



Date of Bulletin:	August 25, 2023
Notice #:	CCBFTR02145
Audience:	Carrier Customers Doing Business in Lower Michigan & Northern Ohio
Subject:	Severe Storms Impact Frontier Service Territory
Date Effective:	Immediately

Severe storms are impacting our service in areas of Lower Michigan & Northern Ohio. A state-wide State of Emergency is in effect due to heavy rains and flooding.

Access, Local and ISP customers operating in the Lower Michigan & Northern Ohio should expect longer than usual Service Order intervals and delayed Firm Order Commitments. Expedites cannot and will not be honored in Lower Michigan & Northern Ohio 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 in Lower Michigan & Northern Ohio. Customers should 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.