WHY FRONTIER

August, 2023

FRONTIER

Meet your dedicated account team

Enterprise Account Executive

Inside Sales Account Manager

Customer Success Account Manager

Implementation Specialist

Sales Engineer

Your team is comprised of experienced professionals dedicated to providing you with the highest level of customer service and support. Whether you have a question, need assistance with a product, or require any other type of support, we are here to help!

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Confidentiality and Safe Harbor Statement

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Agenda

- About Us

- The Path Forward

- Solutions Portfolio

- Next Steps

FRONTIER

About
Us

In a world that's wired for progress, we are a trusted partner for constant change, navigating, designing and delivering better ways for people, customers and teams to engage and communicate—from anywhere on any device.

FRONTIER

WHO WE ARE

Frontier is leading the "un-cable" revolution. Driven by our purpose, **Building Gigabit America™**, we are relentless in our pursuit of always delivering a better customer experience. Providing digital infrastructure that empowers people to create the future, we're connecting millions of consumers and businesses in 25 states with reliable fiber internet and multi-gigabit speeds.

"Frontier is Building Gigabit America. We are deploying fiber and connecting people to the digital society at a record pace. Our team's operational discipline over the last year has improved Frontier's financial trajectory and positioned us as the preferred digital partner for customers across our footprint."

– Nick Jeffery, President and Chief Executive Officer

Frontier at a Glance

Largest U.S.

pure-play
fiber company

2.8M
broadband customers

25
states served

180,000
mile advanced fiber network

~14,700
team members
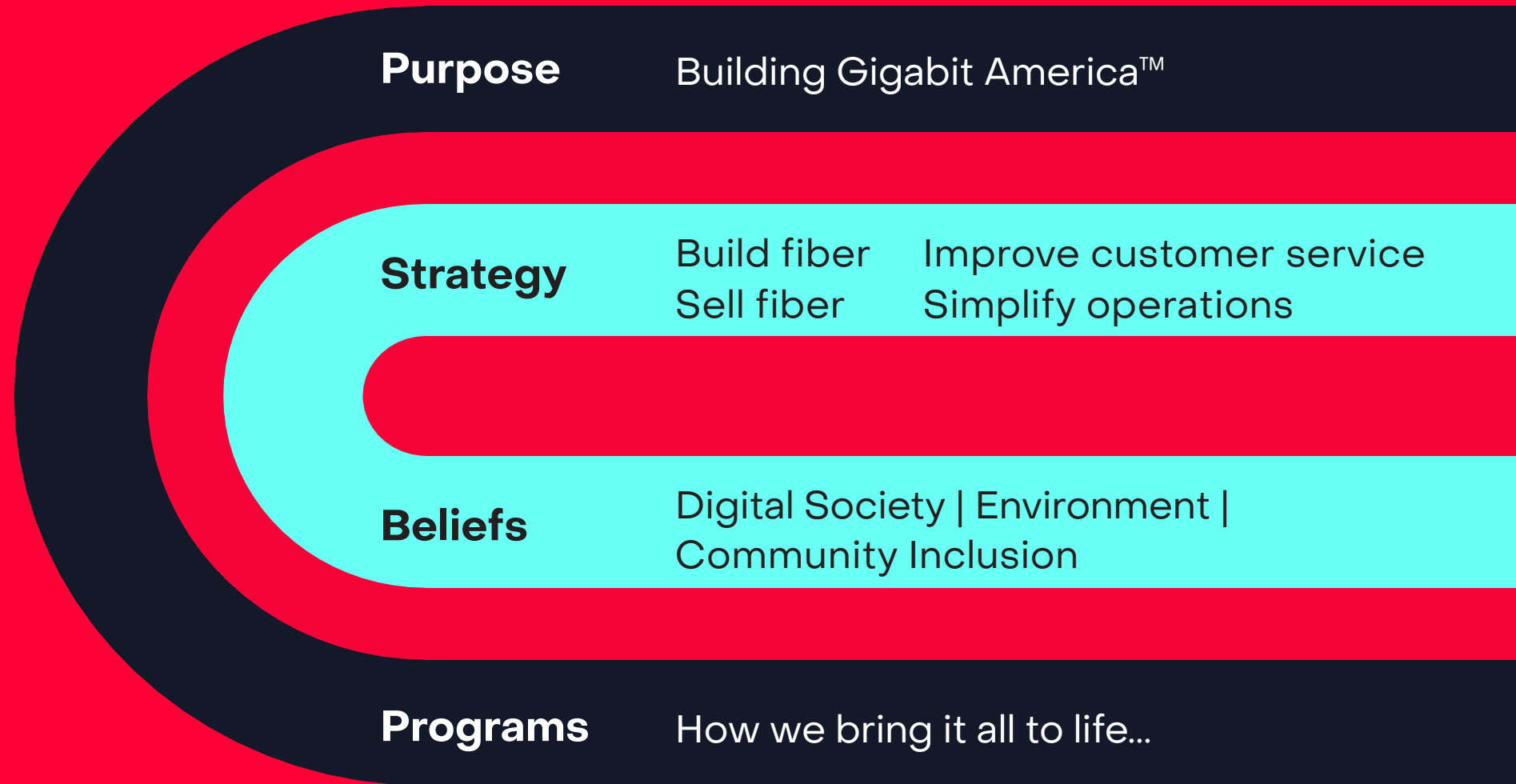
Diverse
Board and leadership team

