



FRONTIER NEW PARTNER ENABLEMENT DECK



We provide sales companies **lucrative opportunities nationwide.**

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AGENDA:



- FRONTIER PROGRAM
- PRODUCT OFFERINGS
- CURRENT PROMOTIONS
- SALES & ORDER ENTRY PROCESS
- DOOR PITCH



Our Purpose

Building Gigabit America

Our Beliefs

This is what we stand for:

Digital Society

Community inclusion

Environment

Our Programs

We bring our beliefs to life with these programs:

Broadband for Good: We support the communities we serve

Red Loves Green: We care for the environment

Changemakers: We celebrate the Builders of Gigabit America and what we enable

Our Strategy

Build fiber

Sell fiber

Improve customer service

Simplify operations

Our Brand

We are relentless in our pursuit of betterness

The Frontier Way

This is “how” we work together to deliver for our customers

We earn customer loyalty

+

We get it done together

+

We do what we say we will do

+

We create the future

WHAT IS FRONTIER FIBER



Frontier Fiber is Frontier's *next-generation, all-fiber* internet network delivering ultra-fast, reliable connectivity to millions of homes across the U.S.

As of 2026, Frontier has shifted aggressively toward fiber, replacing older DSL lines and focusing on simple pricing, no data caps, and high-performance service built for modern digital demands.

Frontier Fiber offers a range of symmetrical speed tiers, **from 200 Mbps all the way up to 7 Gbps in select markets**, making it competitive with top national fiber ISPs.

These multigigabit plans are ideal for households with heavy usage, remote work needs, gaming, streaming, and smart-home environments.



WHY FRONTIER FIBER



Frontier Fiber is capable of up to...

**7Gig Upload
and Download**

7000/7000 Mbps

vs. ~1Gbps w/ cable

that means

Smoothen streaming.

Faster cloud backups.

Better performance when it matters.



True Symmetrical Speeds

Equal upload and download. Cable upload speeds lag far behind download.



More Reliable

Less interference, fewer outages, consistent performance at peak hours.



Lower Latency

Faster response times for streaming, gaming, and video calls.



No Data Caps

Stream, work, and game without tracking usage.





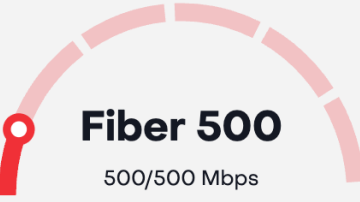
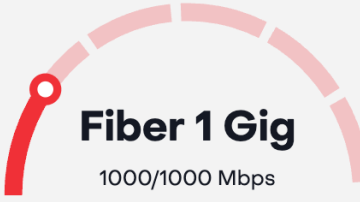
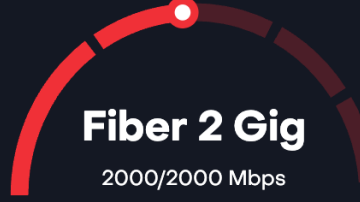
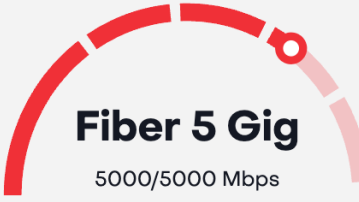
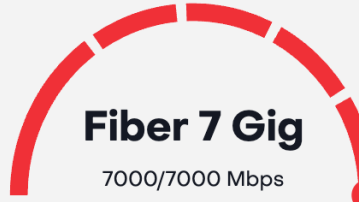
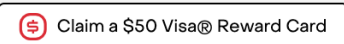
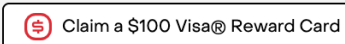

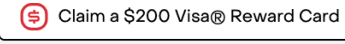
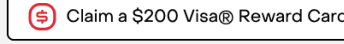
FRONTIER PRODUCT SUITE



FRONTIER FIBER SPEEDS



NOTE: Pricing as of 3/10/26. Always trust the system for pricing. Please verify current offerings as pricing and offers are **subject to change**.

