



Carrier Customer Bulletin

Date of Bulletin: February 2, 2022
Notice #: CCBFTR01993
Audience: Carrier, IXC, Wireless, CLEC, Reseller, ISP
Subject: Winter Storms Impacting Service Areas in Illinois, Indiana, Michigan and Ohio
Date Effective: 02/02/2022

Frontier Communications is providing notification that winter storms are impacting our service areas in Illinois, Indiana, Michigan and Ohio.

Access, Local and ISP customers operating in the affected areas should expect to see longer Service Order intervals and delayed Firm Order Commitments. Expedites will not be honored in the affected 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: [Trouble Administration \(frontier.com\)](https://www.frontier.com/trouble-administration).

If you have questions regarding the information provided in this notice, please email Carrier.Notifications@ftr.com.