Date of Bulletin: July 12, 2016
Notice #: CCBFTR01243C
Audience: Wireless, IXC, Carrier, CLEC, Reseller, ISP
Subject: Significant Flooding in WV Impacts Frontier Services *Update
Date Effective: July 13, 2016

As of July 12, 2016, Frontier crews have been able to complete the recovery efforts in most areas of West Virginia. Effective July 13, 2016, with the exception of Clay, Greenbrier, Raleigh Counties and the Clendenin and Elkview exchanges in Kanawha County, Frontier will return to normal intervals and will begin accepting expedites for consideration.

Access, Local and ISP customers operating in Clay, Greenbrier, Raleigh Counties and the Clendenin and Elkview exchanges in Kanawha County West Virginia, will continue to see longer service order intervals and delayed Firm Order Commitments (FOC). Expedites will not be honored in these areas unless it is a Medical Emergency or is Telecom Service Priority (TSP) related.

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 Carriernotifications@ftr.com.

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