



Carrier Customer Bulletin

Date of Bulletin: September 16, 2020
Notice #: CCBFTR01846A
Audience: Carrier, IXC, Wireless, CLEC, Reseller, ISP
Subject: Hurricane Sally Impacts Service Areas in AL and FL
Date Effective: 09/16/2020 9AM EST

According to the [National Hurricane Center](#), Hurricane Sally is bringing hurricane-force winds spreading inland over southeastern Alabama and the western portion of the Florida panhandle. Frontier field managers in the area are reporting strong winds, reported as high as 50 MPH, and street flooding already occurring in some areas. Commercial power outages are expected to increase as the storm progresses inland. Frontier will continue to closely monitor the situation to ensure the safety of our employees and our network. At this time due to safety concerns, Frontier is suspending operations and having employees stay home. Frontier will continue to monitor the situation and adjust as possible throughout the day.

Access, Local and ISP customers operating in Alabama and the Florida panhandle should expect to see delayed Firm Order Commitments (FOC) and longer Service Order and Trouble Report intervals. Service Order expedites, and Trouble Report escalations will not be honored in the affected areas unless it is a Medical Emergency, a Hazardous Condition, or is Telecom Service Priority (TSP) related. Acceptable expedites will be worked on a case-by-case basis.

Frontier would like to remind our customers to validate power and equipment prior to opening repair tickets. Carrier customers with access to the Trouble Administration (TA) module in VFO are encouraged to use VFO-TA whenever possible. Please visit our website for more information at: <http://wholesale.frontier.com/wholesale/trouble-administration>.

If you have questions regarding the information provided in this notice, please send your emails to carrier.notifications@ftr.com.

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