A State of Emergency has been declared in the majority of counties in West Virginia due to significant flooding which has caused widespread power outages, mudslides and road closures. Evacuations of certain areas are currently in effect.

Frontier’s construction and installation teams in West Virginia will be focused on recovery and restoral efforts once the flood waters recede. The safety of our teams working in those areas is a priority, as is the safety of our customers.

Until further notice, Access, Local and ISP customers operating in West Virginia should expect to see longer service order intervals and delayed Firm Order Commitments (FOC). Expedites will not be honored in the severely impacted areas unless it is a Medical Emergency or is Telecom Service Priority (TSP) related.

Frontier anticipates a higher than normal volume of trouble reports, and would like to remind customers to validate power and equipment prior to opening repair tickets. Carrier customers with access to the Trouble Administration (TA) module in VFO are encouraged to use VFO-TA whenever possible. Please visit our website for more information at: http://wholesale.frontier.com/wholesale/trouble-administration.

If you have questions not answered in this notice, please email Carrier.notifications@ftr.com.