Carrier Customer Bulletin

Date of Bulletin: September 19, 2017
Notice #: CCBFTR01422F
Audience: Carrier Customers Doing Business in Southeast Texas
Subject: Harvey Impacts to Frontier Service Area - Update
Date Effective: Immediately

Frontier Communications network recovery efforts continue in Southeast Texas. Your patience during this time of recovery is greatly appreciated.

Access, Local and ISP customers operating in Southeast Texas will continue to see longer Service Order intervals and delayed Firm Order Commitments. Expedites will not be honored in the impacted areas 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.

Additional updates will be provided as available.

If you have questions regarding the information provided in this notice, please email carrier.notifications@ftr.com.

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