



<b>Date of Bulletin:</b>	January 19, 2024
<b>Notice #:</b>	CCBFTR02184
<b>Audience:</b>	Carrier Customers Doing Business in New York and West Virginia
<b>Subject:</b>	Winter Storms Impacting Frontier Service Areas
<b>Date Effective:</b>	Immediately

We are providing notification that winter storms are impacting our service areas in New York and West Virginia.

Our construction and installation teams in the severely impacted areas are focused on recovery and restoral efforts. The safety of our teams working in the impacted areas is a priority. Resources are being shifted to assist with our recovery.

Access, Local, and ISP customers operating in New York and West Virginia should expect longer-than-usual Service Order intervals and delayed Firm Order Commitments. Expedites cannot and will not be honored in affected areas except in Medical Emergencies, Hazardous Conditions, or Telecom Service Priority (TSP). Acceptable expedites will be worked on a case-by-case basis.

We anticipate a higher-than-normal volume of trouble reports in the affected areas. Customers should validate that power is on and equipment is operational before 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](mailto:Carrier.Notifications@ftr.com).

Thank you for your patience and understanding during this difficult time.