WHY FRONTIER

OUR COMPANY

FRONTIER

CONFIDENTIALITY AND SAFE HARBOR STATEMENT

This document contains proprietary and / or confidential information.

THE FRONTIER
WAY

AGENDA

01 Our Company's
Vision: In a Nutshell

02 Our Commitments
to Customer Success

03 Our Solutions
Portfolio

Welcome to Frontier!
Thank you for joining us today.

THE FRONTIER
WAY

WHY FRONTIER

IN A
NUTSHELL

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.

COMMITED **TO** CUSTOMER SUCCESS

THE FRONTIER WAY

FRONTIER

SERVING OVER 400K COMPANIES

THE FRONTIER WAY

- 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

PURDUE

Duke UNIVERSITY

DORSCHEL

GE

Microsoft

BOEING

Yale

FirstEnergy

UNCOMPROMISED CONNECTIVITY

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 our customers meet today's challenges and technology demands. With **more than 165,000 miles of fiber spanning 25 states**, our growing network is designed with the evolving needs of our business customers in mind.

Reliable connectivity, on their terms

Self-service when they want to, managed & personalized when they don't.

— 10 Gpbs Core Network
— 100 Gpbs Core Network
● **FTR Covered States**
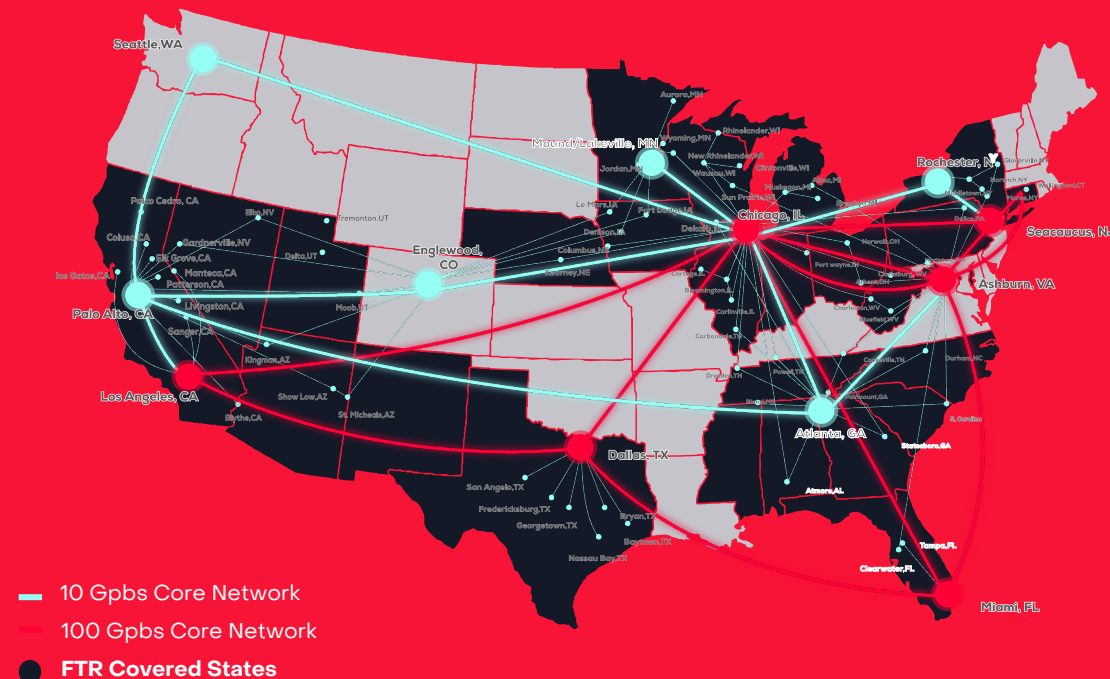
Security
- MEF 2.0 Certified.
- 24x7 Monitoring.

Efficiency
- Strong managed solutions portfolio.
- Industry competitive SLAs

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

A PREMIER
ORGANIZATION

THE FRONTIER
WAY

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.

Available
Local 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

THE FRONTIER
WAY

BUILDING GIGABIT AMERICA

OUR PATH FORWARD

1. **Fiber Deployment –** Accelerate our fiber build (10M+ fiber passings by 2025)
2. **Fiber Penetration –** Win customers in our fiber footprint
3. **Operational Efficiency –** Simplify and digitize operations
4. **Customer Experience –** Deliver an exceptional end-to-end customer journey

COMMITTED TO
SUSTAINABILITY

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 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.

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 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.

