



## ***Carrier Customer Bulletin***

Date of Bulletin: August 18, 2021  
Notice #: CCBFTR01949  
Audience: Reseller, ISP  
Subject: Updates to Wholesale Advantage Broadband Availability and Pricing  
Date Effective: As Noted Below

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Frontier is updating its Wholesale Advantage Broadband availability and offering new improved overall pricing, including new symmetrical service terms and pricing; a three-year service term option; revised Early Termination Charges; removal of the 125 Static IP Block Size option; and a new WABB Basic Modem purchase non-recurring charge. As of November 15, 2021, symmetrical services are not available pursuant to the replaced terms ("Discontinued Symmetrical Services"). For example, the number of speed ranges for fiber has been reduced from seven to three to provide our valued customers with a simplified product. The new symmetrical service replaces the Discontinued Symmetrical Services.

Beginning September 30, 2021:

- Customers may place new orders for new symmetrical services per the updated terms.

Beginning November 15, 2021:

- Frontier will not install Discontinued Symmetrical Services per the pre-existing terms and pricing
- For existing Discontinued Symmetrical Services subject to an unexpired service term:
  - No renewal of the Discontinued Symmetrical Service is allowed at the end of the current service term.
  - Changes, disconnects, and inside moves will be accepted until the end of the current service term.
    - If disconnection occurs before the end of the service term, the applicable contract language will control whether and to what extent Early Termination Liability ("ETL") charges apply.

As a result of the overlapping time periods, customers may begin to order the new symmetrical services even before discontinuation of the Discontinued Symmetrical Services. The updated rates and terms apply to new ordering (not the embedded base).

We appreciate your business and look forward to our continued business partnership. To inquire about information in this notice, please contact your Frontier Account Manager or [Contract.Management@ftr.com](mailto:Contract.Management@ftr.com).

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