



Carrier Customer Bulletin

Date of Bulletin: December 12, 2021
Notice #: CCBFTR01982
Audience: Carrier Customers Doing Business in Tennessee
Subject: Severe Storm and Tornado Damage Impacting Western Tennessee Service Areas
Date Effective: 12/11/2021

Frontier is providing notification that severe storms have impacted our network in Western Tennessee. Tornadoes resulting from the severe storms caused power outages, downed power lines and damage to our central office in Dresden, TN.

At this time, our construction and installation teams in the severely impacted area are focused on recovery and restoral efforts. The safety of our teams working in the impacted areas is a priority.

Access, Local and ISP customers operating in Tennessee should expect to see longer Service Order intervals and delayed Firm Order Commitments. Expedites will not be honored in Tennessee 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 and would like to remind our customers to **validate power and equipment prior to opening repair tickets**. Carrier 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: [Trouble Administration \(frontier.com\)](https://www.frontier.com/trouble-administration).

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