



Carrier Customer Bulletin

Date of Bulletin: September 16, 2020
Notice #: CCBFTR01846B
Audience: Carrier, IXC, Wireless, CLEC, Reseller, ISP
Subject: Hurricane Sally Impacts Service Areas in AL and FL
Date Effective: 09/16/2020 4PM EST

According to the [National Hurricane Center](#), Hurricane Sally made landfall this morning in southern Alabama. As of 2:00 p.m. Eastern Time, Hurricane Sally was downgraded to a Tropical Storm. As the storm progresses inland over the next 24-48 hours, it will bring heavy rains to areas of the Carolinas.

Frontier operations in Alabama and in Molina, Florida will remain suspended through Wednesday due to continuing severe weather from Hurricane Sally. The exception to this is in Lamar County, Alabama where the storm's impact was minimal. Frontier has taken proactive measures in the flood prone areas of North and South Carolina.

Access, Local and ISP customers operating in the affected areas listed above 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 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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