



Date of Bulletin:	February 18, 2025
Notice #:	CCBFTR02300
Audience:	Carrier Customers Doing Business in WV
Subject:	Force Majeure Declared WV FLOODING Impacting Frontier Service Areas Beckley, Charleston, Huntington, Iager, Kanawha City, Whitesville, Lewisburg, Rainelle, Chapmanville, Griffithsville, Logan, Madison, Man, Montgomery, Mullens, Hinton, Princeton, Rock Branch, Wayne, Bluefield, Welch and Williamson
Date Effective:	Immediately

We are providing notification that due to WV Flooding and the associated impacts; Force Majeure is being declared for our service areas in WV.

Our construction and installation teams in the severely impacted areas are focused on recovery and restoral efforts. The safety of our teams working in the impacted areas is a priority. Resources are being shifted to assist with our recovery.

Access, Local, and ISP customers operating in WV should expect longer-than-usual Service Order intervals and delayed Firm Order Commitments. Expedites cannot and will not be honored in affected areas except in Medical Emergencies, Hazardous Conditions, or Telecom Service Priority (TSP). Acceptable expedites will be worked on a case-by-case basis.

We anticipate a higher-than-normal volume of trouble reports in the affected areas. Customers should validate that power is on and equipment is operational before 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.

© 2025 Frontier Communications Parent, Inc. All rights reserved.

This document is the property of Frontier Communications Parent, Inc., and/or its relevant affiliates. To be added or removed from the distribution list, please select the action, and provide your contact information to Frontier at <https://wholesale.frontier.com/resources/notifications-news/wholesale-notifications-subscription-request-form.html>