



Date of Bulletin:	February 6, 2023
Notice #:	CCBFTR02089A
Audience:	Wholesale Customers Doing Business in California
Subject:	Weather Impacts Service Areas in California *Update
Date Effective:	Immediately

We are happy to announce that our Southern California service areas have returned to normal Service Order intervals.

Areas in Northern California, including Bishop, Colusa, Elk Grove, Lancaster, Los Gatos, Manteca, Patterson, Redwood Coast, Reedley, Ridgecrest, Santa Barbara, Santa Maria, Susanville and Taft, will continue to experience longer than usual Service Order intervals and delayed Firm Order Commitments. Expedites cannot and will not be honored in these areas 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.

Please validate power is on and equipment is operational 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 if possible. Please visit our website for more information at: [Trouble Administration \(frontier.com\)](https://www.frontier.com/trouble-administration).

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

Thank you for your patience and understanding during this difficult time for our state.