



---

<b>Date of Bulletin:</b>	December 8, 2023
<b>Notice #:</b>	CCBFTR02168
<b>Audience:</b>	Carrier, IXC, Wireless, CLEC, ISP
<b>Subject:</b>	MODIFIED: Wholesale Costs and Expenditures Cancellation Charges (Non-Special Construction Cases)
<b>Date Effective:</b>	December 11, 2023

---

Per relevant contracts, Tariffs and ISGs, when a carrier cancels a service prior to its delivery, Frontier may recoup the costs and expenditures, if any, that it has incurred associated with the installation of that service, up to the point of cancellation. Those costs and expenditures may include, among others, outsourcing fees for labor and/or engineering services, costs for access to rights of way and/or easements, and costs for contractor-provided materials.

Historically, Frontier had not billed these costs; however, further to an industry bulletin that Frontier provided on or about September 20, 2023 (the “First Bulletin”), Frontier began to invoice such costs and expenditures that it incurred (or incurs), via the Special Projects Billing (“SPB”) system.

This bulletin (the “Second Bulletin”) incorporates, and modifies, the First Bulletin, as set forth herein. For the avoidance of any doubt, Frontier continues to reserve the right to back bill for such costs and expenditures incurred prior to the date of cancellation, consistent with any limitations on back billing contained in relevant contracts, Tariffs and ISGs; and, separately, Frontier will also continue to bill the cancellation fee that it has historically charged, as a non-recurring charge (“NRC”) on a carrier’s CABS bill.

Going forward, however, prior to billing for the foregoing costs and expenditures, Frontier will give carriers a defined thirty (30) calendar day grace period after the date a carrier cancels a service (the “Grace Period”), in order to provide carriers an opportunity to submit a replacement PON. The submittal to Frontier of a replacement PON with respect to the same End User and address during the Grace Period will preclude the obligation of the carrier to pay such costs and expenditures associated with the canceled PON. If, after Grace Period expires, Frontier has not received a replacement PON from the carrier, Frontier will calculate, and bill the carrier for, such costs and expenditures. Alternatively, if the carrier would like to notify Frontier of the replacement PON in advance, please e-mail [Wholesale.Build.Cancellation@FTR.com](mailto:Wholesale.Build.Cancellation@FTR.com) and include both the canceled PON and the replacement PON in your e-mail.

We realize that a carrier may no longer require a previously ordered, but not yet delivered, service. Therefore, to assist carriers in deciding whether to cancel an order, prior to their submittal of a SUP to cancel, Frontier can provide the total costs allocated to the build project

© 2023 Frontier Communications Parent, Inc. All rights reserved.

This document is the property of Frontier Communications Parent, Inc. and/or its relevant affiliates. To be added or removed from the distribution list, please select the action and provide your contact information to Frontier at <https://wholesale.frontier.com/notifications-and-news/subscribe-to-wholesale-notifications>



as an estimate; the total build costs may be less than, but will not exceed, this amount. To request such an estimate, please send an e-mail to [Wholesale.Build.Cancellations@FTR.com](mailto:Wholesale.Build.Cancellations@FTR.com), and Frontier will promptly send the estimate to you (typically within three (3) business days).

Please contact your account team if you have any questions about this Second Bulletin.