3 months free!	3 months free!	Popular plan		
 <h3>Fiber 500</h3> <p>500/500 Mbps</p>	 <h3>Fiber 1 Gig</h3> <p>1000/1000 Mbps</p>	 <h3>Fiber 2 Gig</h3> <p>2000/2000 Mbps</p>	 <h3>Fiber 5 Gig</h3> <p>5000/5000 Mbps</p>	 <h3>Fiber 7 Gig</h3> <p>7000/7000 Mbps</p>
\$0⁰⁰ \$39.99 \$29.99/mo. with Auto Pay after 3 months	\$0⁰⁰ \$59.99 \$49.99/mo. with Auto Pay after 3 months	\$64.99 \$74.99	\$89.99 \$99.99	\$109.99 \$119.99
<ul style="list-style-type: none">✓ Work, stream & play on several devices✓ Watch entertainment in 4K✓ Includes Amazon eero Pro 7 router with Wi-Fi 7 tech¹	<ul style="list-style-type: none">✓ For smart homes with dozens of devices✓ Made for gaming with virtually no lag✓ Includes Amazon eero Pro 7 router with Wi-Fi 7 tech¹	<ul style="list-style-type: none">✓ Ultra-fast speeds for large smart homes✓ Ideal for immersive gaming & streaming✓ Includes Amazon eero Pro 7 router with Wi-Fi 7 tech¹	<ul style="list-style-type: none">✓ Power hundreds of devices at our highest speeds✓ Max performance for the ultimate smart home setup✓ Includes Amazon eero Max 7 router with Wi-Fi 7 tech¹	<ul style="list-style-type: none">✓ Our fastest speed with our best Wi-Fi available and 3-yr new tech upgrade[Ⓞ]✓ Includes our most popular additional services, a \$899 value with included router[Ⓞ]✓ Includes 2 Amazon eero Max 7 devices with Wi-Fi 7 tech¹
See details	See details	See details	See details	See details
				



FRONTIER FIBER PRICING



STANDARD PRICING:

Fiber 200
200 Mbps symmetric
\$29.99
per month

Fiber 500
500 Mbps symmetric
\$29.99
per month

Fiber 1 Gig
1 Gbps symmetric
\$49.99
per month

Fiber 2 Gig
2 Gbps symmetric
\$64.99
per month

VZ PERK

Fiber 5 Gig
5 Gbps symmetric
\$89.99
per month

VZ PERK

Fiber 7 Gig
7 Gbps symmetric
\$109.99
per month

VZ PERK

WITH VERIZON MOBILE:

Fiber 200
200 Mbps symmetric
\$14.99
per month
Standard: \$29.99/mo

Fiber 500
500 Mbps symmetric
\$14.99
per month
Standard: \$29.99/mo

Fiber 1 Gig
1 Gbps symmetric
\$34.99
per month
Standard: \$49.99/mo

Fiber 2 Gig
2 Gbps symmetric
\$49.99
per month
Standard: \$64.99/mo

VZ PERK

Fiber 5 Gig
5 Gbps symmetric
\$74.99
per month
Standard: \$89.99/mo

VZ PERK

Fiber 7 Gig
7 Gbps symmetric
\$94.99
per month
Standard: \$109.99/mo

VZ PERK

-\$15/mo
M+H Discount
Verizon Mobile + Home Enrollment



CURRENT FIBER PROMO



MOBILE + 6 MONTH PROMO *(ENDS 3.31.26)*

New fiber customers only. Price for first 6 months with active Verizon Mobile and M+H enrollment within 60 days of install. Standard mobile pricing applies after.

FREE 6 MOS

Fiber 200
200 Mbps symmetric

FREE
for 6 months

FREE 6 MOS

Fiber 500
500 Mbps symmetric

FREE
for 6 months

FREE 6 MOS

Fiber 1 Gig
1 Gbps symmetric

FREE
for 6 months

VZ PERK

Fiber 2 Gig
2 Gbps symmetric

\$15.00
per month, first 6 months

Then **\$49.99/mo** with mobile

VZ PERK

Fiber 5 Gig
5 Gbps symmetric

\$40.00
per month, first 6 months

Then **\$74.99/mo** with mobile

VZ PERK

Fiber 7 Gig
7 Gbps symmetric

\$60.00
per month, first 6 months

Then **\$94.99/mo** with mobile

Up to -\$34.99/mo
Promo Discount
First 6 months; new fiber customers
only



FIBER EQUIPMENT



Router rules for all scenarios

Fiber speed	New acquisition ¹	Whole-Home Wi-Fi & speed upgrades ²
<500 M	eero Pro 6E	eero Pro 6E
500 M	eero Pro 7	eero Pro 7
1 Gig	eero Pro 7	eero Pro 7
2 Gig	eero Pro 7	eero Pro 7
5 and 7 Gig	eero Max 7	eero Max 7

