



Carrier Customer Bulletin

Date of Bulletin: February 3, 2022
Notice #: CCBFTR01993A
Audience: Carrier, IXC, Wireless, CLEC, Reseller, ISP
Subject: Winter Storms Impacting Service Frontier Areas *Update
Date Effective: 02/03/2022

In addition to **Illinois, Indiana, Michigan and Ohio**, Frontier is providing notification that winter storms are also impacting our service areas in **Connecticut, New York, Texas and West Virginia**.

Access, Local and ISP customers operating in the impacted areas should expect to see longer Service Order intervals and delayed Firm Order Commitments. Expedites will not be honored in the impacted 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.