Over the weekend, Frontier Communications crews were able to reduce, by half, the number of customers without phone service. As of 1:30 p.m. ET today, an estimated 5,000 to 6,000 customers were experiencing outages. The total affected customers may fluctuate as people gain access to their homes and we may uncover isolated outages.

In addition to focusing on individual service calls, Frontier crews are concentrating on repairing remote terminals located in remote areas to assess damage and provide generator power to the location. In areas where we have power and generators, we are able to focus on investigating and repairing the individual phone and internet outages.

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.