



21 West Avenue, Spencerport, NY 14559
Frontier.com

March 22, 2024

Dear Sir or Madam:

This letter is to provide the following emergency contact numbers.

Should you have any need to escalate an issue and you are not receiving a response from one of the 877#s, please contact the operations director. In addition, should New York declare a state of emergency, a Frontier representative will be available to assist you in escalating critical service issues.

To report Damaged Pole, Downed Wire/Cable, Hazardous Conditions	Frontier: 877-486-5667
To report 911 service issues	Frontier: 877-245-3511
Construction & Engineering	Nathan Barber: 518.774.2056 Nathan.Barber@ftr.com
Operations Director - Rochester	Larry Washbon: 585.233.0813 Lawrence.Washbon@ftr.com

Please also share this information with your police, fire, public safety, emergency management and public works officials.

As a reminder, before beginning any construction project large or small, homeowners and construction companies must call 811 (Call Before You Dig) at least three working days before digging to eliminate the risk of striking an underground utility line.

Please do not hesitate to call or email with any questions you might have.

Sincerely,

Larry Washbon
Operations Director – Rochester