

## Major Outage Report - Redmond, WA

### Summary of Event

Between 9:33 AM on September 20<sup>th</sup> and 12:00 PM on October 3<sup>rd</sup>, access to local and toll services was interrupted for Frontier Communications Northwest Inc. (“Frontier”) customers in Redmond, WA when an outside construction crew for the city of Redmond cut through fiber and copper cables at 15802 Bear Creek Parkway at the corner of Bear Creek Parkway and Redmond Way. During the outage period, approximately 5,581 customers were impacted. Interoffice Facility (“IOF”) services (toll isolation) to approximately 2,033 customers were 100% restored on the morning of September 21<sup>st</sup>. FiOS service, including voice, data and TV, was 100% restored to approximately 1,987 customers on the afternoon of September 24<sup>th</sup>. Copper voice and data service to approximately 1,561 customers was 100% restored by the afternoon of October 3, 2014.

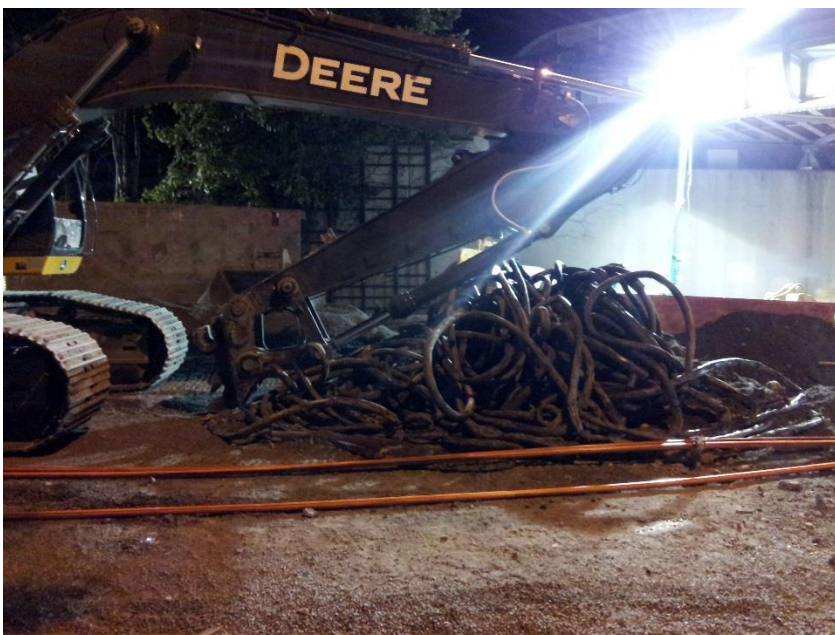
### Specific Outage Information

1. **Date and time outage started:** September 20, 2014 at 9:33 AM (PDT)
2. **Date and time outage stopped:** October 3, 2014 at 12:00 PM (PDT)
3. **Duration of outage:** Approximately 13 days 2 hours 27 minutes
4. **Location of outage:** 15802 Bear Creek Parkway at the corner of Bear Creek Parkway and Redmond Way in Redmond, WA (1.9 miles from Redmond Central Office)
5. **Cause of outage:** The City of Redmond hired IMCO construction to install new storm drainage on Redmond Way. The IMCO Excavator severed Frontier's Fiber and Copper cables serving Downtown Redmond to Education Hill.
6. **Number of customers impacted:** Approximately 5,581 customers (2,033 toll isolated, 1,987 voice over fiber and 1,561 voice over copper)
7. **Outage impact:** Frontier crews worked around the clock to restore all services as quickly as possible after its fiber and copper cables were completely destroyed by the outside construction company hired by the City of Redmond. Although proper locates of its facilities were completed as required, the construction company misidentified Frontier’s underground facilities as dead cable and proceeded to yank all of the cable from underground. These actions resulted in a loss of dial tone and toll isolation to Frontier’s customers in the Redmond area. Frontier crews had to repair damage done to 11 copper cables and 8 fiber cables, with a combined replacement length of 10,925 feet that had to be toned, tagged and spliced. Toll service to approximately 2,033 customers served out of the Avondale, Education Hill and Redmond Heights’ remote offices was restored within 24 hours (September 21, 2014 7:05 AM PDT). FiOS voice service to approximately 1,987 customers was 100% restored by 2:00 PM on September 24<sup>th</sup>. Local service to

approximately 1,561 copper voice customers was 100% restored by October 3, 2014. Although customers directly impacted by the severed cable did not have access to 911 during the outage (except wirelessly), customers served remotely out of the Redmond Host Switch continued to have 911 calls directed to the appropriate PSAPs. No PSAPs were directly impacted.

