

# FREQUENTLY ASKED QUESTIONS

## Your Frontier® Fiber Internet and Frontier voice connection

### **Q: Why are my internet and phone service connections 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 including super-fast Wi-Fi and excellent call quality with 99.9% overall network reliability over a consistent and weather-resistant connection. With ultra-fast 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 services?**

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.

For home phone, your service will also change to a better plan and features at a better price when bundled with one of our Frontier Fiber Internet plans.

### **Q: Do I have to change my service?**

A: Yes. Although your current internet plan will no longer be available, our fiber-optic network delivers faster speeds up to 2 Gig on a consistent connection that supports multiple devices at the same time. To continue with internet service, you will need to select a new plan.

In addition, as an internet customer, our fiber voice service is available to you with better features and pricing than traditional voice service. You'll get excellent call quality on our weather-resistant fiber-optic network with 99.9% overall network reliability. Plus, you'll receive a battery backup device that provides up to 24 hours of standby voice service if a power outage occurs.

### **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.

For your home phone, you will get a better plan at a better price than you're currently paying.

### **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—including your ability to dial 911 in case of an emergency.

**Q: Will my phone number change?**

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

**Q: Will this upgrade change my voice product?**

A: Yes. As an Internet customer, you'll get Unlimited Digital Voice, our fiber voice service with 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. For more product detail, visit [Frontier.com](https://frontier.com).

For assistance with programming your calling features, please visit [frontier.com/voiceuserguide](https://frontier.com/voiceuserguide) and refer to the Frontier Unlimited Digital Voice Quick Reference Guide.

**Q: Will other services I subscribe to change?**

A: Other services you subscribe to will not change; however, you will need to reorder these services when you schedule your installation appointment.

**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](https://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: 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.

Additionally, you will receive a battery backup device providing up to 24 hours of standby phone service if a power outage occurs. This is included at no cost to you.

**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.