



Date of Bulletin:	March 31, 2025
Notice #:	CCBFTR02310
Audience:	Carrier Customers Doing Business in Michigan and Wisconsin
Subject:	Force Majeure Declared Ice Storm and Tornado Damage Impacting Specific Central Office Service Areas in Michigan and Wisconsin
Date Effective:	Immediately

We are providing notification that due to the Ice Storm and Tornado damage and the associated impacts; Force Majeure is being declared for Specific Central Office Locations in our Michigan and Wisconsin service areas.

List of impacted Central Offices in Michigan and Wisconsin:

- Alpena, MI – Central Office CLLI: ALPEMIXG
- Hubbard Lake, MI – Central Office CLLI: HBLKMIXG
- Lachine, MI – Central Office CLLI: LCHNMIXG
- Long Lake, MI – Central Office CLLI: LLALMIXG
- Gaylord, MI – Central Office CLLI: GYLRMIXG
- Vanderbilt, MI – Central Office CLLI: VNDRMIXG
- Antigo, WI – Central Office CLLI: ANTGWIXA
- Minocqua, WI – Central Office CLLI: MNCQWIXA
- Tomahawk, WI – Central Office CLLI: TMHKWIXA
- Eagle River, WI – Central Office CLLI: EGRVWIXA
- Merrill, WI – Central Office CLLI: MRRLWIXA

Our construction and installation teams in the 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 the impacted areas should expect longer-than-usual Service Order intervals and delayed Firm Order Commitments. Expedites cannot and will not be honored in impacted areas except in Medical Emergencies, Hazardous Conditions, or Telecom Service Priority (TSP). Acceptable expedites will be worked on a case-by-case basis.



Wholesale Customer Bulletin

We anticipate a higher-than-normal volume of trouble reports in the impacted 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.