

GREAT NEWS

FRONTIER

For residents of

Your community has partnered with Frontier® to provide all residents with our state-of-the-art fiber internet service. All residents are entitled to receive the following **at no charge** from Frontier:

Optional internet upgrades

Upgrade to one of our higher speeds for a low monthly fee (billed directly to you). All data speeds include an eero 6, Pro 6E, Max 7 or Pro 7 based on speed tier and availability. Speak to your agent for details.

- Fiber 1 Gig
- Fiber 2 Gig
- Fiber 5 Gig
- Fiber 7 Gig

Note: Residents ordering an upgraded speed or other services may be subject to credit check and/or deposit.

Call our Customer Service Center at:

844-660-0648

(Option 2 for account service)

Monday-Friday: 8a.m. – 8p.m. EST

Saturday: 9a.m. – 8p.m. EST

Additional services

Concerned about identity theft? Viruses? Want premium tech support, device protection, voice or streaming TV service billed directly to you? See opposite side for descriptions.

- Whole-Home Wi-Fi
- Unbreakable Wi-Fi
- Wi-Fi Security Plus
- Wi-Fi Security
- Total Shield
- My Premium Tech Pro
- Identity Protection
- Voice Service
- YouTubeTV
- Netflix & Pro Wi-Fi Bundle

FCC DISCLOSURE: If you are a resident at a multi-family property and the property owner is party to an exclusive marketing agreement with Frontier, this means Frontier has a right to exclusively market its communications services to residents in the multi-family property. Notwithstanding, the property owner cannot mandate the purchase of Frontier communication services. Under federal law, residents are free to choose which communications service provider to use if more than one provider is available at the property.

*All inquiries to the toll-free number must be made by a person who is named on the account. All pricing and information shown here is subject to change and may vary for existing customers.

Max speed capable range for Fiber 200 (180-200 Mbps download/upload), Fiber 500 (450-500 Mbps download/upload), Fiber 1 Gig (846-1000 Mbps download, 792-1000 Mbps upload), Fiber 2 Gig (1800 - 2000 Mbps), 5 Gig (4500 - 5000 Mbps), 7 Gig (6300 - 7000 Mbps). 2 Gig, 5 Gig or 7 Gig require capable devices and wiring. Performance details: frontier.com/internetdisclosures. Requires Auto Pay using bank account. Auto Pay with credit card \$5/mo. more, and without Auto Pay \$10/mo. more. Printed bill available for up to \$4.50/mo. Fee does not apply to select customers. A \$50 equipment restocking fee per household applies when Internet is disconnected. A fee up to \$300 (\$500 for 5 Gig / 7 Gig) per device applies if equipment is not returned. Other applicable charges and additional services are extra. Subject to availability. Price and terms subject to change. Cannot be combined with other offers. Other restrictions, Frontier policies and service terms apply.

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Additional products & services

Whole-Home Wi-Fi*

- Helps with dead spots, drop-offs and buffering – even when the whole family is online.
- Up to two additional extenders provided to Fiber 2 Gig speeds and below and 1 extender for 7 Gig and 5 Gig to get a consistently strong Wi-Fi signal throughout the home. Devices are in addition to the device included with internet service.

Unbreakable Wi-Fi¹

- Stay connected with backup internet that automatically turns on if your network connection goes down.
- Automatic switchover during network outages and back to fiber when restored.
- Optional battery back up available for purchase, lasting up to 4 hours during power outages.
- 130GB of data per month, resetting each billing cycle.
- Frontier-provided eero device required.

Identity Protection²

- Includes personal information monitoring (SSN, phone number, email address, debit/credit card numbers, etc.) to help keep your sensitive data from becoming public.
- Up to \$1M in identity theft insurance.

Voice Service

- Includes unlimited local and long distance calling in US, Puerto Rico, Mexico and Canada.
- Call waiting and forwarding, 3-way calling, caller ID, voicemail.

My Premium Tech Pro³

- Live tech support agents for internet and connected tech support: Installation, set up, configuration, troubleshooting and use, Wi-Fi, streaming, cloud services, data back-up, wireless printing, virus remediation, device selection, and more.
- 7AM to midnight ET, 365 days a year.