¹ Sagemcom router will be used for special-use cases only

² Sagemcom extenders if no speed upgrade

Pro 7 non-return equipment fee is \$300

eero Max 7

Supports Fiber 5 and 7 Gig Internet



- Offers Wi-Fi 7 standard (the latest Wi-Fi technology available)
- Two times faster than Wi-Fi 6
- Offers coverage of up to 2,500 square feet per device
- Tri-band Wi-Fi
- Has two 10 Gig ethernet ports
- Has two 2.5 Gig ethernet ports

eero Pro 7

Supports Fiber 500, Fiber 1 and 2 Gig Internet



- Offers Wi-Fi 7 standard (the latest Wi-Fi technology available)
- Two times faster than Wi-Fi 6
- Offers coverage of up to 2,000 square feet per device
- Tri-band Wi-Fi
- Has two 5 Gigabit Ethernet ports

eero Pro 6E

Supports Fiber 200



- Offers Wi-Fi 6E standard
- Offers coverage of up to 2,000 square feet per device
- Tri-band Wi-Fi
- Has one 2.5 Gig ethernet port
- Has one 1 Gig ethernet port

eero 6

Supports all Copper Internet speeds



- Offers Wi-Fi 6 standard
- Offers coverage of up to 1,500 square feet per device
- Dual-band Wi-Fi
- Has two 1 Gig ethernet ports

FRONTIER VALUE ADDED SERVICES



- Frontier Fiber offers various value-added services to enhance performance and security to customize the customer experience allowing agents to create a value-based solutions for each customer.
 - Organization target attach rate of 135% average
 - Products include anything additional in FTR partner portal I.e., VOIP and YouTube TV
 - Using a consultative sales process to find 1-2 VAS products creates a much more satisfied customer
 - More money in the bank; Incremental commissions on each order will lead to thousands more in commissions per year for the rep and org
 - The value of VAS products attached to an order is directly correlated to customer retention
 - More VAS = Less chargebacks

VAS WI-FI ENABLERS



Whole-Home Wi-Fi **\$10/Month** *(1st Month on us)*

Offers additional extenders to help with dead spots, drop-offs and buffering – even when the whole family is online.

Provides consistently strong Wi-Fi signal throughout the home.

Number of devices vary based on internet speed

Wi-Fi Security Plus **\$10/Month**

Includes Wi-Fi Security, VPN and Password Manager.

Advanced security protects devices connected to home network and up to 3 devices while away from malicious sites, viruses, phishing.

Parental controls restrict duration, timing, and content.

Ad blocking to stop pop-ups.

Internet activity reports by day, week, month.

VPN powered by Guardian conceals IP address, internet activity and personal info on up to 5 devices

Frontier-provided eero device required

Wi-Fi Security **\$6/Month**

Advanced security managed via eero app.

Protects devices connected to the home network from malicious sites, scams, phishing.

“If it’s connected, you’re protected.”

Parental controls restrict duration, timing, and content.

Ad blocking to improve browsing experience.

Internet activity reports by day, week, month.

Frontier-provided eero device required.

Unbreakable Wi-Fi **\$25/Month** *(1st Month on us)*

Fiber Internet customers with eero routers, providing a backup internet during unexpected Frontier fiber network outages.

Automatic switchover during network outages and back to fiber when restored. Easily managed through the eero mobile app.

Optional Battery Backup Unit (power pack), available for \$130 through International Resources, offers up to 4 hours of power during outages.

Includes 130GB of 4G LTE cellular data per month, resetting each billing cycle.

Frontier-provided eero device required.



Voice **\$25/Month**

VOIP phone service:

Includes unlimited local and long distance calling in US, Puerto Rico, and Canada.

Call waiting and forwarding.

3-way calling

Caller ID

Voicemail.

Identity Protection **\$15/Month, \$5 Family Add-on**

Includes personal information monitoring (SSN, phone number, email address, debit/credit card numbers, etc.) to help keep your sensitive data from becoming public (\$25.00/month when purchased retail).

Up to \$1M in identity theft insurance.

Family Add-On includes 1 additional adult and up to 10 children.

My Premium Tech Pro **\$10/Month**

Live tech support agents for internet and connected tech supporting: Installation, set up, configuration, troubleshooting and use, Wi-Fi, streaming cloud services, data back-up, wireless printing, virus remediation, device selection, and more.

Available 7 a.m. to midnight ET, 365 days a year



Total Cost - \$73 per Month (normally \$83)

Includes:

- 100+ premium channels including sports, entertainment, news and locals
- Unlimited DVR Storage
- No hidden fees (all in pricing)
- Multiview feature: watch up to 4 programs on the same screen!
- Stream on 3 devices at once

Sign up for Frontier Fiber Internet and save up to \$120 the first year (\$10/mo.)* on a first-year subscription for first-time YouTube TV subscribers.

NETFLIX **& Pro Wi-Fi Bundle**

Total Cost - \$32 per Month

Included Products:

- Whole Home Wi-Fi (\$10/month value)
- Wi-Fi Security (\$6/month value)
- Netflix PREMIUM (\$25/month value)

Bundle savings of \$108 per year (\$9 per month)



FRONTIER PROMOTIONS



6 MONTHS ON US

With Frontier joining Verizon, we now have our most powerful offer ever:

6 months on us!

