



10.31.2014

Contact our respective General Manager's for public relations and press releases:

- **Washington County:** GM, Jeanne Danielson, office: 503.629-2618 mobile: 503-828-4344 (VP Oregon, Trent Anderson, 503-629-2236 office: 503-260-3034 cell)
- **Gresham and East Portland:** GM, Jason Mocca, office: 503.666.4109, 503-943-0556 cell
- **Coos Bay / South Coast:** Acting GM, Trent Anderson (VP and GM for Oregon), office 503-629-2236, 503-260-3034 cell

You may refer any media inquiries regarding Frontier service issues to the local General Manger.

Communications Guidelines During an Outage Situation:

1. When service is impacted, Frontier's top priority is to restore the network and assess customer- and emergency-service impacts. Frontier internally works with all affected internal organizations and will determine the next steps in the context of an event escalation process.
2. If Frontier determines that external media notification is required, the GM will coordinate with the PSAP and/or appropriate contacts to prepare the media notification information and circulate the information once approval has been granted. The GM will provide the media with appropriate updates on the specific outage situation.
3. If Frontier evaluates the outage and determines the situation does not warrant media notification because of various, the GM will continue to monitor service impacts until the issue is resolved. In this situation, if any media outlets contact the GM after hearing about an outage from a separate source, GM will provide relevant outage details and offer updates as needed.

PLEASE NOTE: Once the GM contacts a state's Associated Press (AP) bureau or other media type, each media outlet uses its discretion regarding whether to issue a story. In addition, neither the GM nor any media outlet can control how many people are accessing news at any given time. Utmost attention will be given to communicating critical information, but viewership and readership are obviously never guaranteed. The GM will continue to update the media with information, as well as resolution of network outages.