Frontier previously communicated that due to the Blue Cut fire in San Bernardino County, California, Frontier’s services were impacted. The fire burned across 37,020 acres and has reached 89% containment. As of August 21, all mandatory evacuations are lifted.

Frontier is completing the damage assessments and initiating the restoration efforts to replace at least 51,000 feet of fiber cable and 88,750 feet of various size copper. Frontier is also working with the local power company for pole replacement as needed. At this time, a restoration completion date is not available. We will provide updates as work continues.

Carrier customers with access to the Trouble Administration (TA) module in VFO are encouraged to use VFO-TA whenever possible to submit trouble tickets. Please visit our website for more information at: http://wholesale.frontier.com/wholesale/trouble-administration.

If you have questions regarding the information provided in this notice, please send your emails to carrier.notifications@ftr.com.