

9-3-2020

## **COVID-19 UGENT UPDATE**

We are 6 months into this pandemic and COVID-19 safety protocols have now become a 'habit', a new way of life at work, in public, and at home.

COVID-19 spreads mainly among people who are in close contact (within about 6 feet) for a prolonged period. Spread happens when an infected person coughs, sneezes, or talks, and droplets from their mouth or nose are launched into the air and land in the mouth, nose or eyes of people nearby and the droplets are inhaled into the lungs (*that is just disgusting!*).

**KEEPING SPACE BETWEEN YOU AND OTHERS (*NOT CONGREGATING*) AND WEARING A FACE COVERING ARE THE BEST TOOLS WE HAVE TO AVOID BEING EXPOSED TO THIS VIRUS AND SLOWING ITS SPREAD.**

When at work, outside, or at home, it is important to stay at least 6 feet away from other people and wear a face covering to slow the spread. Many states have limits on the number of people who gather in a spot. We have been able to meet these requirements by;

- Avoiding congregating in parking lots, garages, central offices, breakrooms, or reporting offices.;
- Using TEAMS for meetings and conversations;
- Implementing Work At Home and Remote Working, where possible;
- Always wearing your face covering whenever anyone else is present, even if they are further than 6 feet away. It is highly likely that you or they will move and could inadvertently shorten the 6-foot distance between you, leading to exposure;
- In addition to 6-foot distancing, *always wear your face covering* when entering any facility, central office, building, garage or customer premise and anywhere others are or could be present.

**Supervisors/Managers; as necessary, forward this message onto any additional team members.**

Windstream Communications  
4001 Rodney Parham Road  
Little Rock, AR 72212

**Bruce P. Hurlbut**  
Sr. Counsel and Director, Human Resources  
501.748.6942

May 18, 2020

[VIA Email: tshaffer@cwa-union.org](mailto:tshaffer@cwa-union.org)

Mr. Tony Shaffer  
2300 Valley View, STE 700  
Irving, TX 75062

RE: Bonus

Dear Tony:

Please accept this as notice that the incremental pay bonus that technicians are currently receiving will expire May 31, as previously announced. In addition to receiving the bonus through May 31, technicians will also receive a one-time bonus of \$300 to recognize them for their exceptional service which will be included on their June 26 paycheck. Technicians will be notified this Wednesday, May 20.

While the bonus is ending, we will continue to be diligent to reduce the risk of exposure by following CDC guidelines and taking the necessary precautions to ensure the safety of our employees and customers. We continue to procure personal protective equipment and will do so through the course of the pandemic and will continue home garaging until further notice.

Please contact me if you would like to discuss.

Sincerely,



Bruce Hurlbut  
Labor Relations

cc: Travis Pirotte

5-8-2020

As the effects of COVID-19 continue to evolve, Frontier is firmly committed to the health and safety of our employees. We continue to closely follow the recommendations of the CDC via our National Emergency Response Center and EHS, to provide you with current updates. *It's critical that you read and understand the direction and processes outlined below. They are intended to help you work safe, practice social and workplace distancing while we continue to provide essential services to our customers.*

## **Safety and PPE Updates**

Our PPE inventory is sufficient to provide a continual supply of disposable gloves, soap, disposable towels and hand sanitizer to all customer-facing technicians. We have also distributed additional cloth face masks to wear under your face shield. Directors are able to order supplies as they need, without stockpiling, for each work center. These PPE supplies will remain critical and you need to continue the practices we have in place to work safely on every service and repair job.

As you are aware when COVID-19 struck, we increased cleaning in all of our buildings but particularly in our most populated. As we have had success implementing work at home, many of those facilities have reduced populations or are nearly vacant. Our Facilities team has implemented a program to redeploy our cleaners to rotate through a 'spring cleaning' of buildings with less occupants. This includes waxing floors, cleaning air vents, elevators, switches, fixtures, breakrooms, refrigerators and general cleaning.

### **Symptoms of COVID-19: New Guidance from the CDC and Medical Community:**

The CDC has recently expanded the list of symptoms that they are seeing in those who test positive for the virus. The most common primary symptoms are still a dry cough (one that is not productive), and unusual shortness of breath (or any difficulty in breathing). COVID-19 remains as a respiratory virus, but symptoms that are seen frequently also include: fever (over 100.4), chills, sore throat, muscle pain, and a new loss of taste or smell. The CDC has indicated that this list is not all inclusive, but just an indication that you should self-monitor and seek medical attention if the symptoms are severe or concerning to you. Symptoms may be mild to severe, and usually appear within 2 to 14 days of exposure to the virus. The symptoms of COVID-19 can be very similar to ordinary illnesses, allergies, and even the common cold! Not all of these symptoms may be caused by the virus. For example, if you've had a vigorous workout chances are you may have achy muscles unrelated to COVID-19. If you can't explain a source for your symptom, and it is unusual or unexpected, call your medical provider for evaluation and direction. If you are sick, do not come to work. Just like everyday life, call 911 if you have a medical emergency. The warning signs of a COVID-19 medical emergency include: trouble breathing; persistent pain or pressure in the chest; new confusion or inability to arouse; and bluish lips or face.

Remember: **FACTS NOT FEAR!** Continue to take rational precautions; insist on a social distancing of 6 ft. when you are outside of your household, utilize the provided

PPE, especially face coverings; and keep your hands clean, while avoiding touching your eyes, nose or mouth. Stay Safe!

## Resuming In-Home Service Protocol Updates

As some states begin easing up on restrictions, mostly in phases, Frontier will be able to safely undertake more activities in the field, including entering customer premises. Technicians in TX, FL, IN, NE, IA and parts of CA are providing service in-home when the work cannot be completed using the no-contact protocol.

Today, we are adding **WV, TN, SC, GA, AL and MS** to the states we will begin processing orders and repairs that require in-home work to be completed.

**CA** will expand in-home service across the state including copper markets, sometime next week.

For all order or trouble tickets that require access into the home or business, utilize the established safety protocols (below) while in the home or business. If inside access is not required to complete the work, utilize the contact-free/warm install process.

*In-Home Safety Protocol: Prior to the ticket being dispatched, the Contact/Repair Center Reps will ask the customer the COVID-19 prescreen questions.*

*During your pre-call, you will ask the customer, "Before we get started and to protect both you and I, can you please tell me if anyone in the home/workplace has COVID-19 symptoms, has been diagnosed or is self-isolating or quarantined? If no, work the job following normal procedures.*

- If customer refuses to answer you and/or you have a concern; Use your best judgement and/or contact your supervisor for additional direction.*
- If unable to contact the customer on the call ahead, work the job following normal procedures.*
- If at any time you have a COVID-19 or other safety concern, contact your supervisor for direction.*
- Follow CDC guidelines and practice social distancing of 6 feet. Advise the customer that you are following the social distancing recommendations for the safety of all. Wash hands with soap and water for 20 seconds frequently, try not to touch your face and cough or sneeze into your elbow.*
- Wear your face mask and face shield when around customers. Use medical tape if you have facial hair or other issues preventing a good face mask fit.*
- We have also added an additional protocol where the dispatch team sends a text to the customer, prior to dispatching the ticket, to verify the home is free of COVID-19 illness, symptoms or recent contact. If customer acknowledges there is a risk, the customer is contacted, and the ticket is held.*

In addition to these established safety protocols, your supervisor will also be providing you with an acknowledgement statement (in writing) that you will provide to each customer before you enter the home or business. This is another layer of precaution for onsite service. When you arrive at the customer location, place the written acknowledgement in the door, knock/ring bell and step back at least 6 feet. Ask the

customer to read the letter and acknowledge agreement. No one has to sign it and you just leave it with the customer. If the customer cannot/will not confirm all the statements in the acknowledgement, you will not be able to perform the service if access inside the premises is required. You will postpone the ticket and contact your supervisor.

