



## ***Carrier Customer Bulletin***

**Date of Bulletin:** August 10, 2021  
**Notice #:** CCBFTR01943A  
**Audience:** Carrier Customers Doing Business in California and Nevada  
**Subject:** California Wildfires Impacting Frontier Service Areas \*Update  
**Date Effective:** Immediately

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The Beckwourth, Dixie, Tamarack, and Mad River Fires have caused significant damage to Frontier's network in the Alpine, Chester, Coleville, Herlong, Keddie, Lake Almanor, Mineral and Westwood areas in California, and Douglas County areas in Nevada. Frontier's central office in Greenville, California has been destroyed.

Access, Local and ISP customers should expect longer than usual Service Order intervals and delayed Firm Order Commitments in the above affected areas (excluding Greenville). Expedites cannot and will not be honored in the affected areas except for Medical Emergencies, Hazardous Conditions, or those that are Telecom Service Priority (TSP) related. Acceptable expedites will be worked on a case-by-case basis.

Service Order activity originating from the Greenville Central Office is suspended until further notice.

If you have questions regarding the information provided in this notice, please email [carrier.notifications@ftr.com](mailto:carrier.notifications@ftr.com).

Thank you for your patience and understanding during this difficult time for our state.