

Date of Bulletin:	August 20, 2026
Notice #:	CCBFTR02431
Audience:	Carrier Customers Doing Business in Indiana
Subject:	Force Majeure Declared due to Flooding Impacting Frontier Service Areas in Chesterton, Hanna, Hobart, Kouts, La Crosse, La Porte, Lake Sta, Portage, Union Mills, and Valparaiso
Date Effective:	August 19, 2026

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

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 Indiana 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.

In these Specific CLLI CODES:

VLPRINXADS1
HANNINXARS0
HBRTINXADS0
KOTSINXARS0
LACRINXARS0
LAPTINXCDS0
LAPTINXBR1
LAPTINXDRS1
LKSTINXADS0
PRTGINXADS0
PRTGINXBDS0
UNMLINXARS0
VLPRINXADS1

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).