(up to 1 Gig)

There's never been a better time to switch.

Plus, customers who subscribe to Frontier Fiber and Verizon Mobile can get an ongoing \$15/mo. off qualifying Fiber plans.

Discount offer details

- 6 months on us is achieved by combining \$15 **Mobile + Home** discount and Fiber promotional credit to bring Fiber Internet to \$0 for 6 months
- After 6 months, fiber discount ends and \$15 **Mobile + Home** discount remains
- Discounts not applied until both services are active and customer enrollment in **Mobile + Home** discount to link accounts is complete
- Must enroll in **Mobile + Home** discount within 60 days of fiber install
- Must have \$10 **Auto Pay** discount
- Must have both accounts active and in good financial standing

FIBER PROMO GIFT CARDS



SPEED	PRICE*	Visa Reward Card
200M	\$29.99	NA
500M	\$29.99	\$50
1 Gig	\$49.99	\$100
2 Gig	\$64.99	\$150
5 Gig	\$89.99	\$200
7 Gig	\$109.99	\$200

Frontier Visa Gift Cards Offers are stackable with other offers:

- 6 Months of 1 Gig Fiber On Us when customers link a Verizon Mobile account
- \$15/mo Mobile + Home discount
- Free router + free expert installation

- Early Termination Fee An ETF applies if the Internet service is canceled within the first 12 months. The customer's ETF will be a minimum of \$100.
 - Visa Reward Card Sweetener accepted: ETF equals the value of the Visa Reward Card unless the card value is under \$100. Then, the ETF will be \$100
 - If no Visa Reward Card is accepted the ETF for the Expert Tech Install is \$100
 - Exception: 2 Gig service has no ETF when the Visa Reward Card is not selected



FRONTIER PITCH AT THE DOOR



Door Pitch:

“Hey there! My name is ___ I’m part of the survey team here that put the new Fiber lines in that you see up on that pole. My job is to come out here to tell you what’s going on and how it affects you. I already got some of the neighbors set up, I assume you’re with Spectrum for your internet currently? And did you have a package with them or just their internet? Yea I bet you’re paying a lot with them huh?”

So let me explain how it works and what we’re going to do (explain)

It’s not a fit for everyone but you do actually qualify. Let me ask you a couple questions (identify pain points, what services they have and what they use them for).

It’s only a matter of time before everyone in the area is switched over to Fiber optics. We are giving out the best deals our early adopters.



Door Pitch:

“Hey there! My name is ___ I’m with Verizon Fiber. Have you heard about the recent upgrades going on in your neighborhood? Great, so basically my job is to come out and tell you what’s going on and how it affects you. We’ve already got some of the neighbors set up, I assume you’re with Spectrum? And did you have a bundle with them?”

So, what we’ve found out is that Spectrum was the only option out here for a long time and are WAY overcharging people for the services they are providing. Let me ask you a couple questions (begin discovery) Since Verizon has put these Fiber lines in, we’ve been able to significantly upgrade the speeds and offers available to you.

FRONTIER KEY METRICS



VAS Attach - Expectation of 135% as an organization 1.35 VAS products per order as an average.

Frontier TOS Completion - Minimum Expectation of 90% as an organization

Fiber Optic Gig Mix - Expected mix of 80%, meaning 80% of your organization's orders should have an internet speed of at least 1 gig or 1000 Mbps.

Sales Per 1k Leads - given the number of leads assigned to your organization, each city is expected to maintain a minimum of 9 sales per 1k leads every 90 days. We will review weekly.

Connect Rate - Expected connect rate of 90% or above.

Headcount v Lead Total - As specified there is a minimum expectation of 'Active' heads per the number of leads assigned to your organization. An active head is defined by at least 2 sales per week.

Monthly Sales Quota – Set by the client every month based on lead count, expected active heads, and selling days.



FRONTIER PARTNER PORTAL AND ORDER ENTRY



Sales Reps should use this link to navigate to the partner portal: <https://partnerportal2.frontier.com/>

You should see this page and will sign in using the Username and password provided by your manager.

If you have any issues signing in please, reach out to your supervisor and have them contact Community Outreach Partner's onboarding team for assistance.

Log In

Log in with your Frontier User ID.

User ID *

abc123 *

Password *

Please fill *



Remember me

Log In

[Forgot your Password?](#)



Once signed in you should see this screen. Click the 'Partner ID' box and a drop down with your company's partner ID should appear. Select it then press continue.

Select your team space

Please, select the Partner ID that you want to work with.

CONTINUE

You will then see the screen below, select 'Quick Quote View'.

FRONTIER
A Verizon Company

Manage User Quick Quote View F(One)

Users **ADD USER**

Search something...

