



## ***Carrier Customer Bulletin***

Date of Bulletin: March 18, 2020  
Notice #: CCBFTR01772  
Audience: Carrier, IXC, Wireless, CLEC, Reseller, ISP  
Subject: Frontier Business Continuity Planning Program - COVID-19  
Date Effective: Immediately

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**We are focused on keeping wholesale customers connected and your network running**

Dear Valued Wholesale Customer,

Your business is our business and I want to share details about the steps we're taking to address the coronavirus COVID-19 situation and explain how we'll continue to support you.

Our team is actively managing our response to COVID-19, through a comprehensive Business Continuity Planning Program created to prioritize the safety, health and continued availability of Frontier employees and to safeguard important connectivity services that is in line with industry standards.

*With the health and safety of our customers and employees as top priorities for Frontier, here is what we are doing to help provide a safe environment*

- We're asking employees in customer-facing roles or those that require onsite presence to take appropriate protective measures, including increased cleaning and sanitizing with an added focus on locations in impacted areas.
- We're advising employees are ill to promptly notify their supervisor, remain at home and consult their healthcare providers.
- We have a plan in place to minimize exposure between employees and between employees and the public and have provided guidance to employees about social distancing including limited travel during this time.
- We know that some wholesale customers who need service appointments for their end-users may be in areas where there is an increased risk of contact. Frontier is requesting advance notice if your end-user notifies you the building is impacted by COVID-19 so that we can plan appropriately including the potential of rescheduling their appointment.

*Below is what we are doing to secure business continuity and network resiliency*

- We are continuously monitoring bandwidth usage with tools that analyze and correlate network statistics, reveal network trends, and provide performance and capacity reports that help us manage our network. This is standard practice for Frontier.

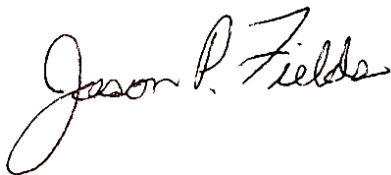
- Frontier employs self-healing architectures and restoration technologies to maintain the network.
- Our Network Operations Centers work 24x7 identifying and managing IT-related service continuity risks across the enterprise. Our established procedures are designed to minimize the risk, customer impact, and duration of disruptions to essential business processes.
- At this time, we are implementing additional network change management guidelines that will limit physical network augments to ensure a stable network platform for our customers.
- Our business continuity plan includes comprehensive relocation-of-work procedures for our technology centers throughout the country for continuous operation and delivery of telecommunication services.

Anticipating increased demand for connectivity due to the use of voice and video collaboration tools used for telework and distance learning where possible, Frontier is prepared for increased capacity requirements.

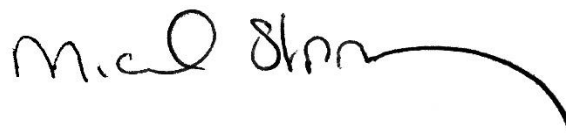
We also want to reassure wholesale partners and those we serve that we are monitoring this developing situation closely, continually preparing to respond and staying in regular contact with federal agencies, health organizations and other experts. If there are further important updates that would impact our wholesale customers, we will publish industry notices via our email distribution lists and also post the notices on our wholesale website similar to when we have other significant events (such as hurricanes) that impact our business. If you are not subscribed to receive industry notices you can subscribe at <https://wholesale.frontier.com/wholesale/notifications-and-news/subscribe-to-notifications>.

No one can be certain of the extent and effects of an event or developing situation, but Frontier is in a strong position for preparedness. And while we understand that some customers end-users may not want a physical visit from our team at this time our sales and care teams have been outfitted with tools to remain available to you just as in any other time, even if in-person meetings aren't possible for the time being. If you have any additional questions, please email us at [carrier.notifications@ftr.com](mailto:carrier.notifications@ftr.com).

Sincerely,



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