



Carrier Customer Bulletin

Date of Bulletin: September 3, 2019
Notice #: CCBFTR01688A
Audience: Carrier, IXC, Wireless, CLEC, Reseller, ISP
Subject: Hurricane Dorian Impacts to Frontier Network - Update
Date Effective: 09/03/2019

Frontier Communications teams continue to brace for impacts from Hurricane Dorian in the service areas of Florida, Georgia and the Carolinas. **The coastal areas of South Carolina are under mandatory evacuations today, as of 12:00 p.m. Eastern Time.**

Effective immediately, Access, Local and ISP customers operating in Frontier areas of South Carolina should expect to see longer Service Order intervals and delayed Firm Order Commitments. Expedites will not be honored in South Carolina 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 in the affected areas 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 send your emails to carrier.notifications@ftr.com.

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