Identifying a Fiber To The Home (FTTH) Customer Article no. 5541

Resolution Steps

These are some guidelines for identifying Fiber To The Home or FTTH customers

The **Customer Flashes** [**CF**] screen for a Fiber To The Home customer says either ***RETAIL UNIT*** or ***BULK UNIT*** or ***GPON***

The **Serviceable Status** [**SS**] screen for a Fiber To The Home customer says DF DATA FTTH or CF CABLE FTTH, Sometimes it may say GPON

In California, Chicago, Texas and Washington, this is expressed as a transport method; if it says HFC, as it does below, the customer has access to CableMODEM service

If the Transport Method says FTTH, the customer has access to Fiber To The Home

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