

BUILDING GIGABIT AMERICA

*Celebrating our people
and our turnaround*

FRONTIER 





THE "US" BEHIND A GREAT U.S. TURNAROUND

This is the story of a great U.S. turnaround. It's a celebration of how, in just four years, we worked together to transform Frontier from a bankrupt and broken legacy telephone business into the largest pure-play fiber internet company in the country.

This is a story about the ideas, approaches and attitudes that have powered our turnaround, and that continue to drive us to deliver outstanding service to our customers and connect more Americans to our high-speed fiber internet. At the core of our story are the people who work every day to Build Gigabit America.

This is a story about us, for us, and by us. It's a celebration of what we've accomplished, of who we are, and of what's next.

*Employees' fingerprints
are all over our turnaround.*





To the builders of Gigabit America

It's not every day you get the chance to leave a legacy—something lasting and powerful that will serve generations to come. Together, we've seized that chance.

When I joined Frontier in March 2021, we were a bankrupt company with a broken spirit and a tarnished reputation. At the same time, we knew we had a huge opportunity. We had fiber — the best technology for connecting homes and businesses, capable of transmitting data at the speed of light — and we served a market with enormous potential, with fiber penetration in the U.S. far behind that of other developed nations.

Fast-forward to today. Frontier is the largest pure-play fiber internet provider in the country and an industry leader. Our transformation is a credit to you, the builders of Gigabit America, who saw what this company could be and have worked relentlessly to make it a reality.

In less than four years, we've scaled our fiber footprint and connected millions of homes and businesses to our high-speed fiber internet. We've set a new standard for service, taking our net promoter score from an industry-worst to the best in the business. We've also become a more efficient, digital-first tech company by changing the way we work and investing in automation.

In 2024, we hit a major milestone — returning our company to full-year organic revenue growth for the first time in 15 years. Many said it couldn't be done. Yet here we are — a great U.S. turnaround story.

Turnarounds are tough. We've overcome our fair share of obstacles — from growing pains to macro pressures — and executed our fiber strategy with grit, rigor, and a passion for innovation. At every step, we've been driven by our purpose — to connect people, businesses, and communities to our fiber technology and all the opportunities it offers.

"Many said it couldn't be done. But we did it. You did it!"

Nick

To get where we are today has taken all of you. We've built a culture where we take care of each other, where we celebrate each other, and where our good ideas don't just stay ideas — they turn into action and innovation. Together, we've shocked the world with our success and proved that when we say we'll do something, we do it.

Slowing down now isn't an option — people are counting on us. We'll keep pushing to find new ways to improve, to lead and to unlock opportunities for consumers, businesses, and communities to thrive in the digital society. That's the legacy we're creating together — one that will live on through our fiber technology and serve generations to come.



Nick Jeffery, President & CEO



What we've accomplished (so far)



Together, we...

- ✓ Scaled our fiber build, providing access to our high-speed fiber internet to ~8 million homes and businesses.
- ✓ Sold fiber at record pace, doubling our fiber customer base.
- ✓ Set new industry standards on speed—launching network-wide 2 Gig speeds, followed by 5 Gig, and most recently, 7 Gig.
- ✓ Earned customer loyalty by eliminating pain points and investing in digital tools to elevate the customer experience.
- ✓ Achieved industry-leading customer satisfaction scores – 7x higher than our closest cable competitor.

Just a few things we're proud of!





Our purpose

We found our “why” in Building Gigabit America.

These three words describe what we do, our level of ambition, and where we do it. They signify that we are part of a great national endeavor to build the critical digital infrastructure the U.S. needs to succeed. That’s why we’re here — we’re connecting people, businesses and communities to our fiber technology that empowers and endures.

With a clear purpose driving our work, a renewed energy took root across our company. Everyone began to understand what they came here to do and their part in bringing to life our bold vision. It made people feel proud again.

Today, Building Gigabit America is a rallying cry throughout our business, and it’s been one of the key ingredients of our success.

This is why we show up every day!





Our strategy

Our strategy is driven by our purpose of Building Gigabit America. We took that big, ambitious idea and turned it into a simple and clear strategy with four pillars: Build fiber, sell fiber, improve customer service, and become more efficient.

It's an easy strategy to explain, but that doesn't mean it's easy to execute. We've delivered on our strategy thanks to the 15,000+ past and present employees who have played a role.

Together, we've reached — and often surpassed — each and every milestone we set out to achieve, including that big one of returning our company to growth. We've claimed a leadership position as the nation's largest pure-play fiber internet provider, delivering access to critical connectivity to nearly 8 million homes and businesses across the country. Our team's commitment to Building Gigabit America has created significant value for our customers and stockholders.

