**Carrier Customer Bulletin**

**Date of Bulletin:** September 11, 2017  
**Notice #:** CCBFTR01431A  
**Audience:** Carrier Customers Doing Business in Florida, Georgia and South Carolina  
**Subject:** Hurricane Irma - Impacts to Frontier Service Area  
**Date Effective:** Immediately

Hurricane Irma made landfall yesterday as a Category 4 hurricane and again as a Category 3 hurricane. Hurricane Irma was downgraded today to a tropical storm as it continues to move northward through Florida with high winds, torrential rains and storm surges. Frontier is experiencing impacts across the Florida service areas. Irma is expected to move into Georgia and South Carolina tonight with heavy rain and high winds.

Once our construction and installation teams gain access to the severely impacted areas, their focus will be on recovery and restoral efforts. The safety of our teams working in the impacted areas is a priority. Resources are being shifted throughout the state to assist with our recovery.

Access, Local and ISP customers, operating in Florida should expect 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.

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](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 email carrier.notifications@ftr.com.

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