8. **Preventative Actions:** Frontier's facilities were properly located in a timely manner.

9. **Photos of damage:**



**10. Community Outreach & Media Statements:** Frontier made every effort to keep customers and the community updated on its progress during the outage. Frontier issued its first press release to alert the public on September 20<sup>th</sup> and continued to issue press releases on a daily basis or when significant progress had been made. Frontier hosted a community meeting and Q&A session at the Redmond Community Center on the evening of September 23<sup>rd</sup> to answer questions and outline next steps. Updates were posted on social media (Facebook and Twitter) and to a dedicated website <http://outage.frontier.com/Redmond-2014-09-20>. A dedicated toll-free number 1-800-922-1492 was established, so customers could reach a local Redmond Customer Service Specialist and receive the latest update. Frontier established an email address to receive and respond to concerns: [RedmondCareTeam@ftr.com](mailto:RedmondCareTeam@ftr.com).

**a. Press Release issued September 20, 2014:**

**FRONTIER COMMUNICATIONS IS WORKING WITH LOCAL AUTHORITIES IN REDMOND TO RESTORE SERVICE OUTAGES CAUSED BY A LOCAL CONSTRUCTION CREW**

*Voice and Broadband as well as some 911 Services have been impacted*

**REDMOND, Wash., September 20, 2014** - Frontier Communications Corporation (NASDAQ: FTR) is working with local authorities in Redmond as well as repair crews to restore all services impacted by a construction crew cutting through fiber and copper cables at 15802 Bear Creek Parkway at the corner Bear Creek Parkway and Redmond Way. Crews have been onsite all day working to restore services. Frontier is working on bringing in temporary facilities and equipment to the area until services can be fully restored.

“Frontier understands the importance of staying connected. We will work around the clock to restore these services to the Redmond community,” assured Frontier’s Washington State Vice President & General Manager Vicky Oxley.”

For further information contact Frontier General Manager, Vicky Oxley at (425) 505-0759.

**b. Press Release issued September 21, 2014:**

**FRONTIER COMMUNICATIONS CONTINUES OUTAGE RESTORATION EFFORTS IN REDMOND WHICH WAS CAUSED BY A LOCAL CONSTRUCTION CREW**

*Voice and 911 Services have been restored*

**REDMOND, Wash., September 21, 2014** - Frontier Communications Corporation (NASDAQ: FTR) repair crews worked through the night to restore voice and 911 services. The outage was caused by a construction crew cutting through fiber and copper cables at 15802 Bear Creek Parkway at the corner Bear Creek Parkway and Redmond Way. Frontier crews continue onsite to restore broadband internet services for both residential and business customers. We have started the restoral of the FiOS network and as well as the rest of the high speed internet network. There is still no estimated time for full restoration of the broadband networks.

Frontier has provided a public access Wi-Fi mesh network in the downtown corridor from 161<sup>st</sup> Ave NE to 166<sup>th</sup> Ave NE along Redmond Way and Cleveland Street.

Frontier has also deployed multiple Satellite Broadband Systems operating across several local businesses and have plans to install many more through the evening and in the morning.

“Our local teams have been working around the clock since Saturday morning to restore all services. We were able to restore voice and 911 services early this morning. Thank you all for your patience as we work through this unfortunate situation caused by an outside construction company. We continue to work closely with City officials to ensure understanding about the progress” commented Frontier’s Washington State Vice President & General Manager Vicky Oxley.

