BUILDING GIGABIT AMERICA

2023 Sustainability Report

FRONTIER

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WELCOME

This is our 2023 Sustainability Report.

It explains our approach to sustainability and celebrates the progress we've made as we worked to Build Gigabit America during the last year.

This report serves as a record of our progress on our sustainability goals. It also serves to document the many things we still need to measure, prioritize and improve.

This report is informative but not exhaustive. We're continually writing our sustainability story, and 2023 is still only an introductory chapter.

View our 2023 data in the data section of the report.

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→ **From Our CEO** | Our Purpose | Our Strategy | Highlights | Our Sustainability Approach

From our CEO

Frontier has a great sustainability story to tell. It begins with our fiber technology and its positive impact on the environment and society, which will continue to grow as we expand our fiber footprint.

This means that sustainability isn't just a matter of compliance for us, it runs deep in our belief system and is central to our strategy. Frontier is the story of a great American turnaround, driven by an extraordinary group of people and a belief that what we do delivers significant benefits to society.

Three years ago when I joined this company, we had a broken culture, middling customer relations and what nice journalists called "deep reputational issues." But we saw that we could turn our business around by uniting behind a single purpose — building the digital infrastructure that the country needs to thrive now and into the next century. We call it Building Gigabit America.

Three very good things flow from our commitment to our purpose. Firstly, we connect people, families and businesses to the opportunities created by the digital economy — very often to communities that otherwise would remain excluded. Secondly, we advance inclusion within our communities by donating our fiber internet to locally loved organizations through our Broadband for Good initiative. And thirdly, we promote environmental responsibility with our investment in fiber technology, which is significantly more efficient and more sustainable than alternatives, and this creates savings that we can then reinvest in bringing high-speed internet to even more homes and businesses.

2023 was the year in which these investments began to pay off. We have more fiber customers than ever before — over 2 million — and we have improved customer satisfaction to industry-leading levels with record-high improvement in our Net Promoter Scores. We're the largest pure-play fiber internet provider in the U.S., with 6.5 million fiber locations passes — more than halfway towards the goal we set out in 2021 of passing at least 10 million homes and businesses with fiber.

Last year, we delivered $37 million in cost savings thanks to ideas put forward by our employees, and our team members worked together to make 2023 our safest year yet. We are committed to reducing our environmental footprint, and this report marks the first time we are sharing our baseline for greenhouse gas emissions — data we'll use to drive improvements in years to come.

We're encouraged by the story we tell in this report. We're transforming communities, organizations and businesses across the nation because we started by transforming ourselves and because we believe in our ability to improve both society and the environment as we Build Gigabit America.

Our purpose reminds us that what we do is bigger than just threading miles upon miles of fiber below city streets and through America's neighborhoods and small towns. At the slender ends of those fiber cables are millions of individuals whose lives are immeasurably enriched by the products and services we provide. I am proud that it's us — Frontier — at the other end of that fiber.

Nick Jeffery
President & CEO

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→ From Our CEO   **Our Purpose**   Our Strategy   Highlights   Our Sustainability Approach

Our purpose: Building Gigabit America

Building Gigabit America is our purpose – it defines and informs what we do, our ambition, the way we operate and our strategy. We are creating the digital infrastructure that will propel our nation forward in the 21st century.

WHY

Building Gigabit America®

Digital Society

Community Inclusion

Environment

WHAT

| Accelerate fiber: build & sell | Deepen customer engagement | Digital & cloud first | Reinvent the brand |

Revenue growth and cost leadership
Radical simplification and reset culture

HOW

The Frontier Way

We earn customer loyalty + We get it done together + We do what we say we will do + We create the future

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→ From Our CEO | Our Purpose | **Our Strategy** | Highlights | Our Sustainability Approach

Our strategy is the roadmap to our success

Our strategy is simple: build fiber, sell fiber, improve customer service and become a more efficient business. We based our strategy on the belief that with every new fiber passing we build, and every new fiber customer we win, Frontier becomes a more valuable company.

Our approximately 13,300 teammates keep our customers connected across 25 states. Thanks to our team's relentless execution of our strategy over the last three years, we have built an extraordinary company and are the largest pure-play fiber internet provider in the U.S.

Delivering our strategy

Build Gigabit America®

Build Fiber

6.5M

Fiber passings on our way to our 10M goal

Sell Fiber

2M

Fiber internet customers representing $2/3$ of our total customer base

Improve Customer Service

Industry-leading NPS

Improvement in customer satisfaction, measured by Net Promoter Score

Simplify Operations

$500M

Cost savings goal surpassed in 2023

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2023 key highlights

Q1

5 Gig Launch

Earned new awards

Launched Fiber Innovation Labs

Secured $750M to fund the fiber build

Unveiled first EV trucks

Introduced our first Changemakers of the Year

YouTube TV Launch

Q2

FASTEST UPLOAD SPEEDS IN AMERICA

Ranked #1 by Ookla

Built a chatbot named Giga

Welcomed our 2023 interns

Redesigned My Frontier App

Published 2022 ESG report

PUTTING OUR PURPOSE INTO ACTION

Q3

NFL Sunday Ticket

SUNDAY TICKET YouTubeTV

Announced fiber securitization deal

2.1 BILLION DOLLARS
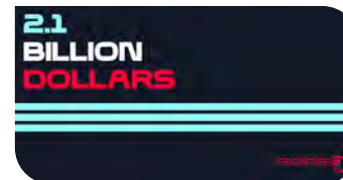
Introduced Dallas HQ

Sourced feedback from teammates

PEOPLE PULSE SURVEY

Q4

Broadband for Good Week: Girl Scouts, Malta House, Learning Alliance Corporation

Eero Max 7 Product Launch

Cybersecurity month

West Virginia Jackson's Mill Broadband for Good donation

Launched EIG Career Coaching

University Hackathon event

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Our approach to sustainability

We search out opportunities to be sustainable.

Our sustainability strategy is focused on delivering long-term value for our company and positive social and environmental impact for the people and communities we serve. Sustainability is integrated into all we do as a company and guided by our purpose, Building Gigabit America.

Understanding our material issues

In 2021, we identified the priorities most critical to our business success, reflecting the topics of highest priority to us and our stakeholders. In 2023, these issues were reviewed and validated by the Executive Committee. This guides where we focus our sustainability strategy and what we report on.

Strategic areas of focus

We have identified five strategic areas of focus that we believe are significant to building a more sustainable fiber internet company. Each of these material issues is owned by an executive committee member, who reports regularly to management and our Board. This prioritization guides our sustainability efforts and serves as the focus of this report.

| Diversity, equity and inclusion | Greenhouse gas emissions and energy | Talent engagement | Workplace health and safety | Data security and privacy |

Additional issues

This report also addresses seven other issues that play an important part in the success of our business and our impact on society.

- Community engagement and economic opportunity
- Competitive behavior
- Corporate governance
- Human rights and labor
- Network reliability
- Product end-of-life and recycling
- Systemic risk management

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Our Culture | Employee Ideas | Changemakers | Broadband for Good

TRANSFORMING TOGETHER

When we set out to transform Frontier, we said we'd have to do it from the inside out.

As a fiber internet company, that's easy to interpret as "making huge investments in infrastructure" — and we're certainly doing that. But our first priority in transforming our business is transforming our culture.

That means looking at each one of our people as individuals — as employees who want to do great work, who want to be heard when they have something to say, and who want the chance to grow in their roles and responsibilities.

Every day, we're working to create a culture that values employees and their ideas. We're building each other up as we Build Gigabit America.

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→ **Our Culture** Employee Ideas Changemakers Broadband for Good

Building a new culture

We're investing in making Frontier a place where people thrive through support, challenge, respect and reward. That means new workspaces, new benefits, new initiatives — and new ways of thinking.

Building connections

We threw open the doors to our new Dallas headquarters – dubbed the GigaHub – in 2023. The flexible (and beautiful) 95,000-square-foot space in Uptown Dallas is built to encourage collaboration and break down silos between teams, helping us hatch new ideas and make better decisions faster. It's also a great place to make big announcements and throw big celebrations. That's a vibe we want to spread throughout our company.

"

It's official – Dallas is now home base for Building Gigabit America. Moving our headquarters to Dallas makes good business sense given the city is already home to hundreds of our corporate employees and sits in the middle of one of our most important fiber markets. With a fast-growing economy and large, diverse pool of talent, Dallas is quickly becoming one of the nation's top business cities. We're proud to be part of it."

Nick Jeffery
CEO

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→ **Our Culture** | Employee Ideas | Changemakers | Broadband for Good

Building careers

We continued to enhance our performance management program for non-union employees during 2023, working to set appropriate goals that align with our strategic priorities. As part of the program, we've put in place development plans, performance coaching and feedback, and a thoughtful and comprehensive review system — and these data points helped us institute pay-for-performance bonuses for the first time.

Supporting lives

We take care of the people who are vital to our purpose of Building Gigabit America. Our compensation packages include a large and growing list of financial and wellbeing benefits for non-union employees, and our contracts with union employees reflect that same commitment.

- Paid time off
- Parental leave
- 401(k) matching contributions
- Health insurance
- Company-paid life insurance
- Virtual consultations for medical second opinions and certain specialists
- Adoption and surrogacy assistance and fertility benefits
- Benefits for domestic partners regardless of gender

In addition, our free and confidential Employee Assistance Program supports employees and their immediate family members with 24/7 help, providing assistance with issues like depression, anxiety, stress, grief and loss, addiction assessment and treatment, child and elder care resources, and legal and financial matters.

Earning praise

THE BEST PLACE FOR **WORKING PARENTS®**

We continue to invest in making Frontier a great place to work, and were recognized with awards in 2023 including Best Places for Working Parents (an annual award for businesses that innovate in support of working parents) and four Military Friendly designations.

MILITARY FRIENDLY 2023 BRAND | MILITARY FRIENDLY 2023 COMPANY | MILITARY FRIENDLY 2023 BRONZE EMPLOYER | MILITARY FRIENDLY 2023 SUPPLIER DIVERSITY PROGRAM

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→ Our Culture | **Employee Ideas** | Changemakers | Broadband for Good

Employee ideas

We are transforming our business — making it faster, sharper, leaner. And we're doing this by listening to our employees, who know where we as a company are doing a great job, and where we could be doing better.

Listening to the experts

If you want something done right, ask the people who do it every day. Our employees know when there's an opportunity to make their own jobs better, and we've built a culture that encourages them to speak up. The results are nothing short of brilliant — and they're helping us run a more efficient business.

Simple solutions

Our **KISS initiative — for "Keep It Simple, Stupid" —** is one way we strengthen our day-to-day operations. We ask our employees to tell us what's in their way, what could be done better and then we do our best to fix it.

