Frontier Communication teams across Florida, South Carolina and North Carolina are preparing for the impacts of Hurricane Matthew moving up the East Coast over the next few days.

Evacuations have been declared for the southern coastal areas of South Carolina beginning at 3:00 p.m. Eastern Time on Wednesday, October 5, 2016. Currently, evacuations for northern coastal areas of South Carolina and some coastal areas of North Carolina are planned to begin the morning of Thursday, October 6, 2016. Frontier teams in South Carolina and North Carolina will be in storm recovery mode which may result in extended order intervals and possible delays of Firm Order Confirmation (FOC). Expedites will not be accepted in these areas until further notice.

Frontier anticipates a higher than normal volume of trouble reports in the affected areas, and would like to remind customers to validate power and equipment prior to opening repair tickets. Wholesale 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.

Additional updates will be provided as available.

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