



Carrier Customer Bulletin

Date of Bulletin: August 23, 2021
Notice #: CCBFTR01954
Audience: Wholesale Access Services Providers
Subject: New LCON Email Notification Process for Ethernet Services Requests
Date Effective: Immediately

In an effort to improve our ability to provide timely installation of [Ethernet](#) services for our wholesale customers, Frontier will begin distributing email notification to the Local Contact (LCON) provided on wholesale Access Service Request (ASR) transactions for moves, adds and/or changes of Ethernet services.

The intent of the LCON Email Notification is to advise the end user customer that Frontier will:

1. Require access to the end user location for a potential site inspection and/or installation of equipment;
2. Make contact by phone in advance of the confirmed due date;
3. Require the following to be available at the location before any physical work can commence:
 - Building Conduit
 - Cable Path
 - Building Entrance Facilities
 - Access to the customer location
 - Available Backboard Space or Data Equipment Room
 - Building Telecommunication Room Access – Demarcation Point
 - Space and Power as needed (critical)

For more Ethernet ordering information, please visit: [Ethernet Ordering \(frontier.com\)](#).

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