



Carrier Customer Bulletin

Date of Bulletin: October 29, 2019
Notice #: CCBFTR01707
Audience: Carrier Customers Doing Business in California
Subject: Getty Fire Impacting Southern California Service Areas
Date Effective: Immediately

Frontier Communications is providing notification of wildfire impacts to our network in the Southern California areas of **Bel Air, Mar Vista, Marina Del Rey, Pacific Palisades, Playa Del Rey, Santa Monica, Topanga, and West Los Angeles.**

The Getty Fire is within Frontier's service territory and mandatory evacuations are underway. The safety of our teams working in the impacted areas is a priority. Some damage has been identified to Frontier assets and the fire may pose a threat to additional Frontier infrastructure in the area. Updates will be provided as they become available.

Access, Local and ISP customers operating in the affected areas of Southern 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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