



## ***Carrier Customer Bulletin***

**Date of Bulletin:** December 16, 2020  
**Notice #:** CCBFTR01880  
**Audience:** Carrier, IXC, Wireless, CLEC, Reseller, ISP  
**Subject:** Winter Storm Gail Impacts Eastern States  
**Date Effective:** 12/16/2020

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On Wednesday, December 16, 2020, Winter Storm Gail is expected to affect areas of Connecticut, New York, Pennsylvania and West Virginia. According to weather service reports, Gail is a major winter storm expected to produce significant snow accumulation and strong winds causing severe conditions including power outages and dangerous road conditions across the impacted states.

Frontier's construction and installation teams in severely impacted areas will be focused on recovery and restoral efforts. The safety of our teams working in those areas is a priority, as is the safety of our customers.

Access, Local and ISP customers operating in the impacted states should expect to see longer service order intervals and delayed Firm Order Commitments (FOC). Expedites will not be honored in the severely impacted areas unless it is a Medical Emergency or is Telecom Service Priority (TSP) related.

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](mailto:carrier.notifications@ftr.com).

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