



Date of Bulletin:	August 21, 2023
Notice #:	CCBFTR02144
Audience:	Carrier Customers Doing Business in California, Arizona and Nevada
Subject:	Hurricane Hilary Impacts Frontier Service Territory
Date Effective:	August 21, 2023

Hurricane Hilary made landfall on Sunday, August 20, 2023. Hurricane Hilary produced heavy rain, high winds, flash flooding and possible tornadoes are still a concern over much of southern California, western Arizona, southern Nevada, and adjoining areas.

Access, Local and ISP customers operating in the California, Arizona and Nevada should expect longer than usual Service Order intervals and delayed Firm Order Commitments. Expedites cannot and will not be honored in California, Arizona and Nevada 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.

We anticipate a higher than normal volume of trouble reports in California, Arizona and Nevada. Customers should 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.