5.2M
fiber locations reached in 2022, halfway to our target of
10M fiber locations

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Our Purpose

Bringing it all Together

Purpose   Building Gigabit America™

Strategy   Build fiber   Improve customer service
   Sell fiber   Simplify operations

Beliefs   Digital Society | Environment | Community Inclusion

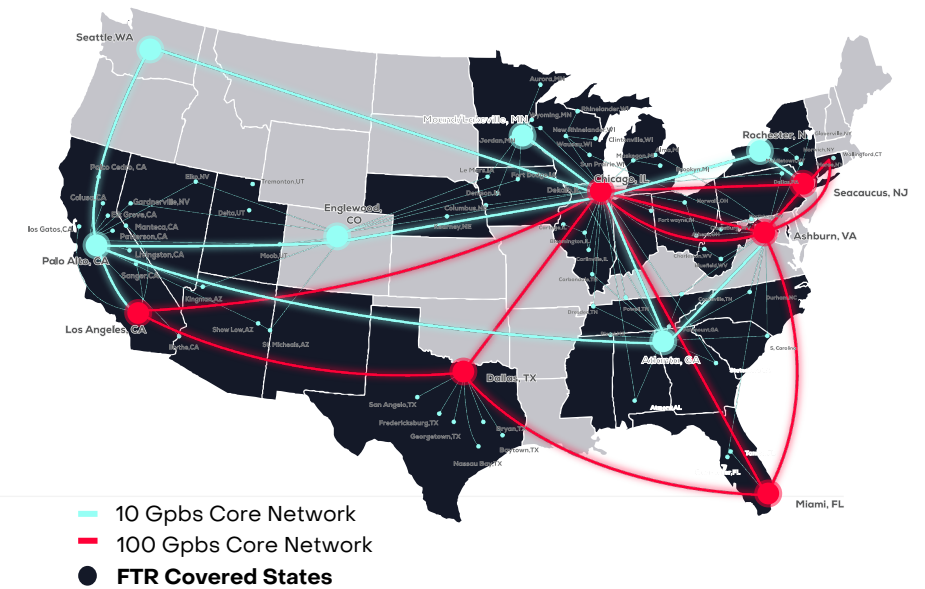**Programs**   How we bring it all to life…

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OUR FOCUS, YOUR SUCCESS

- At Frontier, we believe in the power of technology to change lives. That's why we take pride in being a trusted business telecommunications partner, helping you meet today's challenges and technology demands. With more than 180,000 miles of fiber spanning 25 states, our growing network is designed with the evolving needs of business customers like you in mind.

- We know providing better solutions, better service, and better value is the best way to ensure your business wins. From dedicated connectivity to fully managed services, we're committed to practical and powerful solutions that bring teams together and move businesses forward.

Reliable connectivity, on your terms
Self-service when you want to, managed & personalized when you don't.

— 10 Gpbs Core Network
— 100 Gpbs Core Network
● **FTR Covered States**

Our Values

Security
- MEF 2.0 Certified
- 24x7 Monitoring

Efficiency
- Strong managed solutions portfolio
- Industry competitive SLAs

Growth
- Speeds of up to 100 Gbps
- 8.7TB of traffic at peak times

FRONTIER

A premier organization built to keep your business going

- **Available – L**ocal account managers and dedicated support

- **Proactive & Responsive –** 3 regional NOCs, and 4 CSCs, operating 24/7/365

- **Reliable –** Industry-competitive SLAs

- **Proven –** 80 years of experience

Frontier ranks 2nd globally in active MEF Certified Professionals.

It's just another way we demonstrate our commitment to designing, implementing, and managing technology for our customers.