For further information contact Frontier General Manager, Vicky Oxley at (425) 505-0759.

**c. Press Release issued September 22, 2014:**

**FRONTIER COMMUNICATIONS CONTINUES WORK WITH LOCAL AUTHORITIES IN REDMOND TO RESTORE SERVICE OUTAGES CAUSED BY A LOCAL CONSTRUCTION CREW**

*Nearly 80% of Service in FiOS Areas Has Been Restored; Plan Being Developed to Issue Credits*

**REDMOND, Wash., September 22, 2014** - Frontier Communications Corporation (NASDAQ: FTR) continues to work with local authorities in Redmond, as well as repair crews, to restore all services impacted by an outside construction crew cutting through fiber and copper cables at 15802 Bear Creek Parkway at the corner of Bear Creek Parkway and Redmond Way Saturday morning, 9/20. Crews were onsite throughout the weekend working diligently to restore services. We are pleased to report 911 emergency services were restored within 24 hours, and as of noon today 9/22, 80% of broadband, TV and voice services in FiOS areas have been restored. Frontier will continue to bring in temporary facilities and equipment to the area until services can be fully restored.

“Frontier understands the importance of staying connected. We appreciate our customers’ patience as we work around the clock to restore services to the Redmond community,” assured Frontier’s Washington State Vice President & General Manager Vicky Oxley. “In addition, Frontier will be proactively issuing bill credits for the days customers go without service.”

At this time, 80% of FiOS customers have access to their voice, TV and data services. Frontier is still trying to assess the extent of the damage in copper/DSL areas. Some commercial customers have been temporarily moved to FiOS or Satellite Broadband service, to minimize impact on their business. Frontier has also deployed a Wi-Fi network in downtown Redmond so locals can access the internet while further repair is being done.

For further information contact Frontier General Manager, Vicky Oxley at (425) 505-0759.

**d. Press Release issued September 23, 2014:**

**Frontier Communications Continues Work to Restore Broadband Services to Redmond Area**

*99% of FiOS® Broadband and TV Services Have Been Restored*

**REDMOND, Wash., September 23, 2014** - Frontier Communications Corporation (NASDAQ: FTR) continues to work diligently to restore services in the Redmond area. The company has now restored 99% of its FiOS broadband and TV services, along with 911 voice service, which was restored Sunday morning. In addition, Frontier has deployed a Wi-Fi network in downtown Redmond along the corridor between 161<sup>st</sup> Ave NE to 166<sup>th</sup> Avenue NE and Redmond Way to Cleveland Street so businesses and residents can access the internet while further repair is being done. Services were impacted Saturday, when an outside construction crew cut through fiber and copper cables at 15802 Bear Creek Parkway at the corner of Bear Creek Parkway and Redmond Way.

“Frontier understands the importance of the services we provide. We appreciate our customers’ patience as we employ all resources available to fully restore communications to the Redmond community,” assured Frontier’s Washington State Vice President & General Manager Vicky Oxley.

Copper wired areas will start seeing relief this evening, with the restoral process going into the weekend. Exact timelines are still being established, and will be communicated as soon as available. Updates will be available at [www.frontier.com](http://www.frontier.com).

For further information contact Frontier General Manager, Vicky Oxley at (425) 505-0759.

**e. Press Release issued September 23, 2014:**

**Frontier Communications to Host Community Meeting in Redmond**

*Community Meeting Scheduled Wednesday, Sept. 24<sup>th</sup>, 6:30pm at Redmond Community Center  
General Q&A Session Opens at 3:30pm*

**REDMOND, Wash., September 23, 2014** – Frontier Communications [NASDAQ: FTR] continues to work diligently to restore services in the Redmond area.

**WHAT:** Frontier will be hosting a community meeting tomorrow, September 24<sup>th</sup> at 6:30pm at the Redmond Community Center located at 16600 NE 80<sup>th</sup> Street Redmond, WA 98052. Vicky Oxley, Frontier’s Western Washington Vice President and General Manager, plans to host the meeting with Frontier’s West Region President - Melinda White, Frontier’s West Region Vice President of Engineering - Brian Peterson and Frontier General Manager - Bret Larsen. They will recap the current situation, discuss progress made since the incident, the resolution, and next steps. This meeting is open to the public and media, and all are encouraged to attend. Frontier would also like to invite community members and businesses to drop by the Community Center between 3:30pm-6:30pm for an informal Q&A.