Below is a copy of the customer acknowledgement letter for onsite service. It will be printed on Frontier letterhead and copies will be provided for your use. An English and Spanish version are attached to this email for supervisors to print and make available to the technicians. For states that have not yet resumed in-home service, make copies and provide to your locations so you are ready when you resume in-home service.

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## CUSTOMER ACKNOWLEDGEMENT FOR ONSITE SERVICE

Because of the global COVID-19 pandemic, Frontier is taking precautions to protect both the safety of our technician and our customers. This acknowledgement concerns access by Frontier employees inside the premises of our customers.

Frontier confirms to its customer that ***the technician*** on-site:

1. Has not been diagnosed with COVID-19 in the last 14 days;
2. Has not been informed and is not aware that he/she was exposed to someone diagnosed with COVID-19 within the last 14 days;
3. Has not been exposed to anyone with a fever, to Frontier's knowledge, in the last 3 days;
4. Is not experiencing a fever, coughing or shortness of breath;
5. Will engage in social distancing by staying 6 feet away from all persons while performing the service;
6. Will utilize face shields, masks, gloves and hand sanitizers while performing the service;
7. Will clean his/her hands with soap and water or hand sanitizer prior to entering the premises.

Prior to, and by granting the technician access inside the premises, ***the customer*** confirms that:

1. Each person at the premises during the service visit will engage in social distancing by staying 6 feet away from the technician and wear a face mask or face covering;
2. No one at the premises has been diagnosed with COVID-19;
3. No one at the premises is under quarantine or self-isolation due to possible COVID-19 exposure or is aware that he/she has been exposed to someone diagnosed with COVID-19 within the last 14 days;
4. No one at the premises to his/her knowledge, has had, or has been exposed to, someone with a fever in the last 3 days;

5. No one at the premises is experiencing a fever, coughing, or shortness of breath.

**If the above statements cannot be confirmed, Frontier will not be able to perform the service if access inside the premises is required, and the service will be postponed.**

***Understanding***

*Frontier and the customer acknowledge the above information is correct to the best of their knowledge. The customer understands and agrees that because of the nature of the COVID-19 virus, there could be risks associated with the technician being on-site, despite all precautions taken, but agrees to services being performed, including access to the premises.*

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End of acknowledgement letter.

**Need more detail:** For additional specific details around this or any other process we have previously shared: [Click here to view the COVID-19 Operations Guide](#)

We all look forward to this situation ending soon so we can get back to our normal lives. Until then, be safe, wash your hands frequently and practice social distancing. Reach out to your supervisor if you have any questions. I appreciate you.

*Talk soon,*

**Bob Pero**  
**Field Operations**  
**Communications and Development**  
616.258.1712  
[RP2237@ftr.com](mailto:RP2237@ftr.com)

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3. No one at the premises is under quarantine or self-isolation due to possible COVID-19 exposure or is aware that he/she has been exposed to someone diagnosed with COVID-19 within the last 14 days;
4. No one at the premises to his/her knowledge, has had, or has been exposed to, someone with a fever in the last 3 days;
5. No one at the premises is experiencing a fever, coughing, or shortness of breath.

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## RECONOCIMIENTO DEL CLIENTE POR SERVICIOS PRESTADO EN EL SITIO

Debido a la pandemia global por el COVID-19, Frontier está tomando precauciones para proteger a nuestros técnicos y a nuestros clientes. Este reconocimiento se refiere al acceso de empleados de Frontier dentro de las instalaciones de nuestros clientes.

Frontier confirma a su cliente que **el técnico** que está en el sitio:

1. No ha sido diagnosticado con COVID-19 en los pasados 14 días;
2. No ha sido informado y no está consciente de haber estado expuesto a alguien diagnosticado con COVID-19 dentro de los pasados 14 días;
3. No ha estado expuesto a nadie con fiebre, según el conocimiento de Frontier, en los pasados 3 días;
4. No tiene fiebre, tos o dificultad para respirar.
5. Mantendrá distanciamiento social de 6 pies de distancia, alejado de todas las personas, mientras realiza el servicio;
6. Utilizará protectores faciales, máscaras, guantes y desinfectantes para manos mientras realiza el servicio;
7. Se lavará las manos con agua y jabón o desinfectante para manos antes de ingresar a las instalaciones.

Antes de, y al otorgarle al técnico acceso dentro de las instalaciones, el cliente confirma que:

1. Todas las personas presentes en las instalaciones durante la visita de servicio mantendrán distanciamiento de 6 pies de distancia del técnico y use una máscara facial o una cubierta facial.
2. Nadie en las instalaciones ha sido diagnosticado con COVID-19;
3. Nadie en las instalaciones está en cuarentena o se encuentra aislado debido a una posible exposición a COVID-19 o sabe que ha estado expuesto a alguien diagnosticado con COVID-19 en los pasados 14 días;
4. Nadie en las instalaciones, es consciente de haber estado expuesto a alguien con fiebre en los últimos 3 días;
5. Nadie en las instalaciones tiene fiebre, tos o dificultad para respirar.

**Si las declaraciones anteriores no se pueden confirmar, Frontier no podrá realizar el servicio si se requiere acceso dentro de las instalaciones, y el servicio se pospondrá.**

### ***Acuerdo y relevo de responsabilidad***

*Frontier y el cliente reconocen que la información anterior es correcta, según su mejor conocimiento. El cliente entiende y acepta que, debido a la naturaleza del virus COVID-19, podría haber riesgos asociados con la presencia del técnico en el sitio, a pesar de todas las precauciones tomadas, pero acepta los servicios que se realizan, incluido el acceso a las instalaciones.*

As the effects of COVID-19 continue to evolve, Frontier is firmly committed to the health and safety of our employees. We continue to closely follow the recommendations of the CDC via our National Emergency Response Center and EHS, to provide you with current updates. *It's critical that you read and understand the direction and processes outlined below. They are intended to help you work safe, practice social and workplace distancing while we continue to provide essential services to our customers.*

## **This urgent update is specifically for all Florida, Texas, Indiana Technicians and FiOS only techs in California**

The implementation of our contact-free, warm-install protocol enabled us to continue to service many of our customers while we focused on securing and sourcing PPE supplies.

We have supplied our customer facing technicians with the items below, and are in a position to regularly replenish the consumable items:

- Plastic face shields mounted to helmet
- Washable cloth masks to be used under the face shield
- Disposable gloves
- Soap, water, disposable towels
- Hand sanitizer

These PPE supplies will remain critical and you need to continue the practices we have in place to work safely on every service and repair job. For all order or trouble tickets, including installations of 500 mg and 1gb that require access into the home or business, utilize the established safety protocols (below) while in the home or business. If inside access is not required to complete the work, utilize the contact-free/warm install process.

