Frontier Communications
Solutions for Success

Public Works Council Meeting
August 25, 2016
Introduction to Frontier Communications

Frontier Communications is a leader in providing communications services to residential and business customers

COMPANY
• S&P 500
• Fortune 250

EMPLOYEES
• 28,600

INCORPORATED
• 1938
• Serve 29 States
Frontier Communications - Texas

- **Households**: 1.3M
- **Customers**: 507K
- **Fiber Network**: 44%

[Map of Texas showing Frontier Acquisition territories]
We Believe in...

• Putting the **Customer First**
• Keeping our **Commitments**; **Being Accountable**
• **Being Active in our Communities**
• Doing it Right the First Time; **Continuously Improving**
We Live Our Values Everyday…

• We live and work in the communities we serve. We are friends, neighbors, and subject matter experts on the best communications solutions for your home and businesses.

• We focus on our customers and are empowered to make the right decision - the one that suits our customers' needs.

• We support programs and initiatives that are important to our communities.
We Support Those Who Served…

- We're an award-winning employer of military veterans and reservists.
  - 13% of Frontier employees are veterans or reservists

- We are committed to support those who served – and continue to serve – our nation.

- We are a member of the Military Spouse Employment Partnership, the 100,000 Jobs Mission, Employer Partnership of the Armed Forces, Honor and Remember, and Joining Forces.
The Benefits of Choice

Frontier’s portfolio of services promotes company success:

- **Flexible** business solutions grow as your company grows
- **Customizable**, best-in-class plans
- **Cost-effective** communications services
- **Secure** connections and compliant data storage
- **Multisite solutions** to keep your business connected
Products and Services for Your Success
Including: Voice, Data, Video, Wi-Fi, Public Safety and Professional Services

Technology Partner Solutions

State-of-the-Art Equipment for:
- Voice and VOIP
- Data Networking
- Managed Wi-Fi
- Audio, Web and Video Conferencing
- Structured Cabling
- Next Generation 911 Public Safety

Data Networking Solutions

Fully Integrated Communications Solutions:
- Ethernet Services
- Managed IP VPN
- VOIP (hosted and premise based)
- Data Backup and Recovery
- Business High Speed Internet
- Local & Long-Distance Service
- Security
Solutions for the Connected City

Avaya Fabric Connect – Upgrade Analog Video Surveillance to High Definition video. Improved picture quality, superior zoom capabilities, and dramatic improvement in network recovery times that resulted in almost no loss of video footage. Easier to manage than conventional multicast networks.

Cisco Smart City Solutions – Improved traffic flow through digitally controlled intersections. City parking applications to notify citizens of available parking spots. Interactive digital signage on roads to warn motorist of accidents. Monitoring water levels and usage.

Wi-Fi - Frontier Communications has partnered with the leading Wi-Fi vendors to offer managed or premise based solutions for Parks, Town Square’s, athletic fields. Durham, NC The Durham Bulls Baseball Park and American Tobacco Campus.

Cloud Based Unified Communications and Collaboration – Frontier UC&C solutions for customers wanting to better streamline their communications and interactions with their customers and employees

Commercial Television – Frontier FiOS – Fire Stations and Police facilities.
## Frontier Contacts & Escalations

### RESIDENTIAL CUSTOMERS

**800-921-8101**  
Billing & Customer Service  
Technical Service & Repair

- **Ryan O’Neill – DFW West GM**  
  • TN – 940-765-1187  
  • [Ryan.Oneill@ftr.com](mailto:Ryan.Oneill@ftr.com)

- **Joel Peterson – DFW East GM**  
  • TN – 972 578-3250  
  • [Joel.peterson@ftr.com](mailto:Joel.peterson@ftr.com)

### BUSINESS CUSTOMERS

**800-921-8102**  
Billing & Customer Service  
Technical Service & Repair

### SERVICE ESCALATIONS

<table>
<thead>
<tr>
<th>Tier</th>
<th>Contact Details</th>
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| Tier 1:  
- Ryan O’Neill – DFW West GM  
- TN – 940-765-1187  
- [Ryan.Oneill@ftr.com](mailto:Ryan.Oneill@ftr.com) |
| Tier 2:  
- Joel Peterson – DFW East GM  
- TN – 972 578-3250  
- [Joel.peterson@ftr.com](mailto:Joel.peterson@ftr.com) |
| Tier 3:  
- Holly Fergus  
- TN – 469-646-9056  
- [Holly.R.Fergus@ftr.com](mailto:Holly.R.Fergus@ftr.com) |
| Tier 3:  
- Pedro Correa – SVP & GM  
- TN – 469-646-9026  
- [Pedro.M.Corra@ftr.com](mailto:Pedro.M.Corra@ftr.com) |

### Click to Chat: MeetFrontier.com
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We’ll see you soon…

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