Carrier Customer Bulletin

Date of Bulletin: January 27, 2017
Notice #: CCBFTR01332A
Audience: Carrier, IXC, Wireless, CLEC, Reseller, ISP
Subject: Severe Storms Impacting California Service Areas *Update
Date Effective: Immediately

Frontier Communications previously provided notification of severe storms impacting our service areas in California. This notice is to provide an update on our recovery.

In Northern California, recovery efforts have been completed in all areas except the following: Bishop, Colusa, Elk Grove, Los Gatos, Manteca, Ridgecrest, San Joaquin, and Taft. In these areas or Northern California and all Southern California areas, our construction and installation teams continue to focus on recovery and restoral efforts.

Access, Local and ISP customers, operating in these areas of California that remain in recovery mode, should continue to expect to see longer Service Order intervals and delayed Firm Order Commitments. Expedites will not be honored in these areas California unless it is a Medical Emergency, a Hazardous Condition, or is Telecom Service Priority (TSP) related. Acceptable expedites will be worked on a case-by-case basis.

Frontier continues to anticipate higher than normal volume of trouble reports in these areas, and would like to remind our 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 regarding the information provided in this notice, please email carrier.notifications@ftr.com.