



Date of Bulletin:	July 9, 2025
Notice #:	CCBFTR02339
Audience:	Carrier Customers Doing Business in Texas
Subject:	Force Majeure Declared Severe Flooding Impacting Frontier Service Areas in San Angelo, Fredericksburg and Sonora, Texas Exchanges
Date Effective:	July 7, 2025

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

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

Access, Local, and ISP customers operating in Texas 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.

List of impacted Central Offices in Texas

San Angelo (GAFB) CLLI: SANGTXXA

San Angelo Main, West, and S.E. CLLI: SANGTXXB

Sonora CLLI: SNRATXXA

Fredericksburg CLLI: FRBGTXXA

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://troubleadministration.frontier.com).

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.