FRONTIER

Fresh Strategies

Four Strategic Pillars

- **Fiber Deployment –** Accelerate our fiber build

- **Fiber Penetration –** Win customers in our fiber footprint

- **Operational Efficiency –** Simplify and digitize operations

- **Customer Experience –** Deliver an exceptional end–to–end customer journey

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THE PATH
FORWARD

FRONTIER

Progress on Our Path to Transformation

Defining Leadership

- President & CEO: Nick Jeffery
- New Board of Directors
- New Management Team formed

Fiber-First Strategy

- Mission to build Gigabit America
- 10 million locations with fiber by 2025
- Built to serve:
  - ✓ Residential
  - ✓ Business (SMB & Enterprise)
  - ✓ Wholesale
  - ✓ Federal

Operational Efficiency

- Simplified product offerings
- Streamlined processes
- System improvements
- Digital tools for servicing accounts

Positive Financial Outlook

- Low leverage
- Strong cash from operations
- Significant liquidity

FRONTIER

Management team experienced in creating shareholder value and leading turnarounds

Nick Jeffery
Chief Executive Officer
Former CEO of Vodafone UK

Scott Beasley
Chief Financial Officer
Former CFO of Arcosa

Veronica Bloodworth
Chief Network Officer
Former SVP of Construction and Engineering for AT&T

John Harrobin
EVP of Consumer
Former CMO of Audible & Verizon

Ettienne Brandt
EVP Business
Former Managing Director, Commercial, Consumer Division for BT Group plc

Alan Gardner
Chief People Officer
Former SVP of Human Resources for Verizon Wireless

Mark Nielsen
Chief Legal Officer
+30 years legal & governmental experience

Erin Kurtz
Chief Communication Officer
Former SVP of Communications for XPO Logistics

Charlon McIntosh
EVP, Chief Customer
Operations Officer

Vishal Dixit
Chief Strategy Officer, EVP Wholesale
Former Executive Director of Strategy & Wholesale for Vodafone UK

Melissa Pint
EVP Chief Digital
Information Officer

FRONTIER

New board with extensive experience across key disciplines

Technology

Finance

Operations

Legal & Regulatory

Telecom Industry

Talent

John Stratton Chairman

Former EVP, President of Verizon Global Operations.

Kevin Beebe

Co-Founder Astra Capital Management.

Former Group President of Operations of ALLTEL Corp.

Lisa Chang

Chief People Officer Coca-Cola Company.

Pamela Coe

Former Deputy General Counsel and Corporate Secretary of Liberty Media Corporation.

Nick Jeffery CEO

Former CEO of Vodafone UK.

Stephen Pusey

Former Global Chief Technology Officer of Vodafone Group PLC.

Margaret (Peggy) Smyth

Former CFO, National Grid USA

Maryan Turcke

Former Chief Operating Officer of National Football League.

Pratabkumar "Prat" Vemana

Executive Vice President and Chief Digital and Product Officer, Target

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Commitment to Environmental, Social and Governance (ESG)

Our Products

Our products connect people to the Digital Society

- We continue to invest in products that connect underserved communities and rural areas in our footprint, helping to bridge the digital divide.
- We serve as a consistent provider of educational access in rural areas where subsidies are not granted.

Our People

We develop a talented, diverse, sustainable workforce

- We are committed to creating a safe, healthy, and inclusive workplace in which our people can thrive.
- We are also committed to investing in the communities where our employees live and work.

Our Planet

We are stewards of the environment

- Fiber is a passive technology and uses less energy than competing technologies.
- As we upgrade our copper network to fiber, we will be on a path to reduce our greenhouse gas footprint significantly.
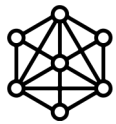
Our Governance

We are committed to the highest principles of governance

- We have a board with diverse backgrounds and relevant experiences and skills with separate Chairman and CEO roles.
- We've implemented comprehensive compliance and ethics programs and built a 'pay for performance' compensation philosophy into our executive compensation programs.

FRONTIER

Our Commitment To Environmental, Social and Governance (ESG)

Defining Our Material Issues

In 2021, we identified the ESG priorities most important to our business success, reflecting the topics of highest priority to us and to our stakeholders . This prioritization guides our ESG efforts as we evolve our sustainability strategy and disclosure priorities .We identified five material issues, which we address in this report:

Diversity, equity and inclusion

Greenhouse gas emissions and energy

Talent engagement

Workplace health and safety

Data security and privacy

Plus, seven additional areas of importance that are foundational to our business include:

- **Community engagement and economic opportunity**
- **Competitive behavior**
- **Corporate governance**
- **Human rights and labor**
- **Network reliability**
- **Product end–of–life and recycling**
- **Systemic risk management**

