Carrier Customer Bulletin

Date of Bulletin: December 20, 2017
Notice #: CCBFTR01422L
Audience: Carrier Customers Doing Business in Southeast Texas
Subject: Harvey Impacts to Frontier Service Area - Update
Date Effective: Immediately

Frontier Communications is providing notification that recovery efforts are still in progress for the areas of Aransas Pass, Ingleside and Portland.

Access, Local and ISP customers operating in the impacted areas of Texas will continue to experience longer Service Order intervals and delayed Firm Order Commitments. Expedites are not being accepted in the affected areas of Texas 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 will provide notice once the areas noted above are returned to normal intervals.

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

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