

FREQUENTLY ASKED QUESTIONS

Your new Frontier® Fiber Internet connection

Q: Why is my internet service connection changing?

A: On December 7, 2022, we're updating our services in your area from our older copper connection to our more reliable 100% fiber-optic technology. You must call us by this date at **1.833.522.0666** to: a) schedule your installation of required equipment, and b) continue to have service.

Q: How will this upgrade help me?

A: You'll receive an ultra-modern fiber network connection with the highest quality equipment including super-fast Wi-Fi with 99.9% overall network reliability on a consistent and weather-resistant connection.

With ultra-fast fiber speeds, you will get a better experience for your internet activities including streaming and gaming with virtually no interruptions or buffering even when multiple users in your home are online at the same time.

Q: Can I keep my current internet service?

A: No. As part of the upgrade, you will need to select one of our Frontier Fiber Internet plans available with faster speeds, no data caps and a more reliable connection.

Q: Do I have to change my service?

A: Yes. Your current connection on our copper network will not be available when the upgrade to fiber is complete.

Q: Does the upgrade change how much I pay currently every month?

A: We will confirm your monthly charges based on the plan you choose for the upgraded service. You can select the fiber speed that is right for you at a special rate with no hidden taxes or fees starting with Frontier Fiber 500 Mbps up to Fiber 2 Gig service. You will not be charged for installation or activation for your new fiber connection.

Q: What do I need to do to keep my service?

A: You must call us by **December 7, 2022**, at **1.833.522.0666** to schedule your equipment installation, and one of our Account Specialists will guide you through the process and discuss internet plans available in your area.

Q: What if I don't want to change my service to fiber?

A: Your current service connection on our copper network will be replaced and will not be available after the upgrade to our fiber network is complete. You will no longer have service unless you call us to migrate your service to fiber.

Q: What will happen if I don't call?

A: Your current service and other services you may have purchased, such as Inside Wire Maintenance and Frontier Secure, will not be available on our copper network after **December 7, 2022**. It's very important that you contact us as soon as possible so that your service is not interrupted.

Q: Is new equipment required?

A: Yes, our technician will install all required equipment at **NO** cost to you. This includes your Frontier-provided Wi-Fi router and Optical Network Terminal (ONT) which transmits the fiber signal back and forth to your router.



Q: Will there be new home phone service options available now that I'm on fiber?

A: Yes. Home phone plans including calling features, voicemail and long-distance calling are available at a special rate when you bundle with one of our Frontier Fiber Internet plans.

Q: What should I expect as part of the installation?

A: There are two ways fiber service reaches your home and it depends on where you live:

Underground: the most common and will require us digging a slim channel on your property where we'll place the cable. When we're done, we'll fold over the grass to cover the channel.

Aerial Power Pole: the least common and will require our technicians to string a new cable.

To prepare for the installation day, we need you to:

- 1) Have someone 18 years or older at home to authorize the work.
- 2) Clear a path in your garage, basement or closet where our technician can install the ONT.
- 3) Ensure a grounded outlet is accessible to connect the ONT to power.
- 4) Decide where you want to put your router and clear the area of clutter. Our technician will run wire from the ONT to the router which may require drilling a few small holes.

Q: What if I have more questions or would like more information?

A: Call us at **1.833.522.0666** and we will be happy to go over any questions you may have.