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SOLUTION
PORTFOLIO

FRONTIER

An Advanced Business Solutions Portfolio

Built with your needs in mind

- **Robust** solutions portfolio for businesses of any size
- **State of the art offerings** with multiple hosting and service options
- **Fully managed solutions** so you can concentrate on your business's critical goals
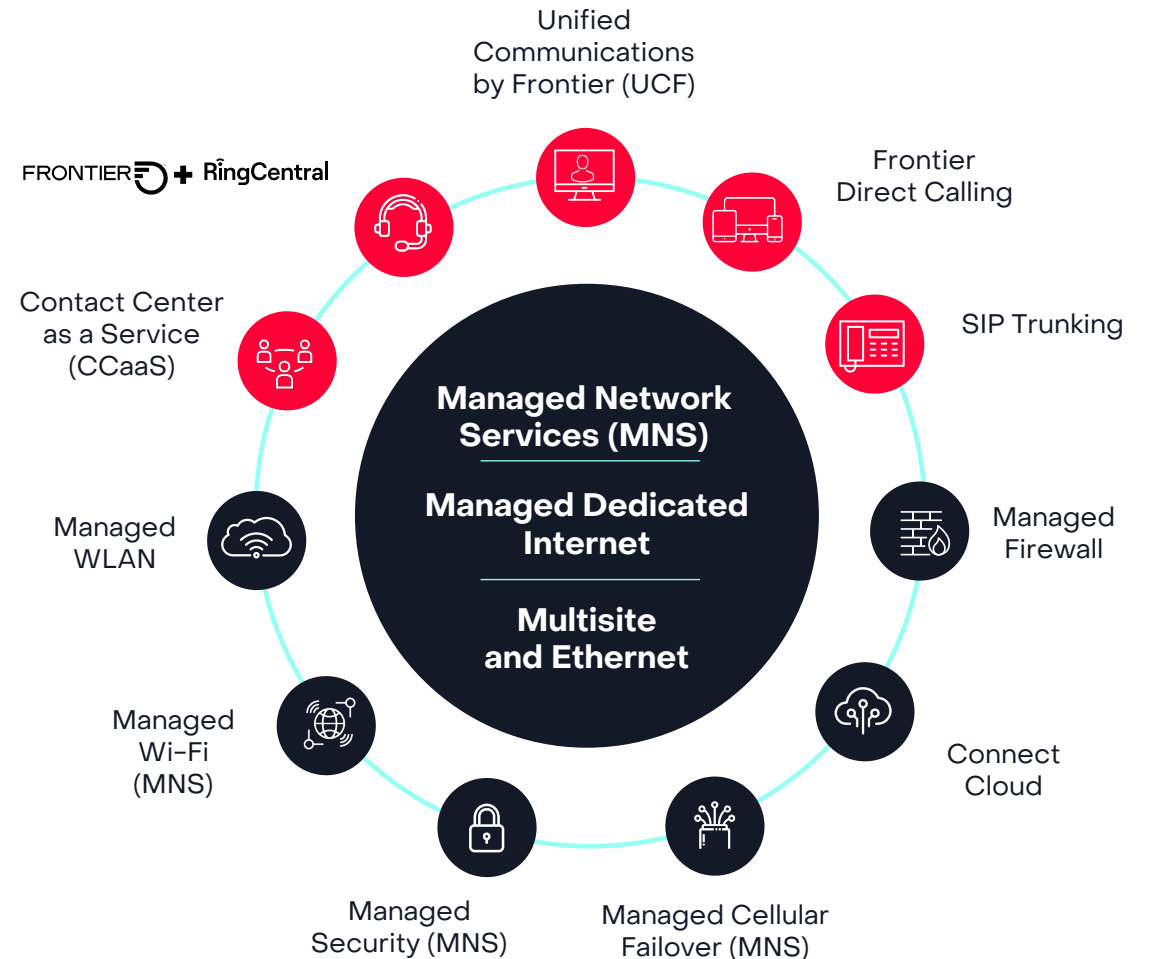- **Customizable** – True end-to-end solutions

Strategize   **Design**   **Deploy**   **Integrate**   **Secure**   **Manage**

FRONTIER + RingCentral

Unified Communications by Frontier (UCF)

Frontier Direct Calling

Contact Center as a Service (CCaaS)

SIP Trunking

Managed Network Services (MNS)

Managed Dedicated Internet

Multisite and Ethernet

Managed WLAN

Managed Firewall

Managed Wi-Fi (MNS)

Connect Cloud

Managed Security (MNS)

Managed Cellular Failover (MNS)

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Managed Network Services

Giving you time back to focus on what matters

Keep your network connected, protected and performing its best with Managed `Network Services. Start with Managed Dedicated Internet, then choose the network enhancements right for your business: Managed Wi–Fi, Managed Cellular Failover and Managed Security.

