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AFFORDABLE CONNECTIVITY PROGRAM

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AFFORDABLE CONNECTIVITY PROGRAM

"Mr./Mrs. Customer, thank you for your interest in the Affordable Connectivity Program. Before I place your order, we will need to check if you or a family member in your household are eligible for the program. An application for the Affordable Connectivity Program must be submitted to receive the discount. Have you already applied for the Affordable Connectivity Program at <https://acpbenefit.org/> and been approved?"

"Additional, if you are interested in voice services you must apply separately for voice benefit at checklifeline.org"

ACP SCRIPT

To receive the ACP discount, please accept the following terms and conditions:

The Affordable Connectivity Program (ACP) is a government program to help qualifying households afford the internet they need for work, school, healthcare and more. With your ACP credit, your internet service is discounted up to \$30 per month or up to \$75 per month if you live on qualifying tribal lands.

You can apply the ACP credit to any Frontier internet service on the same terms available to customers not eligible for ACP. And you can get the ACP credit from any participating provider you choose, with one monthly service discount allowed per household. Important: Remember, your ACP credit stops (and your service reverts to full price) when:

- You don't use the service at least once every 30 days.
- A bill associated with your service is not paid for 90 consecutive days
- You de-enroll from the ACP
- You transfer your ACP benefit to another provider while receiving service from us
- The program ends

If we later show that you're enrolled in ACP with another provider, we need you to confirm now that you wish to use your ACP benefit with Frontier.

The Affordable Connectivity Program grants only one monthly service discount per household. And the discount can be applied to only one service provider. Transferring your ACP benefit to Frontier means the ACP credit will no longer be applied to the service you're receiving from your current provider.

Important:

1. If you keep your service with the other provider, you may be subject to their undiscounted rates.
2. With limited exceptions, your household is allowed only one ACP transfer per service month: to reverse an erroneous transfer or if you are unable to receive service from a particular provider.

If you have complaints about the ACP, be sure to file them with the FCC's Consumer Complaint Center.

Do you acknowledge your participation in the ACP program and do you consent to use your ACP benefit on your Frontier service?

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INTERNET SPEEDS FIBER

Fiber Internet 2 GIG

"Max capable download and upload speeds range from 1800 - 2000 Mbps. Requires 2Gbps capable devices and wiring."

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SPEEDS MORE THAN 200MB OR 200MB

With speeds of 200/200 or greater new equipment may be required at your location. A technician will assess what is needed in your home in most cases. We will add new cabling from your Optical network Terminal (or ONT) to your Wi-Fi router.

Depending on the location of your ONT to your router, we may need to drill a hole (or holes) to run the cable. We will make the cables as inconspicuous as we can but they may have to be run along baseboards, along eaves, or go through rooms. You may review additional internet service performance details at frontier.com/internetdisclosures

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INTERNET SPEEDS COPPER

3M - 6M

"Great news – you qualify for Frontier Internet service for only \$49.99 a month which includes a \$5 Auto Pay discount with no hidden fees or data caps and a 2-year price Guarantee! Also included at no additional monthly cost is Amazon's eero 6 Wi-Fi router PLUS multi device security on up to 10 devices to help protect against viruses and malware. You may be able to use your internet for checking Email, limited internet browsing, and some basic gaming on one device at a time. Does this support the activities you use the internet for?"

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9M-11M

"Great news – you qualify for Frontier Internet service for only \$49.99 a month which includes a \$5 Auto Pay discount with no hidden fees or data caps and a 2-year price Guarantee! Also included at no additional monthly cost is Amazon's eero 6 Wi-Fi router PLUS multi device security on up to 10 devices to help protect against viruses and malware. You may be able to use your internet for checking Email, internet browsing and video streaming and gaming on one device at a time. Does this support the activities you use the internet for?"

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12M - 18M

"Great news - you qualify for Frontier Internet service for only \$49.99 a month which includes a \$5 Auto Pay discount with no hidden fees or data caps and a 2-year price Guarantee! Also included at no additional monthly cost is Amazon's eero 6 Wi-Fi router PLUS multi device security on up to 10 devices to help protect against viruses and malware. You may be able to use your internet for checking Email, internet browsing, and HD video streaming and gaming on one device or SD quality on up to two devices simultaneously. Does this support the activities you use the internet for?"