In 2023, we received 209 ideas and nearly half of them are now in progress or completed. Those led to simple solutions to problems that had been historically overlooked.
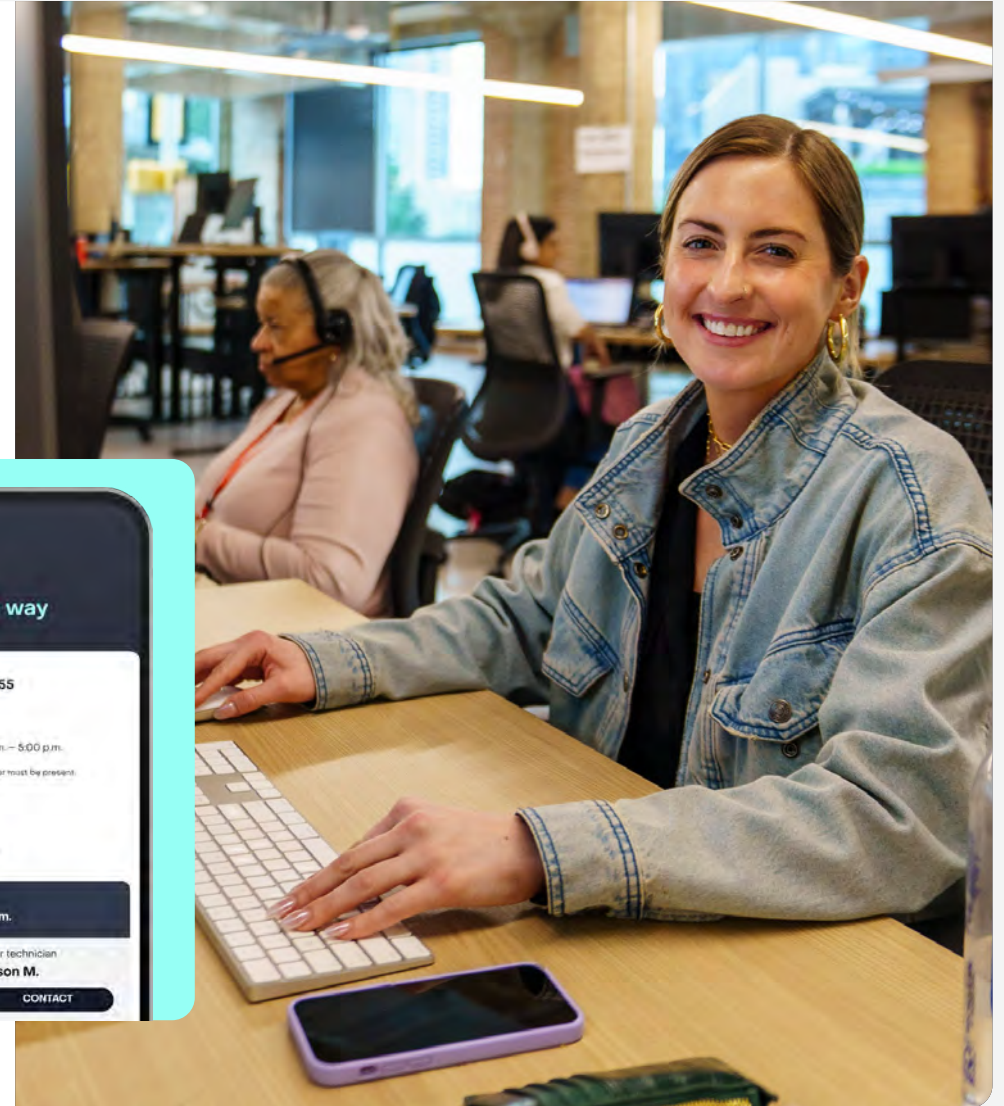
Easier customer appointments

Our field team suggested that we add a new feature in our "Where's my tech?" service for our app, which allows customers to add appointments to their personal calendars, and then tracks when the tech will arrive on the day of. Now, customers don't need to call support or sit staring out the front window, and our techs don't show up to empty houses.

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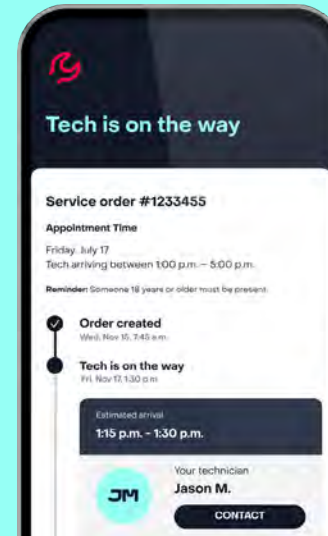
Crowdsourced cost-cutting

Frontier 50 is our employee-sourced initiative to identify ways to save our company $50 million. We were sure that there were some big efficiencies just waiting to be discovered, and our employees didn't let us down. Thanks to the 450+ ideas they shared last year, we're already most of the way to that huge goal.

Saving money and energy

Frontier uses continuous power to keep our network going — underpinned by giant batteries that keep our data centers operating in power outages — and one employee calculated that we could save a significant amount of energy by consolidating them. We did, and now we're benefiting from lower energy usage costs and reduced maintenance, and delaying the need for replacement.

It took someone with local knowledge to know when to flip the switch, and now that expertise is saving us money, power and emissions every single day.

453 IDEAS
submitted by team members in 2023

$37M
of run-rate rate savings since program inception

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→ Our Culture | Employee Ideas | **Changemakers** | Broadband for Good

Changemakers

The Frontier Way is the way we do business, and it's also the foundation for how we work together to Build Gigabit America.

The Frontier Way

We earn customer loyalty

+

We get it done together

+

We do what we say we will do

+

We create the future

CHANGEMAKERS

When our team members go above and beyond to embody the Frontier Way, we want to celebrate them. Our Changemakers program is designed to do just that. Any employee can nominate a teammate — or even an entire team — to be recognized as one of four quarterly Changemakers.

Working smart to save customers time

We also present a Changemakers of the Year award, recognizing the most outstanding builders of Gigabit America. This year that award went to a team who came together to find ways to save our customers more than 2 million service calls by improving operations and launching new digital self-service tools. That works out to a collective 50 years of time saved for our customers.

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→ Our Culture | Employee Ideas | Changemakers | **Broadband for Good**

Broadband for Good

A big part of Building Gigabit America is bringing opportunity to communities where there is a critical need for connectivity.

That's why we created our Broadband for Good program. It's our way of helping to address critical connectivity needs and advance digital inclusion in the communities we serve. By providing no-cost, high-bandwidth connections and donating laptops and other technology, we help community-loved organizations across our footprint better serve their neighbors.

In 2023, we expanded our reach and donated our high-speed fiber internet to even more community organizations. Here are a few highlights:

> **"**
>
> Last year we prioritized community organizations that serve underrepresented groups to help do our part in closing the digital divide."
>
> **Erin Kurtz**
> EVP, Chief Communications Officer

Malta House

Helping mothers build a brighter future

We donated our high-speed fiber internet, new laptop computers and digital mentoring to Malta House, a housing program for young, homeless mothers in Norwalk, Connecticut. Our technology is helping these women build a brighter future for themselves and their children, giving them ready access to online education, job opportunities and the wider digital world.
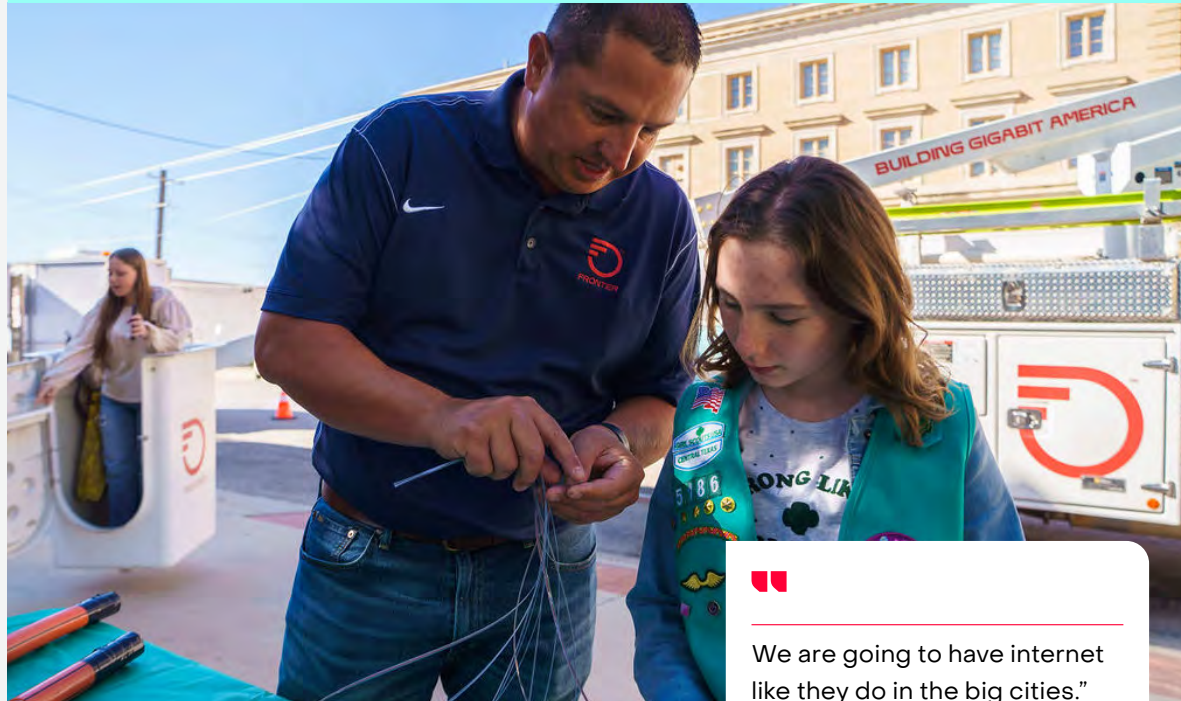
> **"**
>
> I was raised by a single mother, and to be able to participate in something like this makes me feel amazing."
>
> **Walter Velez**
> CT resident and Regional Sales Director for Frontier

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→ Our Culture | Employee Ideas | Changemakers | **Broadband for Good**

Girl Scouts of Central Texas

> " We are going to have internet like they do in the big cities."
>
> **Donna Brosh**
> Community Engagement Officer, Girl Scouts of Central Texas

Empowering the next generation

We're empowering the Girl Scouts of Central Texas with our high-speed fiber internet as well as new laptops, drones and microscopes to support STEM education. We're proud to support the Girl Scouts' mission to remove barriers for girls by giving them the technology and resources they need to succeed and securing a future where more women choose careers in tech.

STEM education
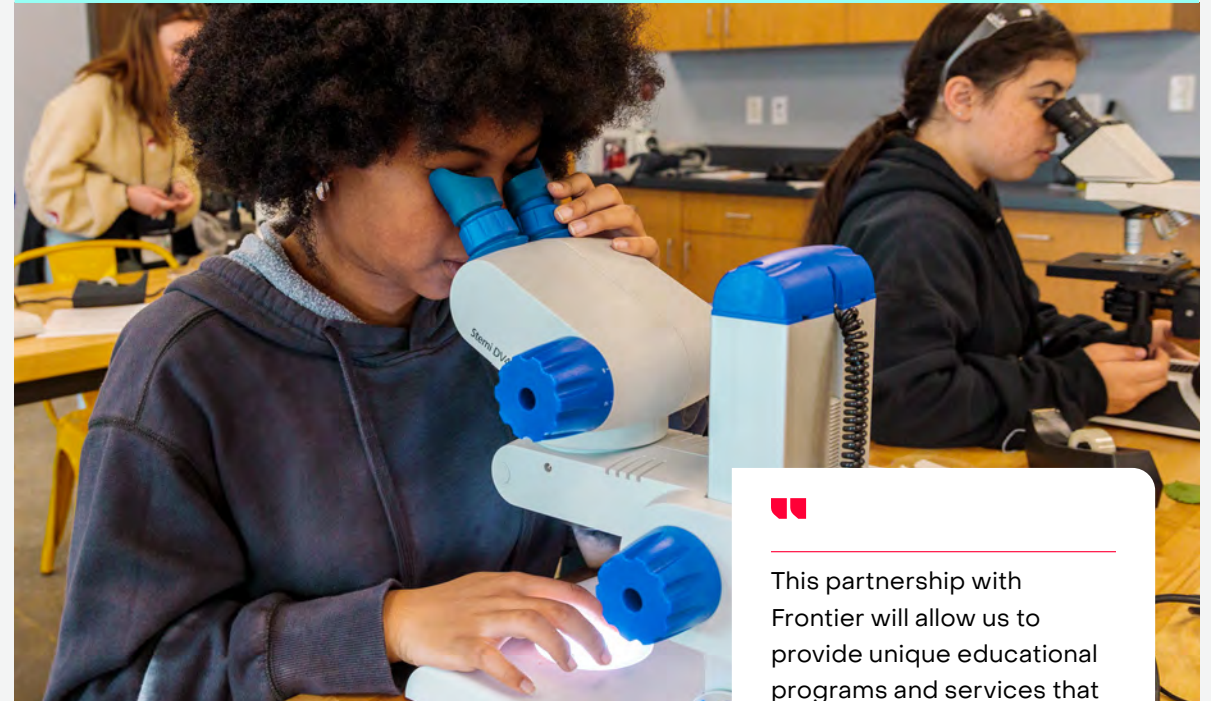
> " This partnership with Frontier will allow us to provide unique educational programs and services that will help bridge the digital divide in rural West Virginia, including expanding virtual learning opportunities."
>
> **David Snively**
> Director, WVU Jackson's Mill

Connecting rural communities

We're donating high-speed fiber internet to West Virginia University's Jackson's Mill campus to support youth STEM education for underserved youth and first responder training at its Fire Academy. With this donation, the campus will also serve as a central connectivity hub for the rural community of Lewis County and thousands of people across the state of West Virginia.