Portfolio of services
Choose the right mix of enhancements for your business today, and flex as you grow tomorrow
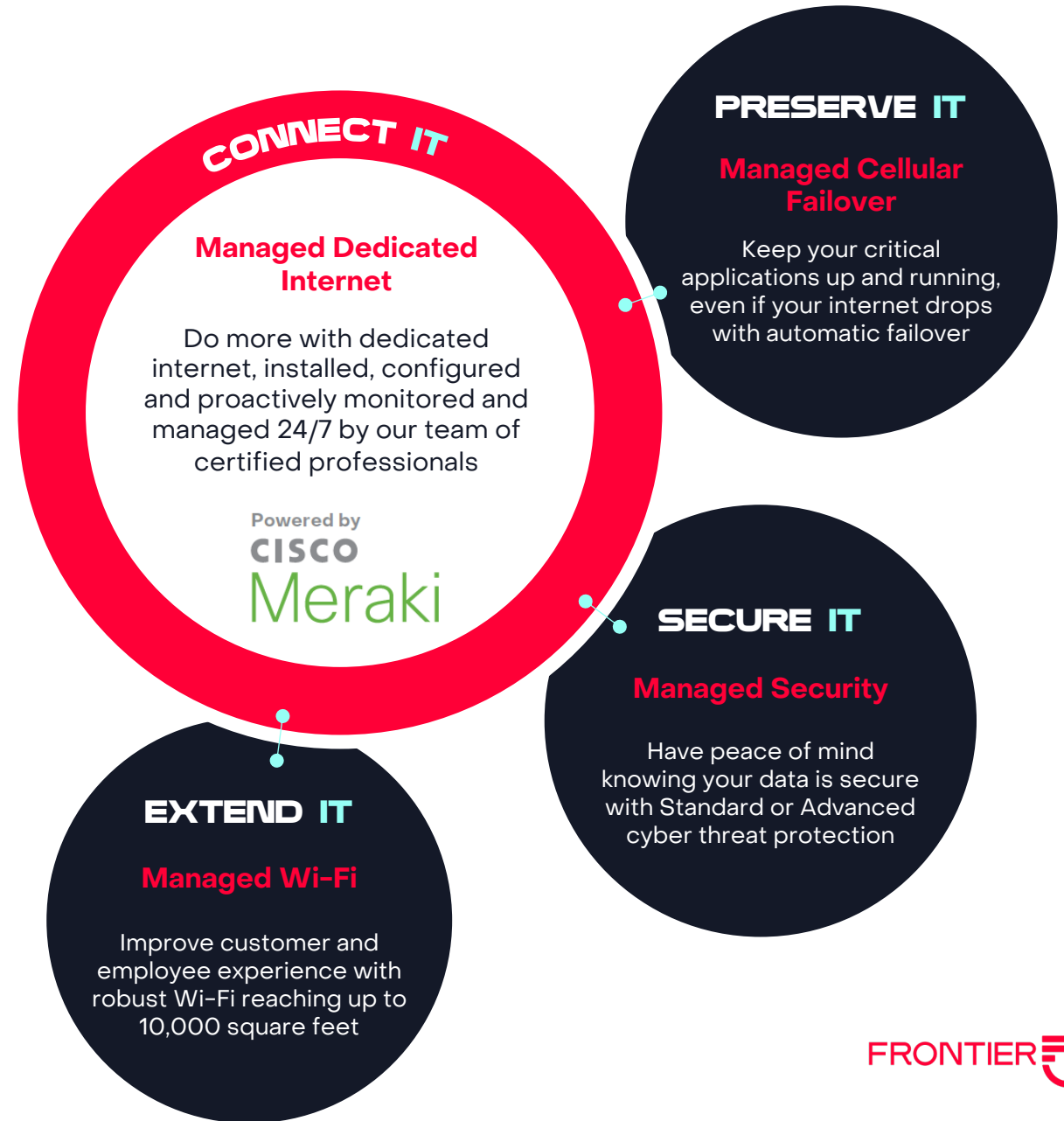
Single pane of glass
Improve visibility and monitor services in real time with the Meraki dashboard

One contact, one provider
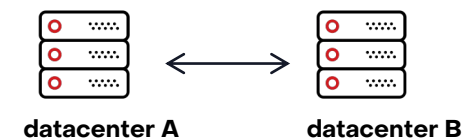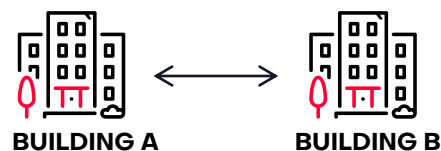We make things easy with one contact, one provider and one number to call

CONNECT IT

Managed Dedicated Internet

Do more with dedicated internet, installed, configured and proactively monitored and managed 24/7 by our team of certified professionals

Powered by
CISCO
Meraki

PRESERVE IT

Managed Cellular Failover

Keep your critical applications up and running, even if your internet drops with automatic failover

SECURE IT

Managed Security

Have peace of mind knowing your data is secure with Standard or Advanced cyber threat protection

EXTEND IT

Managed Wi–Fi

Improve customer and employee experience with robust Wi–Fi reaching up to 10,000 square feet

