



## ***Carrier Customer Bulletin***

Date of Bulletin: February 18, 2021  
Notice #: CCBFTR01901  
Audience: Carrier, IXC, Wireless, CLEC, Reseller, ISP  
Subject: Winter Storm Viola Impacts Frontier States  
Date Effective: Immediately

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On February 17, 2021, winter storm Viola, the second of back-to-back storms, began producing significant snow and ice accumulation as well as freezing rain affecting areas across the south and northeast. The storm has caused and continues to cause conditions including commercial power outages and hazardous road conditions across Texas and is expected to affect other states including Connecticut, Mississippi, New York, North Carolina, Ohio, Pennsylvania, Tennessee, and West Virginia.

Frontier's construction and installation teams in Texas and other affected areas will be focused on recovery and restoral efforts. The safety of our teams working in those areas is a priority, as is the safety of our customers.

Access, Local and ISP customers operating in Texas and other affected states should expect to see longer service order intervals and delayed Firm Order Commitments (FOC). Expedites will not be honored in the severely impacted areas unless it is a Medical Emergency or is Telecom Service Priority (TSP) related.

Frontier anticipates a higher than normal volume of trouble reports and would like to remind our customers to validate power and equipment prior to opening repair tickets. Carrier customers with access to the Trouble Administration (TA) module in VFO are encouraged to use VFO-TA whenever possible. Please visit our website for more information at: <http://wholesale.frontier.com/wholesale/trouble-administration>.

If you have questions regarding the information provided in this notice, please email [carrier.notifications@ftr.com](mailto:carrier.notifications@ftr.com).