



Date of Bulletin:	June 13, 2022
Notice #:	CCBFTR02029
Audience:	Carrier Customers Doing Business in California
Subject:	California Wildfire Impacting Frontier Service Areas
Date Effective:	06/13/2022

A Wildfire near the Wrightwood, California area has burnt 990 acres and currently 5% contained. Roads are currently closed in and out of the affected area and we will not be able to physically access the area to assess any damage at this time. The safety of our team members is the priority.

Access, Local and ISP customers operating in the area in and around Wrightwood, California should expect longer than usual Service Order intervals and delayed Firm Order Commitments. Expedites cannot and will not be honored in the affected area with the exception of Medical Emergencies, Hazardous Conditions, or those that are Telecom Service Priority (TSP) related. Acceptable expedites will be worked on a case-by-case basis.

We anticipate a higher-than-normal volume of trouble reports and would like to remind our customers to validate that they have commercial power and that their equipment is operational prior to opening repair tickets. Doing so helps us ensure faster response times for all impacted customers. Carrier customers with access to the Trouble Administration (TA) module in VFO are encouraged to use VFO-TA whenever possible. Please visit [Trouble Administration \(frontier.com\)](https://www.frontier.com/trouble-administration) for more information.

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