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25M - 44M

"Great news - you qualify for Frontier Internet service for only \$49.99 a month which includes a \$5 Auto Pay discount with no hidden fees or data caps and a 2-year price Guarantee! Also included at no additional monthly cost is Amazon's eero 6 Wi-Fi router PLUS multi device security on up to 10 devices to help protect against viruses and malware. You may be able to use your internet for checking Email, internet browsing, and HD video streaming and gaming with a few simultaneous devices. Does this support the activities you use the internet for?"

45+M

"Great news – you qualify for Frontier Internet service for only \$49.99 a month which includes a \$5 Auto Pay discount with no hidden fees or data caps and a 2-year price Guarantee! Also included at no additional monthly cost is Amazon's eero 6 Wi-Fi router PLUS multi device security on up to 10 devices to help protect against viruses and malware. You may be able to use your internet for checking Email, internet browsing, and 4K video streaming and gaming with multiple users or devices. Does this support the activities you use the internet for?"

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INTERNET SPEED - FIXED WIRELESS

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12M - 18M FIXED WIRELESS

"You have qualified for Fixed Wireless Technology Internet, which requires equipment to be installed on the property or exterior of the home. Optimal performance may be affected by line-of-sight obstructions and extreme weather conditions."

Also, you qualify for Frontier Internet service for only \$49.99 a month which includes a \$5 Auto Pay discount with no hidden fees or data caps and a 2-year price Guarantee! Also included at no additional monthly cost is Amazon's eero 6 Wi-Fi router PLUS multi device security on up to 10 devices to help protect against viruses and malware. You will be able to use this service for email, surfing the internet, streaming music, and sharing photos. You also may be able to access basic video streaming and gaming service with limited simultaneous users and devices. I believe this supports the activities you use the internet for, right?"

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25M FIXED WIRELESS

"You have qualified for Fixed Wireless Technology Internet, which requires equipment to be installed on the property or exterior of the home. Optimal performance may be affected by line-of-sight obstructions and extreme weather conditions."

Also, you qualify for Frontier Internet service for only \$49.99 a month which includes a \$5 Auto Pay discount with no hidden fees or data caps and a 2-year price Guarantee! Also included at no additional monthly cost is Amazon's eero 6 Wi-Fi router PLUS multi device security on up to 10 devices to help protect against viruses and malware. You will be able to use this service for email, surfing the internet, streaming music, and videos, basic video streaming, sharing photos and gaming with a limited number of simultaneous users and devices. I believe this supports the activities you use the internet for, right?"

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45M FIXED WIRELESS

"You have qualified for Fixed Wireless Technology Internet, which requires equipment to be installed on the property or exterior of the home. Optimal performance may be affected by line-of-sight obstructions and extreme weather conditions."

"Great news – you qualify for Frontier Internet service for only \$49.99 a month which includes a \$5 Auto Pay discount with no hidden fees or data caps and a 2-year price Guarantee! Also included at no additional monthly cost is Amazon's eero 6 Wi-Fi router PLUS multi device security on up to 10 devices to help protect against viruses and malware. You will be able to use this service for email, surfing the internet, streaming music and videos, photo sharing and gaming with multiple users and devices at the same time. I believe this supports the activities you use the internet for, right?"

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REACTIVE DISCLOSURE

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REACTIVE DISCLOSURE

(only if the customer ask about the speed)

"No speed is guaranteed. There are many factors that affect internet performance like the equipment to your home, other traffic on the network, in-home wiring, and WiFi, as well as the number of active devices connected, and the computer equipment being used. Our technician can discuss performance with you during your installation. We also include an Amazon eero router with your service for free to ensure you are getting the most out of our Internet."

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SWEETENERS

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\$200 REWARD CARD

After you've been a customer for 90 days and paid your first Frontier bill in full, we'll send you an email with redemption instructions for your reward card.

If you disconnect your internet service in the first year, a pro-rated early termination fee of up to \$200 will apply.

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LANDLINE

BATTERY BACKUP UNIT DISCLAIMER

Frontier is required to advise you. that your Frontier VOIP or Digital Voice service requires electrical power and/or a connection to the Internet to function and provide emergency 911 calling capability. Frontier offers the battery backup devices for sale for your Digital Voice equipment. The backup battery, or a combination of battery backup devices, can provide a minimum of 8 hours of backup power, to keep your Frontier VOIP or Digital Phone working in the event of a power outage, allowing you to continue to make emergency calls. However, the Frontier supplied battery backup unit will not provide backup power to your broadband/TV services or telephone equipment that requires commercial power to operate. The price of the battery backup device starts at \$39.99, and installation is free for new customers. You will be responsible for maintaining the battery backup device and replacing it or the batteries as necessary.

