



## ***Carrier Customer Bulletin***

**Date of Bulletin:** August 17, 2020  
**Notice #:** CCBFTR01826B  
**Audience:** Carrier, IXC, Wireless, CLEC, Reseller, ISP  
**Subject:** Hurricane Isaias Impacts to Intervals in Connecticut & New York  
\*Update  
**Date Effective:** 08/17/2020

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Frontier is providing notification that Hurricane Isaias restoration efforts have been completed in New York. Normal intervals have returned to the affected areas and New York. Expedite requests will again be accepted for consideration on a case-by-case basis.

Access, Local and ISP customers operating in the Frontier services areas across Connecticut should expect to continue to see extended Service Order intervals and delayed Firm Order Commitments. Expedites will not be honored in Connecticut 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.

If you have questions regarding the information provided in this notice, please email [carrier.notifications@ftr.com](mailto:carrier.notifications@ftr.com).

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