User Name ↑	User ID ↑	Email ↑	Role ↑	Status ↑	Actions
-------------	-----------	---------	--------	----------	---------



At this screen you will be able to see all the quotes you have created, as well as their status and edit them if it is a pending quote.

To create a new order, click 'New Quote'.

Quick Quote View

NEW QUOTE

EXPORT REPORT

Quote Number

Quote Number

DPI Order

DPI Order Number

Agent

Agent

Customer Name

Customer Name

From Date

MM/DD/YYYY

To Date

MM/DD/YYYY

SEARCH

Actions	Quote Type	Quote Number	DPI Order	Created On ↓	Customer Name	Data	Voice	Video	Value Added Services	Install Date	Created By	TOS Status	Quote Status
⋮	New	111793067	-	03-05-2026	John Doe	Yes	No	Yes	No		Coleson Brown		POS ID



Begin typing in the customer's address until it shows in the drop down, then select it from the menu, check the 'Residential' bubble and then click 'Let's Go'

Let's get started. Enter customer address in the field below.

Customer Address *

LET'S GO

Please select a type: *

Residential

Business

DONT SEE YOUR ADDRESS?

123 Main St , East Hampton, NY, 11937-2714

123 Main St , East Hampton, NY, 11937-2714



You will now begin the order. Start by inputting the customer's legal first and last name along with their cell phone number (preferably smart phone) and then an active, easily accessible email address.

<

✔

Serviceability

●

Customer Info

●

Internet

●

Voice

●

Value Added Services

●

Entertainment

●

Communication Preferences

●

Credit Check

●

Billing & Payments

●

In

>

Verizon is here! New Frontier customer can receive 6 mos free \$15 off their Fiber order today when they combine with Verizon Mobile

Customer Info

First Name *

Last Name *

Mobile Number *

Email Address *

Customer Information

John Doe
207 North bridge St
Stone Creek, OH 43840
Quote Number : 111802364

Quote Summary

Services Quoted



Now you will select the internet speed the customer has chosen. At this screen you will also select the displayed VAS (Value Added Services) the customer has decided to add on, as well as select accept or decline any sweeteners (if available) offered to the customer.

Notice: on the right side there is a Quote Summary available for your convenience that will be there throughout the whole sales process.

Customer Information

Coleson Brown
207 North bridge St
Stone Creek, OH 43840
Quote Number : 111802364

Quote Summary	
Services Quoted	
Fiber 1 Gig Internet	\$5999
Auto Pay Discount	-\$10.00
Frontier Provided eero Router included	Free
Estimated Taxes and Other Charges	
Federal Taxes and Charges	\$0.00
State Taxes and Other Charges	\$0.00
Total Estimated Taxes and Other Charges	\$0.00
Estimated Monthly Recurring Charges	\$4999
Non-Recurring Charges	
Expert Installation (up to \$100 value)	Fee waived
Estimated Next Bill Total	\$4999



Now you will select whether the customer wants a VoIP phone line. If yes continue as prompted. If the customer wishes to transfer a number, we will just need their account number from their previous provider as well as the name it is under. It is important to remind the customer this is not a traditional landline and will go down if they experience an internet outage.

Voice

Add a VoIP (Voice Over Internet Protocol) phone line to your super fast internet service. **\$25.00/mo**

Yes, I want Unlimited Digital Voice.

No, I don't want Unlimited Digital Voice at this time.

SAVE



Next, we will be going through any additional VAS products you and the customer have identified, as necessary.

After the VAS section of the order, you will select whether to add YouTube TV/YouTube TV – Spanish Plan

Value Added Services

Unbreakable Wi-Fi

- ✓ Frontier-provided eero device that provides backup internet during unexpected Frontier Fiber network outages.
- ✓ Automatic switchover to backup internet when the fiber network goes down and switches back once service is restored.
- ✓ Frontier-provided eero device is required for this service and can be easily managed through the eero app.
- ✓ Easy self-install via mobile app or free tech install with new Frontier Fiber service.
- ✓ To stay online during power outages, customer needs an independent electrical backup power source, such as a home generator.
- ✓ Includes 130GB of 4G LTE data per month, resetting every 30 days.