**WHO:** Frontier’s West Region President, Melinda White  
Frontier’s Western Washington Vice President and General Manager, Vicky Oxley  
Frontier’s West Region Vice President of Engineering, Brian Peterson  
Frontier’s General Manager for Kirkland/Redmond, Bret Larsen

**WHEN/WHERE:** The Redmond Community Center located at 16600 NE 80<sup>th</sup> Street, Redmond, WA 98052

**f. Press Release issued September 24, 2014:**

**Frontier Communications Has Restored 100% FiOS® Broadband and TV Services to Redmond**  
*Copper Wired Areas Still Experiencing Outage Caused by Outside Construction Crew*

***Community Meeting Scheduled Tonight, Sept. 24<sup>th</sup>, 6:30pm in the Auditorium of the Redmond Community Center***

**REDMOND, Wash., September 24, 2014** - Frontier Communications Corporation (NASDAQ: FTR) is pleased to announce 100% restoration of its FiOS broadband and TV services to the Redmond, Wash., community. In addition, Frontier has deployed a Wi-Fi network in downtown Redmond along the corridor between 161<sup>st</sup> Ave NE to 166<sup>th</sup> Avenue NE and Redmond Way to Cleveland Street so businesses and residents who reside in copper wired areas can access the internet while further repair is being done. Services were impacted Saturday, when an outside construction crew cut through fiber and copper cables at 15802 Bear Creek Parkway at the corner of Bear Creek Parkway and Redmond Way. 911 voice service was restored Sunday morning.

“Frontier’s number one goal is to keep our customers and the community updated on our progress. We have posted information on social media, to our website, through press releases and local media, and we are hosting a community meeting this evening, to try to answer questions and outline next steps. We appreciate our customers’ patience as we employ all resources available to communicate with those impacted and fully restore communications to the Redmond community,” assured Frontier’s Washington State Vice President & General Manager Vicky Oxley. A dedicated toll-free number has been established so customers can reach a local member of Frontier’s Customer Care Team and receive the latest update. The number is 1-800-922-1492.

Frontier will be hosting a community meeting tonight, September 24<sup>th</sup> at 6:30pm at the Redmond Community Center located at 16600 NE 80<sup>th</sup> Street Redmond, WA 98052. Vicky Oxley, Frontier’s Western Washington Vice President and General Manager, plans to host the meeting with Frontier’s West Region President - Melinda White, Frontier’s West Region Vice President of Engineering - Brian Peterson and Frontier General Manager - Bret Larsen. They will recap the situation, discuss progress made since the incident, the resolution, and next steps. This meeting is open to the public and media, and all are encouraged to attend. Frontier would also like to invite community members and businesses who cannot attend the presentation to drop by the Community Center between 3:30pm-6:30pm for an informal Q&A.

Details and updates to the situation continue to be posted at [www.frontier.com](http://www.frontier.com).

For further information contact Frontier General Manager, Vicky Oxley at (425) 505-0759.

**g. Press Release issued September 26, 2014:**

**Frontier Communications Restores Voice and Broadband Services to the Education Hill Area of Redmond**

*Frontier Team Pushing Forward to Restore Additional Areas as Quickly as Possible*

**REDMOND, Wash., September 26, 2014** - Frontier Communications Corporation (NASDAQ: FTR) just announced restoration of broadband and voice services to the Education Hill Area in Redmond, including the Nike Neighborhood Park, Hartman Park, Redmond High School, and Horace Mann Elementary School.

“Our teams have been working non-stop to restore service. Within the first hour of notification, Frontier personnel were on site evaluating the damage and coordinating the emergency response effort. Over the course of the days since, the full Frontier team, including construction, engineering, network operations, and management has been engaged in a 24 hour-a-day effort to repair the damage to the network infrastructure,” stated Frontier Vice President & General Manager for Washington State, Vicky Oxley. “Frontier has mobilized customer service, product and communication teams from coast to coast to assist with this effort.”