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WORKING SAFELY

We'll start with the big statistic: 2023 was our safest year yet. Fewer falls, fewer fender benders. Fewer overloaded hand trucks and fewer backs strained while lifting manhole covers.

That improvement didn't just happen. Our people made a collective effort to build a safer work environment, and we prioritized policies and habits that encompassed both industry best practices and the lessons employees learned on the job.

We're proud of how far we've come in building a safer work environment, and we're constantly looking for ways to do better.

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→ **Safety Highlights** Designing Safety Prioritizing Safety Safety in Action The Frontier Five

Breaking down our safest year yet

In 2023, we set new safety records for our company — building on our 2022 results with year-over-year improvements on key safety measures.

2023 safety highlights

Occupational Safety and Health Administration (OSHA) injury rate[1]

↓ **18%** improvement

2023	2022
2.74 371 cases	**3.33** 478 cases

Lost time injury rate[2]

↓ **8%** improvement

2023	2022
1.93 262 cases	**2.10** 302 cases

Preventable motor vehicle accident rate[3]

↓ **15%** improvement

2023	2022
1.49 205 cases	**1.76** 242 cases

1 OSHA Rate: (OSHA Recordables x 200,000)/Hours Worked
2 LTI Rate: (Lost Time Incidents x 200,000)/Hours Worked
3 MV Rate: (# Preventable MVA) x 100 x 365 / # Vehicles Assigned x Period Being Measured

"Safety isn't a thing that can be imposed with rules and guidelines. Safety only happens when there's a culture that makes it a shared priority and shared responsibility, and when a company emphasizes prevention and constant improvement through training and support. Our safety performance enhances our overall performance, because a safe business is good business."

Alan Gardner
Chief People Officer

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Safety Highlights | **Designing Safety** | Prioritizing Safety | Safety in Action | The Frontier Five

How we design for safety

Tracking

We use monthly scorecards to track our safety performance, breaking down incidents by type, cause, geographic location, management group, objects involved and whether an injury resulted in lost time. We compare our performance against the Bureau of Labor Statistics for our industry category, and with research data and practices in similar industries. Coupled with team-member feedback, this helps us identify and make improvements that saved more than 39,000 hours of injury downtime compared to 2022.

Telematics

As of 2023, we've implemented telematics in all vehicles, giving managers extra details about incidents such as speed and distracted driving. Those systems also help route our technicians around road hazards and congestion, and let customers know when they'll be arriving.

Training

Obviously, this is the big one, and we don't let video tutorials suffice. Because our field technicians play a vital role in Building Gigabit America — at times in challenging conditions — we provide a comprehensive, ongoing training program with a minimum of 160 hours of training. At least 60 hours are focused solely on safety best practices, including 20+ hours of web-based instruction covering safety and installation topics and 40+ hours instructor-led pole climbing and ladder safety.

The hands-on lessons take place during Safety Rodeos, which present team-specific training scenarios developed by technicians and local managers from across the country.

Breakfast on us

A quarterly competition for donuts and breakfast burritos is one of the reasons we had our safest year yet in 2023.

It all started with our Chief Network Officer Veronica Bloodworth offering to buy breakfast for teams in the field who go an entire quarter with zero motor vehicle accidents and zero personal injury accidents.

The entire crew gets breakfast, or no one gets breakfast. This means that everyone individually must have a perfect safety record, creating an environment where teammates hold each other accountable.

Veronica publicly recognizes the successful teams every quarter, fueling our teams' competitive spirit — and Frontier's focus on safety.

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How we prioritize safety

Collaborating company-wide

We collaborate across business units to raise the standards of safety accountability and governance. In our largest business group, leaders working closely with our environment, health and safety (EHS) experts created a team of Safety Execs in each region, who have helped champion a strong safety culture that reduces incidents.

Strengthening our risk control framework

Our Occupational Safety and Health Program, together with our Environmental Health and Safety Manual, provides a framework for us to identify, control and reduce risks. We continue to focus on strengthening this framework.

Aiming for international standards

In line with our commitment to improved safety, we are working to achieve the international standard ISO 45001. We've begun reviewing and updating our policies and practices and enhancing our environment, health and safety (EHS) database so that we can track and monitor our safety performance more effectively. This will enable us to identify more ways to spot and prevent potential issues.

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→ Safety Highlights | Designing Safety | Prioritizing Safety | **Safety in Action** | The Frontier Five

What safety looks like

Safety in Texas

One of our Texas teams took safety to a whole new level in 2023. They're a crew that focuses on construction, so they are regularly up on poles or climbing down manholes and up ladders. It can be dangerous work for this group of 130 employees.

Working together under new leadership, the team created a safety-focused culture to change thinking and behaviors. Safety meetings and rodeos were attended by leadership and technicians alike. Managers provided consistent and constant messaging, ending calls and meetings with "Be safe!" They provided both positive and constructive feedback, and took immediate action to correct out-of-compliance behaviors. Leaders presented weekly safety shorts, held monthly safety lessons, and conducted safety observations of work areas, job sites and vehicles.

At the core of this change was the fact the entire team — managers and technicians — took ownership and accountability and began to emphasize safety as a shared responsibility.

And that team's 2023 stats?

Zero
Preventable motor vehicle accidents

Zero
OSHA-recordable incidents

Zero
Lost workdays

Zero
Restricted duty

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Safety Highlights | Designing Safety | Prioritizing Safety | Safety in Action | **The Frontier Five**

The Frontier Five

These five practices are the foundation for ensuring we carry out our work safely, day-in and day-out. They were developed based on feedback from our technicians, engineers and others who work on the front line of our operations — often in challenging environments — but they apply to everyone at Frontier.

1 Take time and do it safely
Take the time to do the job safely; your safety is too important to rush.

2 Use personal protective equipment (PPE) correctly
Use PPE correctly, whether it's a hard hat, harness, ladder, strap, gloves or mask.

3 Stretch so you don't strain
Stretching is key before you make big moves; know the moves you need to avoid injuries.

4 Look before you proceed
Look before you proceed to make sure everything is safe and secure.

5 Drive without distractions
Drive without distractions; never drive while texting, using apps or taking calls.

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DEI Approach

Inclusion in Action

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Supplier
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CHAMPIONING DEI

There's a reason that we're big on DEI. It's because DEI is good for business.

When we talk about Building Gigabit America, we mean bringing every one of our customers the benefits of education, employment, health and entertainment that high-speed fiber connectivity can deliver. A diverse customer base is every business's dream.

To reach into every corner of America, we need a workforce that looks like America — that captures it in all of its glorious diversity. The wide array of ideas and viewpoints that our team members bring are what fuels our innovation, improves our customer experience and accelerates our growth.

When we create a culture that allows our people to be themselves, we find that they become their best selves. And that makes us a better company.

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→ **DEI Approach** | Inclusion in Action | Recruitment | Supplier Relationships

Our approach to DEI

Our DEI strategy is built around representation, opportunity, culture and engagement. We believe that by meeting the needs of our team members and fostering a sense of belonging, we can best serve our customers and stakeholders.

Diverse representation

We want the people on our team to understand and mirror the people we serve. That way, we can meet their needs with a real understanding of their culture, tastes and values.

Equitable opportunity

We believe in providing equitable opportunity for all employees. We use digital tools and embed equity throughout our systems and processes to level the playing field for our team members, business partners and customers.

Inclusive culture

When people speak, we truly listen, hear and respond to their ideas, issues and requests. Their input is key as we continue to build a culture of inclusion.

Outreach and engagement

We recognize that we have a responsibility to connect communities and families. Building Gigabit America is greater than the sum of its parts, so we partner with organizations to advance digital equity in order to close the digital divide.

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→ DEI Approach | **Inclusion in Action** | Recruitment | Supplier Relationships

Inclusion in action

Diversity without inclusion is a bad business strategy; it means failing to get the most out of our people. We are determined to provide a workplace where team members feel seen, heard and valued.

Employee Impact Groups (EIGs) are our version of employee resource groups (ERGs) with an emphasis on the amazing positive impact these organizations bring to Frontier. Our EIGs foster a culture of inclusion and innovation, contribute to our overall business strategy and serve as a focus for recruiting talent from underrepresented populations. They help us retain and advance team members, and build beneficial business relationships with customers, suppliers and our communities.

> Leading GIGAGRACE as co-chair has been instrumental in my professional development within Frontier. I've grown as a leader in the last year, gaining responsibilities and opportunities to lead."

Katherine Diaz
Senior Project Manager, Expansion Strategy and Operations Co-Chair of GIGAGRACE (Women's EIG)

2023 Employee Impact Groups (EIGs) launched

JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	SEPTEMBER
GIGAVET, Veterans' EIG	**GIGAB.I.T.,** Black Innovators and Technologists EIG	**GIGAGRACE,** Women's EIG	**GIGAONE,** Generations EIG	**GIGAPAC,** Asian and Pacific Islander EIG	**GIGAPRIDE,** LGBTQIA+ EIG	**GIGALAT,** Hispanic and Latinx EIG

Celebrating our diversity

We love honoring the histories and identities that are important to our team members. Our Employee Celebration Campaign strengthens our corporate culture with a steady stream of DEI communications and events that reflect, educate and inspire our workforce. They're also wonderful occasions for our teammates to celebrate together.

In 2023, we joined in the following celebrations:

• Black History Month

• Women's History Month

• Asian American and Pacific Islander Heritage Month

• Pride Month

• Juneteenth

• Hispanic and Latino Heritage Month

• Veterans Day

We partnered with our employee impact group GigaLAT to host a cultural event at our Dallas HQ for Hispanic and Latino Heritage Month, complete with Ballet Folklorico dancers, Mexican sugar skull painting and Frida Kahlo–inspired floral crowns.

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DEI Approach

Inclusion in Action

Recruitment

Supplier
Relationships

Enhancing diversity in recruitment

Searching for tomorrow's talent

Like any good company, we have programs to attract, develop and retain top talent. As an exceptional company, we invest heavily in these programs and work to find ways to improve and expand them.

Developing young, high-potential talent is important for us because it represents the future of Frontier. Through our University Recruitment Program, we've connected with over 1,700 students and generated 2,500 internship applications. Our interns rated their experience an average of 9.3 out of 10 and 100% expressed interested in returning.

In 2023, we expanded our internship program by 85 percent year-over-year; last year 73 percent of interns identified as non-white. We are expanding our early career program offerings to include a recent graduate rotational program and early identification (Early ID) program for freshman and sophomore students.

> My personal experience as an intern was an essential jump start on my career, and it provided me with invaluable insights into different facets of the corporate environment."

Leslie Malave
Talent Data Analyst and former Frontier Intern

Hack UTD

In the fall, we participated in The University of Texas at Dallas "Hack UTD" event, which is the number two hackathon in the nation. Over 24 hours, students worked with our Fiber Innovation Labs team to innovate software and hardware solutions. To say thank you, we hosted the winning teams at our Dallas HQ, where they heard from our executives about our culture of innovation, learned how we develop and deploy fiber, and got advice for starting careers in tech.

