue to hold an order in jeopardy without cancellation, to the extent the special circumstances continue to apply, for a reasonable time

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

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