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Internet & Ethernet
Internet Access | Multisite Connectivity

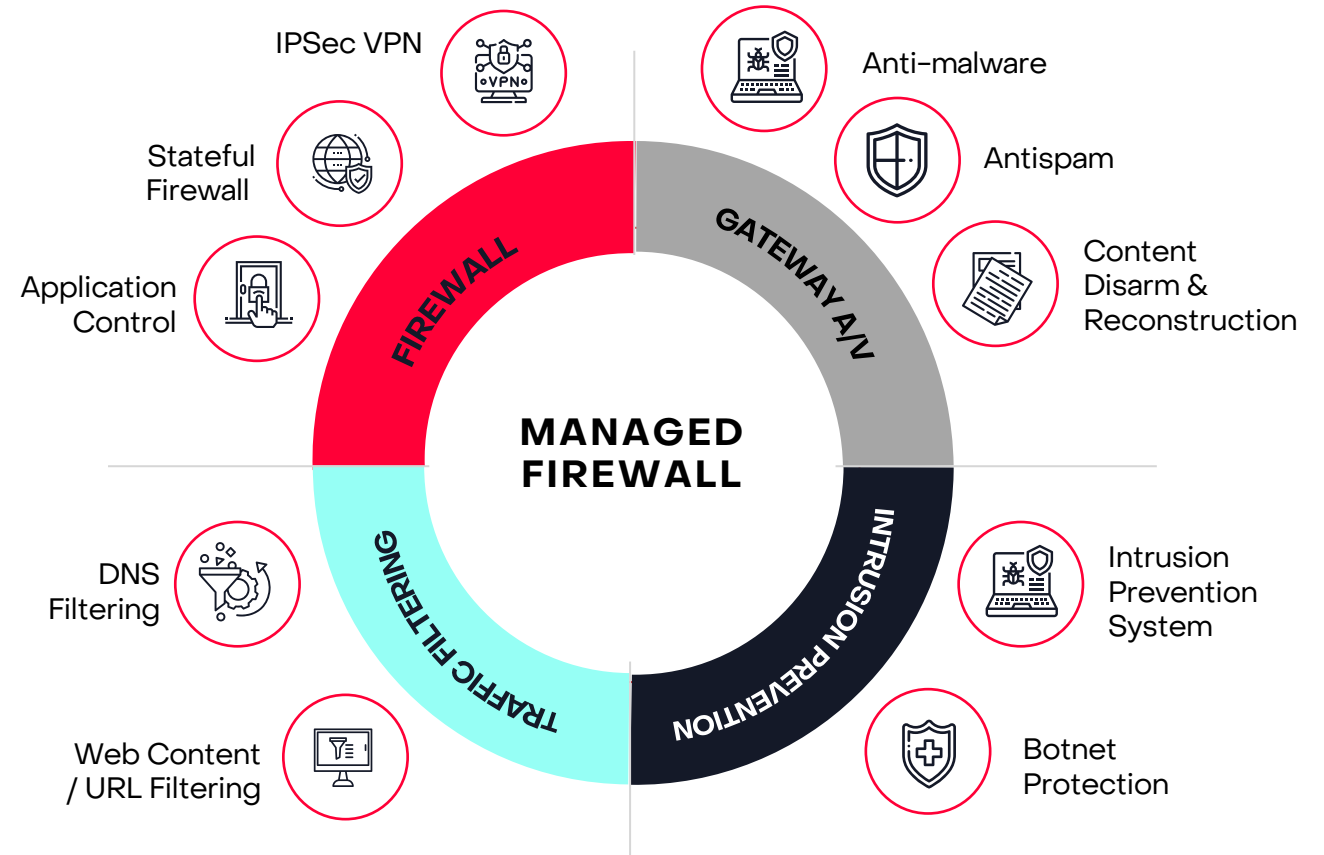**Dedicated circuits with speeds of up to 100Gbps**

- **Flexible:** several configuration options to suit any network type
- **Secure:** leverages our MEF 2.0 Certified network
- **Guaranteed:** 99.99% uptime and 4-hour MTTR SLAs

BUILDING A　　**BUILDING B**

datacenter A　　**datacenter B**

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Managed Firewall

Simplifies network security at the edge

- Industry-leading security features addressing many threats including ransomware

- Secure, flexible connectivity options including multi–WAN, multi-site, and VPN

- Numerous plans and service options delivering a truly customizable solution

MANAGED FIREWALL

FIREWALL
- IPSec VPN
- Stateful Firewall
- Application Control

GATEWAY A/V
- Anti-malware
- Antispam
- Content Disarm & Reconstruction

INTRUSION PREVENTION
- Intrusion Prevention System
- Botnet Protection

TRAFFIC FILTERING
- DNS Filtering
- Web Content / URL Filtering

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Connect Cloud

Directly connect to all your Cloud Service Providers

- Flexible bandwidth options

- Privately connect to your digital ecosystems, bypassing the public Internet

- Improve security and reliability with dedicated connections to your Cloud Service Provider

