



Plano City Council Meeting June 13, 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



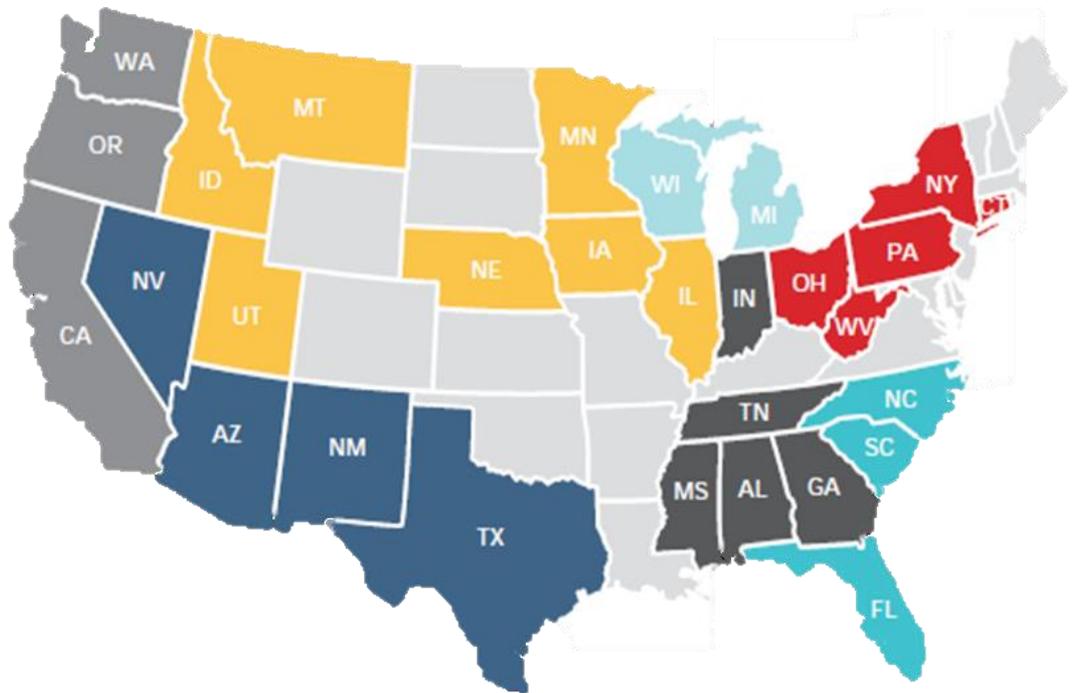
EMPLOYEES

- 28,600

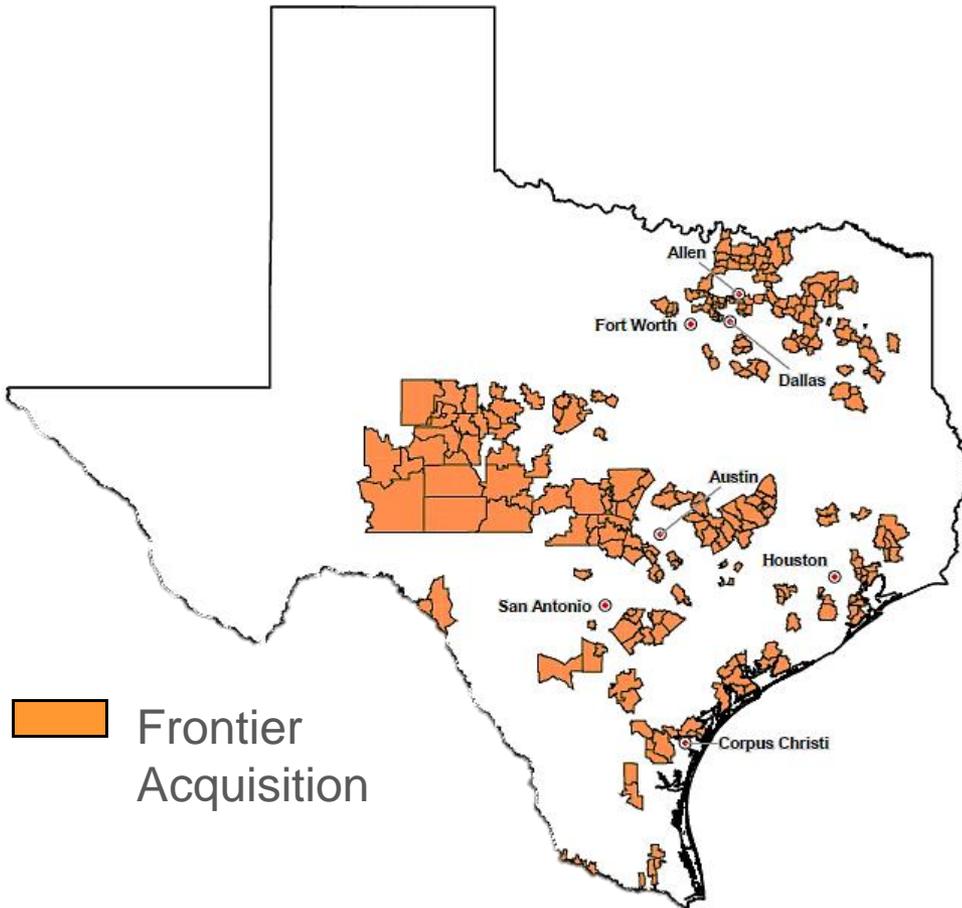


INCORPORATED

- 1938
- Serve 29 States



Frontier Communications - Texas



HOUSEHOLDS

• 1.3M



CUSTOMERS

• 507K

FiOS

FIBER NETWORK

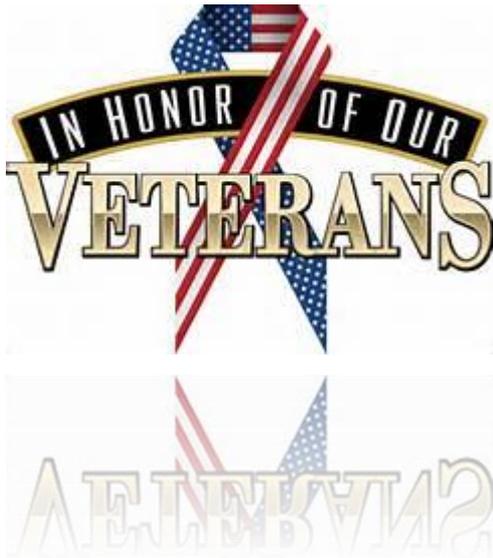
• 44%

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 Support Those Who Served...



- We're an **award-winning employer of military veterans** and 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.

We Live Our Values Everyday...



*Plano Free Concert
May 29th*

- **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.