*Previously Established In-Home Safety Protocol: Prior to the ticket being dispatched, the Contact/Repair Center Reps will ask the customer the COVID-19 prescreen questions. During your pre-call, you will ask the customer, "Before we get started and to protect both you and I, can you please tell me if anyone in the home/workplace has COVID-19 symptoms, has been diagnosed or is self-isolating or quarantined? If no, work the job following normal procedures.*

- *If customer refuses to answer you and/or you have a concern; Use your best judgement and/or contact your supervisor for additional direction*
- *If unable to contact the customer on the call ahead, work the job following normal procedures.*

- *If at any time you have a COVID-19 or other safety concern, contact your supervisor for direction.*
- *Follow CDC guidelines and practice social distancing of 6 feet. Advise the customer that you are following the social distancing recommendation for the safety of all. Wash hands with soap and water for 20 seconds frequently, try not to touch your face, cough or sneeze into your elbow*
- *We have also added an additional protocol where the dispatch team sends a text to the customer, prior to dispatching the ticket, to verify the home is free of COVID-19 illness, symptoms or recent contact. If customer acknowledges there is a risk, the customer is contacted, and the ticket is held.*

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April 15, 2020

TO: All District 6 Local Presidents  
FROM: Sylvia J. Ramos, Assistant to the Vice President  
SUBJECT: Important Frontier Communications Announcement

Dear Local Presidents:

Please see the important announcement below from Frontier:

April 14, 2020

Frontier Communications has taken meaningful actions as an organization to build a stronger and more competitive company. We have also been focused on reducing Frontier's significant debt and working to position the Company for long-term success.

After reviewing a number of options to help improve our capital structure, Frontier has entered into a Restructuring Support Agreement (or RSA) with our bondholders. The financial restructuring plan will significantly reduce the Company's debt while we continue to provide quality service to customers without interruption. To implement this plan, we voluntarily filed petitions under Chapter 11 in the U.S. Bankruptcy Court.

I understand you may have questions about what this means for our unionized employees and union contracts. Here are important points you should know:

- **We expect our employees, including those represented by unions, to continue to be paid and receive their healthcare benefits as normal throughout this process.** Employees should continue to come to work on the same schedule and remain focused on their job responsibilities.
- **Frontier's union contracts will remain in effect as per their terms and any extension or renegotiation.** We fully expect to continue to work in a mutually respectful manner with our unions as this process moves forward.
- **Frontier is continuing to operate as normal, and we have sufficient liquidity to run our business throughout the court-supervised process.**
- **We remain committed to providing our customers with quality services that they expect from Frontier without interruption.**

I want to emphasize that we are undertaking this proactive and strategic process with the support of our bondholders in order to significantly improve our capital structure and reduce our debt on an expedited basis.

With a stronger balance sheet, we will also have the increased financial flexibility to accelerate investments in our long-term growth by upgrading our network reliability and speeds, delivering new innovative solutions, adding top-tier talent to our organization and becoming a stronger provider for existing and new customers. In short, we are using this process to build a better, more sustainable Frontier for the future. In addition, the impact of COVID-19 on our operations, our customers and the entire business community is rapidly evolving. The support we are receiving from our bondholders will also help us to manage the near-term challenges presented by COVID-19.

We are committed to providing updates as they are available. Thank you for your continued support of Frontier. We look forward to building a stronger, more sustainable Frontier.

**Todd Brooks** | Labor Relations Manager

Should you have any questions, please contact your CWA Representative.

SJR/sv

*opeiu#13*

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives

## FRONTIER 4-7-2020

### FIELD OPERATIONS TEAMS:

We continue to closely follow the recommendations of the CDC via our National Emergency Response Center, to provide you with current updates. *It's critical that you read and understand the direction and processes outlined below. They are intended to help you work safe, practice social and workplace distancing, while providing essential services to our customers.*

#### Warm Installation/Repair Updates:

- To help the customer understand how a technician will be working their ticket, we prepared a **script** you can use when pre-calling the customer, when confirming your arrival time: *“Before we get started, I want to review the way I will work your ticket to be sure we both do our best to protect each other. I will be working only on the outside of your home and maintaining a 6 foot distance between us. Once I verify everything is working up to your house, I will assist you, via my cell phone, with any temporary wiring or set up needed to get your services working. Do you have any questions before I arrive?”*
- To support the technicians while you are assisting the customer from outside the home, we will provide you with **leave-behind installation documents** that will further help the customer with their installation. These were sent to your Local Manager via email file so she/he can print and provide to you.
- Our company standards on the **bonding process** has not changed. We don't break bonding even if the tech can get the speed on one pair. Do not call assignment to request this change. Follow the existing bonding process. Contact your Local Manager with any unique situations.
- **MDU's and Apartments buildings:** You would enter the building and leave the equipment at the telco/apartment door and follow the same protocol you use for residences. If you have a unique situation that does not follow this protocol, contact your Local Manager. If an MDU has posted signs, no entry, leave the necessary equipment on the doorstep and contact the customer to walk through the warm install/repair process.
- We will provide updated protocol and direction on servicing our **Business, Wholesale, Retail, CPE**, etc., customers in the next URGENT UPDATE, tentatively planned for Wednesday, April 8<sup>th</sup>.

#### PPE Update:

- REMINDER: Only Directors are designated to place COVID-19 specific **PPE orders** through our system. Supplies will be allocated and delivered to the work centers.

- Two weeks ago we contracted with two manufacturers of **hand sanitizer** and they will begin shipping, this week.
- We have contracted with a furniture manufacturer for **reusable, washable cloth masks**. These will add another layer of protection when you wear it under your face shield. We plan to receive these this week and quickly ship them to customer facing technicians.
- We received a limited supply of **surgical masks** that were back ordered from orders we had placed 3 weeks ago. They will begin to arrive in work locations this week. We have numerous supplier orders for face masks.
- We have ordered **spray disinfectant** and are waiting for confirmation on the quantity and ship dates.

### **Family Preventative Action Tips:**

The CDC recommends the best way to stay safe is to **PRACTICE PREVENTATIVE ACTIONS EVERY DAY**. The following tips continue to be the best way to stay safe, that you can practice with other members of your household:

- Keep a distance of 6 ft. from other people when outside of your home. All members of your household should avoid crowded settings, and when at a public place, keep a distance of 6 ft. from others where possible. Cover coughing and sneezing with your elbow or tissue, not your hand.
- Avoid close contact with any member of your household that is sick. If possible, confine them to their own room and use of one bathroom. Do not share anything.
- Clean and disinfect common touched areas on a regular basis; appliance handles, light switches, counter tops, etc.
- Whenever a household member returns to the home, immediately wash hands with soap and water for 20 seconds. Hand sanitizers should only be used when soap and water are not readily available. Don't touch your eyes, nose or mouth unless your hands are clean!
- If you choose to apply a more strict standard to your household, when you arrive home, you can immediately place your work clothes in the washing machine in a warm water with detergent. Wash your cloth face mask daily.
- If you must go out for a necessity such as food, make as few trips to the grocery store as reasonable, going once a week or even once every two weeks if you can. If you go out of the home, continue to practice the 6 ft. social distancing.
- The recommendation to use cloth face coverings is not a substitute for social distancing of 6 ft. That remains the top recommendation by the CDC to maintain safety. There are numerous websites with directions on how to make them.
- Get plenty of sleep! Your immune system can weaken if you don't get the proper amount of rest. Stay physically active, either through in-home exercises or outdoor walking in areas where you can maintain the 6 ft. social distance.

- Eat nutritious foods, fruits, vegetables and healthy proteins. Foods with Vitamins C and D are especially important. Drink plenty of clear fluids, especially water! Stay well hydrated.
- Manage your stress! Being cooped up in a full household for long periods of time can give anyone cabin fever. Remind yourself that this too shall pass, and things will get better. Catch up on your reading or household projects, spend quality time with your family, or just veg in front of a good movie!

Continue sending me any questions, comments or suggestions. They are all valuable and will help us navigate the very best we can through this crisis.

Stay informed and stay safe.

Talk soon...

