

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

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=348>