



Date of Bulletin:	February 24, 2023
Notice #:	CCBFTR02089B
Audience:	Wholesale Customers Doing Business in California
Subject:	Weather Impacts Service Areas in California *Update
Date Effective:	Immediately

Southern California service areas that recently returned to normal Service Order intervals are now experiencing delays due to severe storms with heavy rains, snow, strong winds and coastal flooding. Areas in Northern California continue to experience delays due to the storms first communicated on January 5, 2023.

Access, Local and ISP customers operating in [list areas/states] should expect longer than usual Service Order intervals and delayed Firm Order Commitments. Expedites cannot and will not be honored in affected areas with the exception of Medical Emergencies, Hazardous Conditions, or those that are Telecom Service Priority (TSP) related. Acceptable expedites will be worked on a case-by-case basis.

Please validate power is on and equipment is operational 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 if possible. Please visit our website for more information at: [Trouble Administration \(frontier.com\)](https://www.frontier.com/trouble-administration).

If you have questions about 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.