**Bob Pero**

**Field Operations**

**Communication & Development**

## **REVISED WARM INSTALL/REPAIR PROCESS**

***We have updated our processes to eliminate inside access for repair and installation jobs while continuing to provide service to our customers. This new process will go into effect starting Monday, April 6<sup>th</sup>. In addition our Call Centers and Channel Partners will be suspending Vantage/FiOS Video and VOIP orders and will only offering either 100/100M or 50M FiOS service. This applies to new orders as of Monday April 6<sup>th</sup>.***

### **All Repairs:**

- Restore network facility issues as normal. Test and verify working services to external demarcation point. Utilize Loopcare Metatest whenever possible to avoid accessing equipment.
- If the issue is not resolved and inside access is needed:
  - Leave temporary wiring and/or device kits (RG/STB) and self-install collateral at external location for customer to collect and self-install. When possible, activate the device(s) before leaving for the customer.
  - For FiOS or FTTH - if inside ONT is out of service attempt to walk customer through reboot.
- From outside premise at a distance of at least 6 feet or from your vehicle when cellular service is available, assist the customer with any wiring or set up to ensure services are working.
- Inform customer we are tracking the temporary fix and will follow up with permanent wiring when the crisis is over. Complete job and note temporary wiring during post job checklist.
- If ONT cannot be restored, customer refuses, or is not able to assist with restoring services, notify the customer to call FTR back after the crisis is over. Complete job using Plant Item 997/Action14.

### **Copper DSL, Vantage and Voice Installs:**

- Complete network facility work. Confirm dial tone and/or sync at external demarcation point/NID. Utilize Metatest whenever possible to avoid accessing equipment.
- If customer has no inside wiring/jack that can be used; Create temporary patch cord to be used from demark to RG (with enough slack for RG placement indoors) and leave RG/temporary wire for customer to collect and self-install (through door or window).
- Once temp wiring is in place or if customer has existing wiring/jack; Leave RG kit and self-install collateral for customer to collect and connect to existing jack. When possible, activate the device(s) before leaving for the customer to collect.

- Note - bonded services will sync on a single pair if inside wiring/jack is only wired for single pair services (may be an option if customer does not want temp wiring) Technician will notify the customer they will only have 50% of speed ordered and it will be remedied when we return to complete the job after the crisis is over.
- For Vantage Video - activate one DVR and leave for customer along with Vantage self-install collateral. If other STBs are on order activate in SIMPL and note temporary wiring during post job checklist.
- From outside premise at a distance of at least 6 feet or from your vehicle when cellular service is available, assist the customer with any wiring or set up to ensure services are working.
  - Walk customer through Walled Garden and **Confirm** customer has full access to broadband service.
- Inform customer we are tracking temporary fix and we will follow up with permanent wiring when the crisis is over. Complete job and note temporary wiring during post job checklist.
- If customer refuses or is not able to assist with completing install, notify the customer to call FTR back **after** the crisis is over and refer the job to COVID19\_PROTOCOL\_TECH\_RPT.

### **FiOS and Fiber to Home Installs**

- Complete network facility work. Range or confirm light at ONT.
- If ONT is present or can be installed outside premise; Provide temporary wiring (such as an Ethernet jumper to connect the ONT to the RG), any device kits (RG/STB), and self-install collateral for customer to collect and self-install. When possible, activate the device(s) before leaving them with the customer.
  - If customer inside home Wi-Fi signal is weak or not acceptable:
    - Offer an AM525 Wi-Fi extender and back feed via existing coaxial cable if feasible to support data.
    - Offer 100M/100M lower speed using MoCA WAN (requires call to Offline).
- For FiOS Video – Activate STB at a sage location. If other STB's are on order activate in SIMPL and leave for customer to collect and self-install.
- For Vantage video – Activate on DVR and leave for customer along with Vantage self-install collateral. If other STB's are on order activate in SIMPL and note temporary wiring during post job checklist.
- For voice
  - FiOS/FTTH – If able, connect inside wire at ONT and place test calls
  - Vantage fiber VOIP - Have customer connect phone to RG and place test calls
- From outside premise at a distance of at least 6 feet or from your vehicle when cellular service is available, assist the customer with any wiring or set up to ensure services are working.
- Inform customer we are tracking temporary fix, and we will follow up with permanent wiring when the crisis is over and it's safe/clear. Complete job and note temporary wiring during post job checklist.

- If customer refuses or is not able to assist with completing install, notify the customer to call FTR back **after** the crisis is over and refer the job to COVID19\_PROTOCOL\_TECH\_RPT.

### **Exclusions**

Should a repair require inside access to one of our critical service customers like hospitals, 911 Centers, Police, Fire, etc., contact your Local manager and follow existing hospital COVID-19 safety protocols.

**Call Center Alignment:** Our Account Service Reps (Call Centers) will have dialog with our customers so they know what to expect when the technician arrives; These conversations will begin today.

- *“As a result of COVID-19, we are taking additional precautions to ensure both our customers and our technicians stay safe. Temporarily, we are only installing orders that do not require a technician to enter your home. Before we proceed with an installation date, we need to verify your order can be completed with assistance from a technician from outside your home.”*

*If customer was interested in Video: "My apologies. Temporarily, we are not processing orders for new Video services, but I know you will still love our Broadband service. Let me share our recommended streaming services information with you once we determine we can install services without coming into your home"*

**Need more detail:** For questions regarding safety of performing work or related to the warm installation process, always contact your Local Manager. For additional specific details around this or any other process we have previously shared: [Click here to view the COVID-19 Operations Guide](#)

Continue sending me your questions, comments and suggestions. They are all valuable and will help us navigate the very best we can through this crisis.

Stay informed and stay safe.

Talk soon...

**Bob Pero**  
**Field Operations**  
**Communication & Development**

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**Message from Ken Arndt**

Together, we continue to face a truly unprecedented situation. The global COVID-19 pandemic is affecting all of our families, our businesses, our communities, and our way of life. With the safety of employees and customers as our top priority, we are utilizing the direction from our Frontier National Emergency Response Center and the CDC, to implement actions, protocols and guidelines to respond to the COVID-19 situation. We will continue to provide updates as new information and protocols are recommended.

Frontier Communications is considered a critical infrastructure provider and we need to do our best to ensure we can provide our critical services to customers while working in a safe manner.

**Ops Employee Update**

**All Operations Employees**

- If you are feeling ill, notify your immediate supervisor and do not report to work
- When there is a need to share business/operational information with each other, we encourage the use of email, text, phone, conference calls, video conferencing and Microsoft Teams; Avoid the need to gather
- Actively practice Social and Workplace Distancing; The CDC has determined that COVID-19 spreads mainly through person to person contact at close range, through the transmission of droplets; Stay at least 6 feet away from other employees, customers or anyone you may come in contact with
- All non-essential land and air travel has been minimized
- We all need to wash our hands frequently, using ordinary soap at *any temperature* water for 20 seconds in order to kill the COVID-19 virus; Hand sanitizer can be used when soap and water are not available; however, the CDC recommends soap and water Also, avoid touching common surfaces and DO NOT touch your face
- Personal Protective Equipment (PPE) - CDC guidance indicates that medical providers and those who are sick, should be using N95 Respirators; The N95 Respirators are in short supply and supplies are being directed by state and federal governments, for use to those that have contracted the virus, medical facilities, nursing homes and by first responders who come in direct contact with those afflicted by COVID-19; Our Procurement team is sourcing any that may become available

