



Carrier Customer Bulletin

Date of Bulletin: April 1, 2021
Notice #: CCBFTR01911
Audience: ISP
Subject: InfoSpeed Product Discontinuation/Grandfather
Date Effective: 05/1/2021

Frontier is providing notification that effective May 1, 2021, the InfoSpeed products will be discontinued and grandfathered. [General Available Terms and Conditions \(GATC\)](#) have been updated to grandfather InfoSpeed Products.

Effective May 1, 2021:

- Frontier will no longer:
 - Install InfoSpeed;
 - Accept speed changes on existing InfoSpeed (Upward/Downward).
- Frontier will only process:
 - Disconnect requests for existing InfoSpeed;
 - Software changes to existing InfoSpeed.

For information on available broadband products, please visit:

<https://wholesale.frontier.com/local-services/broadband-services/wholesale-advantage-broadband> or contact your Frontier Account Manager.