



Carrier Customer Bulletin

Date of Bulletin: August 4, 2021
Notice #: CCBFTR01943
Audience: Carrier Customers Doing Business in California
Subject: California Wildfires Impacting Frontier Service Areas
Date Effective: 08/04/2021

Frontier Communications is providing notification of four active wildfires impacting our service areas in California.

The Beckwourth, Dixie, Tamarack, and Mad River Fires have caused significant damage to Frontier. The safety of our teams is the priority. At this time, Frontier construction and installation teams are focused on recovery and restoral efforts in the impacted areas. Resources are being shifted to assist with our recovery.

Access, Local and ISP customers operating in California should expect longer than usual Service Order intervals and delayed Firm Order Commitments. Expedites cannot and will not be honored in the affected counties except for Medical Emergencies, Hazardous Conditions, or those that are 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. We ask our customers to validate that they have commercial power and that their equipment is operational prior to opening repair tickets. Doing so helps ensure faster response times for all affected customers. Carrier customers with access to the Trouble Administration (TA) module in VFO are encouraged to use VFO-TA whenever possible. Please visit <https://wholesale.frontier.com/troubles/trouble-administration> for more information.

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

Thank you for your patience and understanding during this difficult time for our state.

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