



Date of Bulletin:	January 5, 2023
Notice #:	CCBFTR02089
Audience:	Wholesale Customers Doing Business in California
Subject:	Weather Impacts Service Areas in California
Date Effective:	Immediately

Severe storms are impacting our service in areas of California. A state-wide State of Emergency is in effect due to heavy rains and flooding.

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

We anticipate a higher than normal volume of trouble reports in the affected areas. Customers should validate power is on and equipment is operational prior to opening repair tickets. Carrier customers with access to the Virtual Front Office Trouble Administration (VFO-TA) module are encouraged to use VFO-TA if possible. Please visit our website for more information at: [Trouble Administration \(frontier.com\)](https://www.frontier.com/trouble-administration).

If you have questions about the information provided in this notice, please email Carrier.Notifications@ftr.com.

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