- Enjoy improved and predictable performance of your applications with significant reductions in latency when compared with public Internet connectivity

- Quickly deploy, connect and scale IT resources on demand

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Managed WLAN

Enables wireless connectivity everywhere, from any device

- Use indoor or outdoor as needed, with coverage to match your company's exact needs

- Support for tens, hundreds, or thousands of users

- Grow your network as needed with easy scaling and new software features

- Frontier provides an end-to-end service; your access and associated digital properties to carry your branding

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FRONTIER + RingCentral

RingCentral is an award-winning UCaaS solution delivering crystal clear audio and high-definition video on one platform. Connect and collaborate from anywhere on any device with one service to unify messages, video meetings and phone calls.

World class user experience
Crystal clear audio and high-definition video

Enhanced employee productivity
Powerful call controls, seamless collaboration & simplified IT admin

Intuitive & scalable
Easy to install, manage & scale w/275+ integrations

Secure & Reliable
World-class security and a 99.999% uptime guarantee
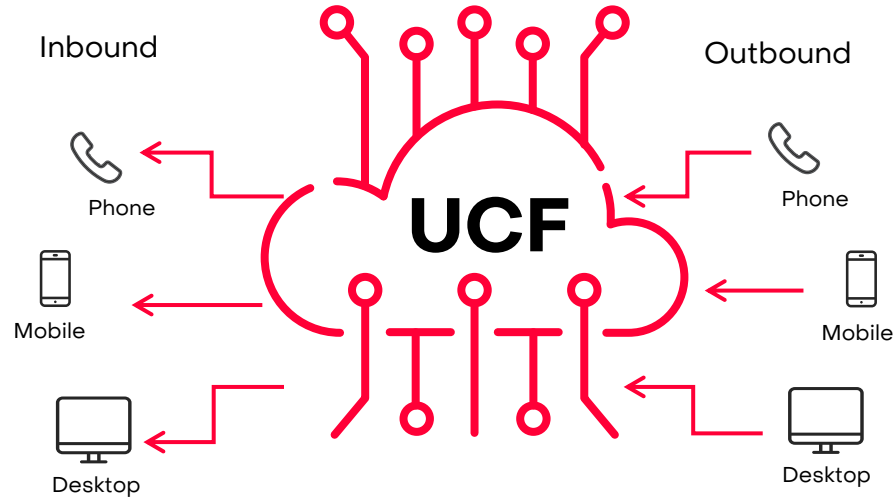
Flexible (multi-device)
Seamlessly switch between multiple devices

Actionable (insights)
Real-time dashboards & analytics to reduce IT workload

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Unified Communications by Frontier (UCF)

Inbound

Outbound

UCF

Phone

Phone

Mobile

Mobile

Desktop

Desktop

Reliable voice and video collaboration

- Accessible from any IP connection via IP phone, softphone, smart phone or tablet

- Reduces or negates reliance on outdated PBX infrastructure

- Creates a superior customer experience with one all-inclusive solution

- Our reliable, secure, redundant network carries your critical comms
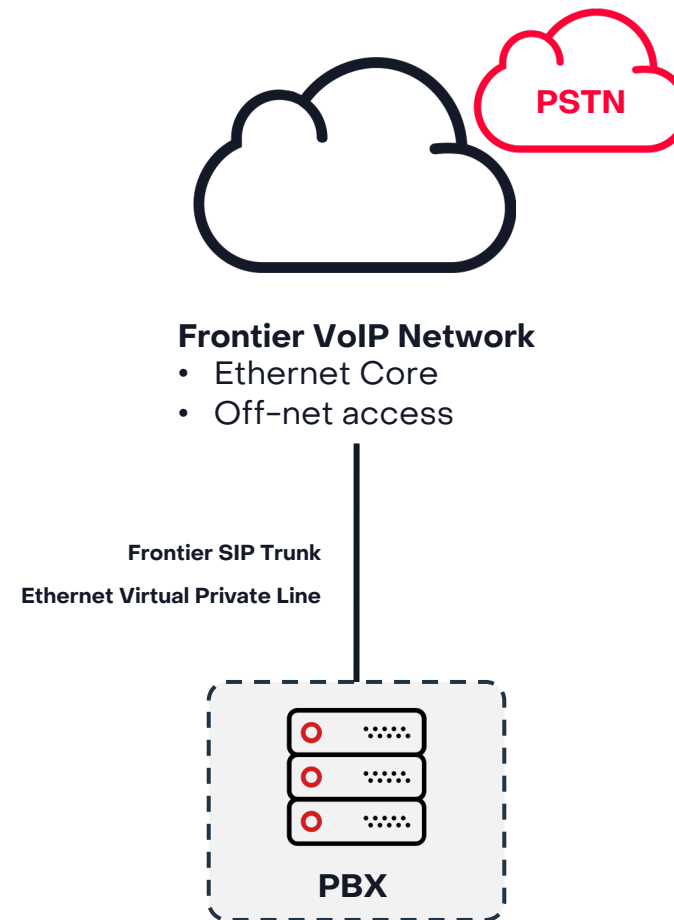
Flexible