This is how we start every employee town hall!





...and our people!

We've transformed from the inside out.

Beyond the numbers that we report in earnings and the big announcements that we share — like our partnership with Netflix or our launch of network-wide 7 Gig speeds — there are stories of everyday impact, driven by the individuals and teams at the center of our turnaround.





WE BUILT A NEW CULTURE

We've transformed Frontier from a bankrupt legacy telephone company into a strong, growing fiber internet leader. This turnaround happened because our people made it happen.

Together, we created a culture where people feel safe, valued, supported, empowered to contribute, and comfortable bringing their whole selves to work.



The Frontier Way

We earn
customer
loyalty



We get
it done
together



We do
what we
say we
will do



We create
the future



We lead by example

To drive our turnaround, we brought together a world-class leadership team that sets the tone for executing our strategy and bringing our purpose to life. They are leaders with both industry experience and fresh perspectives, who make themselves accessible and are open to listening to ideas that drive our progress and improvement.

"It's all about showing up with purpose."

"Nothing but network."

"This photo was not taken at karaoke night."



"Job well done, Frontier!"

"It's fun out in the field."





We attract top talent

Building Gigabit America requires an exceptional group of people working together toward a common goal. That's the team we've recruited and brought together at Frontier, and that's the team we work to keep, offering competitive benefits and a supportive environment where employees can thrive.

"With big corporations, sometimes you lose a little bit of that culture and that individual impact, but we don't. I feel very connected to the progress that we're making as a company."

Dawris Gomez,
Channel Manager, Connecticut

Where top talent comes to work

A sampling of awards that name Frontier as an exceptional employer



Military.com Top Veteran-Friendly Companies



U.S. Customer Experience Award



Military Times Best for Vets Employer



Campus Forward Award for Excellence in Early Career Hiring



Vets Index 3-Star Employer



DBJ Best Place for Working Parents

"My Air Force service shaped how I lead today at Frontier, grounding me in integrity, service before self, and a commitment to excellence."

Carmelita Tolen,
Director, Workforce Operations Team Connect

"As a Marine Corps veteran, I'm proud to call Frontier home — serving those who have served."

Bart Brown,
Vice President, Corporate Security

We built a great place to work!

"We introduced our Ramp Back policy to provide flexibility and ease the return-to-work process for new parents, allowing them to gradually resume their full schedules while maintaining their benefits."

Marlette Jackson,
PhD, Head of Talent Strategy





We help each other grow

As we Build Gigabit America, we are focused on helping employees build their careers, because when we improve as individuals we improve as a company.

“In times of change, development programs like Frontier Forward and the Executive Leadership Program help our people stay grounded, focused, and ready to lead. The enthusiasm from employees shows just how much these experiences matter — our people are all in.”

Ariel Leonard,
Senior Vice President, Talent



Seeking out leaders, supporting growth

In 2024, we added new development programs to support our team members as they advance along their career paths.

Our Executive Leadership Development Program empowers leaders with comprehensive assessments, targeted development plans and networking opportunities.

Our new Frontier Forward program — an employee development and upskilling program — is designed to help team members grow based on their individual goals through live workshops, mentoring, role-matching, and specialized training like sales and product courses.

Hear from... *Katie***Moving up through mentorship**

Katie Diaz began at Frontier in customer service and sales, and she's been growing her career ever since. Now Senior Marketing Manager specializing in loyalty and customer relationship management, she's previously delved into market research, go-to-market strategy, product management, and a host of other roles. All along her path, she found mentors who were willing to give her time, advice and practical experience. Twice, those mentors have become her managers as she stepped into new roles.

She's excited about Frontier Forward because it creates a formalized structure for mentorship at a large scale, making more pathways for employees to grow their careers.

"Not everybody has the courage to just walk up to someone and say, 'hey can I shadow you, can I spend some time with you, can I pick your brain?' It feels good to have a program where we can have these conversations in a more structured environment, with leaders who know how to help people advance."

Katie Diaz, Senior Marketing Manager





We shape future leaders today

Young people are the future of our industry, and at Frontier, they don't have to wait to make an impact. Our interns bring fresh perspectives to our business, where they get hands-on experience in areas like finance, data analytics, IT, talent engagement, graphic design and social media.



How interns are already helping

- ✓ In a one-day crash course, visiting college students created a GenAI assistant to flag customer challenges and provide quick support, and built a data dashboard that shows performance across our channels.
- ✓ Our summer internship program provides university students hands-on experience and valuable skills — and in 2024, 59% of our summer interns went on to become Frontier employees.
- ✓ Our Dallas headquarters welcomed interns from a local technical school who identified ways to cut invoice audit efforts by 50% and speed processing by 33% — saving \$300,000.



