



Carrier Customer Bulletin

Date of Bulletin: June 14, 2019
Notice #: CCBFTR01660
Audience: Carrier Customers Doing Business in Illinois, Indiana and Michigan
Subject: Severe Storms and Resulting Flooding Impacts Frontier Service Areas in Illinois, Indiana and Michigan
Date Effective: Immediately

Frontier Communications is providing notification that recent severe storms and the resulting flooding has impacted portions of our service areas in **Illinois including Freeport, Jacksonville, Jerseyville, Olney, and Pittsfield; in Indiana including Akron, Central, Corydon, Jasper, Logansport, and Lucerne; and in Michigan including Allegan, Cass City, Gaylord, Grayling, Grand Ledge, Mattawan, Milford, Saugatuck, South Haven, and Stockbridge.**

Access, Local and ISP customers operating in the impacted areas may see longer Service Order intervals and delayed Firm Order Commitments. Expedites will not be honored in the affected areas 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: <http://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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