



Carrier Customer Bulletin

Date of Bulletin: October 11, 2019
Notice #: CCBFTR01702
Audience: Carrier Customers Doing Business in California
Subject: Saddleridge Fire Impacting California Service Areas
Date Effective: Immediately

Frontier Communications is providing notification of wildfire impacts to our network in the California areas of **Sylmar** and **Granada Hills**.

The Saddleridge Fire is currently burning in the San Fernando Valley and not yet contained. The fire is within Frontier's service territory and mandatory evacuations are underway. No damage has been identified to Frontier assets at this time however, the fire poses a threat to Frontier infrastructure in the area. The safety of our teams working in the impacted areas is a priority. Updates will be provided as they become available.

Access, Local and ISP customers operating in the affected areas of California should expect to see longer Service Order intervals and delayed Firm Order Commitments. Expedites will not be considered in the affected areas of California 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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