



Carrier Customer Bulletin

Date of Bulletin: May 30, 2019
Notice #: CCBFTR01652B
Audience: Carrier Customers Doing Business in Ohio
Subject: EF3 Tornado Impacting Ohio Service Areas
Date Effective: Immediately

Frontier Communications is providing notification that at approximately 11:00 p.m. Eastern Time on Monday, May 27, 2019, a confirmed EF3 tornado with winds up to 140 mph touched down in Montgomery County Ohio. Frontier Communications experienced some damage in the locations of Clayton, Trotwood, Circleville and Logan, Ohio. The storm damage assessment is still in-progress by the Ohio team. Repairs are in progress where accessible.

At this time, our construction and installation teams in the impacted areas of Ohio are focused on recovery and restoral efforts. The safety of our teams working in the impacted areas is a priority.

Access, Local and ISP customers operating in Ohio should expect to see longer Service Order intervals and delayed Firm Order Commitments. Expedites will not be honored in the impacted areas of Ohio 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 anticipates a higher than normal volume of trouble reports, and 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: <https://wholesale.frontier.com/wholesale/trouble-administration>.

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

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UPDATES:

Subsequent updates on this event should begin as:

Frontier Communications previously provided notification of a series of severe storms that impacted our service areas in {list states}.] ***'Notification' should contain hyperlink to initial notice*** Provide updates as necessary.

When areas return to BAU and/or FINAL add the following:

As [day, date], all restoration activity in [list areas/states] has been completed and Frontier Communications has returned to normal intervals. Expedite requests will again be accepted for consideration on a case-by-case basis.