



Date of Bulletin:	September 27, 2024
Notice #:	CCBFTR02266A
Audience:	Carrier Customers Doing Business in AL, MS, NC, TN & WV
Subject:	Force Majeure Declared Hurricane Helene Impacting Frontier Service Areas
Date Effective:	Immediately

We are providing notification that due to Hurricane Helene and the associated impacts; Force Majeure is being declared for our service areas in Alabama, Mississippi, North Carolina, Tennessee 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 the impacted areas 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.

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