



## COVID-19 UPDATE

**To:** Our Valued Community Connections Properties & Customers  
**From:** Frontier Community Connections® Senior Leaders  
**Date:** Friday April 17, 2020  
**Re:** COVID-19, New Orders for Bulk Customers

### To our valued property and community partners and customers:

We hope this finds you and your residents healthy and safe as we all adjust to the measures being taken to limit the spread of COVID-19. In the interest of the safety of our workforce and to respond to customer needs, Frontier is actively monitoring the COVID-19 situation and taking steps to respond to current concerns. Our primary objective is to deliver essential services while safeguarding the health of our customers and our employees alike.

We want to inform you and your residents of some substantial changes to our policies and procedures. The changes outlined on the following page are effective immediately.

We encourage you to review and share the following fact sheet with your residents. As always, please don't hesitate to contact:

- Your Account Executive
- Our Bulk Customer Care Center at **844-660-0648** (for customer account questions)
- Our Property Engagement Team at **855-425-6204** (for property account questions)
- Or send us an email with any questions at [community.connections@ftr.com](mailto:community.connections@ftr.com). (please allow two business days for a response)

We appreciate your understanding and support. Thank you for being a part of Frontier Community Connections.

Kindest regards,

Your Community Connections Teams



## COVID-19 UPDATE TO OUR BULK CUSTOMERS

April 2020

To protect the health and safety of our MDU customers, property staff and our technicians, Frontier Communications® has made some difficult choices regarding the installation of new services, or certain upgrades to existing services. Our goal is to continue providing crucial services that are vital to you and/or your families as you work, learn and stay entertained during the COVID-19 crisis and beyond.

With that, please take note of the following policies that are taking effect immediately and until further notice. We appreciate your understanding and patience during these unprecedented times.

### 1. New Service Orders and/or Changes to Existing Services

- a) Residents placing orders for new Internet services will be limited to data speeds of up to 50/50Mbps or 100/100Mbps.
- b) No new orders for TV services or FiOS Digital Voice™ will be taken due to the need for a technician to enter a resident's home.
- c) If dispatched, your technician will walk you through the activation steps from outside the home via phone to help you configure your new Wi-Fi Router.

### 2. Impact on what your property is billed:

Our account executives will be following up with more specific information based on the terms of your Agreement.

### 3. We're here to help!

If you have any questions, our Bulk Customer Care center is open Monday through Friday from 8am to 8pm Eastern, and Saturdays from 8am to 5pm Eastern at **844-660-0648**.

- a) **Press 2** for Account Service to order, change or inquire about residential services.
- b) Technical Support is still available 24/7 at the same number;  
**Press 1** for Technical Support, then 1 again for FiOS (CA, FL, TX), or 2 for Vantage (CT).