

Frontier Left In Working Service

Effective Thursday, September 22, 2022, due dates negotiated in buyflow for LIW quotes (old customer moving out; new customer moving in) will no longer be a provisional or temporary due date. The negotiated due date will be the customers actual due date for installation!

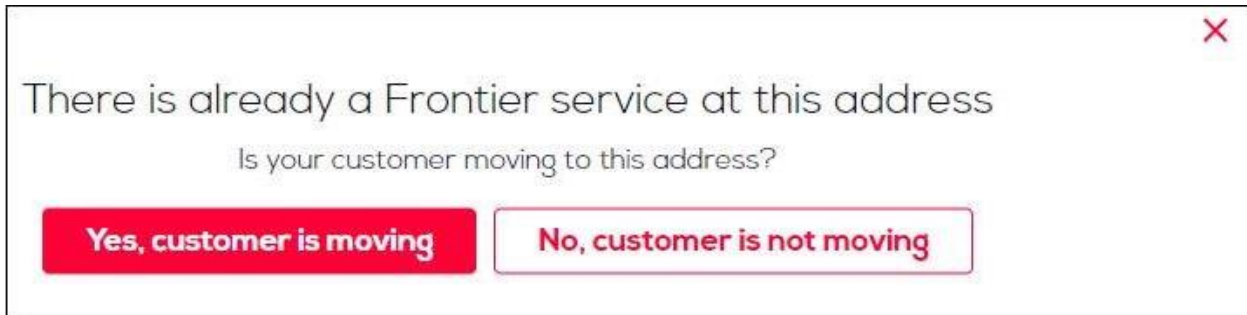
Sales agents should now inform their customer that if any change in their due date is necessary, because of the existing service at their new address, they will receive a phone call from Frontier to negotiate a new date

*****Please Note:** Sales agents should no longer discuss documents return and forms of acceptable documentation with their customer.***

Partner Sales Left In Working Service (LIW) process

Step 1: Validate the customer address in Partner Portal or sales buyflow system.

If connected service is found, the systems will present this pop-up or similar.



There is already a Frontier service at this address

Is your customer moving to this address?

Yes, customer is moving No, customer is not moving

Step 2: Ask the following questions:

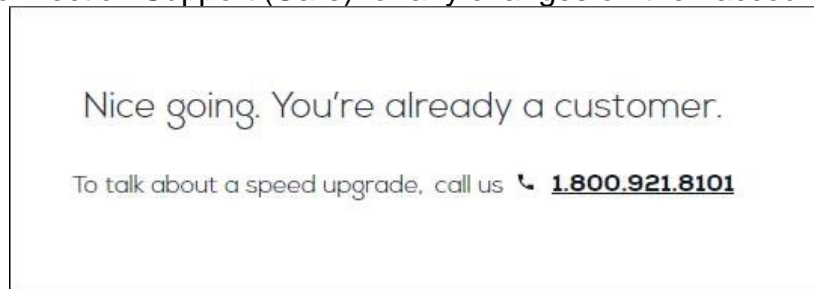
Is this a 2nd line in the home?

- If **yes**, choose **No, customer is not moving** and refer your customer to Connection Support (CARE) at 1-800-921-8101.

Does anyone else at this residence have working service?

- If **yes**, choose **No, customer is not moving** and refer your customer to Connection Support (CARE) at 1-800-921-8101.

When you select **No, customer is not moving**, you will receive this message and refer your customer to Connection Support (Care) for any changes on their account:



Reminder: Frontier does NOT work new installation orders created for an existing customer, that is not moving out. These orders get cancelled.

Is this a new lease?

- If **yes**, continue with quote creation, selecting **Yes, customer is moving**.

Is this a new purchase (house or condo)?

- If **yes**, continue with quote creation, selecting **Yes, customer is moving**.

When you select **Yes, customer is moving**, you are indicating the old customer is moving out so that your new customer can establish brand new service

Step 3: Advise customer their action may be required

- Advise the customer that if any change in their due date is necessary, because of the existing service at their new address, they will receive a phone call from Frontier to negotiate a new date.

“If a change to your due date is necessary, because of the working service detected at your address, Frontier will call you, at the contact number you provided, to establish a new due date for your order.”