



Carrier Customer Bulletin

Date of Bulletin: May 9, 2018
Notice #: CCBFTR01520
Audience: Carrier, IXC, Wireless, CLEC, Reseller, ISP
Subject: Access Services NFR/NFRT Due Date Improvement Charge
Application Process Change
Date Effective: 06/01/2018

Effective June 1, 2018, Frontier Communications is pleased to announce that due to our overall process improvements and achieving shorter timeframes on network builds, a change in the application of charges to the existing NFR/NRFT Due Date Improvement process will be implemented.

Since July 2014, when the NFR, NFRT and the remark fields are populated and the date confirmed does not meet customer requirements, customers may submit a Supplement to request an earlier Desired Due Date (DDD) to Frontier and do one of the following:

1. Accept the FOC Due Date advising of Frontier facility issue or
2. Issue a Supplement
 - a. Populate the Expedite (EXP) field with 'Y'
 - b. Provide new DDD

The existing [process](#) states that when a supplement is received and Frontier is able to improve the Due Date, Frontier applies Additional Labor charges of four hours per day for the total number of days Frontier is able to improve the FOC Due Date.

Effective June 1, 2018, when a supplement is received and Frontier is able to improve the Due Date, Frontier will apply Additional Labor charges of two hours per day for each day Frontier is able to improve the FOC Due Date. A maximum of 20 days Additional Labor charges will apply for FOC Due Date improvements greater than 20 days.

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

© 2018 Frontier Corporation – All rights reserved

This e-mail is the property of Frontier Communications Corporation and/or its relevant affiliates and may contain confidential and privileged material for the sole use of the intended recipient(s). Any review, use, distribution or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive for the recipient), please delete all copies of the message. 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/wholesale/notifications-and-news/subscribe-to-notifications>.