Date of Bulletin: December 21, 2017
Notice #: CCBFTR01468D
Audience: Carrier Customers Doing Business in California
Subject: California Wildfires Impacting Service Areas in California - Update
Date Effective: Immediately

As an update to the previous notification, the Thomas Fire, currently 60% contained, has caused damage to cables and poles in the Santa Paula, Camarillo, Carpinteria, Fillmore, Summerland, Montecito and Santa Barbara areas. Frontier construction and installation teams will continue their damage assessments as safety officials open fire damaged areas for access and remain focused on restoral efforts. Further updates will be provided on Frontier’s restoration progress.

Access, Local and ISP customers operating in the areas of California impacted by the Thomas Fire should expect longer Service Order intervals and delayed Firm Order Commitments. Expedites are not being accepted in the affected areas of 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.

The areas impacted by the Creek Fire, including the areas of Sunland, Sylmar, Pacoima and San Fernando have now returned to standard intervals.

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