Frontier has also made every effort to keep customers and the community updated on their progress. They have posted information on social media (Facebook and Twitter) and to a dedicated website <http://outage.frontier.com/Redmond-2014-09-20>, issued press releases and employed local media, and they hosted a community meeting and Q&A session to answer questions and outline next steps. A dedicated toll-free number 1-800-922-1492 has been established so customers can reach a local Redmond Customer Service Specialist and receive the latest update, and they have established this email address to receive and respond to concerns: [RedmondCareTeam@ftr.com](mailto:RedmondCareTeam@ftr.com).

In addition, Frontier deployed a Wi-Fi network in downtown Redmond along the corridor between 161<sup>st</sup> Ave NE to 166<sup>th</sup> Avenue NE and Redmond Way to Cleveland Street so businesses and residents who reside in copper wired areas can access the internet while further repair is being done. To connect to the Wi-Fi network, search and select Frontier’s network from your Wi-Fi enabled device. There is no password or authentication required.

#### **h. Press Release issued September 27, 2014:**

##### **Frontier Communications’ Voice and Broadband Services Will Be Restored by Noon, Sunday in Areas West of Avondale Road in Redmond**

*Frontier Team Continues Work Throughout the Weekend Making Progress on Redmond Restoration*

**REDMOND, Wash., September 27, 2014** - Frontier Communications Corporation (NASDAQ: FTR) just announced restoration of broadband and voice services to areas West of Avondale Road in Redmond will be at 100% by noon Sunday, 9/28. This includes areas surrounding the Redmond Library, Edge Skate Park, Redmond Elementary School and NE of Anderson Park. Frontier also announced complete restoration of services in the Education Hill Area in Redmond Friday night (9/26), including the Nike Neighborhood Park, Hartman Park, Redmond High School, and Horace Mann Elementary School.

“The dedication of the Frontier team has been indescribable. We’ve been working around the clock since the severe damage occurred a week ago today. We continue to make steady progress as we use every resource available,” commented Frontier Vice President & General Manager for Washington State, Vicky Oxley. “We appreciate the support and patience of the community as well as local government officials.”

Frontier continues to post progress and updates on social media (Facebook and Twitter) and to a dedicated website <http://outage.frontier.com/Redmond-2014-09-20>. They’ve also established a dedicated toll-free number 1-800-922-1492 so customers can reach a local Redmond Customer Service Specialist and receive the latest update, and they have set up this email address to receive and respond to concerns: [RedmondCareTeam@ftr.com](mailto:RedmondCareTeam@ftr.com).

Frontier’s free Wi-Fi network in downtown Redmond along the corridor between 161<sup>st</sup> Ave NE to 166<sup>th</sup> Avenue NE and Redmond Way to Cleveland Street remains available to businesses and residents

who reside in copper wired areas still impacted. To connect to the Wi-Fi network, search and select Frontier's network from your Wi-Fi enabled device. There is no password or authentication required.

**i. Press Release issued September 28, 2014:**

**Frontier Communications Voice and Broadband Services 100% Restored in Areas West of Avondale Road in Redmond**

*Restoration of 50% at NE 83<sup>rd</sup> Street and 161 Avenue NE including the areas surrounding Opportunity Building, Flag Pole Park, and South of Anderson Park with full restoration there expected in 24 hours*

*Frontier Teams Continue Progress on Redmond Restoration*

**REDMOND, Wash., September 28, 2014** - Frontier Communications Corporation (NASDAQ: FTR) completed full restoration of broadband and voice services to areas west of Avondale Road in Redmond. This includes areas surrounding the Redmond Library, Edge Skate Park, Redmond Elementary School and NE of Anderson Park. On Friday night (9/26) Frontier announced complete restoration of services in the Education Hill Area in Redmond, including the Nike Neighborhood Park, Hartman Park, Redmond High School, and Horace Mann Elementary School. Early this afternoon, Frontier announced 50% restoral at NE 83<sup>rd</sup> Street and 161 Avenue NE including the areas surrounding Opportunity Building, Flag Pole Park, and South of Anderson Park with full restoration there expected within 24 hours. Frontier also added that as progress continues through the remaining areas, they may need local business support to gain inside access.