Netflix & Pro Wi-Fi Bundle⁴

- Bundles Netflix Premium with our best-selling Whole-Home Wi-Fi service and advanced Wi-Fi Security—all on one convenient bill.
- Whole-Home Wi-Fi and Wi-Fi Security provide powerful and secure Wi-Fi throughout the home.
- Get movies, series and games for the whole family.

Wi-Fi Security**

- Advanced security for devices connected to the home network managed via eero app.
- Blocks malicious sites, viruses, phishing.
- Parental controls restrict duration, timing, and content.
- Ad blocking to improve browsing experience.
- Frontier-provided eero device required.

Wi-Fi Security Plus

- Includes Wi-Fi Security, Multi-Device Security, VPN & Password Manager.
- Advanced security protects devices at home and away from malicious sites, viruses, phishing.
- Parental controls restrict duration, timing, and content.
- Ad blocking stops pop-ups and Guardian VPN conceals IP address, internet activity and personal info.
- Password Manager for 1 master password for all devices.
- Frontier-provided eero device required.

Total Shield

- Total Shield helps protect computing devices at home or on-the-go with antivirus software.
- Includes VPN to safeguard your online identity, password manager for up to 100 passwords and family rules with one app.

YouTube TV⁵

- \$10 off per month for 12 months on a first-year subscription for first-time YouTube TV subscribers.
- Over 100 channels, such as local and news channels, ESPN, HGTV, Discovery, and more.
- Bills with your Frontier account.
- Features like a live channel guide and unlimited DVR storage. Watch from anywhere on various devices, including smart TVs, gaming consoles, tablets, or online at tv.youtube.com, without needing a cable box.

Includes direct dialed local and long distance calls to the US, Canada and Mexico. Other call types excluded. Restrictions apply. Internet access service and charges not included. Frontier does not warrant that Frontier Secure services will be error-free or uninterrupted. Taxes, governmental and Frontier-imposed surcharges, minimum system requirements, and other terms and conditions apply. See <https://frontier.com/corporate/terms>.

*For new residential internet customers only. Price includes one and up to two Wi-Fi devices. Quantity and model determined based on router provided with internet service and coverage needs at time of order or installation. Coverage range and performance vary based on model, use and building conditions. Additional devices available for lease. Equipment non-return and restocking fees apply per Frontier service terms. **eero max speeds are derived from IEEE specifications. Coverage varies based on normal use and building conditions. Actual range and performance can vary. See <https://eero.com/legal> for more details.

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¹Frontier Fiber Internet subscription with eero router required. Cellular backup internet provided by third party carrier. Coverage, uptime and speeds vary. Restrictions on use apply. Requires battery backup during power outages, sold separately. Unbreakable Wi-Fi is powered by a Ring Alarm Pro device with Ring home security functionality disabled. Visit frontier.com/unbreakablewifi for additional product details.

²Must be at least 18 years old for credit monitoring.

³Hours are subject to change. My Premium Tech Pro is a best effort service and may not always be able to solve every problem, despite best efforts by its technicians. Full information about app operation is available in the Terms of Service, which can be reviewed before downloading the app.

⁴Netflix & Pro Wi-Fi Bundle: Restrictions and Frontier and Netflix terms apply. Pricing subject to change. Cancel anytime. Customer responsible for linking existing Netflix subscription. See additional details at frontier.com/NetflixTerms. Price includes Wi-Fi Security, and two Wi-Fi devices (one for 5 Gig). Model based on existing router and internet service type. Coverage range and performance vary based on model, use and building conditions. Additional devices available for lease. Equipment non-return and restocking fees apply. For more details on Whole-Home Wi-Fi visit www.frontier.com/whwf.

⁵New YouTube TV users with Frontier internet. Cancel anytime. Promotional offer available only for Base Plan. See details at frontier.com/shop/tv

Other applicable charges and additional services are extra. Subject to availability. Price and terms subject to change. Cannot be combined with other offers. Other restrictions, Frontier policies and service terms apply. See [Frontier.com](https://frontier.com) for complete offer, terms, eligibility, and performance details.