



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



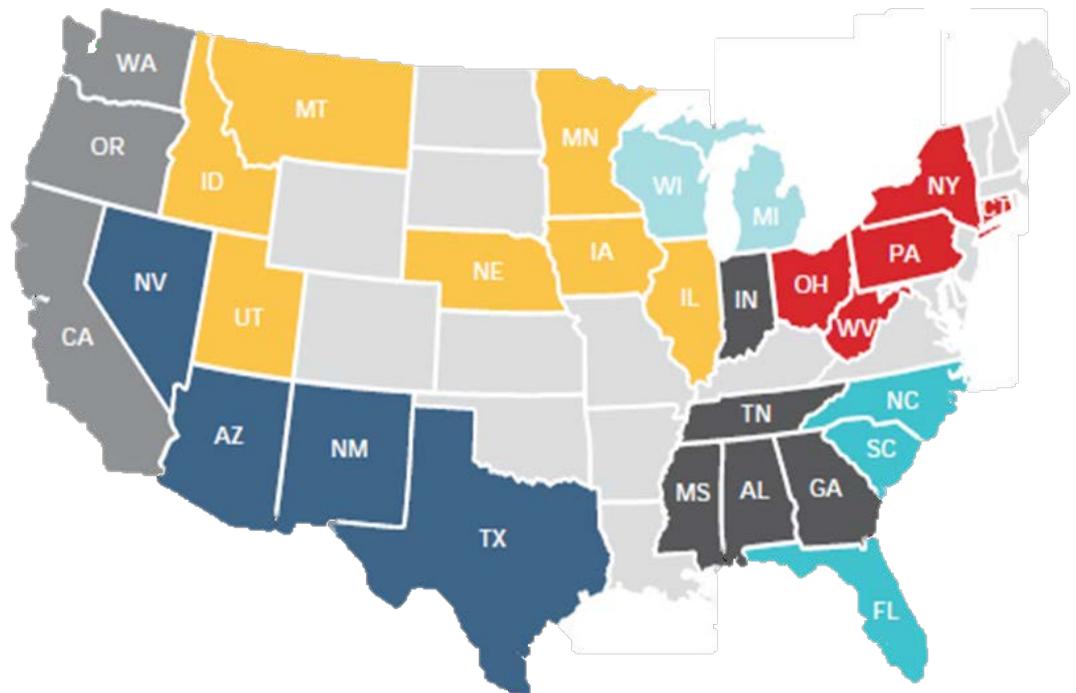
EMPLOYEES

- 28,600

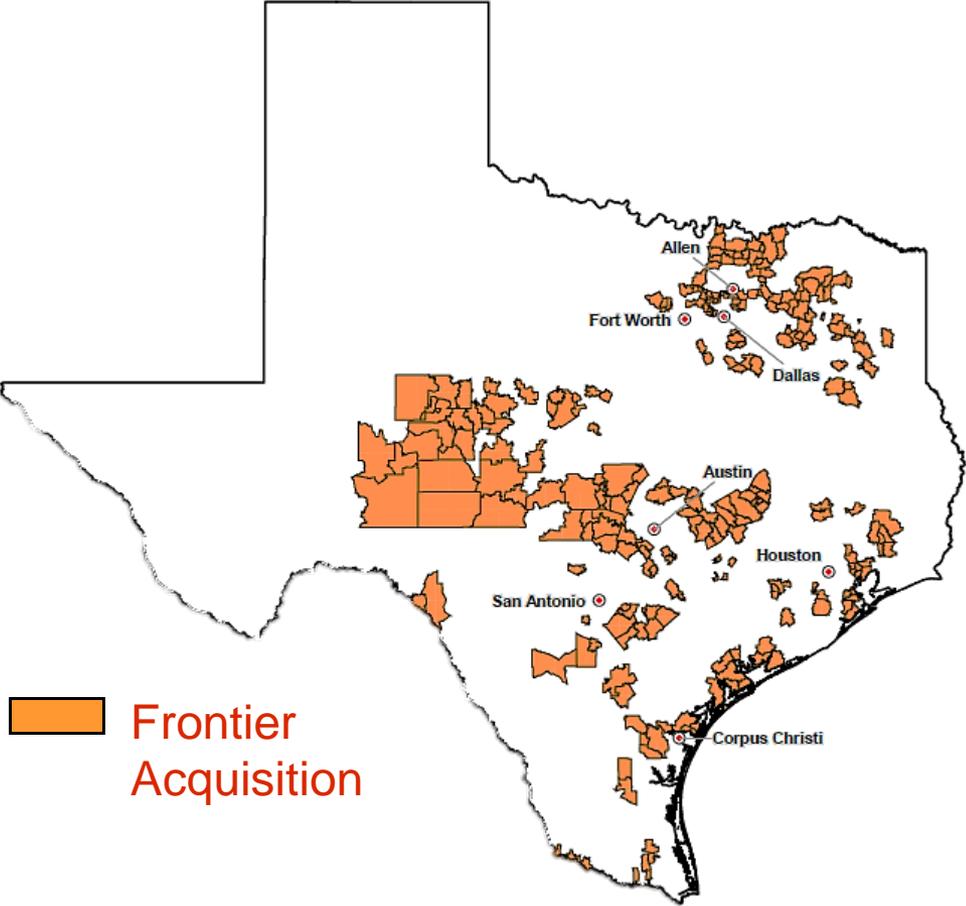


INCORPORATED

- 1938
- Serve 29 States



Frontier Communications - Texas



HOUSEHOLDS

• 1.3M



CUSTOMERS

• 507K

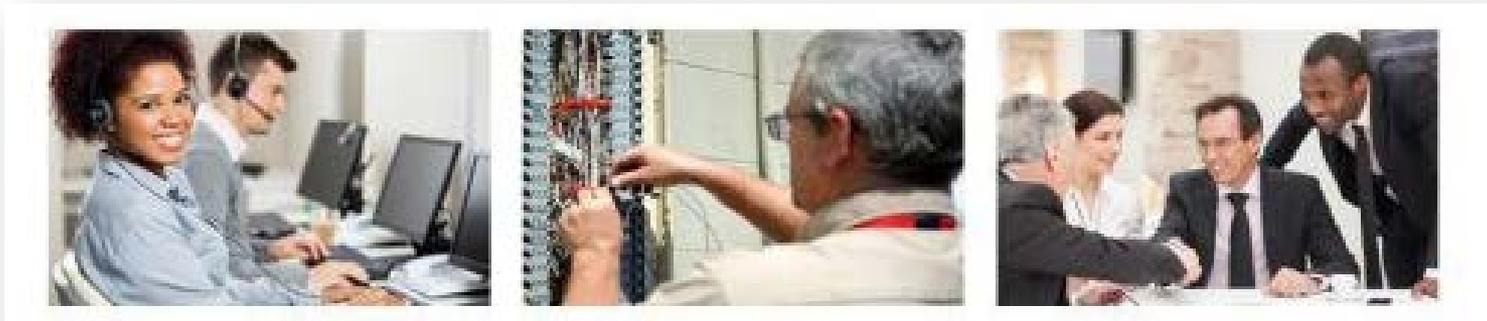


FIBER NETWORK

• 44%

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:

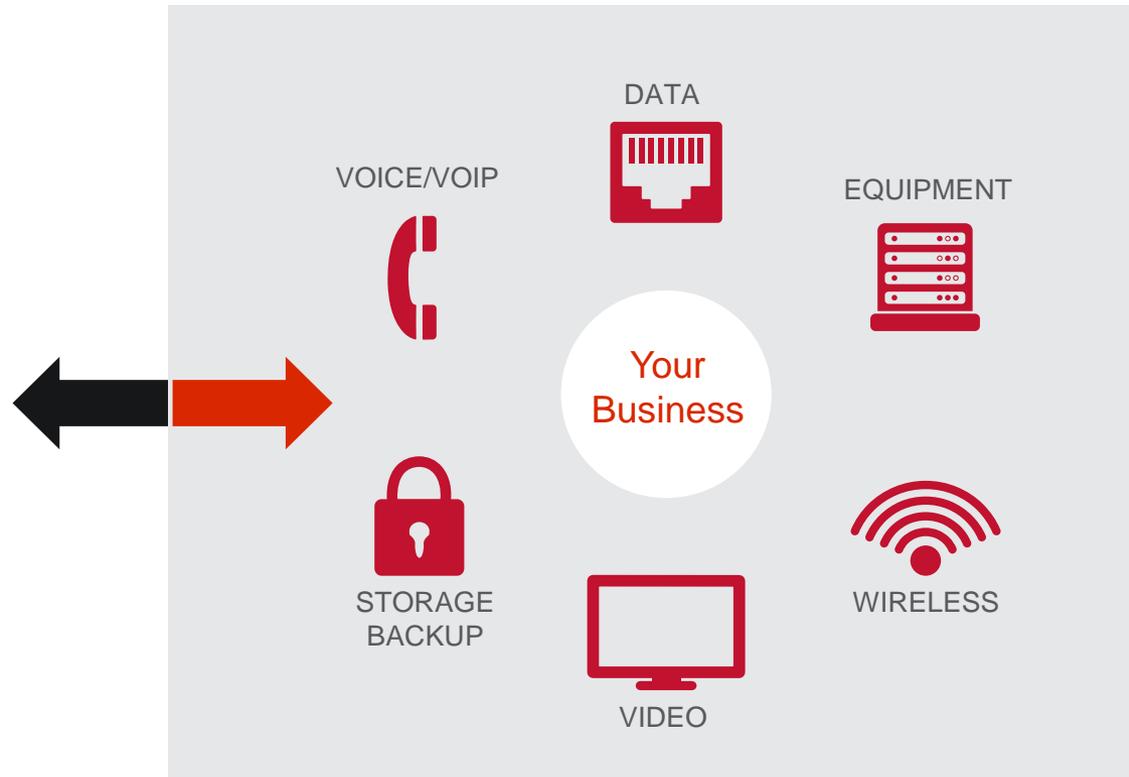
Flexible business solutions grow as your company grows

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

Mitel

AVAYA

CISCO

Meraki

ADTRAN

RUCKUS
Simply Better Wireless.

Hewlett Packard
Enterprise

aruba

AIRBUS DS
COMMUNICATIONS
home of VESTA

911Enable is now

west

intrado

SOLACOM

ZUERCHER
Public Safety Software

911
Datamaster

INDIGITAL
telecom

Frontier
BUSINESS EDGE

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 motorists 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

BUSINESS CUSTOMERS

800-921-8102

Billing & Customer Service
Technical Service & Repair

Click to Chat:
MeetFrontier.com

SERVICE ESCALATIONS

Tier 1

- Ryan O'Neill – DFW West GM
- TN – 940-765-1187
- Ryan.Oneill@ftr.com

- Joel Peterson – DFW East GM
- TN – 972 578-3250
- Joel.peterson@ftr.com

Tier 2

- Holly Fergus
- TN – 469-646-9056
- Holly.R.Fergus@ftr.com

Tier 3

- Pedro Correa – SVP & GM
- TN – 469-646-9026
- Pedro.M.Correa@ftr.com

Thank You!

We'll see you soon...



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High School Football Sponsor



Irving Canal and Concert Series Sponsor