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→ DEI Approach | Inclusion in Action | **Recruitment** | Supplier Relationships

Finding untapped talent

As part of Broadband for Good, we partnered with our Veterans employee impact group to host a Safety Rodeo in partnership with LAC that focused on one particularly deep and diverse talent pool. Around 40 veterans spent a morning with us in hands-on training, learning how to safely handle equipment, inspect and use protection gear, and ascend and descend poles.
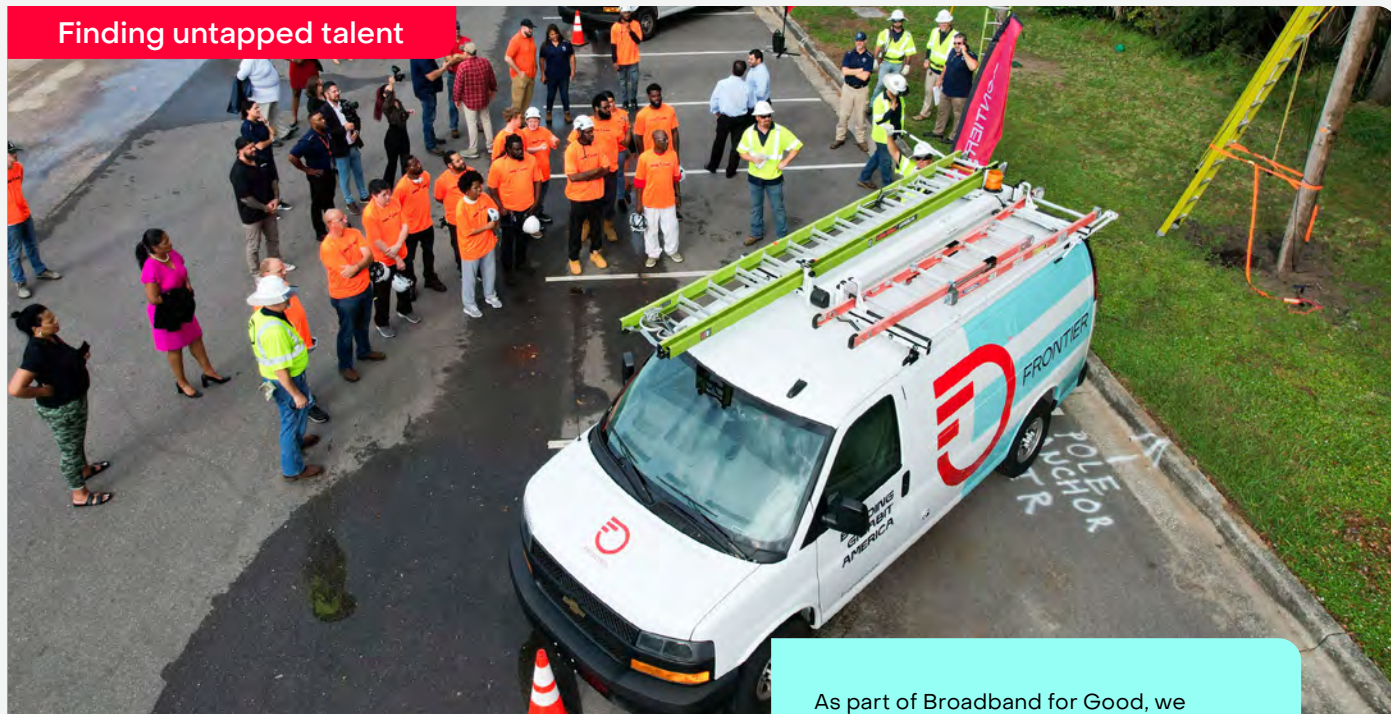
We seek out partners to help us find and develop a diverse workforce. We're working with the Learning Alliance Corporation (LAC), a minority-owned business that trains technicians for positions in the telecom industry through its Broadband Digital Installer Program. In 2023, we interviewed 35 percent of the LAC cohort, hiring 19 percent of trainees. Our partnership with LAC is a great way for us to find skilled technicians in remote locations, and to tap into underrepresented, non-traditional talent pools.

Recruiting and supporting veterans

Military veterans are an important part of our team — we employ over 1,400 — and their talents and experiences make them invaluable assets. In 2023, 6.9 percent of new hires were veterans compared to 5.5 percent in 2022; in both years, veterans made up about 2 percent of our applicants. In addition to competitive pay and a wide range of promising opportunities for military veterans, we offer the rewards they deserve including education and awareness training, accommodations for specific needs and six months of pay differential for call to active duty.

In 2023, we launched GIGAVET, our Veterans EIG, and signed the Statement of Support for the National Guard and Reserve units as an advocate of employee participation in the military. We also formed seven new partnerships with the Learning Alliance Corporation, Vet Jobs, Work for Warriors, P3 (Public Private Partnerships), Recruit Military, State Veteran Service Offices and Hiring our Heroes.

We were recognized as a top Veteran employer and awarded a number of military awards including the Military Times Best for Vets Award, Military.com Top 25 Veteran Employer and four Military Friendly designations: Military Friendly Employer, Military Friendly Brand, Military Friendly Company and Military Friendly Supplier Diversity Program.

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→ DEI Approach | Inclusion in Action | Recruitment | **Supplier Relationships**

Building diverse supplier relationships

We're building strong relationships with a diverse range of suppliers.

We know that our supply chain amplifies the impact of our business, so we are committed to seeking new opportunities to work with business owners who are women, veterans, minorities, LGBTQIA+ or disabled.

Our Frontier Supplier Diversity Council — which includes members from our executive, procurement and supplier diversity teams — leads our collaboration with community-based organizations in support of these business enterprises.

In 2023, we launched an online portal and supplier tracking database for easy access to certified diverse supply partners.

Leading in California

We're ranked **No. 1** in Diversity by the California Public Utilities Commission (CPUC) in the Telecom/Broadband category.

We achieved **all CPUC goals** for procurement from women-owned, minority-owned, disabled-owned and veteran-owned businesses.

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Red Loves Green

Reducing Carbon

Fiber Networks

Fleet Efficiency

Green Initiatives

GROWING RESPONSIBLY

We're tremendously proud of our progress in Building Gigabit America. We're on our way to bringing fiber optic technology — which requires less energy than broadband alternatives — to 10 million homes and businesses, and we're two-thirds of the way there.

But growth — even of technology that lowers our customers' carbon usage — is a resource-intensive thing. Installing fiber requires heavy machinery and fleets of service vehicles, and keeping servers and switches running requires lots of electricity. And organizing it all takes thousands of people in climate-controlled offices, where computers, printers and the breakroom fridge all use power.

To reduce our environmental impact, we begin by measuring everything we can — and publishing it. Seeing our numbers in black and white keeps us accountable for reducing those numbers year-over-year.

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→ **Red Loves Green**   Reducing Carbon   Fiber Networks   Fleet Efficiency   Green Initiatives

Red Loves Green

Red Loves Green is the way we express our commitment to making Frontier a leader in energy savings as we bring our purpose to life.

Reducing our carbon footprint

We're measuring our carbon footprint and pursuing our strategy to decrease emissions and decarbonize our value chain.
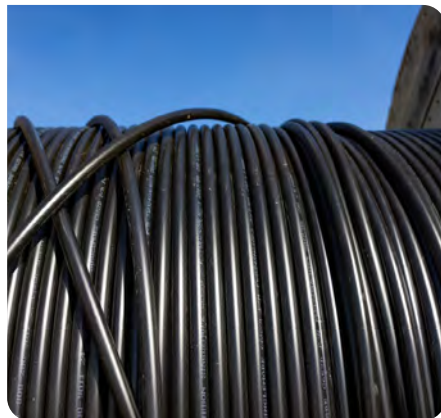
Building energy-efficient fiber networks

As we continue to roll out more fiber across America, we're improving the energy efficiency of our own network and helping our customers to reduce their environmental footprint, too. It's a green win-win.

Greening our fleet

We're electrifying our fleet and using technology to optimize fuel efficiency.

Implementing Frontier green initiatives

We're going green as we grow — from decreasing our energy consumption to reducing waste across our company.

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→ Red Loves Green | **Reducing Carbon** | Fiber Networks | Fleet Efficiency | Green Initiatives

Reducing our carbon footprint

Reducing our carbon footprint is a key part of our drive for efficiency — but first we've got to measure it. This year, we are proud to have accumulated the data necessary to share a baseline for Scope 1 and 2 emissions.

"

We explore every opportunity to become a more efficient business – from replacing fluorescent bulbs with LED lights, to installing solar panels, to adding reusable materials in our office in place of plastic."

Jim Tousignant
SVP Real Estate & Facilities

In 2023, we continued to focus on reducing greenhouse gas (GHG) emissions in line with guidelines from the Environmental Protection Agency (EPA). The EPA defines Scope 1 emissions as direct GHG emissions that occur from sources that are controlled or owned by an organization. Scope 2 emissions are indirect GHG emissions associated with the purchase of electricity, steam, heat or cooling.

We are working to reduce our carbon emissions on many fronts, from simple everyday measures such as cutting down on unnecessary work travel to broader, long-timeline projects such as installing solar panels and natural gas fuel cells.

The table to the right sets out, for the first time, our Scope 1 and Scope 2 emissions for 2023.

GHG emissions	2023
Scope 1 GHG emissions (Metric Tons CO_2e)	117,263
Scope 2 (location–based) GHG emissions (Metric Tons CO_2e)	518,895
Total absolute emissions – Scope 1 + 2 (Metric Tons CO_2e)	**636,158**

● Scope 1 (~117k tons)
● Scope 2 (~519k tons)

Controlling climate

We lowered our electricity usage by ~4.4M kWh

- Replaced compressors, air handlers and HVAC equipment in 100+ sites
- Replaced or repaired roofs, sealed air leaks and cut heating and cooling demand

Differences from Q4 2022 to Q4 2023

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→   Red Loves Green   Reducing Carbon   **Fiber Networks**   Fleet Efficiency   Green Initiatives

Building an energy-efficient fiber network

Fiber isn't just faster and more dependable — it's also easier on the environment. Our fiber-first strategy reduces our network's energy consumption — saving us money — and it improves our environmental impact in other ways, too.

Fiber uses more sustainable materials than copper broadband and has a smaller carbon footprint, reducing waste and pollution. And because fiber needs much less energy over a long distance than copper, there's an overwhelming financial case for replacing legacy copper with fiber as quickly as possible.

Vs. Copper
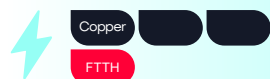
Copper

FTTH

Fiber-to-the-home (FTTH) is three times more power-efficient than traditional copper-based networks.

Vs. Cable

Cable

FTTH

FTTH uses one-sixth of the electricity of older cable networks.

Vs. Hybrid fiber-coaxial

Hybrid

FTTH

FTTH uses one-eighth of the electricity of a hybrid fiber-coaxial network.

Degrowing as we go

As we roll out more fiber, we are carefully decommissioning copper, decreasing its negative impact and minimizing costs while making sure our customers stay connected. Often, we can upgrade customers who are using our copper network to fiber at no cost, and the unneeded copper wiring is reused or recycled as much as current technology allows.

One additional reason we're focused on decommissioning copper is that the switches that manage copper lines are notoriously power-hungry. We're aggressively "degrowing" switches as we replace copper with fiber, and consolidating our remaining copper into more modern switches to save energy expenditure. In 2024, we'll start moving entire communities to fiber, eliminating the switches entirely.

Switch Degrow achievements

19,290 tons
of annual carbon footprint reduction

30,789,000 kWh
saved in 2023

$2,908,000
savings in 2023

$11,720,000
in cumulative savings, 2018–2023

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Red Loves Green | Reducing Carbon | **Fiber Networks** | Fleet Efficiency | Green Initiatives

Financing with a new green bond

In August 2023, we announced the closing of a $2.1 billion fiber securitization financing, a landmark moment that provided a path to fully fund our fiber build. Through the deal, we became the first publicly traded company in the U.S. to secure funds backed by fiber-to-the-home assets, highlighting the tremendous value of our fiber network. This securitization, which uses the value of our fiber-to-the-home assets in the Dallas-Fort Worth area, also included our first financing of green bonds — which are designated to raise capital for projects that have prescribed environmental or climate-related benefits. The net proceeds of a green bond offering will be used to finance projects supporting energy efficiency, climate change adaptation and access to essential services. Moody's, a leading U.S. ratings agency, provided a second-party opinion on our allocation framework and rated it SQS2 ("Very Good") based on its alignment to green bond principles and contribution to sustainability.