SOLUTION PORTFOLIO

FRONTIER

AN ADVANCED

BUSINESS SOLUTIONS PORTFOLIO

- **Robust** solutions portfolio for businesses of any size
- **State of the art offerings** with multiple hosting and service options
- **Simple by design** – Fully managed, 24/7/365
- **Customizable** – True end-to-end solutions

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

THE FRONTIER WAY

Unified Communications

Contact Center

SIP Trunking

Dedicated Internet Access

Multisite with Ethernet Connectivity

Managed WLAN

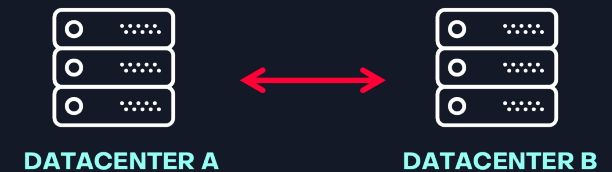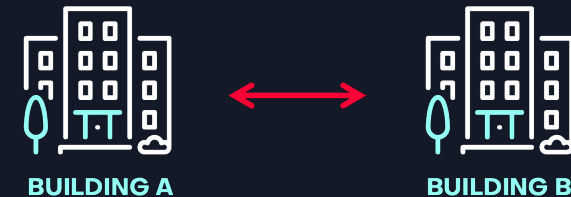Managed Firewall

Connect Cloud

INTERNET & ETHERNET

THE FRONTIER WAY

Internet Access | Multisite Connectivity
Dedicated circuits wit speeds of up to
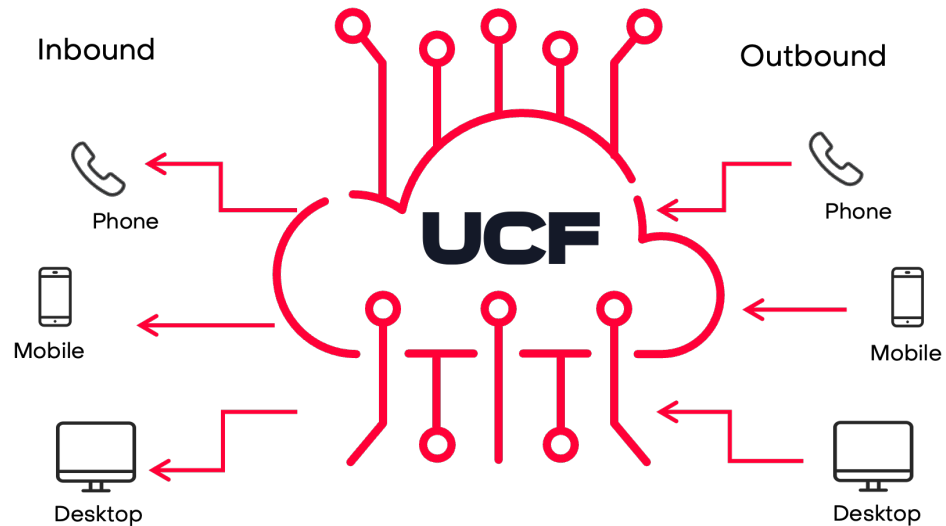
⬆ **100GBPS**

- **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

UNIFIED
COMMUNICATIONS

THE FRONTIER
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Inbound

UCF

Phone

Mobile

Desktop

Outbound

Phone

Mobile

Desktop

- 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

THE FRONTIER WAY
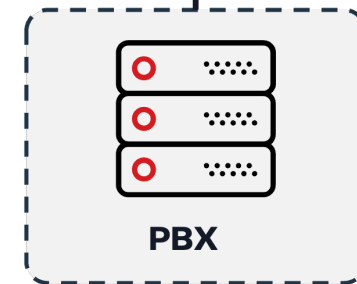
VOICE AND COLLABORATION

