



<b>Date of Bulletin:</b>	September 20, 2023
<b>Notice #:</b>	CCBFTR02152
<b>Audience:</b>	Carrier, IXC, Wireless, CLEC, Reseller, ISP
<b>Subject:</b>	Wholesale Costs and Expenditures Cancellation Charges (Non-Special Construction Cases)
<b>Date Effective:</b>	January 1, 2023

Per relevant contracts, Tariffs and ISGs, when a carrier cancels a service prior to its delivery, Frontier may recoup the costs and expenditures, if any, that it has incurred associated with the installation of that service, up to the point of cancellation. Those costs and expenditures may include, among others, outsourcing fees for labor and/or engineering services, costs for access to rights of way and/or easements, and costs for contractor provided materials.

Historically, Frontier has not billed these costs. However, effective January 1, 2023, Frontier will begin to invoice such costs and expenditures that it incurs on and after that date, via the Special Projects Billing (SPB) system; in addition, Frontier reserves the right to invoice such costs and expenditures that it has incurred prior to such date, consistent with any limitations on back billing contained in relevant contracts, Tariffs and ISGs. Frontier will also continue to bill the cancellation fee that it has historically charged, as a non-recurring charge (NRC) on a carrier's CABS bill.

If a replacement PON is, or will be, submitted for the service being cancelled, a remark is required on the ASR and must begin with: "REPLACEMENT PON:", followed by the new PON number. In such case, Frontier, upon a carrier's submittal of the replacement PON, will not bill for the subject costs and expenditures associated with the carrier's cancellation of the service.

We realize that a carrier may no longer require a previously ordered, but not yet delivered, service. To assist carriers in deciding whether to cancel an order, prior to their submittal of a SUP to cancel, Frontier can provide an estimated quote for costs and expenditures that it has incurred. To request such an estimated quote, please send an e-mail to [Wholesale.Build.Cancellations@FTR.com](mailto:Wholesale.Build.Cancellations@FTR.com) and Frontier will promptly send the estimated quote to you (typically within three business days).

Please contact your account team if you have any questions about this bulletin.