

FREQUENTLY ASKED QUESTIONS

Fiber upgrades for your Frontier® voice connection

Q: What's happening to my home phone connection?

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 and 99.9% overall network reliability, supplying excellent call quality on a weather-resistant connection.

Q: Will my phone number change?

A: No. Your phone number will not change as part of the upgrade.

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

A: No. There is no change to your monthly bill, and you will pay the same as today unless you change your plan.

Q: Will my current service change?

A: No. We will continue to provide you voice service just as before. Your connection will simply be upgraded from our old copper network to our new fiber-optic network. To ensure your service is not interrupted, you must call to schedule an appointment for installation of required equipment. You can also choose to upgrade your voice service for new features and functionality.

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.

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 will not be available on our copper network after **December 7, 2022**. It's very important you contact us as soon as possible so that your service is not interrupted—including the ability to dial 911 in case of emergency.

Q: Will this new conversion include new voice product options?

A: Yes. You can stay on your current plan or you can select Unlimited Digital Voice and get unlimited calling to U.S. nationwide, Canada and Mexico, and includes 20+ calling features like Call Forward, Call Waiting, voicemail and many others. We also provide a robocall screening feature along with enhanced Caller ID with spam filter.

Q: Will other services I subscribe to change?

A: Not unless you specifically request a change. All services will be converted and billed without change.



Q: Can I bundle this with other services?

A: Yes. With the upgrade to fiber, you now have access to internet service ranging from Frontier Fiber 500 Mbps up to our Fiber 2 Gig speeds. You can also get special pricing on home phone plans when bundling with internet service.

Q: Is new equipment required?

A: Yes. Our technician will install all required equipment at **NO** cost to you. This required equipment includes your Optical Network Terminal (ONT) and battery backup device, providing up to 24 hours of standby phone service if a power outage occurs.

Q: Will this upgrade affect devices connected to my home phone line?

A: No. Devices such as fax machines, medical monitoring or security alarms will continue to work the same way as they do today.

As part of this upgrade, we are providing you with a free 24-hour battery backup which will keep your phone service running during a power outage for up to 24 hours. You CANNOT use this battery backup to power any other equipment such as a medical device, cordless phones or alarm/security systems.*

Q: How will this upgrade impact my current voicemail system?

A: You will need to set up a new voicemail box. We're unable to carry over any unplayed or saved voicemails. Go to frontier.com/voicemailuserguide to learn how you can save any voicemails prior to the upgrade and other helpful information for your voicemail system.

Q: Will I still be able to dial 911 if there's an emergency?

A: Yes. You will still be able to dial 911 in an emergency. In the event of a power outage, you will need backup power to make calls, including to 911. You will be given a 24-hour battery backup unit at the time of installation to allow your service to continue working during a power outage. Be sure to keep your batteries fully charged to avoid any service disruption in the event of a power outage.*

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.

*The backup battery, or a combination of battery backup devices, can provide a minimum of 24 hours of backup power to keep your Frontier VoIP or Digital Phone working in the event of a power outage, allowing you to continue to make emergency calls. However, the Frontier-supplied battery backup unit will not provide backup power to your broadband/TV services or telephone equipment that requires commercial power to operate.