**Field Technicians and Personnel**

- We are instructing our Call Center and TSO agents to ask customers on every call before we send a tech to their home, *"Before we get started, out of an abundance of caution and in order to protect you and our technicians, does anyone in your home/workplace have (or had) COVID-19 (Coronavirus), or is anyone in your home/workplace showing symptoms (fever, coughing, shortness of breath) and being quarantined?"* If the answer is NO, the technician advises the customer that they will maintain at a 6 foot or more distance from all household members while they are performing work on their premises; When they complete the work, as recommended by the CDC, the best protection is for them to use water and soap to wash their hands for 20 seconds
- If we receive an affirmative response that there is a known COVID-19 threat or the customer does not want us to enter the residence or if the technician has reason to believe there is an imminent COVID-19 threat, *they will not enter the home*; We have established a protocol whereas the technician will still complete the work to the NID; If the equipment provided can be activated by the customer with instruction from the technician at least 6 feet away and/or on the phone, the ticket can be completed and noted that we need to return to the premise when the threat is over to complete the final work; If the ticket cannot be completed, the technician has a process to direct the customer to the TSO for assistance
- We have established protocol for the Technicians to follow when they have a ticket to work in/around a Hospital or Nursing Home
- Where available, Home Dispatch is being offered on a voluntary basis enabling the Technician to start their day from home versus traveling to a central location
  - ***As of March 28, 410 Technicians have volunteered to take advantage of Home Dispatch, with many additional requests are being processed***
- Technicians that are not utilizing Home Dispatch are encouraged to remote garage and report to their vehicle in the morning versus congregating in garages
- Customer ticket information and work is being shared between the Field Technicians and the Central Office Technicians, to limit the Field Techs needing to access the central office facilities
- As we acquire respirators, masks, gloves and hand sanitizer, we have established a temporary ordering system whereas the Directors will order and allocate those supplies to the work groups as it becomes available
- Procurement continues to focus on locating supplies and has purchased bars of soap, water jugs and vinyl gloves for use in the field; The Directors have and will continue to place those orders as the work groups need it and the supply is available
- We have established an URGENT UPDATE COVID-19 email notification process that alerts all Field Operations employees on updates, changes and information directly related to the COVID-19 virus

### Customer Support Centers: Dispatch, Assignment, Offline

- These centers play a key role in providing essential connectivity services to the customer, most often through the Technician
- Phase I – We quickly implemented social distancing in all of our centers beginning March 13<sup>th</sup> by spreading our employees out to every other cubicle and also discontinued face-to-face team meetings by utilizing alternate forms of communication (email, conf calls, Microsoft Teams)
- Phase II - With the help of IT and our National Support Group (NSG), we began implementing Work-At-Home (WAH); As WAH is in place, the density of employees in our buildings are significantly reduced enabling us to practice Social Distancing in the workplace; We will continue to evaluate opportunities to send employees to work from home as they become eligible
  - **76% of all Assignment Employees are WAH**
  - **64% of all Dispatch Employees are WAH**
- Phase III - Our facilities will remain open for those unable to work from home; We have established sanitation stations in all our centers, and our Facilities Team has increased cleaning schedule frequency (5 times per week for all buildings with daytime staff of 50 or more and added daytime janitorial services to all buildings with more than 100 people)

We will continue to update you on new information and processes that are critical to your safety and service to our customers. Please read all company communications on these matters, carefully and thoroughly. Any questions that you have should be taken to your supervisor or respond to the URGENT UPDATE email.

### Protective Personal Equipment

As you are all aware, one of the core items of concern across the world as we address the COVID 19 crisis is the availability of protective personal equipment. Particularly as there is dire need in the health care community and among first responders dealing with the pandemic first hand.

At Frontier, we too have had to deal with shortages in supply and a massive surge in demand. We of course had some materials in the field as part of normal business, but much like toilet paper at your local supermarket, that was quickly distributed and gone. As the crisis grew, the Procurement and Logistics team were hard at work, looking for supply of key products. It became quickly clear that key materials, sanitizer, gloves, masks, and even soap were in short supply as they were being directed to hospitals and nursing homes as our orders were cancelled or backordered.

So, where are we?

We have built a PPE order tool that the Operations Directors are using to order scarce supplies in reasonable increments. We are have begun to accumulate supply that will align with this new need. Shipments of the gloves and sanitizer that we had on hand went out last week. This week, water jugs, soap, towels and additional gloves will be arriving in the field. We located and contracted with two hand sanitizer manufacturers last week, and they are bottling sanitizer for us this week for distribution next week. Additionally, we have located helmet mounted plastic face shields that will be received tomorrow, broken down and shipped to the Directors for local distribution. And we continue to make progress on other fronts. We have a PPE tracker that we are updating daily, and as supplies become available we will be distributing them through our new process.

### Corporate Wide Business Continuity and Emergency Management

Our Emergency Response Center (ERC) opened a first time National ERC to facilitate Frontier's response to COVID-19 to react to the threat well before state and local agencies did. In so doing, we were able to stay out in front of the panic and planning from a corporate perspective. Since our activation, we have seen our corporate profile change from a center heavy operation, to moving over 5 thousand employees to a work at home environment. We have adapted our call receipt function and our customer facing contact protocols to ensure the awareness and safety of our customers and our employees. We have attacked the safety and sanitization aspects of our facilities and reengineered our seating arrangement to socially distance those employees still working in our offices.

The ERC and its leadership team are constantly monitoring not only the COVID-19 event, but also actively observing all the natural environmental threats that may cause business disruption. As we continue to work our way through this event, or any other that may arise, we want to thank all of you for your participation and support in maintaining the continuity of the business.

### Closing

In closing, even in all this chaos I can see the passion and drive you have for continuously improving our business. Two weeks ago we hit an Operations milestone with ALL Directors and ALL Local Managers accomplishing a 90% and above for our weekly performance scorecard. Last week ALL Directors, and ALL but 2 LMs hit 90% and above. Unprecedented during unprecedented times. We have also done a fantastic job as a collective team handling trouble tickets and service orders, and will continue to focus on running the business effectively while keeping safety a number one priority. I am so proud of this team and want to thank you for ensuring our business continues to improve even in the face of adversity.



#### Ask Ken...

Do you have a question that you would like answered?

Please send an email to [OfficeofKenArndt@ftr.com](mailto:OfficeofKenArndt@ftr.com)

and look for the answer in next month's email.

Thanks,

**Ken Arndt** EVP & Chief Operations Officer

O: 203.614.5244 | [ken.arndt@ftr.com](mailto:ken.arndt@ftr.com) | 401 Merritt 7, 2<sup>nd</sup> FL, Norwalk, CT 06851



**Frontier**  
**3-26-20**

## **FIELD OPERATIONS TEAMS:**

Together, we continue to face a truly unprecedented situation. The global COVID-19 pandemic is affecting all of our families, our business, our communities, and our way of life. We continue to closely follow the recommendations of the CDC to provide you with current updates.

There are numerous scenarios where the technician can complete a ticket without entering a customer's home and you would handle those as you normally do...being sure to wash your hands with soap and water for 20 seconds, when completed. When your work requires you to enter the premises, we want to be sure you work as safe as possible as you continue to keep our customers in-service with dial-tone and internet. We have received numerous examples of Field Technicians successfully helping the customer restore or establish service by setting up their modems and STBs without the need to enter the premise.

Please review the UPDATE carefully and if you have any questions, reach out to your Local Manager.

**If a COVID-19 Alert is NOT noted on the Ticket:** During your TER call, ask the customer "Before we get started and to protect both you and myself, can you please tell me if anyone in the home (or business) has the COVID-19 symptoms, been diagnosed, is ill or is quarantined? If the answer is NO, advise them that you will maintain a 6 foot or more distance from all household members while you are performing work on their premises. When you complete the work, as recommended by the CDC, the best protection is to use your water and soap to wash your hands for 20 seconds.

**In the event that a COVID-19 Protocol IS shown on the ticket, or the Customer does not Want you to Enter their home or, you have reason to believe there is an Imminent COVID-19 threat:** *We have established a temporary processes that you can utilize during installations and repairs to be able to provide customer service, work safer, and provide a method that we can track these 'unfinished' customers so we can return and permanently complete the ticket after the crisis has subsided.*

### **Repair Process:**

Test and verify working services to demarcation point, either outside of premise or an inside demark where you do not have direct contact with the customer, such as a garage or terminal room.

