



Carrier Customer Bulletin

Date of Bulletin: November 5, 2021
Notice #: CCBFTR01976
Audience: Reseller, ISP
Subject: Reminder of Updates to Wholesale Advantage Broadband Availability and Pricing
Date Effective: 11/15/2021

As a reminder of updates previously [communicated](#):

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

Beginning November 15, 2021:

- Symmetrical services are not available pursuant to the replaced terms (“Discontinued Symmetrical Services”). 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.

Customers who do not have an existing contract for symmetrical services, or whose existing contract does not cover all Frontier regions or has not been updated, are encouraged to contact their Frontier Account Manager soon to negotiate a new or updated contract to include the new symmetrical service, which includes new symmetrical service terms and pricing; a three (3)-year service term option; revised Early Termination Charges; removal of the 125 Static IP Block Size option; and a new WABB Basic Modem purchase nonrecurring charge. Copper network speeds are not changing at this time.

Additionally, for Asymmetrical services, term renewal is allowed, provided that Customer submits any Term Renewal request 30 days prior to the end of the term for residential customers and 60 days prior to the end of the term for commercial customers. Unless the term is renewed, upon service term expiration, Month-to-Month (MTM) rates will apply for Asymmetrical services.

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.