



## ***Carrier Customer Bulletin***

Date of Bulletin: September 5, 2019  
Notice #: CCBFTR01688B  
Audience: Carrier, IXC, Wireless, CLEC, Reseller, ISP  
Subject: Hurricane Dorian Impacts to Frontier Network - Update  
Date Effective: 09/05/2019

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Hurricane Dorian continued its path along the Southeast coast overnight, bringing higher tides causing coastal flooding, gusty tropical force winds, six to twelve inches of rain and power outages along the South Carolina coast affecting approximately 200,000 utility customers.

Access, Local and ISP customers operating in the **Andrews, Georgetown, Myrtle Beach, North Myrtle Beach, Conway, Hollywood, Walterboro, Hemmingway, Johnsonville, and Lake City** 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](mailto:carrier.notifications@ftr.com).

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