Community Engagement

Embracing our Diversity

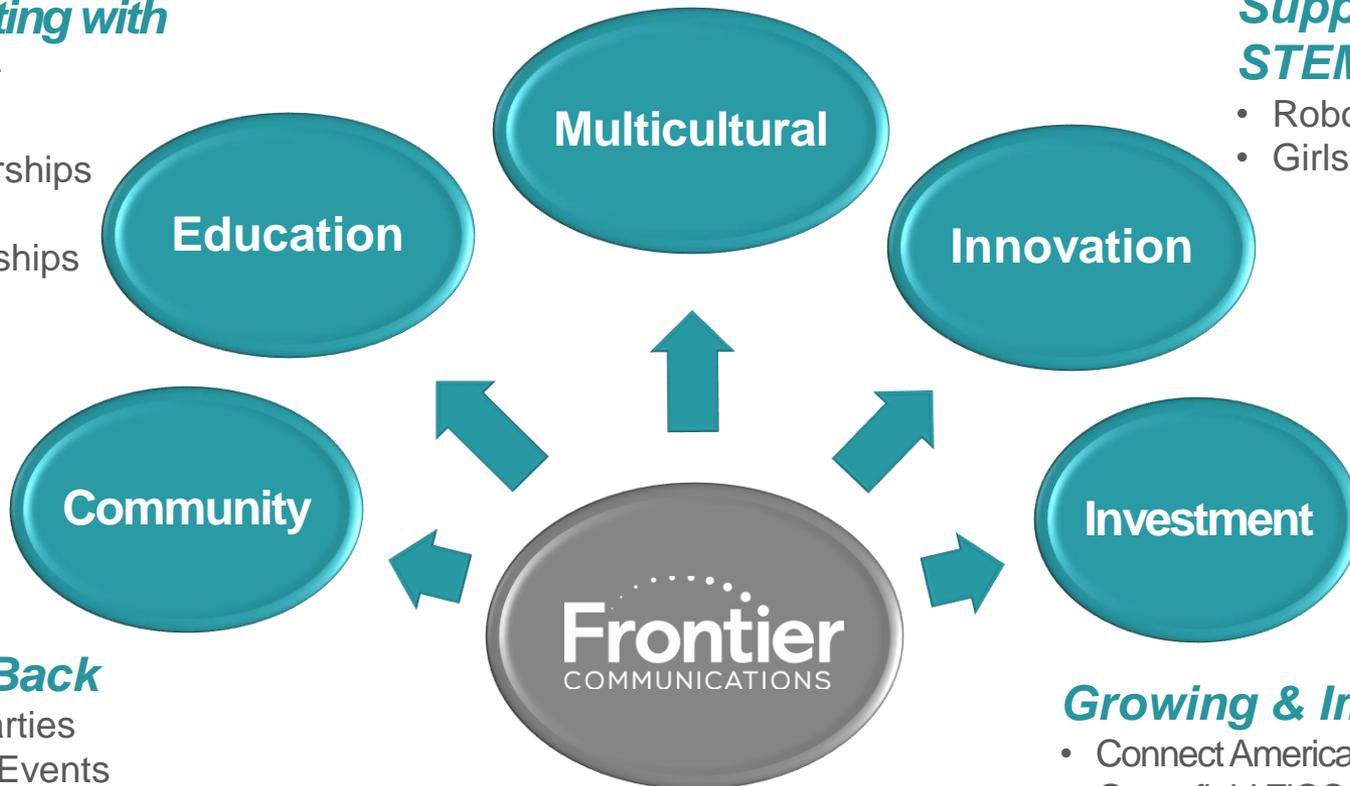
- Partner with Diverse Dallas
- Sponsorship Opportunities

Connecting with Schools

- Football Sponsorships
- Senior Scholarships

Supporting STEM

- Robotics
- Girls Who Code



Giving Back

- Block Parties
- Veteran Events
- Habitat for Humanity

Growing & Improving

- Connect America Fund II
- Greenfield FiOS Growth

Customer Focus is our Priority

Frontline Employees

- 450 technicians trained and helping in our communities
- Added 65 contractors to supplement technician force
- 400 call center agents trained and serving our customers

Video on Demand Library

- Licensing and loading of titles almost complete. Adding more titles daily

Customer Impact

- Implemented Texas SWAT Team for rapid response on escalations
- Proactive bill credits for reported outages. No action necessary by our customers

Service Resolution

- Service issues related to conversion substantially resolved, and volume improving to normal levels

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

ESCALATIONS

Tier 1

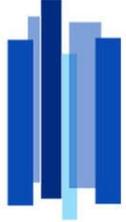
- Mike.High@ftr.com
- Sandra.Dupar@ftr.com

Tier 2

- Joel Peterson – Area GM
- Joel.Peterson@ftr.com

Tier 3

- Pedro Correa – SVP & GM
- Pedro.M.Correa@ftr.com

PLANO  CHAMBER
one vision. one voice.


Frontier
COMMUNICATIONS