- If the customer accepts a temporary wiring or device placement, use the Post Job Checklist during the completion flow in MTP to report the temporary facilities. This will ensure we track the temporary wiring and contact the customer to follow up with permanent wiring when the premise is safe/clear.
- If inside access is needed, premise is unsafe, or customer refuses to assist with restoring services, notify the customer to call back when the home is clear/safe to enter. Complete the job with following clearing codes:
  - Fault: 76\_CUSTOMER
  - Cause: 76\_CUSTOMER
  - Plant Item:
    - 0998\_COVID19\_PROTOCOL-CUST-RPT (To be used if customer does not want technician to enter premise)

- 0997\_COVID19\_PROTOCOL-TECH-RPT (To be used if technician finds a premise impacted by Covid-19)
  - Action: 14 CANT CLEAR\_COVID19\_PROTOCOL
- Use clear and descriptive closeout remarks to aid follow up conversation when customer calls back

### Warm Install Process:

#### **For Copper DSL, Vantage and Voice**

- Confirm Dial Tone and/or Sync at the demarcation point/NID
- If customer has **existing wiring/jack** in place; Provide the customer the RG kit to connect to existing jack
- If customer has **no inside wiring/jack** that can be used; Create temporary patch cord to be used from demark to RG (with enough slack for RG placement indoors) and transfer RG/temporary wire to customer (through door or window) to place inside premise.
- Connect wirelessly to the RG from outside the premise and **Verify sync**
  - Walk customer through Walled Garden and **Confirm** customer has full access to the broadband service (surf)
- Note that bonded services will sync on a single pair if inside wiring/jack is only wired for single pair services (may be an option if customer does not want temp wiring)
  - Remember, this will result in the customer receiving 50% of the speed they ordered: You NEED to notify the customer of this and that it will be remedied when we return to complete the job.
- Use the Post Job Checklist during the completion flow in MTP to report the temporary facilities. This will ensure we track the temporary wiring and contact the customer to follow up with permanent wiring when the premise is safe/clear.

#### For FiOS and Fiber to Home

- If ONT is present or can be installed outside premise/inside demark where you do not have direct contact with the customer (i.e. garage or terminal room); Place NVG468MQ RG on Ethernet in garage in a location to maximize signal coverage
  - If customer inside home Wi-Fi signal is weak or not acceptable
    - Offer an AM525 Wi-Fi extender and back feed via existing coaxial cable if feasible to support data
    - Offer 100M/100M lower speed using MoCA WAN (MEB1100 to NVG468MQ) – requires call to Offline
- For voice, connect inside wire at ONT and place test calls
- For Vantage fiber VOIP, have customer connect phone to RG and place test calls
- Activate STB in garage or provide STBs/HDMI/Coaxial cabling to customer to connect inside premise
- Use the Post Job Checklist during the completion flow in MTP to report the temporary facilities. This will ensure we track the temporary wiring and contact

- the customer to follow up with permanent wiring when the premise is safe/clear.
- If service order cannot be completed using above steps refer the job to the following reason:
    - COVID19\_PROTOCOL\_CUST\_REPT (To be used if customer does not want technician to enter premise)
    - COVID19\_PROTOCOL\_TECH\_REPT (To be used if technician finds a premise impacted by Covid-19)

*Please read and understand the processes outlined above so you can begin using these protocols today. They are designed to help you work safe, practice social distancing, and continue to provide essential services to our customers. Your Local Manager has received additional detailed information on these processes, so reach out to her/him with any questions. You can also email NSG Field Support or find detailed instructions in FOne by searching COVID 19 Guide.*

**Previous URGENT UPDATE: COVID-19 email content:** My original plan was to continue to add to the original email so you had one constant and continuous source to find and review material; however, the length of that email would be unacceptable. We have created a guide that will have all the previous URGENT UPDATE email information as well as, answers to frequently asked questions. We will update it each time we send out a new URGENT UPDATE email. The document can be accessed at: [Click here to view the COVID-19 Operations Guide](#)

Keep sending me your questions, comments and suggestions. They are all valuable and will help us navigate the very best we can through this crisis.

Talk soon...

**Bob Pero**  
**Field Operations**  
**Communication and Training**  
616.258.1712  
[RP2237@ftr.com](mailto:RP2237@ftr.com)

3-22-2020

### ***Frontier- Field Operations Team:***

Amid the challenges we are all facing, **you and all our teams** continue to inspire while working hard & *safe* to bring critical services to our customers. Our Call, TSO, Assignment and Dispatch centers are practicing Workplace Distancing by increasing the spacing between the workers and spreading-out over multiple floors of their buildings; Office personnel are working from home when/where possible; Increased facility cleaning and sanitization schedules are in-place with established Sanitation Stations; We worked very quickly to enable remote system availability so many of our teams can work from home; Canceled meetings and huddles in lieu of email, text, phone, video and teleconferencing; Initiated discussion with every customer that calls to determine risk; Implemented repair/order protocols and home dispatch; Established continued communication to provide frequent updates; and....today, adding a few more protocols/processes that will continue to help you work safe.

**Here are critical COVID-19 Protocol Field Operation updates that you need to read and implement.**

### **COVID-19 Protocol when servicing Hospitals and Nursing Homes:**

- The ticket will have the name of the Local Contact for that Property. When you call ahead to let the customer know you are en route, ask for the contact and tell him/her that you will need them to provide you with the Personal Protective Equipment they require their own employees to wear, before you can enter. If the contact is not who is going to meet you then you need to have the name of who will provide the Personal Protective Equipment and facility access. When the Personal Protective Equipment is provided, the technician will enter and complete the work.
- If not provided, the technician will complete the work to a safe point of demarcation and call their supervisor.

**N95 Masks:** Given limited supply and the Center for Disease Control recommendation that N95 masks are worn only by healthcare professionals and individuals experiencing symptoms of COVID-19, we are not able to widely distribute masks. We will be distributing 20 masks to each Field Director and these will be used for emergency situations such as a critical public safety issues. We will replenish those as needed.

### **Hand Sanitizer, Wipes and Gloves:**

- COVID-19 crisis safety materials are in very short supply and our ability to secure materials for distribution is hampered, as those supplies are being directed to critical healthcare providers.
- We have distributed the hand sanitizer, glove and wipe inventory that we had on-hand and new orders have been placed; however, they are backordered. As we receive shipments we will be distributing them to the Local Managers to provide to their teams. IF ANYONE HAS/KNOWS OF A VENDOR THAT HAS SUPPLY, PLEASE CONTACT [WILLIAM.BLANNET@FTR.COM](mailto:WILLIAM.BLANNET@FTR.COM).
- Given the realities in the supply chain, the Center for Disease Control has recommended - washing your hands for 20 seconds with soap and any temperature water - as being the most effective preventative measure – *better than hand sanitizer*. Following their recommendation, we are implementing the following procedures until a regular supply of our materials is available:

- Bring a filled water container with you at the start of your day. If you do not have a container on your truck, we will have them available soon, or you can use a cleaned milk jug or other water container you may have, so you can start this process Monday morning.
- Use soap or hand cleaner. It will be available in your facility quickly. Again, if there is none available at your facility you may want to bring your own, so you can start immediately.
- Throughout the day, but particularly after being in a customer premise, wet your hands, apply soap, scrub vigorously for at least 20 seconds, rinse and dry.
- Avoid touching your face, eyes, nose and mouth and wear your shoe booties into all locations.
- To speed up the order and delivery of supplies, the Directors will order soap, water jugs, sanitizer, gloves, towels and booties for their teams based on the number of customer facing employees they have and those supplies will be sent directly to those workgroups. *Again*, some of these critical items are in short supply, but we will continue to order and backorder. Some Frontier locations have ordered in the past 3 weeks and may have some inventory on hand. If you do, distribute it to your work teams.