If you are Interested in purchasing a backup battery, please visit frontiercom/batterybackup.

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CREDIT CHECK

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CREDIT CHECK

Frontier requires customers to provide their Social Security Number when submitting an order. Your decision on whether to allow us to use these records will not affect the service you currently receive. We cannot continue to process your order without this information. By placing this order, I authorize the required credit check through a credit check with a nationwide credit bureau or use of existing information on file with the service provider's family of companies.

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COMMUNICATION PREFERENCES

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CONTACT METHOD

By Selecting SMS/Text, You agree that frontier may send you automated marketing messages to your mobile number. Consent is not a condition of service

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AUTOPAY

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AUTOPAY DISCLOSURE

I'm going to read you an authorization paragraph and will ask you to verbally acknowledge your agreement. Here is a link (URL) to our Terms and Conditions documents <https://frontier.com/payment-terms>

Let me know if you would like to familiarize yourself with the Terms and Conditions

By choosing debit card or ACH (echeck) as your method of payment, if applicable, you agree that a.) you have been provided a link to the full Terms and Conditions, and agree to these terms and conditions, and that this agree constitutes a "writing signed by you" under applicable law or regulations and b) you authorize Frontier (or its agent) to initiate one or more ACH debit entries (withdrawals) and you authorize the financial institution that holds your bank account to deduct such payments, in the amount and frequency designed in your then-current payment plan.

If choosing debit or credit card as your method of payment, you authorize Frontier (or its agent) to charge your card.



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INSTALLATION

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INSTALLATIONS

Mr. "xxxxx" I need your help. Can you please get a (pen and paper / cellphone / tablet) to write down some important information? To ensure a successful installation of your services, Here is what you need to know.

- The Technician will arrive between "expected hours" on "expected day"
- Someone 18 or older must be present at the home during the entire installation period who can authorize work and provide inside access to your property.
- Installation typically takes between 2 to 3 hours after the Technician arrives: however, some installations could take longer depending on wiring needed at your home:
- In some cases, we may be required to install additional wiring or jacks, which may result in additional charges.
- We will call you with an appointment reminder the day before your Installation and on the day of installation, our Technician will contact you prior to his/her arrival

If for any reason you need to change or reschedule your installation appointment, please call us at 800-921-8101 and reference your Quote Number "Quote Number"

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TERMS & CONDITIONS

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FRONTIER TERMS AND CONDITIONS

The terms and conditions you must review with the customer can be viewed on the link below.

<https://www.frontier.com/postedtermsandconditions>

Additional information about the service you are purchasing, including usage terms and conditions, service performance, and Frontier Network Management Policies are available online for review.

Please find this information at [frontier.com/shop/internet/aggdisclosure](https://www.frontier.com/shop/internet/aggdisclosure)

A Spanish version is also available at:
[frontier.com/es/shop/internet/aggdisclosure](https://www.frontier.com/es/shop/internet/aggdisclosure)

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911 SERVICE DISCLOSURE

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E911 SCRIPTING

Frontier is required by federal law to advise you that your Frontier VoIP or Digital Voice service requires electrical power and/or a connection to the Internet to function and provide emergency 911 calling capability. At the end of this call I will transfer you to a third-party to record your acknowledgement of these limitations.

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DIGITAL VOICE TPV

For your safety, Federal regulations require that your understanding of the limitation with your new Frontier Digital Voice service to be verified by an independent third party. The TPV Operator will read the important VoIP 911 terms and ask you a couple of questions. The Operator will need you to answer the questions with a "Yes" or "No" response. Also, before I transfer you, I need you to be aware that the TPV Operator cannot answer any questions regarding the limitations for your voice service.

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POSITIVE IDENTIFICATION

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Positive Identification

"I am sorry, the credit system wasn't able to confirm your identity and your installation date cannot be scheduled until the Positive Identification process is completed. I can get someone right now that may be able to resolve this issue and schedule your order. This may take up to 15 minutes."