



Date of Bulletin:	May 25, 2022
Notice #:	CCBFTR02019
Audience:	Carrier, IXC, Wireless, CLEC, Reseller, ISP
Subject:	Possible Service Disruption in California
Date Effective:	05/25/2022

We are proactively reaching out to share that our customers in California may experience a temporary service disruption today and tomorrow. Today, some of our CWA-represented employees did not work as scheduled as a common bargaining tactic in ongoing labor negotiations in California. As we previously shared, the contract with Communications Workers of America (CWA) Collective Bargaining Agreements 4 and 9 (CBA4 and CBA9) has expired and we are working to finalize a new contract.

Importantly, we have contingency plans in place to minimize customer impact. Access, Local and ISP customers operating in California may experience longer Service Order and Repair intervals as well as delayed Firm Order and Repair Commitments. Expedites are not being accepted in 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.

Contact and Escalation Lists are available online at: [Wholesale Page \(frontier.com\)](#).

We apologize for any inconvenience.

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