Cellular data is provided by a third-party carrier, may only be used during an internet outage at the customer service address, and usage is capped at 130 GB per billing cycle. Cellular coverage, uptime and actual and average speeds will vary; maximum cellular speeds to device 50/5 Mbps. Not suitable for emergency/911, medical and certain other uses. Up to \$250 unreturned equipment fee may apply. Will not work during power outage. Visit frontier.com/unbreakablewifi for additional product details. Frontier Fiber Internet subscription with eero router required. Requires agreement to Frontier's Backup Wi-Fi Additional Terms, found at frontier.com/unbreakableterms

On Us! for 1 month(s)

Identity Protection

- ✓ 3-Bureau Credit Monitoring (Experian, Trans-Union, Equifax)
 - Monitors for new accounts, credit checks, loans
 - Provides credit scores
- ✓ Cyber-Agent
 - Monitors Dark Web & Fraud Sites for personal info
- ✓ Identity Theft Insurance- \$1M
 - Covers identity restoration & legal fees

Identity Protection Family Add-On + \$5.00

- ✓ Adds protection for an additional adult and up to 10 dependent children
- ✓ Requires primary subscription

\$15.00/mo

Entertainment

YouTube TV - Base Plan

✓ Cable-free Live TV - Uncable yourself with YouTube TV.

✓ YouTube TV is available to new and existing Frontier internet customers with suitable bandwidth.

✓ YouTube TV Base Plan offers 100+ top channels of live entertainment, unlimited DVR storage space, and 6 accounts to share in your household.

✓ Frontier customers will conveniently see and pay for BB, YouTube TV, and any other Frontier products on the same monthly bill.

✓ Promotional Offer for YouTube TV Base Plan is only for Frontier Internet customers with suitable bandwidth who are First-Time YouTube TV subscribers and have not previously participated in a YouTube TV free trial.

✓ There are no contracts, cancel YouTube TV anytime.

\$82.99/month

Available to Frontier residential internet customers with suitable bandwidth. Promotional discount available to customers who are new YouTube TV subscribers and who have never participated in a YouTube TV trial. Customers who are not eligible will be charged the non-discounted current monthly subscription price.

YouTube TV - Spanish Plan

✓ Cable-free live TV - Uncable yourself with YouTube TV

✓ YouTube TV is available to new and existing Frontier internet customers with suitable bandwidth.

✓ YouTube TV Spanish Plan offers 28+ Spanish networks of live sports, telenovelas, shows & more, unlimited DVR storage space, and 6 accounts to share in your household.

✓ Frontier customers will conveniently see and pay for BB, YouTube TV, and any other Frontier products on the same monthly bill.

\$34.99/month

Available to Frontier residential internet customers with suitable bandwidth.



Now you will cover the customer's preferred communication preferences. Bill Ready Email Notifications MUST be turned on; all others are optional but encouraged.

Communication Preferences

Select the type of notification the customer would like to subscribe to, and the associated method of delivery (**at least one delivery method must be selected**).

<input checked="" type="checkbox"/> Bill Ready Email Notification	<input checked="" type="checkbox"/> Email	
<input type="checkbox"/> Account Information	<input type="checkbox"/> Email	<input type="checkbox"/> SMS / Text
<input type="checkbox"/> Service Updates	<input type="checkbox"/> Email	<input type="checkbox"/> SMS / Text
<input type="checkbox"/> Marketing Promotions	<input type="checkbox"/> Email	<input type="checkbox"/> SMS / Text

Get the latest on our best offers, deals, and rewards! Just text LEARN to 37687. Receive messages from Frontier Communications including deals, event, and general information about our products and service. Message frequency varies. Reply HELP to 37687 for help, STOP to 37687 to end. Msg & Data Rates May Apply.

Customer can get more information at <https://frontier.com/corporate/terms> & <https://frontier.com/corporate/privacy-policy>

SAVE



Now is time for the Credit Check. Preface with the customer that this does not affect their credit score in any way and is simply an identity verification step. If their credit is frozen through Equifax, they will need to call 888-378-4239 to temporarily lift the freeze.

If they wish to avoid the credit check, enter their DOB then click 'Refuse Credit Check'. There will be a required deposit of around \$100. This is not a prepayment towards their first month bill, but they will get it back after 12 months or when they cancel.

Credit Check

Frontier performs a soft credit check to verify your identity. Good news, this will not affect your credit score. Please ensure that your name and date of birth match your credit profile.

If you have frozen your credit file, you will need to contact Equifax (1-888-378-4329) to temporarily lift the freeze before we continue with this step.

Customer Credit Information

First name *

Last name *

Date of birth *

If customer has lived at service address for less than 6 months, please provide previous address with credit history in the customer's name.

Previous Address

REFUSE CREDIT CHECK

CONTINUE THRU THE CREDIT PROCESS



Next is billing and payments preferences for Auto Pay and Paperless Billing.


A printed bill varies in price by market/state and is charged monthly. Paperless is always FREE.

If the customer wishes to enroll in Autopay at a different time they may do so however, if they wish to receive the \$10 discount they must do so before their first bill is due.

Any deposits due are shown at the bottom.

Billing & Payments

Auto Pay Preferences

Enroll In Auto Pay 

Don't Enroll in Auto Pay

If you activate your Auto Pay discount you can save up to **\$10/mo** on your monthly bills. Would you like to take advantage of this?

