Date of Bulletin: July 5, 2016
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Audience: Wireless, IXC, Carrier, CLEC, Reseller, ISP
Subject: Significant Flooding in WV Impacts Frontier Services *Update
Date Effective: July 5, 2016

Last week, Frontier crews continued to make progress in returning to a normal business state. However, severe storms and tornados in some areas of West Virginia over the recent holiday weekend, have further delayed recovery efforts.

Frontier continues to ask for your patience during the recovery efforts in West Virginia.

Access, Local and ISP customers operating in West Virginia will continue 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.

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