> We're committed to sustainability in the technology we use and the way we do business. We are proud of issuing our company's first green bond, which highlights the attractive energy efficiency of our fiber networks."
>
> **Scott Beasley**
> Chief Financial Officer

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→ Red Loves Green | Reducing Carbon | Fiber Networks | **Fleet Efficiency** | Green Initiatives

Greening our fleet

We're greening our fleet to save on fuel, enhance safety and drive down maintenance and repair costs.

Rolling out electric vehicles

As we upgrade our fleets, we are increasing the percentage of electric vehicles (EVs), including electric-powered installation and maintenance vans and e-transit vans.

Getting there more efficiently

Even in our gas and diesel vehicles, we're using technology to optimize fuel efficiency, reduce fuel costs and enhance safety across our fleet. With the help of our fleet telematics partner Samsara, we completed the installation of telematics across all 8,100 vehicles in our fleet in 2023, enhancing driver safety and efficiency through intelligent rerouting.

Through this program, we saved nearly 320,160 gallons of fuel a year — or 6.243 million pounds of carbon in 2023.

We also replaced 1,587 aging and inefficient vehicles in 2023, and are on track to replace over 4,300 vehicles — more than half our fleet — by 2025. We're running real-world tests of electric vehicles in select areas, and will continue to invest in the latest Zero Emission Vehicles (ZEV), including EV and hydrogen vehicles.

Driving efficiencies

We lowered our fleet's emissions by **~9.3M kWh**

- Increased fleet vehicle efficiency with new vehicles and EVs

- Reduced service and outage calls, thanks to dependable fiber technology

Differences from Q4 2022 to Q4 2023

EV vans

We started rolling out our EV trucks in 2023 beginning in Torrance, California. More EV trucks are expected next year.

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Red Loves Green   Reducing Carbon   Fiber Networks   Fleet Efficiency   **Green Initiatives**

Establishing green initiatives

We're implementing a number of green initiatives across Frontier, and are always looking for new ideas to plant.

Working smaller and smarter

Through 2023, we worked with our partner Newmark to streamline our real estate portfolio. This included retendering all our service contracts to increase efficiencies and environmental performance across our real estate.

We continued to reduce our real estate footprint, eliminating another twenty office spaces. We ended the year with 256,651 less square footage than in 2022.

Recycling ideas

In 2022, we introduced a new recycling program focused on materials like cardboard, metal and surplus office furniture and equipment. In 2023, we recycled a total of 1,646 tons.

In 2024, we will roll out a company-wide waste hauling program that will help us right-size containers and give us additional insight into our waste streams. This will help us improve our efficiency, cut costs and turn more waste into useful material. We are also committed to the safe disposal and recycling of waste, including hazardous waste and e-waste.

Looking ahead

We're continuing green initiatives in 2024, including evaluating renewable energy applications, creating the framework for water reduction programs and establishing baselines and goals for our waste hauling program.

Hack UTD

As part of our Red Loves Green program, students at the University of Texas at Dallas Hackathon worked over 24 hours to create an eco-friendly tool that does a better job of cooling and protecting our equipment in warm temperatures.

1,646 TONS
of waste reduced through recycling

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OPERATING RESPONSIBLY

A critical part of our transformation has been to transform how the business is managed and governed for stronger, more responsive decision-making and more robust risk management, including cybersecurity and data privacy protection. Our aim is to promote long-term, ethical value creation.

We hold every person is this company — employees, managers, executives and even our contractors — to the highest standards of honesty, transparency and respect for human rights. We also hold each other responsible for the safety of our digital systems and privacy of customer and company data, and have created a culture of cybersecurity awareness that keeps our networks protected from intrusion and interruption.

Our strong corporate governance is powered by regular and open conversations about the challenges and opportunities before us. We strive to make thoughtful and data-driven decisions that promote the long-term interests of our stockholders, enhance management and Board accountability and build stakeholder trust — because that's the best way to Build Gigabit America.

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→ **Ethical Business** | Cybersecurity | Data Privacy | Corporate Governance | Executive Leadership | Risk Management

Ethical business

We do business the right way. Our Code of Ethics governs every decision, every day.

Following our Code

Our Code of Ethics explains clearly and simply how our employees should operate day-by-day. It is up to each individual to act ethically, with integrity and to exercise personal accountability. Our Code is the daily guide, empowering each of us to take personal responsibility for making good decisions and doing the right thing.

We expect everyone involved in our business to adhere to our Code of Ethics and follow applicable policies, laws and regulations. This includes all team members, directors, officers and business partners, as well as our subsidiaries, affiliates, agents, vendors, representatives, contractors and consultants.

⧉ [Read our Code here.](#)

Ethics training

All team members participate in annual ethics training, which they must complete for access to our network. We update training modules annually. Topics covered include IT security awareness, anti-harassment and the appropriate use of social media.

Reporting potential ethics violations

We expect and encourage employees to raise any questions or concerns about possible illegal or unethical conduct, including violations of the Code of Ethics. Raising concerns promptly helps us respond quickly, avoid an undesirable situation escalating, prevent such behavior in the future and protect our reputation. To facilitate this reporting, we maintain a third party-managed Ethics Hotline. Employees can report potential violations of our Code of Ethics or other concerns anonymously via the Ethics Hotline 24/7.

Hotline submissions are reviewed and investigated as appropriate, and the results

of all investigations are reported to senior management, and in certain cases to the Audit Committee. We ensure that anyone can take steps to report good faith concerns about misconduct or potential violations of law and/or participate in internal investigations without fear of retaliation.

Anti-bribery and competing fairly

We aim to outperform our competitors fairly with hard work, superior service and great products. To underscore this commitment, we comply with applicable competition laws and expect all employees to be honest, lawful and respectful in their dealings with competitors, the government, other businesses and individuals. This includes never engaging in any type of bribery or asking a third party to make a bribe on our behalf.

We actively participate in the U.S. political process to ensure that our interests as a telecommunications leader and large employer are appropriately represented. We maintain oversight to ensure that our

political activities are conducted legally, ethically and transparently.

Federal election laws prohibit candidates from receiving corporate campaign contributions. We currently do not operate a federal Political Action Committee and therefore do not make

any political contributions to candidate committees for federal office. Further, we do not reimburse employees for political contributions. Nor do we use corporate funds to make any direct independent expenditures on behalf of candidates running for local, state or federal office.

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Supporting human rights and labor

We respect and protect human rights. As a matter of policy, we provide reasonable working hours and fair wages for those who work on our behalf and we respect the rights of workers to join or not join labor unions. Approximately 70 percent of our workforce is covered by collective bargaining agreements. We have a zero-tolerance policy for the use of forced labor or human trafficking practices and never knowingly do business with subcontractors, business partners or suppliers who violate these policies.

Promoting a diverse and inclusive work environment

We are committed to creating and maintaining a diverse and inclusive work environment where every person is treated with dignity and respect. This is not only the right thing to do, it goes to the heart of Building Gigabit America and

is key to our business creating long-term value. It helps us find, keep and inspire the talent we need to succeed. We are intentional in our work to ensure equal opportunities for success in all aspects of employment. We support this through various policies including our Diversity Policy, Equal Employment Opportunity, Accomodations and Non-Harassment Policy, and Human Rights Policy.

[Find out more here.](#)

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→ Ethical Business | **Cybersecurity** | Data Privacy | Corporate Governance | Executive Leadership | Risk Management

Cybersecurity

Our cybersecurity program is designed to keep our business secure and safeguard the data and trust of our customers. We are positioned to rapidly identify, respond to and remediate incidents that impact our company.

Our governance of cybersecurity and data privacy

We work continuously to maintain and enhance cybersecurity and data privacy with clear oversight and involvement though every operating level across the organization. This is a critical, never-ending task as we work to stay ahead of fast-changing threats and requirements.

We have a dedicated team of experienced cybersecurity and privacy professionals headed by our Chief Information Security Officer, who reports to our Chief Digital Information Officer.

Cybersecurity and data privacy are top of mind for our Board. The Audit Committee has primary responsibility for overseeing our risk management program relating to cybersecurity and data privacy. Twice a year, our Chief Digital Information Officer leads a review and discussion — once with the Audit Committee and once with the full Board — focused on our cyber risks, threats and protections. Updates are provided throughout the year, as needed.

Our executive committee receives a monthly update highlighting key cybersecurity and data privacy issues. In addition, we have introduced a cross-functional Security Council. The Council provides a valuable forum for people from different parts of the business to come together and discuss the latest risks and mitigations.

Building on a strong foundation

We use the National Institute of Standards and Technology (NIST) framework as our foundation for improving our overall information security capabilities. It guides how we identify, protect against, detect, respond to and recover from threats. The framework was developed with input from

more than 1,000 different entities, including government and academic organizations, and reflects the leading cybersecurity practices of the telecommunications industry. We focus our information security program on protecting sensitive and restricted data, network infrastructure and related systems.

Working in partnership

We partner with a wide range of industry and governmental organizations to strengthen our own protection and contribute to the wider drive to ensure cybersecurity and data privacy. We work closely with the FBI Cyber Division, the Cybersecurity and Infrastructure Security Agency (CISA) and Information Sharing and Analysis Centers (ISACs).

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→ Ethical Business | **Cybersecurity** | Data Privacy | Corporate Governance | Executive Leadership | Risk Management

Putting cybersecurity into practice

Cybersecurity is an in-depth active defense program working to ensure we stay protected and adapt to the fast-changing threat landscape.

Creating a roadmap

In 2022, we conducted an assessment of our cybersecurity to set a baseline for improvements. Building on this assessment and our analysis of the threats, technology and risks, we created a three-year roadmap to focus on the key areas that enable us to keep the business up and running. In 2023, we refined our roadmap and achieved our annual transformation goals and objectives.

Prioritizing three key areas

Our cybersecurity roadmap has four streams of improvement: talent, tools, services and engagement. Our cybersecurity architecture and engineering teams help design, build and provide secure solutions enterprise-wide. They manage the ongoing processes of assessing and updating the tools we need to protect against ever-changing threats. We have deployed next-generation tools such as behavioral detection and protection that use artificial intelligence across the enterprise. We also have experts embedded within the business units who are trusted advisors and help make the implementation of security measures more seamless. We continue to focus on enhancing engagement throughout the business so that everyone — from technical network engineers to communication partners — is informed and involved, with the aim of embedding cybersecurity throughout Frontier.

24/7 protection

Our 24/7 Cybersecurity Operations Center (CSOC) responds to events such as phishing emails by users and alerts generated by security systems. They monitor information from public sources and receive intelligence from our government partners' sources and commercial resources.

The intelligence provides Indicators of Compromise (IOCs) and Tools, Techniques and Processes (TTPs) that help the team search and remove potential threats. They also help improve detection capabilities that identify anomalies which enable proactive changes to protect against attack attempts such as Distributed-Denial-of-Service (DDOS).

We have next-generation Endpoint Detection and Response (EDR) agents installed on servers and workstations across the enterprise to further aid detection and protection. Every endpoint is protected.

