



Carrier Customer Bulletin

Date of Bulletin: April 10, 2020
Notice #: CCBFTR01791
Audience: PSAPs, Carrier
Subject: Planned Service Interruption - Emergency Services
Date Effective: April 17, 2020

Planned Service Interruption:

On April 17, 2020 from 12:00 a.m. to 6:00 a.m. Eastern Time, Frontier will be replacing a fiber optic facility in Sandusky county associated with a culvert replacement by the Ohio Department of Transportation. Frontier has identified impacts on 9-1-1 emergency services provided to customers for several counties. The impacts vary for each geographical area served by the fiber optic facility. In some cases, Frontier may be able to reroute 9-1-1 calls to ten-digit administrative lines during the replacement time window if required.

Frontier is taking all necessary precautions to re-establish 9-1-1 emergency services within the replacement time window including pre-positioning the re-routing of 9-1-1 calls.

Below is the list of impacted counties:

Adams	Erie	Marion	Preble
Ashland	Fulton	Medina	Richland
Athens	Guernsey	Meigs	Ross
Auglaize-Wapakonetta	Harrison	Mercer	Sandusky
Belmont	Henry	Morgan	Scioto
Butler	Hocking	Morrow	Stark
Carroll	Huron	Muskingum	Tuscarawas
Clarmont	Jackson	Noble	Union
Clinton	Jefferson	Ottawa	Van Wert
Columbiana	Lorain	Pickaway	Warren
Crawford	Lucas	Pike	Wood
Delaware			

Please contact, Frontier 9-1-1 Manager, Kevin Adkins at kevin.adkins@ftr.com for any questions and for any necessary re-routing of 9-1-1 calls.

© 2020 Frontier Corporation – All rights reserved

This e-mail is the property of Frontier Communications Corporation and/or its relevant affiliates and may contain confidential and privileged material for the sole use of the intended recipient(s). Any review, use, distribution or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive for the recipient), please delete all copies of the message. To be added or removed from the distribution list, please select the action and provide your contact information to Frontier at <https://wholesale.frontier.com/wholesale/notifications-and-news/subscribe-to-notifications>.