



Carrier Customer Bulletin

Date of Bulletin: August 27, 2020
Notice #: CCBFTR01836A
Audience: Carrier, IXC, Wireless, CLEC, Reseller, ISP
Subject: Hurricane Laura Impacts Service Areas in Texas
Date Effective: 08/27/2020

At this time, Access, Local and ISP customers operating in Frontier's impacted service areas in Texas including **Baytown, Jacksonville, Kilgore and League City** should expect to see longer Service Order intervals and delayed Firm Order Commitments. Expedites will not be honored in these areas 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: <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.

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