SIP TRUNKING

- Secured with Frontier Ethernet Virtual Private Live
- Works with IP PBX and traditional PBX phone systems
- Change your call paths as needed
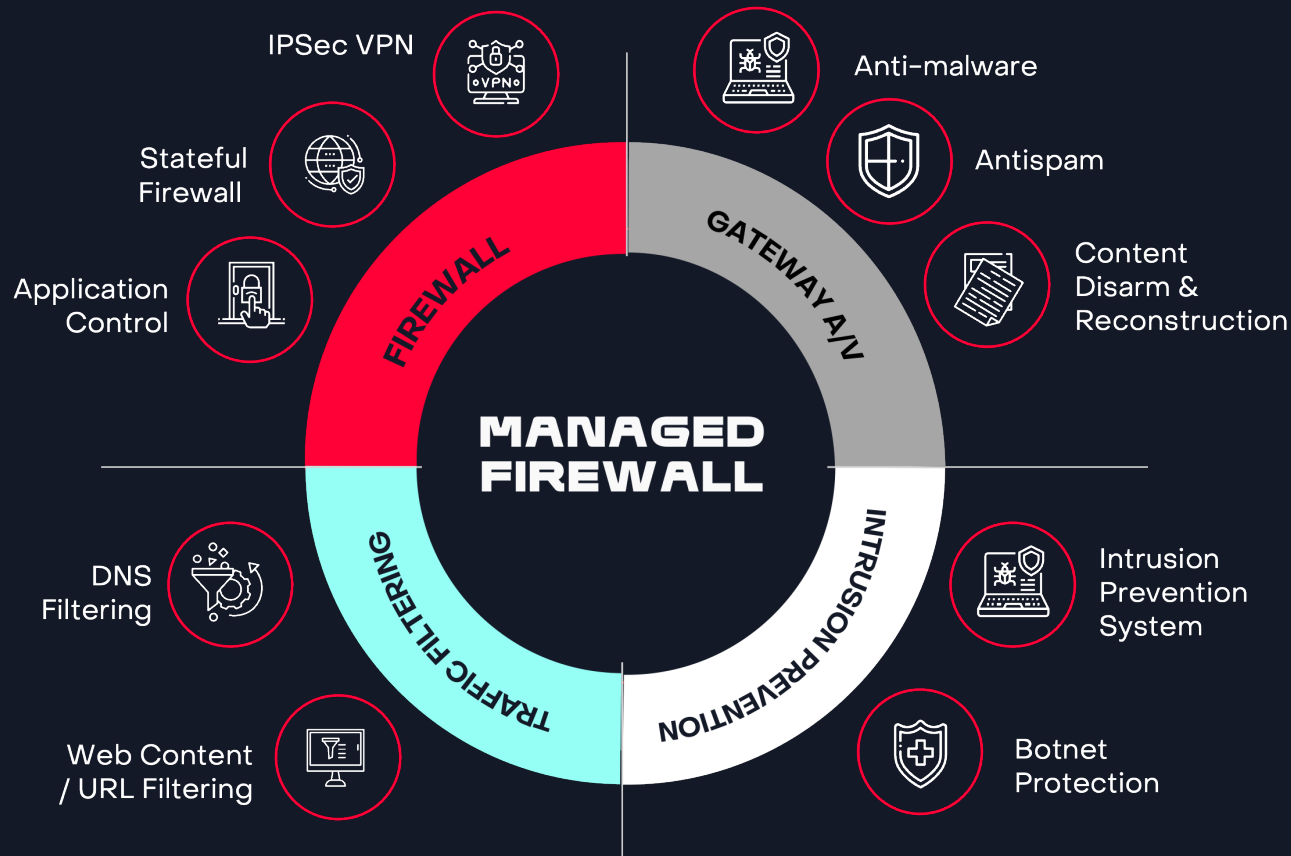- Cost savings with flexible price plans and bundlest

PSTN

Frontier VoIP Network
- Ethernet Core
- Off-net access

Frontier SIP Trunk
Ethernet Virtual
Private Line

PBX

THE FRONTIER WAY

ENTERPRISE NETWORKING

MANAGED
FIREWALL

- Industry-leading security features addressing many threats including ransomware
- Secure, flexible connectivity options including multi-WAN, multi-site, and VPN
- Proactive, 24/7 monitoring to help protect our customers' network
- 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

THE FRONTIER
WAY

ENTERPRISE NETWORKING

MANAGED
WLAN

- Use indoor or outdoor as needed, with coverage to match our customers' exact needs
- Support for tens, hundreds, or thousands of users
- Grow your network as needed with easy scaling and new software features
- An end-to-end service, with personalized splash pages that carry our customer's branding

THE FRONTIER WAY

ENTERPRISE CONNECTIVITY

CONNECT
CLOUD

- Flexible bandwidth options
- Privately connect to digital ecosystems, bypassing the public Internet
- Improve security and reliability with dedicated connections to your Cloud Service Provider
- Enjoy improved and predictable application performance with significant reductions in latency when compared with public Internet connectivity
- Quickly deploy, connect and scale IT resources on demand

VOICE AND COLLABORATION

CLOUD CONTACT

CENTER

THE FRONTIER WAY

- Add blocks of lines, services, and other core service functions as needed.
- Eliminate need for costly PBX equipment at each site with cloud hosting.
- Sculpt the call-in experience with customizable IVRs (Gold/Platinum).

- Deliver holistic customer interactions with supervisory features like barge and whisper.
- Pair with UCF service, SIP trunking, or existing voice platform.
- Meet customers where they are, including IM and social media (Gold/Platinum).
- Save by utilizing existing hardware with less reliance on dedicated physical tools.

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

THANKS

Empowering Digital Transformation

FRONTIER