



Carrier Customer Bulletin

Date of Bulletin: June 3, 2019
Notice #: CCBFTR01652C
Audience: Carrier Customers Doing Business in Ohio
Subject: EF3 Tornado Impacting Ohio Service Areas *Update
Date Effective: Immediately

Following a confirmed EF3 tornado in Ohio, Frontier Communications previously communicated damage in the locations of Clayton, Trotwood, Circleville and Logan, Ohio. Subsequent storm damage assessments have confirmed additional areas sustaining damage including Baltimore, Bremen, Brookville, Celina, Laura, Laurelville, and West Milton, Ohio. Restoration efforts are underway.

Frontier construction and installation teams in the impacted areas of Ohio remain 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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