



BULK FREQUENTLY ASKED QUESTIONS

Q: Who do I call when I'm ready to place my order?

A: New bulk customers will be provided with a toll-free number to contact our Bulk Customer Care team, a specialized group with centers in Florida, Texas and California. They are the only group within Frontier that can place orders or review Bulk resident accounts, so please be sure to call the Bulk Customer Care number when your property tells you that it's time to order.

Before you call in, we'll provide your property a pricing sheet that will show you rates for the Bulk products your property is contracted for as well as products you may want to add or upgrade to. Once you've decided which products are best for you, just call the Bulk Customer Care center and tell them what you'd like to order. Having trouble deciding? Call the Center and let them know you have questions. One of our agents will be happy to explain your options.

Q: Why do you require date of birth and social security number when new customers place orders?

A: We make every effort to ensure that we verify your identity and provide us with only information that is needed. You may need your date of birth and last four digits of your SSN when calling back in for technical support or to make changes to your account.

Q: How does Frontier protect my identity?

A: As a regulated company, we are required to take more stringent measures when it comes to our customers' identity than many other industries. We never sell or disclose your personal information to third parties.

You play a role in helping us protect your account as well. Once you've established your account, we encourage all residents to register by creating a Frontier ID on our website. You'll need your billing telephone number (see below) and a valid email address to set up your Frontier ID. You'll also be asked to set an account passcode or PIN. Knowing your user PIN will facilitate getting help whenever you call into our Bulk Customer Care center or Technical Support.

We also offer a suite of Internet security services under our Frontier Secure product line. You may, for a modest monthly fee, add antivirus protection and myriad other services designed to help prevent identity theft and to protect your home's network.

Q: I'm not even ordering phone service from Frontier. What's a billing telephone number?



A: The Billing Telephone Number is essentially your account number. If you have home phone service with us, your Billing Telephone Number (aka “BTN”) is your home phone number. If you have not ordered voice service, your BTN will be a fictitious phone number associated with your account, and no one else’s.

Q: What is a PIN, and is it important? What happens if I can’t remember it?

A: Your Personal Identification Number (PIN) is a passcode used to verify your identity whenever you contact Frontier. Your PIN will be a four- or five-digit set of numbers that you can specify, or our system can assign one to your account when placing your initial service order.

It’s **very** important that you remember **both** your Billing Telephone Number (BTN) and Personal Identification Number (PIN).

The easiest way to remember your PIN is to set up your Frontier ID when you register your account online. When you register for a Frontier ID, you can log into your account and set it to display your PIN (or hide it) when you need it.

Q: Should I set up a Frontier ID using My Account even if I don’t get a bill?

A: YES! We encourage every customer to register their account online at Frontier.com. To create a Frontier ID, you’ll need your **Billing Telephone Number**, a valid **email address** and your **PIN**.

Once you’ve registered at <https://frontier.com/resources/frontier-id-registration>, you can log into your account to review or pay your bill, or get real-time 24/7 Tech Support using the online chat feature on Frontier.com or in your My Frontier smartphone app.

Q: Can I add my spouse or someone else in my family to my account?

A: Absolutely! You can register up to four (4) people on your account that you authorize to get help with your account or assistance from Technical Support. Just tell your rep who else you’d like to authorize when placing your order, or at any time afterwards. Please bear in mind that anyone authorized to access your account will still need to know your Billing Telephone Number and PIN when calling.

Q: How does billing work for Bulk residents? Do I pay Frontier and then my property or community association pays me back?

A: All products under contract carry a \$0.00 charge per month on residents’ bills. If you only order the services under contract, you will not receive a bill from Frontier. If you add other services, such as Voice or an upgraded Internet speed tier, you will be billed directly only for those services.



Q: What if I bought a promotional bundle from Frontier? Will I have to pay an ETF when I switch my services to Bulk?

A: If you received a gift card with your purchase, we may require repayment of some or all of the existing balance depending on how long ago the card was issued.

Q: What if I purchased a promotional bundle from my current provider? Will Frontier pay my early termination fee (ETF)?

A: Unfortunately, we do not cover residents' early termination fees (ETFs) with other providers. If you want to wait until your promotional period is over before ordering our Bulk services, you may, but please be advised we will continue to bill your property or owners' association for your living unit.

Q: I have home phone service through another provider. If I purchase voice from Frontier, can I keep my phone number?

A: Yes, in most cases! When you call to place your order, please let your rep know that you would like to keep your existing telephone number. Once your order is placed, we will work through a third party to secure the release of your current phone number from your current provider prior to your installation appointment.

IMPORTANT: If you intend to keep your phone number, do not disconnect your services with your provider until **after** your Frontier services have been installed. Doing so may prevent us from "porting" your phone number to Frontier.

There are instances in which we cannot transfer a resident's home phone number depending on the area and the provider that issued your number originally. This is a rare occurrence but can happen.

Q: Can I keep my email address if it was issued by my previous internet provider?

A: No. While we realize that it's inconvenient if you've used your email address issued by your current provider, we strongly advise customers to create a new email address with a non-carrier email provider, such as Google's Gmail, Yahoo, Hotmail, or other common email services that are not affiliated with whichever company your Internet service is with.

Q: What can I expect on the day of installation?

A: Prior to your installation date—also referred to as "due date"—you will be given a window of time during which our installation technician will arrive.

The first thing your technician will do is install the Optical Network Terminal, or ONT, on an exterior wall or inside your home. Information carried over our fiber network is transmitted by light. The ONT converts that "light" into data, video, and voice signals that are distributed throughout the home.



Next, your technician will configure your router, validate the data speed coming through the ONT and will then configure at least one device like a laptop, desktop computer, tablet, or smartphone on your new Wi-Fi network. Additionally, the technician will test the wireless signal strength in other areas of your home. If there are “dead zones” identified, your technician may recommend an extender to ensure that the Wi-Fi signal reaches every part of your home. Depending on your Bulk agreement, you may need to pay separately for additional extenders.

If you’ve ordered any additional services, the technician will install and test those services as well. Finally, before leaving, the technician will show you how your new equipment and services work and show you how to download the My Frontier app and any other applications that complement your Frontier services.

The entire process can take 2-4 hours depending on what you have ordered, the size of your home, and any complications that may arise.

Q: What should I do if my service is down, or if my speed doesn’t seem as fast as it should be?

A: Using the same number that we provide for ordering Bulk services, you can reach out to technical support 24/7, 365 days a year. Just dial the number and press 1 for tech support.

You must be at home when you call, as the tech support rep may need you to reboot your router (which involves unplugging it for 1 minute, then plugging it back in), check your video picture, or test your home phone.

Q: Can I place my services on hold while I am on vacation?

A: Yes and no—Your contracted services (the ones the property pays for) must remain active while they are provisioned in your name. Other services, such as home phone service may be placed on vacation status for up to 9 months. Simply contact one of our account service representatives at our Bulk toll-free number before leaving. There is a one-time fee to place your service on vacation hold, a small monthly fee, and a reactivation fee upon your return.

Please note that no changes can be made to your account while any services are on vacation.