As always, reach out to your local manager with any questions. The Frontier family has been through some hard times, natural disasters and emergencies before and we will get through this one to, by maintaining our service integrity, high values and honesty at all times. Thank you for your continued support as we navigate this challenge, and I hope everyone remains healthy and safe.

***The items below this line were previously sent - URGENT UPDATE Protocol directions. No changes have been made to them. They are here for your referral, if needed. I will continue to build on this one email string so everything is in one place for you to see each time you receive a new URGENT UPDATE. No need to refer back to a previous email.***

***If 'COVID-19 Protocol' IS noted on the ticket:*** Inform the customer that based on the discussion they had with our sales or repair team member, you will only be working on the outside of the home.

- If the order/repair can be completed: Leave any necessary equipment on the doorstep/porch and call the customer to tell them the order is complete and their equipment is at their door. *Close the job* with notes that you notified the customer and equipment was left.
- If the order/repair cannot be completed: Leave any necessary equipment on the doorstep/porch, call the customer and let them know that their order/repair is **not** completed and inform them to call technical support for help in setting up the equipment (1-800-239-4430). If the order/repair requires you to enter the home and the final work cannot be done remotely, notify the customer to call back when the home is clear/safe to enter.
- **UPDATED (03/19/20):** If you are **NOT** able to complete a **SERVICE ORDER** because inside access is required, refer the job in MTP using the appropriate Refer to Reason:
  - COVID19\_PROTOCOL\_CUST\_REPT (To be used if **customer** does not want technician to enter premise)
  - COVID19\_PROTOCOL\_TECH\_REPT (To be used if **technician** finds a premise impacted by Covid-19)

- UPDATED (03/19/20) If you have confirmed services are good to the premise, but are **NOT** able to complete a **TROUBLE TICKET** because inside access is required, complete the job in MTP using appropriate Plant and Action code:
  - Fault: 76\_CUSTOMER
  - Cause: 76\_CUSTOMER
  - Plant Item:
    - 0998\_COVID19\_PROTOCOL-CUST-RPT (To be used if **customer** does not want technician to enter premise)
    - 099\_COVID19\_PROTOCOL-TECH-RPT (To be used if **technician** finds a premise impacted by Covid-19)
  - Action: 14\_CANT\_CLEAR\_COVID19\_PROTOCOL
- ALSO....FOLLOW THIS PROTOCOL IF THE CUSTOMER DOES NOT WISH FOR TECHNICIAN TO ENTER PREMISE FOR WHATEVER REASON.

**If COVID-19 IS NOT noted on the ticket:** During your TER call, ask the customer “Before we get started and to protect both you and myself, can you please tell me if anyone in the home/workplace has COVID-19 symptoms, been diagnosed or is self-isolating or quarantined?”

- If **YES**, follow the COVID 19 Protocol above.
- If **NO**, work the job following normal procedures.
- If customer refuses to answer you and/or you have a concern; Use your best judgement and follow the above procedures as if COVID-19 Protocol is noted on the ticket.
- If unable to contact the customer on the call ahead, work the job following normal procedures.
- If at any time you have a COVID-19 or other safety concern, contact your local manager for direction.

Home Dispatch is available in some areas. If you are interested in this option, see your Local Manager to get all the details and they will get you ‘in the system’ as a temporarily approved Home Dispatch candidate. Be sure everything is submitted and approved before you start your day from home.

We all look forward to this situation ending soon so we can get back to our normal lives. Until then, be safe, wash your hands frequently and stay informed on how COVID-19 is impacting you by reading the URGENT UPDATE: COVID-19 emails.

If you have any questions you want to ask me, reply only to me and not the entire group, on this email. Be safe, be cautious and be healthy. I appreciate you.

Talk soon...

**Bob Pero**  
**VP Field Operations**  
**Communication and Training**

3-20-2020

Frontier Team,

As various state and local governments continue to announce and issue Executive Orders and mandates ordering business closures, "shelter in place" and other such restrictions on work, business and social activities, you may be asking how these orders apply to Frontier employees and our work.

We want to remind our entire team that Frontier Communications is part of the Communications sector identified by the Department of Homeland Security as one of the critical infrastructure industries that have a special responsibility in these times to continue operations. This means employees must continue to report to work as normal, with the exception of anyone approved for remote/work-at-home assignment currently or in the future.

All techs, field personnel and other employees should carry the attached Homeland Security letters and your ID badges at all times. As communicated, keep a copy of the letters in Frontier vehicles as well.

Our facilities team will continue implementing expanded measures to safeguard your health and wellbeing including, workplace distancing, expanded cleaning services at buildings with on-site daytime staff of 50 or more and daytime janitorial service to all buildings with more than 100 people on site. Please check with your manager if you have questions on any of these matters.

Thank you for your hard work and dedication to keep our customers and communities connected at a time when our service is even more essential. Please be safe, be cautious, and be healthy.

Ken Arndt

Executive Vice President

Chief Operations Officer

Frontier Communications

3-20-2020

Frontier

Irving NOC, Monitor and Control Technicians will begin transitioning to WAH at the completion of today's A shift.

3-19-2020

## Frontier

Technicians and Local Managers,

As we continue to navigate through the COVID-19 situation, we want to assure you that the health of our staff remains our number one concern. You received an *All Employee* email yesterday with some necessary information, please read it.

There is also a need to provide you, the Field Team, with more detailed direction and protocol on critical field situations as they unfold regarding COVID-19. We will send that additional detailed direction to the Field Operations teams, **via email**. When you see an email with the subject: **URGENT UPDATE: COVID-19**, be sure to read it promptly. We listened to your feedback and we are not going to send you a file to open or download, I will put all of the information in the body of this email. This will make a longer email; however, I expect you will read this one completely. The future ones will have all the previous direction/information and I will highlight the new additions, making it a much quicker read and a complete reference.

Today's updates are **Highlighted:**

- **Home Dispatch is available in some areas. If you are interested in this option, see your Local Manager to get all the details and they will get you 'in the system' as a temporarily approved Home Dispatch candidate. Be sure everything is submitted and approved before you start your day from home.**

### Previous Protocol Direction:

**If 'COVID-19 Protocol' IS noted on the ticket:** Inform the customer that based on the discussion they had with our sales or repair team member, you will only be working on the outside of the home.

- **If the order/repair can be completed:** Leave any necessary equipment on the doorstep/porch and call the customer to tell them the order is complete and their equipment is at their door. *Close the job* with notes that you notified the customer and equipment was left.
- **If the order/repair cannot be completed:** Leave any necessary equipment on the doorstep/porch, call the customer and let them know that their order/repair is **not** completed and inform them to call technical support for help in setting up the equipment (1-800-239-4430). If the order/repair requires you to enter the home and the final work cannot be done remotely, notify the customer to call back when the home is clear/safe to enter. *Close the ORDER refer the job to CWA* with the appropriate COVID-19 notes; *Close the REPAIR with notes* on why the order was not completed and that you asked the customer to call back and reschedule when the area is clear.
- **ALSO... FOLLOW THIS PROTOCOL IF THE CUSTOMER DOES NOT WISH FOR TECHNICIAN TO ENTER PREMISE FOR WHATEVER REASON.**

**If COVID-19 IS NOT noted on the ticket:** During your TER call, ask the customer "Before we get started and to protect both you and myself, can you please tell me if anyone in the home/workplace has COVID-19 symptoms, been diagnosed or is self-isolating or quarantined?"