Cost Effective

Highly Functional

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SIP Trunking

A VoIP Local and Long-Distance Service Replacement

- Secured with Frontier Ethernet Virtual Private Live

- Works with IP PBX and traditional PBX phone systems

- Change your call paths as needed

- Cost savings with flexible price plans and bundles

PSTN

Frontier VoIP Network
- Ethernet Core
- Off-net access

Frontier SIP Trunk

Ethernet Virtual Private Line

PBX

FRONTIER

Frontier
Direct Calling

A Microsoft Teams direct calling solution that is simple, scalable and redundant

Internal and external direct calling from any device over MS Teams

Replaces or works alongside PBX

Simple pricing for scalability and easy budgeting

Routed over Frontier's nationwide PSTN

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Contact Center as a Service (CCaaS)

Empowering sales and support interactions—right out of the box

True multi-channel solution. Easy setup, expertly managed

Phone   **Web**   **Social**   **Chat**   **Email**   **Mobile**

Build. Manage. Grow.
Wherever you are in your contact center journey, choose us for your reliable partner.

FRONTIER

Trusted by Fortune 500 Companies

Trusted by 93% of the Fortune 500
SERVING OVER 400,000 COMPANIES

- Construction
- Consumer packaged goods
- Education
- Finance
- Food and beverages
- Local, State and Federal Government
- Healthcare
- Insurance
- Leisure and Hospitality

- Life sciences
- Manufacturing
- Media and entertainment
- Professional services
- Real Estate
- Retail
- Shipping and logistics
- Technology
- Utilities and Energy

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THANKS

Empowering Digital Transformation

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Appendix

FRONTIER'S CONTRIBUTION
KEY VERTICAL CUSTOMERS
USE CASE SCENARIOS

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Frontier's contribution to...

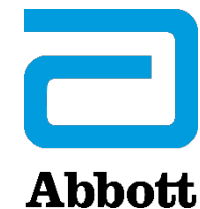## Business Challenges & Objectives

Our Solution

Your Business Benefits

Our Strengths & References

FRONTIER

Trusted by the biggest names in Entertainment

Trusted by the biggest names in Healthcare

FRONTIER

Trusted by the biggest names in Manufacturing

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CASE STUDY
Connecticut Boarding School Increases Connectivity Capacity

The Problem – lack of bandwidth capacity and poor performance

- Salisbury School was concerned their current provider could not deliver the internet reliability and capacity the students and faculty required.
- Existing bandwidth was strained with hybrid learning and Zoom meetings.
- Too many service issues and outages confirmed they needed a different provider and solution.

The Solution – Frontier Dedicated Internet Access (DIA)

- Frontier installation was easy with the fiber network already running close to Salisbury School.
- Frontier's Dedicated Internet Access was the clear solution to deliver 99.99% guaranteed circuit availability giving the students and faculty the reliability they needed.
- Salisbury added 1 Gig DIA to address their capacity demands.
- To provide redundancy in case of an outage, Frontier installed dual-power supplies via best-in-class gear to shore up reliability beyond the fiber itself.

SALISBURY SCHOOL

FOR MORE INFORMATION
To read more about Salisbury School's story, click here

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CASE STUDY
A Mountain of Bandwidth

The Problem – poor performance with legacy equipment

- Snow Valley needed reliable connectivity to process credit cards and their copper lines weren't cutting it.
- Copper lines can be easily impacted by the elements, especially in a remote location exposed to inclement weather.
- Guest experience also suffered with poor Wi-Fi coverage resulting in customer complaints.

The Solution – creative expertise for reliable connectivity

- Frontier's technical experts developed a design that delivered connectivity over a high-end microwave as a long-term solution.
- To improve connectivity right away, Frontier utilized a 100 Mbps connection from Redlands, CA that goes over the top of the mountain and back down to Snow Valley. This added immediate bandwidth to their existing 4.5 Mbps connection.
- Additionally, Frontier secured Snow Valley's network with a Managed Firewall and installed an Ethernet circuit over the mountain top delivering network security and performance.

FOR MORE INFORMATION
To read more about Snow Valley's story
click here

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