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| Date of Bulletin: | September 26, 2022 |
| Notice #: | CCBFTR02066 |
| Audience: | Carrier Customers Doing Business in Florida |
| Subject: | Hurricane Ian Preparedness |
| Date Effective: | Immediately |

As Hurricane Ian approaches the western coast of Florida, our teams are preparing accordingly. Preparations include:

- ✓ Placement of flood gates;
- ✓ Equipping fleet vehicles with extra fuel, fluids and lighting;
- ✓ Double-checking all safety equipment, back-up power supplies, generators and materials used by field technicians;
- ✓ Placing emergency network supplies throughout company facilities; and
- ✓ Taking inventory of supplies needed for network restoration in the event of severe weather.

As of 11:00 a.m. Eastern Time today, no major impacts have occurred to our network, however, evacuation orders have been issued, for the coastal areas, to begin at 2:00 p.m. Eastern Time.

Access, Local and ISP customers operating in Florida should expect to see longer Service Order intervals and delayed Firm Order Commitments. Expedites will not be honored in Florida 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.