Paperless Billing

Enroll in paperless - FREE

Printed Bill - \$4.50

Would you like to save more money, reduce waste & organize your bills in one place? Turn on paperless billing and see all your bills in your online account.

Payments

No payment is needed.

Customer's billing address is different from service address

SAVE



For installation scheduling, it is important to first read the Wiring disclosure for speeds greater than 200/200. Then click 'Get Schedule'

Installation Schedule

Expert Installation

Schedule an appointment with an expert technician who will install your internet, set up your Wi-Fi, and make sure everything is up and running.

Expert Installation (up to \$100 value) - Fee waived

If you disconnect your internet service in the first year, a pro-rated early termination fee of up to \$100 will apply.

With speeds of 200/200M or greater, new equipment may be required at your location. A technician will assess what is needed at your location. In most cases, we will need to 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 base boards, along eaves, or go through rooms. You may review additional internet service performance details at frontier.com/internetdisclosures

Customer has agreed to the Wiring disclosure for speeds greater than 200/200

GET SCHEDULE



After date selection, read the following script as prompted in its entirety.

After you have read to the customer it is a good idea to review the quote with your customer to confirm all name, address contact info etc. all looks correct. Do not count on there being a 'back end' support to edit an order post submission.

Installation Schedule Edit

Appointment Details

Installation Type	Expert Installation
Date & Time	03/11/2026 - 8:00AM - 12:00PM
Notes to technician	afd

Mr. / Mrs. Brown, I need your help. Can you please get a (pen & paper / cellphone / tablet) to write down some important information? To ensure a successful installation of your service, here is what you need to know:

- The Technician will arrive between 8:00AM - 12:00PM on 03/11/2026.
- Someone 18 or older must be present at your location 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 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 appointment please visit frontier.com or use the MyFrontier application.



Now you will send a link to the customer for them to set up Auto Pay and review/complete the terms and conditions.

Once the customer has setup or declined auto pay and accepted the terms and conditions click 'Refresh'. The 'Submit Quote' button should now be solid Red, and you may submit the order. It is **STRONGLY** recommended you screenshot the top and bottom half of the screen that follows for your own records.

Tasks required to submit quote

Remaining tasks

No payment is needed.

1. Set up Auto Pay
2. Review and agree to terms and conditions

Send remaining task invite via

- Send Email to Frontier@gmail.com
- Send SMS

SEND TASKS TO CUSTOMER

RESEND CUSTOMER TASKS

REFRESH

SUBMIT QUOTE



SALES SUPPORT LINE & COPPER TO FIBER MIGRATIONS





Fusion is the sales support line dedicated for you; the rep. **DO NOT** share the Fusion phone number with customers. Instead have them use the chat feature in the **My Frontier app** or call customer care at: 855-981-4544

Before calling Fusion, you will need to have your organizations PID handy.

Call Fusion: (877) 312-3806

What Fusion is to be used for:

- Placing a new order
- Serviceability request
- Order modification (Fusion cannot change an installation date)
- Check order status



For Copper to Fiber Migration orders call Fusion:

(877) 312-3806

Must be **in person** with the customer.

When you call press:

1 for English

2 for sales rep

1 for order submission

1 for Copper to Fiber

To start the call, say:

"Hi, my name is (blank) I am a field sales rep, and I would like assistance placing a copper to fiber migration order."

Continue the order as prompted.

What is a copper to fiber migration order?

Copper to fiber migrations are for customers that currently have Frontier internet on the old copper lines. This means they are paying around \$60/month for 50 Mbps! It will cost the customer nothing to upgrade to the new fiber.

How do you know which leads are migration orders?

The pin marking the house on sales Rabbit will be a yellow circle with a white star in the middle instead of a purple thumbs up.



FRONTIER RESOURCES

SALES RABBIT LEAD MANAGEMENT



Sales Rabbit is an online platform designed specifically for sales leaders to manage, assign, track, and optimize their teams leads and sales opportunities. Access to SR is provided and managed by our FTR client partners.



DASHBOARD

The dashboard shows a user profile for 'Test' with a greeting 'Good afternoon, Test'. It features four main metrics: Leads Created Today (1), Leads Created Past 30 Days (8), Lead Dispositions Today (1), and Lead Dispositions Past 30 Days (28). Below these are 'Appointments Set Today' (0) and 'Appointments Set Past 30 Days' (10). A status bar indicates 'LAST LEAD SYNC COMPLETED' and 'Sync in progress...'. At the bottom, there is a quote: 'Listen to your customers before trying to sell to them. People see right through the hard-sell. Treat people with kindness and a genuine interest in' by Yaniv Masjedi, CMO of Nestiva.