- If **YES**, follow the COVID 19 Protocol above.
- If **NO**, work the job following normal procedures.
- If customer refuses to answer you and/or you have a concern; Use your best judgement and follow the above procedures as if COVID-19 Protocol is noted on the ticket.
- If unable to contact the customer on the call ahead, work the job following normal procedures.
- If at any time you have a COVID-19 or other safety concern, contact your local manager for direction.

We all look forward to this situation ending soon so we can get back to our normal lives. Until then, be safe, wash your hands frequently and stay informed on how COVID-19 is impacting you by reading the URGENT UPDATE: COVID-19 emails.

If you have any questions you want to ask me, reply only to me and not the entire group, on this email.

Be safe, be cautious and be healthy. I appreciate you.

Talk soon...

**Bob Pero**  
**VP Field Operations**  
**Communication and Training**

## **NOTIFICATION**

**What:** *Coronavirus Service Plan - Covid-19 Protocol*

**Who:** *Field Technicians & Dispatch Teams*  
*(Leaders, please share with all impacted Employees)*

**Where:** *Nationwide Where Impacted*

**Date:** *03/13/2020*

**Date of Notification**

**[03/13/2020]**

### **Summary**

A service plan is being implemented to address the spread of Coronavirus (COVID-19). All field personnel must review the article and ensure the details section is adhered to.

### **How Does this Impact You?**

In order to limit potential exposure of field technicians to the Coronavirus (Covid-19) Frontier call centers will begin asking customers a series of questions to identify whether a premise is impacted by Covid-19. If the customer premise is impacted the keyword "Covid-19 Protocol" will be added to the trouble ticket or service order providing technicians visibility and triggering additional steps to ensure appropriate safety precautions are taken.

### **Why is this Important?**

This bulletin is important to ensure the safety of our employees who interact face to face with customers.

### **Action Required**

Actions Required of Field Leaders:

1. Review Bulletin and cover in your next team huddle immediately upon receipt. Due **03/16/2020**.
2. Support your team through any questions they have regarding this change on an ongoing basis.

Actions Required of Technicians:

1. Review Bulletin and surface any questions to your manager. Due **03/16/2020**.
2. Check the acknowledgement button on this notification in Mobile Tech Portal when you understand the process. **03/16/2020**.
3. Adhere to the process from the effective date on the notification on a going forward basis until further notice.

## Details

Technicians occasionally encounter customer premise safety concerns and work with their local manager to determine appropriate steps – that standard operating procedure should continue in all situations.

Additional steps have been added to specifically address Covid-19. Beginning March 12, 2020 Frontier call centers began asking “Before we get started, out of an abundance of caution and in order to protect you and our technicians, we would like to ask if anyone in your home/workplace has covid-19, is self-isolating or is being quarantined?”

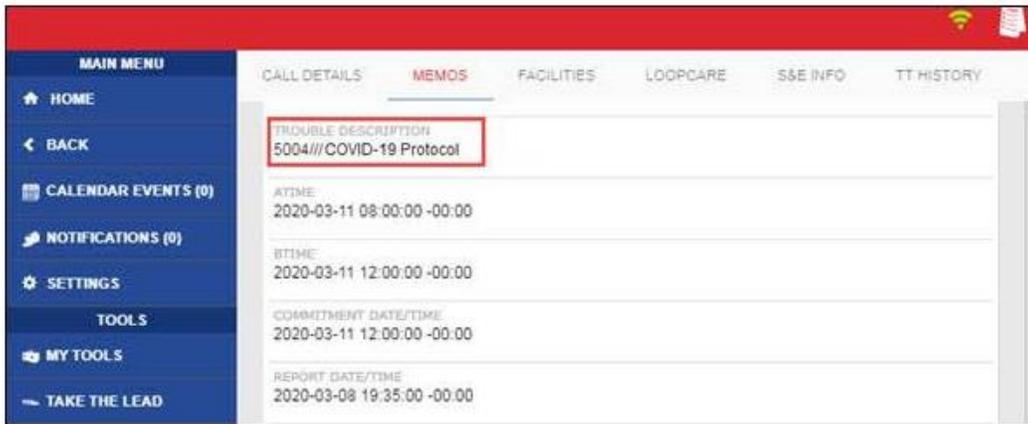
If a customer confirms the premise is impacted, “Covid-19 Protocol” will be added to the trouble ticket or service order. The logic grid below provides steps technicians must take:

If	Then	Can Order/Repair Be Completed?		
"Covid-19 Protocol" is noted on Trouble Ticket or Order	Inform customer that based on their response to the call center agent you will install/repair on the outside only, if possible. If customer disputes accuracy of indicator follow standard operating procedure for job safety precautions.	If Yes	Call the customer and either let them know via message or live that the service is repaired or the order is complete. Leave any equipment on the doorstep for the customer and inform them they can call technical support for help in setting up equipment if needed.	Close job with notes that the customer was notified and the repair / order was completed and equipment was left if needed.
		If No	Call the customer and either let them know via message or live that the service is NOT repaired or the order is NOT complete. Leave any equipment on the doorstep for the customer and inform them they can call technical support for help in setting up equipment if needed. If no equipment is left inform customer to call back when the area is clear for completion of work.	Close job with notes that the customer was notified and the repair/order was unable to be completed. <b>Orders: Refer job to CWA with notes on why order could not be complete. Repair: Close job with notes on why it could not be repaired and that customer was asked to call back in when area is clear.</b>

If	Then	Can Order/Repair Be Completed?		
Customer does not wish for technician to enter premise for whatever reason	Inform customer we will do our best to complete the work outside the house / premises.	If Yes	Call the customer and either let them know via message or live that the service is repaired or the order is complete. Leave any equipment on the doorstep for the customer and inform them they can call technical support for help in setting up equipment if needed.	Close job with notes that the customer was notified and the repair / order was completed and equipment was left if needed.
		If No	Call the customer and either let them know via message or live that the service is NOT repaired or the order is NOT complete. Leave any equipment on the doorstep for the customer and inform them they can call technical support for help in setting up equipment if needed. If no equipment is left inform customer to call back when the area is clear for completion of work.	Close job with notes that the customer was notified and the repair/order was unable to be completed. <b>Orders: Refer job to CWA with notes on why order could not be complete. Repair: Close job with notes on why it could not be repaired and that customer was asked to call back in when area is clear.</b>

In the event of an official quarantine area declaration or the aggressive expansion of confirmed cases occurs additional protocols will be released.

Covid-19 Protocol remark can be found in Customer Plant Remarks for a Service Order and the Trouble Description Field for Trouble Tickets:



LC1-POSTAL CITY:	IRVING
LC1-POSTAL STATE:	TX
LC1-POSTAL ZIP:	75038
LC1-LATITUDE:	+032.884365
LC1-LONGITUDE:	-096.978274
LC1-SVC ADDR:	2150 WESTRIDGE DR UNIT 17
LC1-SVC ADDR CITY:	IRVING
LC1-SVC ADDR STATE:	TX
CBR1:	2145579888 0000
CBR2:	NONE
CBR NAME:	FRONTIER COMM PEGA TESTING
TROUBLE DESCRIPTION:	5058// Covid-19 Protocol
ATIME:	03/11/2020 13:00
BTIME:	03/11/2020 17:00

## Resources

### *Additional Resource*

Notification Contact:

**Contact your manager with any questions regarding this notification.**

Cornerstone:

N/A

F[ONE]:

This notification is also available by viewing the following article: [NSG Notification](#)

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