



## **Frontier Restructuring Customer FAQ**

### **1. I am a Frontier customer, how will the financial restructuring process affect me?**

- Frontier expects to continue providing quality service to its customers without interruption.
- We look forward to continuing to provide customers with the quality service that is expected from Frontier.
- We have put a tremendous amount of time and effort into this process to ensure we limit the impact on our stakeholders, including all customers – and the agreement we have reached is a strong reflection of that progress.

### **2. What changes should I expect in my service and schedules?**

- You should not expect any changes in your service or schedules as a result of this process.
- Frontier expects to continue providing quality service to its customers – including maintaining current service levels and commitments – without interruption throughout the court-supervised process.

### **3. Will you be raising prices?**

- The restructuring process will not result in a direct change to the rates or terms of service provided to customers or offered to prospective customers in the normal course of business.
- We remain committed to keeping our customers connected and we will continue to strive to offer plans that offer the best value at consistent, everyday low pricing.

### **4. Why should customers continue to do business with Frontier? What if I recently signed a contract, will it be honored?**

- Providing our customers with the quality service they expect remains our top priority.
- We are continuing to operate as normal, and we have sufficient liquidity to meet our obligations as usual.
- We will continue to conduct business, honor existing commitments and do everything we normally do to deliver value to our customers – including customers who have signed contracts recently.
- We also intend to maintain our long-standing vendor relationships to ensure continuity of service.
- We value our customer relationships and look forward to maintaining them long into the future.

### **5. Will customers have the same point of contact**

- Yes. Frontier is continuing to work with its business partners as usual, and normal business relationships will not change as a result of this process.

### **6. How can customers get updates and additional information?**

- We are committed to keeping you informed of any important events as this process moves forward.
- We will continue to post updates regarding our financial restructuring on [www.frontierrestructuring.com](http://www.frontierrestructuring.com).