"We are making steady progress to get full restoration to the affected areas as soon as possible and we are using every resource available," commented Frontier Vice President & General Manager for Washington State, Vicky Oxley.

Frontier continues to post progress and updates on social media (Facebook and Twitter) and to a dedicated website <http://outage.frontier.com/Redmond-2014-09-20>. There is also a dedicated toll-free number 1-800-922-1492 so customers can reach a local Redmond Customer Service Specialist and receive the latest update, and they have set up this email address to receive and respond to concerns: [RedmondCareTeam@ftr.com](mailto:RedmondCareTeam@ftr.com).

Frontier's free Wi-Fi network in downtown Redmond along the corridor between 161<sup>st</sup> Ave NE to 166<sup>th</sup> Avenue NE and Redmond Way to Cleveland Street remains available to businesses and residents who reside in copper wired areas still impacted. To connect to the Wi-Fi network, search and select Frontier's network from your Wi-Fi enabled device. There is no password or authentication required.

**j. Press Release issued September 29, 2014:**

**Frontier Communications Voice and Broadband Services 75% Restored in Areas of NE 83<sup>rd</sup> Street & 161<sup>st</sup> Ave NE in Redmond**

*Frontier Teams Continue Progress on Redmond, WA Restoration  
Complete restoration of this neighborhood expected in next 8 hours*

**REDMOND, Wash., September 29, 2014** - Frontier Communications Corporation (NASDAQ: FTR) has restored voice and broadband services to 75% of the areas of NE 83<sup>rd</sup> St & 161<sup>st</sup> Ave NE,



including areas surrounding Opportunity Building, Flag Pole Park, and south of Anderson Park, with further updates anticipated in the next 8 hours.

Frontier completed full restoration of broadband and voice services to areas west of Avondale Road in Redmond last night. This includes areas surrounding the Redmond Library, Edge Skate Park, Redmond Elementary School and NE of Anderson Park. On Friday (9/26), Frontier announced complete restoration of services in the Education Hill Area in Redmond, including the Nike Neighborhood Park, Hartman Park, Redmond High School, and Horace Mann Elementary School. Frontier also added that as progress continues through the remaining areas, they may need local business support to gain inside access.

“This area will be the 3<sup>rd</sup> neighborhood of significant size to be completely restored, and we expect that by end of day today,” commented Frontier Vice President & General Manager for Washington State, Vicky Oxley. “We are working with the local business community to gain on-site access that may be necessary to test and validate network restoration. This continues to be a community effort, requiring the dedication, cooperation and assistance of everyone involved.”

Frontier continues to post progress and updates on social media (Facebook and Twitter) and to a dedicated website <http://outage.frontier.com/Redmond-2014-09-20>. There is also a dedicated toll-free number 1-800-922-1492 so customers can reach a local Redmond Customer Service Specialist and receive the latest update, and they have set up this email address to receive and respond to concerns: [RedmondCareTeam@ftr.com](mailto:RedmondCareTeam@ftr.com).

Frontier’s free Wi-Fi network in downtown Redmond along the corridor between 161<sup>st</sup> Ave NE to 166<sup>th</sup> Avenue NE and Redmond Way to Cleveland Street remains available to businesses and residents who reside in copper wired areas still impacted. To connect to the Wi-Fi network, search and select Frontier’s network from your Wi-Fi enabled device. There is no password or authentication required.

