



Carrier Customer Bulletin

Date of Bulletin: April 16, 2020
Notice #: CCBFTR01799
Audience: Carrier, IXC, Wireless, CLEC, Reseller, ISP
Subject: Force Majeure Declaration and Notice [COVID-19]
Date Effective: 04/05/2020

Dear Valued Wholesale Customer,

Due to the impact of the COVID-19 virus and various federal, state and local governmental measures recently adopted to mitigate the threat of the COVID-19 virus ("COVID-19 event"), Frontier has declared a Force Majeure event effective April 5, 2020, until further notice, across Frontier's nationwide footprint.

The COVID-19 event is negatively impacting Frontier's performance under your respective wholesale interconnection agreements, commercial contracts, tariffs, product guides, and any applicable performance and service level plans (the "Agreements and Plans") and constitutes a Force Majeure event as defined in those Agreements and Plans. Frontier reserves all rights consistent with applicable federal, state and local law and with your applicable Agreements and Plans, including Force Majeure terms.

Frontier is monitoring this developing situation closely and staying in regular contact with federal agencies, health organizations, and other experts. We have published and will continue to publish updates via industry notices sent to our email distribution lists and posted on our wholesale website. This process is similar to when other significant events (such as hurricanes) impact our business.

Please monitor our wholesale notices at <https://wholesale.frontier.com/wholesale/notifications-and-news>. If you are not subscribed to receive industry notices, you may subscribe at <https://wholesale.frontier.com/wholesale/notifications-and-news/subscribe-to-notifications>.

If you have any additional questions, please email us at carrier.notifications@ftr.com.

Sincerely,

A handwritten signature in black ink that reads "Jason P. Fields".

Jason Fields
Senior Vice President, Operations
Business Continuity Process Sponsor

A handwritten signature in black ink that reads "Michael Shippey".

Michael Shippey
Senior Vice President, Wholesale
Frontier Communications