Raising awareness
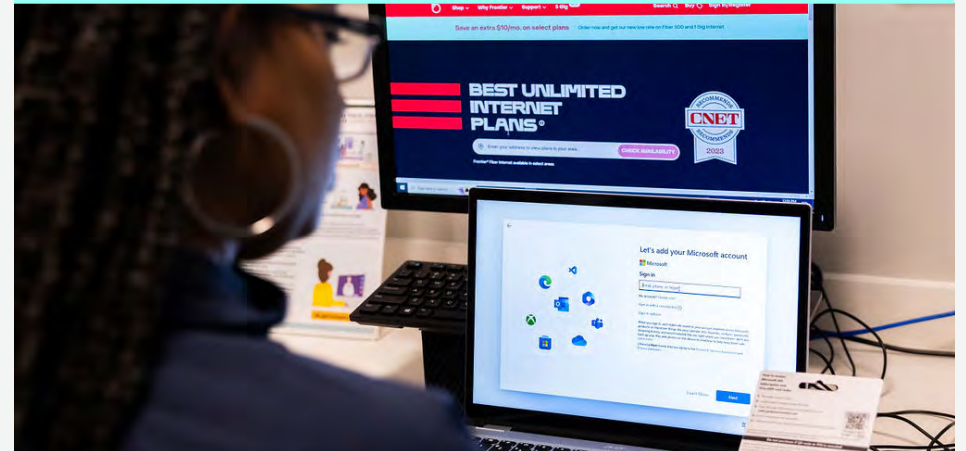
As part of our wider engagement plan, we held our Cybersecurity Awareness Month in October 2023. This year's theme was "The Power of Reporting" — a comprehensive campaign emphasizing the vital role employees play in mitigating the risk of phishing emails. Through a series of infographics, leadership spotlights and a report phish contest, team members learned the importance of vigilance and prompt reporting when encountering potential phishing attempts or other suspicious activity. Anyone who clicked on a phish test automatically saw an infographic to warn them. We also assign mandatory training for anyone who clicks repeatedly. The campaign had a big impact, reflected in year-over-year increases in engagement and reporting of phishing emails.

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Protecting customers' data

We have established measures to maintain the data privacy of the millions of people and businesses we serve.

Looking after data

We take a responsible risk-based approach, complying with all relevant laws and regulations and seeking to follow best practices.

Our privacy policy sets out how we collect, use, share and protect customer data concerning our services. It also governs the information we collect from website visitors and describes choices we provide customers regarding the use of their information.

Key elements of our privacy policy include:

- What information we collect and how we collect it
- How we use and share the information we collect
- How people can limit the sharing and use of their information
- How we protect people's information
- Children's privacy

Read our privacy policy here.

We continually review existing controls to ensure they are sufficient to protect data privacy. Any new or emerging security risks to data privacy are reviewed and escalated through leadership to mitigate damage.

Enhancing our approach

Through 2023, we focused considerable investment and expertise on enhancing our approach to data privacy. Serving millions of people and businesses every day necessitates automation of data privacy processes, so we invested in the industry-leading privacy tool, One Trust, in mid-2023.

Complying with privacy laws

We continuously monitor applicable legislative and regulatory developments and update our policies and processes in order to comply with all the relevant privacy laws.

Concentrating on the highest standards

We aim to ensure we comply with the highest prevailing standards of data privacy and apply those standards wherever we do business. This is the right thing to do for our business, for our customers and for our reputation.

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Ethical Business   Cybersecurity   Data Privacy   **Corporate Governance**   Executive Leadership   Risk Management

Corporate governance

Our Board and senior leadership team drive strong governance throughout Frontier.

Our Board

Strong governance provides the foundation for promoting the long-term interests of our stockholders, enhancing management and Board accountability and building stakeholder trust. Our Board's principal role is to promote the best interests of Frontier and its stockholders by overseeing the management of the business and the affairs of the company.

Board committees

Our Board has three standing committees: the Audit Committee, the Compensation and Human Capital Committee and the Nominating and Corporate Governance Committee. These committees operate under written charters and are responsible (together with the full Board,

as appropriate) for overseeing the management of the company's business and operations, including impacts on the economy, environment and people.

Working together

Our Board works closely with the executive team, regularly meeting and discussing the strategic challenges and opportunities for Frontier. The Board provides valuable insight and risk oversight that helps guide management's decision-making on strategic, operational and cultural changes.

To ensure we stay up-to-date and strong in our corporate governance, we continually review governance practices, regulatory obligations, the rules and listing standards of the NASDAQ Exchange and SEC regulations. We also review best practices suggested by recognized governance authorities.

[Find out more about the members of the Board of Directors.](#)

Our diverse Board of Directors

8 of 10
directors are independent[1]

4 of 10
directors are women[1]

100%
of members of standing committees are independent directors[1]

1 In February 2024, the Board was increased from 9 to 10 members and Woody Young joined the Board.

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→ Ethical Business | Cybersecurity | Data Privacy | Corporate Governance | **Executive Leadership** | Risk Management

Our executive leadership

Executive Committee

Nick Jeffery
President & Chief Executive Officer

Scott Beasley
EVP, Chief Financial Officer

Veronica Bloodworth
EVP, Chief Network Officer

Ettienne Brandt
EVP, Commercial

Vishal Dixit
EVP, Strategy & Wholesale

Alan Gardner
EVP, Chief People Officer

John Harrobin
EVP, Consumer

Erin Kurtz
EVP, Chief Communications Officer

Charlon McIntosh
EVP, Chief Customer Operations Officer

Mark Nielsen
EVP, Chief Legal & Regulatory Officer

Melissa Pint
EVP, Chief Digital Information Officer

Our diverse leadership

Our executive leadership team reflects more gender and racial diversity than ever before in the company's history. Women make up 100 percent of our technology leadership team and 36 percent of our executive leadership team.

Executive Leadership

36%

Technology Leadership

100%

● Female

● Male

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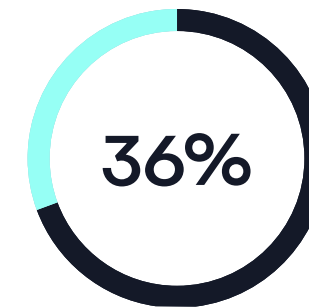
Risk management

We take a rigorous approach to managing our risks.

Primary oversight

The Nominating and Corporate Governance Committee has primary oversight of sustainability. This includes reviewing and monitoring the development and implementation of key sustainability policies and goals.

Particular responsibilities

Sustainability runs throughout our business and includes a broad set of potential risks and opportunities, so different committees take on particular responsibilities. For example, the Compensation and Human Capital Committee, together with management, reviews risks related to human capital management, including Frontier's compensation policies and practices.

The Audit Committee oversees cybersecurity-related risks and business continuity planning.

Briefing the Board

The Board is periodically briefed on key risk management topics. The Board works with the executive team to identify appropriate key topics to be briefed on, including those related to sustainability.

Assessing and mitigating risks

Management is responsible for our risk management activities, including the annual Enterprise Risk Management (ERM) process. This is jointly administered by the Chief Financial Officer and the head of Internal Audit. As part of the process, each member of the executive team and their direct reports take part in identifying, assessing and evaluating enterprise-level risks, including sustainability risks. We develop and implement mitigation strategies for each of these risks to manage and minimize them.

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We continue to report toward global sustainability standards, including the Global Reporting Initiative (GRI) and the Sustainability Accounting Standards Board's (SASB) standards for the Telecommunication Services sector.

Information and data reflect the fiscal year ended December 31, 2023, unless otherwise noted.

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FRONTIER PERFORMANCE DATA

Financial Performance[1]

Financial performance (in millions, USD)	2021	2022	2023
Revenue			
Total revenue	**$6,411**	**$5,787**	**$5,751**
Net Income			
Operating income (loss)	($1,113)	($592)	($492)
Net income (loss)[2]	($4,955)	($441)	($29)
Operating expenses			
Total operating expenses	**$5,298**	**$5,195**	**$5,259**
Cost of service	$2,362	$2,169	$2,125
Selling, general and administrative	$1,668	$1,745	$1,646
Depreciation and amortization	$1,240	$1,182	$1,415
Restructuring costs and other changes	$28	$99	$73

1 For year ended December 31. All data provided is self-reported and voluntary in disclosure.
2 For 2021, data represents a combination of the Predecessor and Successor companies.

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Workforce Performance

Workforce breakdown[1]

Total employment	2021 Total	2021 Female	2021 Male	2022 Total	2022 Female	2022 Male	2023 Total	2023 Female	2023 Male
Employee count[2]	15,641	4,025	11,616	14,712	3,560	11,152	13,296	2,958	10,338
Female	4,025	–	–	3,560	–	–	2,958	–	–
Male	11,616	–	–	11,152	–	–	10,338	–	–
Employment level									
Senior Management[3]	415	123	292	424	142	282	418	127	291
All other staff	4,460	1,750	2,710	4,288	1,598	2,690	3,840	1,373	2,467
Union	10,766	2,152	8,614	10,000	1,820	8,180	9,038	1,458	7,580

1 For year ended December 31. All data provided is self–reported and voluntary in disclosure.
2 Data represents all Frontier full–time employees (FTEs).
3 Data applies to people leaders.

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Workforce Performance (cont.)

Training and development performance[1]	2021	2022	2023[1]
Training by employee category			
Average hours of training/year for management[2]	7.2	5.7	7.42
Average hours of training/year for non–management[3]	13.8	16.2	15.35
Training for diversity, equity and inclusion			
Average hours of diversity, equity and inclusion training/year per employee	N/A	0.54	0.80
Performance reviews			
Percent of eligible employees receiving regular performance and career development reviews[4]	N/A	100%	100%

1 For year ended December 31. All data provided is self–reported and voluntary in disclosure.
2 Data applies to non–union employees.
3 Data applies to union employees.
4 Performance and career development reviews were not tracked in 2021.

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Workforce Performance (cont.)

Employee turnover and rate[1]

Employee turnover	2021 Turnover	2021 Rate	2022 Turnover	2022 Rate	2023 Turnover	2023 Rate
Total	1,589	10.0%	2,050	13.5%	2,035	14.5%

1 For year ended December 31. All data provided is self-reported and voluntary in disclosure.

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Diversity Performance 2023

Racial/ethnic composition of U.S. workforce and board of directors[1]

U.S. workforce (%)	American Indian/ Alaska Native	Asian	Black/ African American	Hispanic/Latino	Native Hawaiian/ Other Pacific Islander	Two or More Races	White	Not Declared
Total U.S. workforce[2]	**0.80%**	**3.68%**	**8.81%**	**13.84%**	**0.76%**	**0.98%**	**70.44%**	**0.70%**
Sr. Management	0.05%	0.23%	0.23%	0.26%	0.01%	0.03%	2.23%	0.12%
All Other Staff	0.20%	1.90%	3.05%	2.68%	0.41%	0.37%	19.93%	0.34%
Union	0.55%	1.55%	5.54%	10.91%	0.34%	0.58%	48.28%	0.24%
U.S. workforce female (%)								
Total U.S. workforce	**0.11%**	**0.75%**	**3.45%**	**3.10%**	**0.18%**	**0.23%**	**14.21%**	**0.21%**
Sr. Management	0.01%	0.07%	0.08%	0.07%	0.00%	0.01%	0.67%	0.05%
All Other Staff	0.08%	0.47%	1.36%	0.93%	0.12%	0.08%	7.15%	0.13%
Union	0.02%	0.22%	2.01%	2.10%	0.06%	0.14%	6.39%	0.03%
U.S. workforce male (%)								
Total U.S. workforce	**0.68%**	**2.93%**	**5.35%**	**10.74%**	**0.58%**	**0.75%**	**56.23%**	**0.49%**
Sr. Management	0.04%	0.16%	0.14%	0.19%	0.01%	0.02%	1.56%	0.07%
All Other Staff	0.12%	1.44%	1.68%	1.74%	0.29%	0.29%	12.78%	0.21%
Union	0.53%	1.33%	3.53%	8.81%	0.28%	0.44%	41.88%	0.21%
Board of directors (%)[3]								
Board of directors (%)	0.00%	20.00%	10.00%	0.00%	0.00%	0.00%	70.00%	0.00%

1 For year ended December 31. All data provided is self–reported and voluntary in disclosure.
2 Data represents all Frontier full–time employees (FTEs).
3 In February 2024, the Board was increased from 9 to 10 members and Woody Young joined the Board.