CUSTOMIZED SETTINGS

The settings page is titled 'Settings' and includes sections for 'LEAD APPOINTMENTS', 'MAP', 'SALES MATERIALS', and 'SUPPORT'. Key settings include: 'Sync to default calendar?' (toggle on), 'Set Reminder' (1 hour before), 'User Location Path' (toggle off), 'Display Lead Names' (toggle off), 'Proximity Indicator' (toggle off), 'Turn-by-Turn Navigation' (Apple Maps), 'Automatic Download' (Any Network), and 'Presentation Mode' (toggle on). There are links for 'Help Center' and 'Contact Support'.



NEIGHBORHOOD VIEW

The neighborhood view shows a map with various colored pins representing leads. A legend at the top identifies lead statuses: Pros (purple), EXP (green), MC (blue), IM (light blue), K1 (yellow), K2 (orange), K3 (red), APPT (yellow circle with X), NI (red circle with X), VCNT (black circle with X), GP (orange circle with X), CSF (green circle with S), EFTR (red circle with checkmark), and DNK (black circle with skull). The map shows a residential area with streets and buildings.



LEAD DISPOSITIONING

The lead dispositioning screen shows a list of lead statuses with corresponding icons. The 'Material Title' section is currently empty. The list includes: Prospect, Expansion, Migration, Internet Migration, Knock 1, Knock 2, Knock 3, Scheduled Appointment, Not Interested, Vacant, Gated Property, Closed Sale, and Existing FTR Customer.



APPOINTMENT TRACKING

The appointment tracking screen shows a map view of a specific location, 'W 2990 NORTH ST'. Below the map, there is a lead entry for 'Hank Boss' at '2970 N Parkridge Dr, Lehi UT 84043'. The entry includes contact icons for email, chat, phone, and share. A 'Notes' section contains the text: 'Talked to hank', 'Microphone talk to Hanks super nice guy was gonna come back tomorrow at 7 PM', and 'Hank wasn't home'.



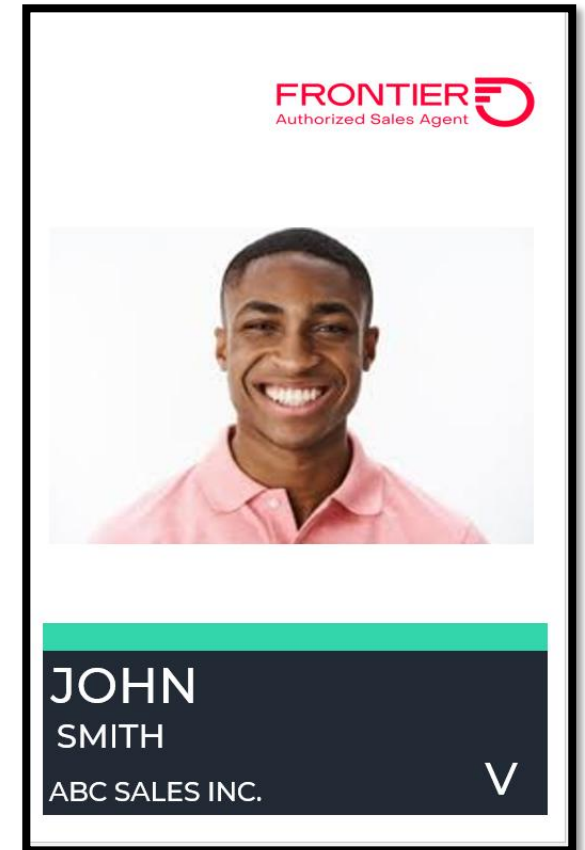
BRANDED GEAR



MARKETING MATERIALS



BRANDED BADGES





Partner Sales Teams can access **f[ONE]** for additional trainings, product knowledge, and pricing and promos:

<https://kb.ftr.com/my.policy>

f[ONE] Username: AltFTR

f[ONE] Password (Case sensitive): M@kV*!J#26

The screenshot shows a SharePoint page with a red header bar containing the text "SharePoint". Below the header, the F[ONE] logo is displayed on the left, and navigation menus for "Customer", "Location", "Organization", and "Product" are on the right. The page title is "Article Type: Learning Bulletin". The main content area features a section titled "Partner Sales Recorded Training". Under this title, there are three expandable sections: "Summary" (containing text about recorded training sessions for Partner Sales employees), "Description" (stating videos are for training and refresher purposes), and "Article Content" (with a sub-section for "Related Content"). At the bottom, there are links for "Alternate Channels - Residential Landing Page", "SMB Training" (with a sub-link for "Alternate Channels SMB Recorded Training"), and "Training Sections" (with sub-links for "Participant Guides for Instructor led training", "Partner Portal Admin Training", and "Partner Portal Order Entry Training").