

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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