



Date of Bulletin:	October 4, 2022
Notice #:	CCBFTR02066B
Audience:	Carrier Customers Doing Business in Florida, Georgia and South Carolina
Subject:	Hurricane Ian Impacts to Frontier Service Territories *Update
Date Effective:	Immediately

We are pleased to announce that our Georgia and South Carolina properties did not suffer any major damage and intervals have returned to normal. We continue to assess damage and implement recovery efforts at our properties in Florida.

Access, Local and ISP customers operating in Florida will continue to experience 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 considered a Telecom Service Priority (TSP). Acceptable expedites will be worked on a case-by-case basis.

As we work to clear trouble reports at our Florida properties, we would like to remind our customers to validate power and equipment prior to opening repair tickets. Carrier customers with access to the Virtual Front Office Trouble Administration (VFO-TA) module 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 about this information, please email Carrier.Notifications@ftr.com.