Frontier previously communicated a return to normal intervals in areas of West Virginia other than the counties of Clay, Greenbrier, Raleigh, and the Clendenin and Elkview exchanges in Kanawha County.

As of July 26, 2016 Frontier crews have completed recovery efforts and will return to normal intervals in Raleigh County, the exchanges of Clendenin and Elkview in Kanawha County and the exchanges of Alderson, Lewisburg, Rainelle and Rupert in Greenbrier County. Expedites in these areas will begin to be accepted for consideration.

Access, Local and ISP customers operating in Clay County, WV including the exchanges of Arnoldsburg, Clay, Ivydale and Newton, and the Frankford exchange in Greenbrier County, WV, remain in a recovery state and 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](http://wholesale.frontier.com/wholesale/trouble-administration).

If you have questions not answered in this notice, please email [Carrier.notifications@ftr.com](mailto:Carrier.notifications@ftr.com).