



Carrier Customer Bulletin

Date of Bulletin: October 21, 2021
Notice #: CCBFTR01974
Audience: Carrier, IXC, Wireless, CLEC, Reseller, ISP
Subject: Frontier Communications Contract with CWA (CBA4 & CBA9) Workers in California Expired – Update
Date Effective: 10/21/2021

Frontier Communications previously [communicated](#) that the contract with Communications Workers of America (CWA) Collective Bargaining Agreements 4 and 9 (CBA4 and CBA9) expired. Frontier has been bargaining in good faith and remains ready to continue negotiations so we can reach contracts that are fair to employees and address the company's needs.

On October 21, 2021, some of our CWA-represented employees in California did not work as scheduled or stopped working after reporting to work. It is Frontier's understanding that these employees are engaged in a purported grievance strike as a bargaining tactic in our ongoing contract negotiations.

Importantly, we have contingency plans in place and are working to minimize customer impact, however, Access, Local and ISP customers operating in California may experience longer Service Order and Repair intervals as well as delayed Firm Order and Repair Commitments. Expedites are not being accepted in California 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.

Contact and Escalation Lists are available online at: [Wholesale Page \(frontier.com\)](#).

We apologize for any inconvenience.

If you have questions regarding the information provided in this notice, please email carrier.notifications@ftr.com.