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Diversity Performance 2022

Racial/ethnic composition of U.S. workforce and board of directors[1]

U.S. workforce (%)	American Indian/ Alaska Native	Asian	Black/ African American	Hispanic/Latino	Native Hawaiian/ Other Pacific Islander	Two or More Races	White	Not Declared
Total U.S. workforce[2]	**0.75%**	**3.58%**	**9.78%**	**13.30%**	**0.81%**	**1.02%**	**70.14%**	**0.63%**
Sr. Management	0.04%	0.22%	0.20%	0.24%	0.01%	0.03%	2.05%	0.09%
All Other Staff	0.20%	1.69%	3.29%	2.56%	0.47%	0.35%	20.26%	0.34%
Union	0.51%	1.67%	6.29%	10.49%	0.33%	0.63%	47.84%	0.20%
U.S. workforce female (%)								
Total U.S. workforce	**0.12%**	**0.75%**	**4.18%**	**3.15%**	**0.20%**	**0.27%**	**15.33%**	**0.20%**
Sr. Management	0.01%	0.08%	0.10%	0.07%	0.00%	0.01%	0.67%	0.04%
All Other Staff	0.08%	0.45%	1.60%	0.88%	0.13%	0.09%	7.51%	0.13%
Union	0.03%	0.22%	2.49%	2.20%	0.07%	0.17%	7.16%	0.03%
U.S. workforce male (%)								
Total U.S. workforce	**0.63%**	**2.82%**	**5.60%**	**10.15%**	**0.61%**	**0.75%**	**54.81%**	**0.43%**
Sr. Management	0.03%	0.14%	0.11%	0.18%	0.01%	0.03%	1.38%	0.05%
All Other Staff	0.12%	1.24%	1.69%	1.68%	0.34%	0.27%	12.74%	0.21%
Union	0.48%	1.45%	3.80%	8.29%	0.27%	0.46%	40.68%	0.17%
Board of directors (%)								
Board of directors (%)	0.00%	22.22%	11.11%	0.00%	0.00%	0.00%	66.60%	0.00%

1 For year ended December 31. All data provided is self-reported and voluntary in disclosure.
2 Data represents all Frontier full-time employees (FTEs).

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Diversity Performance 2021

Racial/ethnic composition of U.S. workforce and board of directors[1]

U.S. workforce (%)	American Indian/ Alaska Native	Asian	Black/ African American	Hispanic/Latino	Native Hawaiian/ Other Pacific Islander	Two or More Races	White	Not Declared
Total U.S. workforce[2]	**0.75%**	**3.06%**	**10.33%**	**12.26%**	**0.84%**	**1.00%**	**71.27%**	**0.49%**
Sr. Management	0.02%	0.12%	0.16%	0.20%	0.01%	0.03%	2.07%	0.05%
All Other Staff	0.20%	1.43%	3.36%	2.21%	0.50%	0.33%	20.22%	0.27%
Union	0.54%	1.51%	6.82%	9.85%	0.33%	0.63%	48.99%	0.17%
U.S. workforce female (%)								
Total U.S. workforce	**0.13%**	**0.68%**	**4.62%**	**3.17%**	**0.22%**	**0.29%**	**16.45%**	**0.17%**
Sr. Management	0.01%	0.04%	0.05%	0.06%	0.00%	0.01%	0.58%	0.03%
All Other Staff	0.09%	0.42%	1.63%	0.80%	0.15%	0.10%	7.90%	0.10%
Union	0.03%	0.22%	2.94%	2.31%	0.07%	0.18%	7.97%	0.04%
U.S. workforce male (%)								
Total U.S. workforce	**0.63%**	**2.37%**	**5.71%**	**9.09%**	**0.62%**	**0.70%**	**54.82%**	**0.32%**
Sr. Management	0.01%	0.07%	0.11%	0.15%	0.01%	0.02%	1.48%	0.02%
All Other Staff	0.11%	1.01%	1.73%	1.41%	0.35%	0.23%	12.31%	0.17%
Union	0.51%	1.29%	3.87%	7.53%	0.26%	0.45%	41.03%	0.13%
Board of directors (%)								
Board of directors (%)	0.00%	22.22%	11.11%	0.00%	0.00%	0.00%	66.60%	0.00%

1 For year ended December 31. All data provided is self-reported and voluntary in disclosure.
2 Data represents all Frontier full-time employees (FTEs).

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Diversity Performance 2023

Racial/ethnic composition of new hires[1]

Ethnicity of new hires (%)	American Indian/ Alaska Native	Asian	Black/ African American	Hispanic/Latino	Native Hawaiian/ Other Pacific Islander	Two or More Races	White	Not Declared
Total U.S. workforce[2]	**0.49%**	**9.62%**	**9.46%**	**19.90%**	**0.49%**	**2.77%**	**54.00%**	**3.26%**
Sr. Management	0.00%	1.31%	1.31%	0.65%	0.00%	0.00%	5.38%	0.49%
All Other Staff	0.16%	7.99%	6.04%	8.16%	0.00%	1.96%	24.31%	1.47%
Union	0.33%	0.33%	2.12%	11.09%	0.49%	0.82%	24.31%	1.31%
New Hire workforce female (%)								
Total U.S. workforce	**0.00%**	**2.45%**	**1.96%**	**2.61%**	**0.00%**	**0.65%**	**8.16%**	**0.65%**
Sr. Management	0.00%	0.33%	0.33%	0.16%	0.00%	0.00%	0.98%	0.16%
All Other Staff	0.00%	2.12%	1.47%	2.28%	0.00%	0.65%	6.85%	0.49%
Union	0.00%	0.00%	0.16%	0.16%	0.00%	0.00%	0.33%	0.00%
New Hire male (%)								
Total U.S. workforce	**0.49%**	**7.18%**	**7.50%**	**17.29%**	**0.49%**	**2.12%**	**45.84%**	**2.61%**
Sr. Management	0.00%	0.98%	0.98%	0.49%	0.00%	0.00%	4.40%	0.33%
All Other Staff	0.16%	5.87%	4.57%	5.87%	0.00%	1.31%	17.46%	0.98%
Union	0.33%	0.33%	1.96%	10.93%	0.49%	0.82%	23.98%	1.31%

1 For year ended December 31. All data provided is self-reported and voluntary in disclosure.
2 Data represents all Frontier full-time employees (FTEs).

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Diversity Performance 2022

Racial/ethnic composition of new hires[1]

Ethnicity of new hires (%)	American Indian/ Alaska Native	Asian	Black/ African American	Hispanic/Latino	Native Hawaiian/ Other Pacific Islander	Two or More Races	White	Not Declared
Total U.S. workforce[2]	**0.55%**	**10.44%**	**9.80%**	**21.44%**	**0.74%**	**1.66%**	**52.22%**	**3.14%**
Sr. Management	0.28%	1.66%	0.83%	0.83%	0.09%	0.18%	3.42%	0.65%
All Other Staff	0.28%	6.93%	6.56%	7.21%	0.37%	1.02%	28.65%	1.66%
Union	0.00%	1.85%	2.40%	13.40%	0.28%	0.46%	20.15%	0.83%
New Hire workforce female (%)								
Total U.S. workforce	**0.00%**	**2.59%**	**3.60%**	**2.40%**	**0.28%**	**0.09%**	**9.98%**	**0.65%**
Sr. Management	0.00%	0.37%	0.46%	0.28%	0.00%	0.00%	1.11%	0.18%
All Other Staff	0.00%	2.22%	3.05%	2.13%	0.28%	0.09%	7.95%	0.46%
Union	0.00%	0.00%	0.09%	0.00%	0.00%	0.00%	0.92%	0.00%
New Hire male (%)								
Total U.S. workforce	**0.55%**	**7.86%**	**6.19%**	**19.04%**	**0.46%**	**1.57%**	**42.24%**	**2.50%**
Sr. Management	0.28%	1.29%	0.37%	0.55%	0.09%	0.18%	2.31%	0.46%
All Other Staff	0.28%	4.71%	3.51%	5.08%	0.09%	0.92%	20.70%	1.20%
Union	0.00%	1.85%	2.31%	13.40%	0.28%	0.46%	19.22%	0.83%

1 For year ended December 31. All data provided is self-reported and voluntary in disclosure.
2 Data represents all Frontier full-time employees (FTEs).

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Diversity Performance 2021

Racial/ethnic composition of new hires[1]

Ethnicity of new hires (%)	American Indian/ Alaska Native	Asian	Black/ African American	Hispanic/Latino	Native Hawaiian/ Other Pacific Islander	Two or More Races	White	Not Declared
Total U.S. workforce[2]	**0.39%**	**5.84%**	**9.06%**	**13.15%**	**1.17%**	**1.36%**	**65.63%**	**3.41%**
Sr. Management	0.00%	0.29%	0.29%	0.49%	0.00%	0.10%	2.24%	0.58%
All Other Staff	0.10%	5.26%	7.21%	5.65%	0.88%	0.88%	30.28%	1.85%
Union	0.29%	0.29%	1.56%	7.01%	0.29%	0.39%	33.11%	0.97%
New Hire workforce female (%)								
Total U.S. workforce	**0.10%**	**2.14%**	**3.41%**	**1.56%**	**0.10%**	**0.19%**	**8.86%**	**1.07%**
Sr. Management	0.00%	0.10%	0.19%	0.10%	0.00%	0.00%	0.49%	0.19%
All Other Staff	0.10%	2.04%	3.12%	1.36%	0.10%	0.10%	7.98%	0.88%
Union	0.00%	0.00%	0.10%	0.10%	0.00%	0.10%	0.39%	0.00%
New Hire male (%)								
Total U.S. workforce	**0.29%**	**3.70%**	**5.65%**	**11.59%**	**1.07%**	**1.17%**	**56.77%**	**2.34%**
Sr. Management	0.00%	0.19%	0.10%	0.39%	0.00%	0.10%	1.75%	0.39%
All Other Staff	0.00%	3.21%	4.09%	4.28%	0.78%	0.78%	22.30%	0.97%
Union	0.29%	0.29%	1.46%	6.91%	0.29%	0.29%	32.72%	0.97%

1 For year ended December 31. All data provided is self-reported and voluntary in disclosure.
2 Data represents all Frontier full-time employees (FTEs).

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Environmental Performance 2023

GHG Emissions (metric tons of CO_2e)	
Total absolute emissions – Scope 1 + 2 (Metric Tons)	**636,158**
Scope 1 GHG emissions (Metric Tons)	117,263
Scope 2 (market–based) GHG emissions	–
Scope 2 (location–based) GHG emissions (Metric Tons)	518,895
Emissions intensity (Scope 1+2 Metric Tons of CO_2e per sq. ft.)	0.02819351
Emissions intensity (Scope 1+2 Metric Tons/Billion dollars in revenue)	0.00110617
Energy (MWh)	
Total energy use (kWh)	**1,871,618,198**
Fuel oil (million Btu)	218,483
Natural gas (million Btu)	307,012
Fleet fuel (gallons)	9,719,493
Total electricity consumption (kWh)	**1,363,914,926**
Total electricity consumption from renewable sources (%)	**16%**
Energy intensity (kWh/Billion dollars in revenue)	0.23716

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General Disclosures

GRI Code	Disclosure Name	2023 Response
1. The organization and its reporting practices		
2–1	Organizational details	Frontier Communications (Frontier) is a publicly traded American telecommunications company headquartered in Dallas, Texas, and incorporated in the state of Delaware. Frontier is a provider of communication services in the United States, with approximately 2.9 million broadband customers and 13,300 employees operating in 25 states.
2–2	Entities included in the organization's sustainability reporting	The entities included in sustainability reporting are the same as those in our financial reporting.
2–3	Reporting period, frequency and contact point	January 1, 2023 to December 31, 2023 Annual reporting Erin Kurtz, Chief Communications Officer, Erin.Kurtz@FTR.com
2–4	Restatements of information	None
2–5	External assurance	This report is not assured externally.

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General Disclosures (cont.)