**k. Press Release issued September 30, 2014:**

**Frontier Team Makes Significant Progress on Redmond, WA Restoration**

*Frontier Communications Voice and Broadband Services 100% Restored in Areas of NE 83<sup>rd</sup> Street & 161<sup>st</sup> Ave NE and 168<sup>th</sup> Ave in Redmond*

**REDMOND, Wash., September 30, 2014** - Frontier Communications Corporation (NASDAQ: FTR) has restored voice and broadband services to 100% of the areas of NE 83<sup>rd</sup> St & 161<sup>st</sup> Ave NE, including neighborhoods surrounding Opportunity Building, Flag Pole Park, and south of Anderson Park. The company also completed 100% restoration on 168<sup>th</sup> Avenue, Downtown Apartments, including areas surrounding City Hall and Anderson Park. Additional restoration is anticipated in the next 12 hours.

Over the weekend, Frontier completed full restoration of broadband and voice services to areas west of Avondale Road in Redmond and areas surrounding the Redmond Library, Edge Skate Park, Redmond Elementary School and NE of Anderson Park. On Friday (9/26), Frontier announced restoration of services in the Education Hill Area in Redmond, including the Nike Neighborhood Park, Hartman Park, Redmond High School, and Horace Mann Elementary School. Frontier also added that as progress continues through the remaining areas, they may need local business support to gain inside access.

“Our teams have worked tirelessly for more than a week to restore service, after an outside contractor for the City of Redmond cut through our fiber and copper cables. Amazing progress has been made, and completion is now in sight,” stated Frontier Vice President & General Manager for Washington State, Vicky Oxley. “This continues to be a community effort, requiring the dedication, cooperation and assistance of everyone involved.”

Frontier has been posting progress and updates on social media (Facebook and Twitter) and to a devoted website at <http://outage.frontier.com/Redmond-2014-09-20>. There is also a dedicated toll-free number 1-800-922-1492 so customers can reach a local Redmond Customer Service Specialist and receive the latest update, and they have set up this email address to receive and respond to concerns: [RedmondCareTeam@ftr.com](mailto:RedmondCareTeam@ftr.com).

Frontier’s free Wi-Fi network in downtown Redmond along the corridor between 161<sup>st</sup> Ave NE to 166<sup>th</sup> Avenue NE and Redmond Way to Cleveland Street remains available to businesses and residents who reside in copper wired areas still impacted. To connect to the Wi-Fi network, search and select Frontier’s network from your Wi-Fi enabled device. There is no password or authentication required.

### **I. Press Release issued October 3, 2014:**

#### **Frontier Completes Restoration of Network Service in Redmond, WA**

*All Areas Restored After an Outside Construction Crew Severely Damaged Frontier’s Cable Network*

**REDMOND, Wash., October 3, 2014** - Frontier Communications Corporation (NASDAQ: FTR) has successfully restored voice and broadband network services to all areas impacted by the cable cuts sustained on Saturday, 9/20, when an outside construction crew contracted by the City of Redmond severely damaged Frontier’s network infrastructure.

The remaining areas fully restored earlier today were neighborhoods in the vicinity of NE 80<sup>th</sup> Street & NE 87<sup>th</sup> Street (includes areas surrounding King County District Court and Edge Skate Park), and areas surrounding Redmond Way & Cleveland Corridor (including Lake McRedmond Landing, extending to Anderson Park).

“This was a massive restoration and repair effort, requiring all of our local resources as well as those from Frontier markets coast to coast. The destruction was extensive and an enormous amount of material and labor were required,” stated Frontier Vice President & General Manager for Washington State, Vicky Oxley. “Frontier teams worked tirelessly around the clock to restore services.”

Oxley went on to say, “Frontier understands the importance of staying connected. When the magnitude of the situation became evident, we hosted a community meeting to communicate and discuss the extent of the damage and our plans for restoration. We set up a dedicated 800# and email address to enable customers to reach a local Redmond Customer Service Specialist and to receive the latest update on the outage and ongoing repairs. And we established a dedicated website to keep everyone informed. The past 24 hours was spent personally contacting business personnel where onsite access was needed in order to validate terminal signal.”

In addition to the repair and communication efforts Frontier made, the company provided Satellite broadband and opened up a free Wi-Fi network in downtown Redmond for businesses and residents to utilize throughout the restoration period. “We truly employed every resource available to address the concerns of our customers,” summed up Oxley.