



Date of Bulletin:	September 28, 2022
Notice #:	CCBFTR02066A
Audience:	Carrier Customers Doing Business in Florida, Georgia and South Carolina
Subject:	Hurricane Ian Impacts to Frontier Service Territories
Date Effective:	Immediately

As Hurricane Ian moves over the western coast of Florida and tracking northward, our teams in Georgia and South Carolina are preparing accordingly. The storm is now a Category 4 and is expected to remain intact as it crosses Florida. Based on this forecast, our service areas in Georgia and Coastal South Carolina are now under a Hurricane Watch and Tropical Storm warning.

Frontier anticipates a higher than normal volume of trouble reports in the affected areas and would like to remind our customers to validate power and equipment prior to opening repair tickets. Carrier customers with access to the Virtual Front Office Trouble Administration (VFO-TA) module 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).

Access, Local and ISP customers operating in Florida, Georgia and South Carolina should expect to see longer Service Order intervals and delayed Firm Order Commitments. Expedites will not be honored in these areas unless it is a Medical Emergency, a Hazardous Condition, or is considered a Telecom Service Priority (TSP). Acceptable expedites will be worked on a case-by-case basis.

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