GRI Code	Disclosure Name	2023 Response
2. Activities and workers		
2–6	Activities, value chain and other business relationships	Sector: Telecommunications Activities: Internet service provider Value chain and other business relationships: 2023 Frontier Communications 10–K Item 1. Business
2–7	Employees	Workforce Performance, p. 48
2–8	Workers who are not employees	Workforce Performance, p. 48

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General Disclosures (cont.)

GRI Code	Disclosure Name	2023 Response
3. Governance		
2-9	Governance structure and composition	Operating Responsibly, Corporate Governance, p. 43
2-10	Nomination and selection of the highest governance body	[2024 Frontier Communications Proxy Statement](#)
2-11	Chair of the highest governance body	Operating Responsibly, Corporate Governance, p. 43
2-12	Role of the highest governance body in overseeing the management of impacts	Operating Responsibly, Corporate Governance, pp. 43–44
2-13	Delegation of responsibility for managing impacts	Operating Responsibly, Corporate Governance, pp. 43–44
2-14	Role of the highest governance body in sustainability reporting	Operating Responsibly, Corporate Governance, pp. 43–44
2-15	Conflicts of interest	Operating Responsibly, Ethical Business, p. 38 [Nominating and Corporate Governance](#) [Committee Charter Corporate Governance Guidelines](#) [Supplemental Provisions of Code of Business Conduct and Ethics](#)
2-16	Communication of critical concerns	Operating Responsibly, Ethical Business, p. 38
2-17	Collective knowledge of the highest governance body	Operating Responsibly, Corporate Governance, p. 43

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General Disclosures (cont.)

GRI Code	Disclosure Name	2023 Response
3. Governance (cont.)		
2–18	Evaluation of the performance of the highest governance body	The annual Board evaluation process is designed and overseen by the Nominating and Corporate Governance Committee and the Executive Chairman. The evaluations are designed to elicit candid input and discussion and to generate actionable enhancements to Board and Committee functions.
2–19	Remuneration policies	2024 Frontier Communications Proxy Statement
2–20	Process to determine remuneration	2024 Frontier Communications Proxy Statement
2–21	Annual total compensation ratio	For 2023, the ratio of our annual total CEO compensation to the median annual total compensation of all our employees (other than the CEO) as described below, commonly referred to as the "CEO Pay Ratio," was 230 to 1. We determined that the 2023 median annual total compensation of all our employees who were employed as of December 31, 2023, other than our CEO, was $109,221.

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General Disclosures (cont.)

GRI Code	Disclosure Name	2023 Response	
4. Strategy, policies and practices			
2–22	Statement on sustainable development strategy	From our CEO, p. 4	
2–23	Policy commitments	Operating Responsibly, Corporate Governance, p. 43 Corporate Governance Guidelines	
2–24	Embedding policy commitments	Operating Responsibly, Ethical Business, p. 38	
2–25	Process to remediate negative impacts	Growing Responsibly, pp. 30–36 Operating Responsibly, Ethical Business, p. 38	
2–26	Mechanisms for seeking advice and raising concerns	Operating Responsibly, Ethical Business, p. 38	
2–27	Compliance with laws and regulations	Governance, Corporate Governance: Leading with Integrity, pp. 35–36 Frontier closely monitors compliance with laws and regulations and takes affirmative steps to maintain compliance to the fullest extent possible. Frontier does not believe there were any significant instances of non–compliance with laws or regulations in 2023 or that any fines had a material financial impact.	
2–28	Membership associations	· Fiber Broadband Association · Global Women's Innovation Network · Telecommunications Association of the Southeast · Iowa Communication Association	· RLEC Industry Association · New Mexico Exchange Carriers Group · Pennsylvania Telephone Association · US Telecom

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General Disclosures (cont.)

GRI Code	Disclosure Name	2023 Response
5. Stakeholder engagement		
2–29	Approach to stakeholder engagement	We engage with all stakeholders through different channels and with varying frequency. Regular channels for engaging with stakeholder groups include surveys, written communication and interviews.
2–30	Collective bargaining agreements	~68% of our workforce is covered by collective bargaining agreements.

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Material Topics

GRI Code	Disclosure Name	2023 Response
GRI 3: Material Topics 2021		
3-1	Process to determine material topics	Our Approach to Sustainability, p. 8
3-2	List of material topics	Our Approach to Sustainability, p. 8
GRI 302: Energy 2016		
3-3	Management of material topics	Growing Responsibly, pp. 30–36
302-4	Reduction of energy consumption	Efforts in 2023 that led to reductions in Greenhouse Gas Emissions stemmed from the following projects: Switch DeGrow and the transition of copper networks to fiber optic networks.
302-5	Reductions in energy requirements of products and services	Studies have confirmed that fiber optic networks are up to 12x more energy efficient than copper based networks.
GRI 305: Emissions 2016		
3-3	Management of material topics	Growing Responsibly, pp. 30–36
305-3	Reduction of GHG emissions	Efforts in 2023 that led to reductions in Greenhouse Gas Emissions stemmed from the following projects: Switch DeGrow and the transition of copper networks to fiber optic networks.

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Material Topics (cont.)

GRI Code	Disclosure Name	2023 Response
GRI 401: Employment 2016		
3-3	Management of material topics	Transforming Together, pp. 9–16
401-1	New employee hires and employee turnover	Workforce Performance, p. 50
401-2	Benefits provided to full-time employees scheduled to work 40 or more hours per week	Transforming Together, Building a new Culture, p. 10 · Medical, dental & vision plans, life insurance, disability insurance, accidental death & dismemberment (AD&D) insurance, health savings accounts, flexible spending accounts, EAP, wellness program, legal plan, supplemental medical plans, commuter plan, home & auto insurance, telehealth program, parental & caregiver leave, adoption and surrogacy assistance program, tobacco cessation program, 401(K) · Based on the terms of the ACA, all employees working 30 or more hours per week are being offered medical coverage
401-3	Parental leave	Transforming Together, Building a New Culture, p. 11

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Material Topics (cont.)

GRI Code	Disclosure Name	2023 Response
GRI 403: Occupational Health and Safety 2018		
3-3	Management of material topics	Working Safely, pp. 17–22
401-1	Occupational health and safety management system	Working Safely, pp. 17–22
401-3	Occupational health services	Working Safely, pp. 17–22
403-5	Worker training on occupational health and safety	Working Safely, pp. 17–22
403-6	Promotion of worker health	Working Safely, pp. 17–22
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Working Safely, pp. 17–22

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Material Topics (cont.)

GRI Code	Disclosure Name	2023 Response
GRI 404: Training and Education 2016		
3–3	Management of material topics	Transforming Together, Building a New Culture, pp. 9–11
404–1	Average hours of training per year per employee	Workforce Performance, p. 49
404–2	Programs for upgrading employee skills and transition assistance programs	Working Safely, p. 20
404–3	Percentage of employees receiving regular performance and career development reviews	Workforce Performance, p. 49
GRI 405: Diversity and Equal Opportunity 2016		
3–3	Management of material topics	Championing DEI, pp. 23–29
405–1	Diversity of governance bodies and employees	Championing DEI, Our Executive Leadership, p. 44
GRI 418: Customer Privacy 2016		
3–3	Management of material topics	Operating Responsibly, Cybersecurity, pp. 40–42
405–1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	If there were confirmed material cybersecurity breaches, they are disclosed in our 10-k filing.

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FRONTIER SASB TABLE

Telecommunication Services

SASB Code	Accounting or Activity Metric	2023 Disclosure
Data Privacy		
TC-TL-130a.1	(1) Total energy consumed, (2) Percentage grid electricity, (3) Percentage renewable	Growing Responsibly, pp. 30-36
TC-TL-220a.1	Description of policies and practices relating to behavioral advertising and customer privacy	Frontier updates customer data pertaining to our footprint on a monthly basis. That data include basic information for prospect (non-customer) households as well as customers. Frontier also receives behavioral data that provide more socio-economic information as well as the attitudes and usage of media and telecommunications products. Frontier also uses audiences within advertising platforms such as Google and Facebook to be able to provide differentiated, creative messaging and offers, though those audiences are not typically driven by Frontier's first party data. Privacy Policy
TC-TL-220a.2	Number of customers whose information is used for secondary purposes	For video viewership data we only use data for customers that subscribe to our legacy video product. Currently that is about 250,000 subscribers.
TC-TL-220a.3	Total amount of monetary losses as a result of legal proceedings associated with customer privacy	Frontier had no material monetary losses associated with customer privacy proceedings in 2023.
TC-TL-220a.4	(1) Number of law enforcement requests for customer information, (2) number of customers whose information was requested, (3) percentage resulting in disclosure	In 2023, Frontier received 3,475 requests from law enforcement for information associated with 5,659 accounts. Frontier provided the requested information for all accounts for which we had data.

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Telecommunication Services (cont.)

SASB Code	Accounting or Activity Metric	2023 Disclosure
Data Security		
TC–TL–230a.1	(1) Number of data breaches, (2) Percentage involving personally identifiable information (PII), (3) Number of customers affected	Frontier did not experience any data breaches during 2023 related to PII.
TC–TL–230a.2	Description of approach to identifying and addressing data security risks, including use of third–party cybersecurity standards	Frontier maintains a risk and compliance unit within the cybersecurity program that reviews and approves data security risks. This process includes reviews of exception request to our security policy and reviews and approvals of privilege access requests. Additional risk assessments are performed on select new projects. Frontier aligns with the NIST cybersecurity framework and uses a questionnaire drawn from the framework to highlight potential risks with new vendors and SOW/MSA contracts where customer data may be exposed or received for processing by the prospective vendor.
Product End–of–Life Management		
TC–TL–440a.1	(1) Materials recovered through take back programs, percentage of recovered materials that were (2) reused, (3) recycled and (4) landfilled	· Percent asset refurbished: Approximately 59%. The percentage of assets returned from the field that were refurbished and reutilized. · Percent refurbished utilization: Approximately 16%. The percentage of overall shipments to the field that were refurbished devices (reutilized assets).

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SASB Code	Accounting or Activity Metric	2023 Disclosure
Competitive Behavior & Open Internet		
TC-TL-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	Frontier does not believe anticompetitive behavior had a material financial impact on the company in 2023.
TC-TL-520a.2	Average actual sustained download speed of (1) owned and commercially-associated content and (2) non-associated content	Frontier participates in the Federal Communications Commission (FCC) Measuring Broadband America Fixed Broadband Report and has speed test results published in the report. The report can be found on the FCC website.
TC-TL-520a.3	Description of risks and opportunities associated with net neutrality, paid peering, zero rating and related practices	Frontier complies with net neutrality and related rules, and our compliance is explained on our website. See our full policies at https://newsroom.frontier.com/responsibility.
Managing Systemic Risks from Technology Disruptions		
TC-TL-550a.1	(1) System average interruption frequency and (2) customer average interruption duration	The average Customer Outage Hours for fiber customers was 185,430 with an average customer downtime of 6 minutes per customer per month (0.014%) and an uptime of 99.986%. The average Customer Outage Hours for Copper customers was 3,561,621 with an average customer downtime of 59 minutes per customer per month (0.134%) and an uptime 99.864%.
TC-TL-550a.2	Discussion of systems to provide unimpeded service during service interruptions	Frontier continues to invest in projects across the country to enhance our network diversity and resiliency with diverse fiber optic routes and the most technologically advanced electronics available. Machine learning enabled advanced analytics of capacity and network health are also used to ensure uninterrupted service.

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SASB Code	Accounting or Activity Metric	2023 Disclosure
Activity Metric		
TC-TL-000.A	Number of wireless subscribers	Frontier does not have wireless subscribers.
TC-TL-000.B	Number of wireline subscribers	This information is confidential.
TC-TL-000.C	Number of broadband subscribers	Frontier is a leading communications and technology provider offering gigabit speeds to 2.9 million broadband subscribers in 25 states as of December 31, 2023.
TC-TL-000.D	Network traffic	This information is confidential.

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