



Date of Bulletin:	August 24, 2023
Notice #:	CCBFTR02144A
Audience:	Carrier Customers Doing Business in California, Arizona and Nevada
Subject:	Status Update: Hurricane Hilary Impacts Frontier Service Territory
Date Effective:	August 24, 2023

Hurricane Hilary made landfall on Sunday, August 20, 2023 and produced heavy rain, high winds, and flash flooding across much of southern California, western Arizona, southern Nevada, and adjoining areas.

As of August 24, 2023, all areas in Arizona and Nevada have returned to standard intervals. California service areas have returned to standard intervals with the exception of Desert Center, Indio, Palm Springs, Morongo, Beach South, Los Angeles, Covina and Whittier.

Access, Local and ISP customers operating in the above-mentioned areas in California should continue to expect longer than usual Service Order intervals and delayed Firm Order Commitments. Expedites cannot and will not be honored in the above-mentioned areas of California 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.

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.