Frontier Communications introduces the new Access Service Guide designed specifically for our Access Customers and the new Local Service Guide designed specifically for our Local Services customers. The new Access and Local Service Guides are available from the respective Access and Local services page of the Frontier Wholesale Operations Website. The Access and Local Service Guides will provide helpful direction with locating the more popular references and self-help tools available from the Frontier Wholesale Operations Website. Please share this information with your teams and add the new guides to your list of favorites!

**Information provided in the Access Service Guide includes:**

Direction to the Access Reference Documents page where you will find references such as:

- Ethernet Order Samples
- ASR Samples by Product
- ASR Pre-Order CFA Inquiry Job Aid
- ASR Pre-Order Location Inquiry Job Aid
- ICSC Job Aid
- SPEC Code Job Aid
- Variable Term Agreement (VTA) Job Aid

The Access Service Guide also provides direction on where to find answers to frequently asked questions.

**Information provided in the Local Service Guide includes:**

Direction to the Local Services home page, where you will have access to:

- Local Service Territory Pages including:
  - Acquired West Virginia
  - Connecticut
  - Frontier 13
The Local Service Guide will provide instruction on how to determine the Service Territory by utilizing the Exchange and Access Line Matrix. Once you know the Service Territory, you can select the specific Service Territory page icon to access territory-specific local references. For our Broadband services customers, the Local Service Guide will also provide direction to the self-help references to assist you with pre-order and order transactions.

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