"The success of our internship program is a testament to the dedication and care our team puts in daily. We've innovated new and exciting ways to attract, develop and retain early career professionals, and I couldn't be prouder."

Christina Mbawgu,
Senior Manager, Talent



We look out for each other

We care about the people we work with, which is why we put safety first in everything we do.

We promote safe workspaces through comprehensive training, hands-on safety rodeos, and targeted blitzes to reinforce key practices. Tracking accident and injury data allows us to identify trends, guide coaching, and refine safety events—whether it's improving ladder handling, on-road driving, or other high-risk tasks.

We had our safest year ever in 2023 — until 2024. We set new benchmarks in key metrics including lost time injury rate, preventable motor vehicle accident rate, and the injury rate according to the Occupational Safety and Health Administration, the U.S. government agency that sets and enforces the workplace safety rules that protect employees.

This is a big deal! We're now below OSHA's industry benchmark of 2.5!

2024 safety highlights

		2024	2023	2022
Occupational Safety and Health Administration (OSHA) injury rate ¹	15% Reduction	2.49 316 cases	2.74 371 cases	3.26 468 cases
Lost time injury rate ²	14% Reduction	1.65 209 cases	1.93 262 cases	1.96 281 cases

¹ OSHA Rate: (OSHA Recordables x 200,000)/Hours Worked

² LTI Rate: (Lost Time Incidents x 200,000)/Hours Worked

Our safest year yet!





Delivering safety, and breakfast

A big meal of donuts and breakfast burritos is the reward for every team with zero motor vehicle and personal injury accidents in a quarter. Chief Network Officer Veronica Bloodworth publicly celebrates each quarter's successful teams, fueling both competitive spirit and our ongoing focus on safety.

Safety Breakfasts awarded

2023



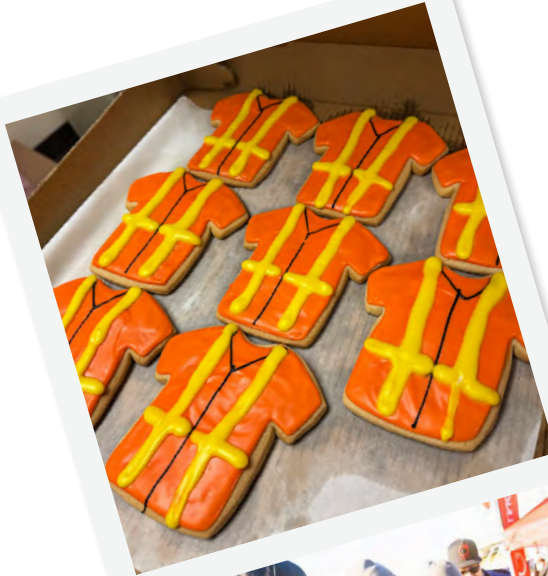
926

2024



1247

Burrito budget
up 33%



Good safety is good business

"Our focus on safety means less time out with injuries, fewer repeat service calls, and happy customers who see us treating their homes and neighborhoods with respect. During our turnaround, safety has really paid off — on the front line, and on the bottom line."

Floyd Williams,
Director, Environment Health and Safety



Hear from... Don

The West Steps Up on Safety

Our West region — which has historically trailed the East and Central regions in safety performance — started turning things around in 2024, and Don Jackson's leadership is one reason the region had its safest year yet.

When Don joined Frontier as Senior Vice President of Operations for the West in March 2023, the team was behind on its safety goals, with high incident rates and a lack of alignment on best practices. He refocused the team and ensured consistent, clear messaging, starting every call or meeting with a message that prioritized safety. The message he delivered was always based on data.

"You have to know where to start. Without data, you're just guessing — you're throwing things at the wall to see if they stick," says Don. "With data, you can make action and solutions to reduce safety incidents."

With this approach, the West reduced its OSHA injury rate scores by nearly 50% year over year.

Now, Don sees his team embracing Frontier's culture of safety, and even coming up with their own ideas for helping everyone stay safe. "It's definitely been a morale booster," he says. "Techs feel appreciated and know we want them to go home safe every day."

While there's always work to do, the West's progress shows that our turnaround happened in every corner of our organization.





We celebrate each other

As we work together to Build Gigabit America, we all wear the same logo – and behind those logos are individuals who are part of their own cultural communities. Throughout the year, we gather for parties to celebrate holidays that are important to our fellow employees.





We find solutions



If you want a job done right, ask the people who do that job every day. We've got a company full of people who can guide us to faster, safer, simpler, and less costly business solutions — and that's why we listen when they tell us how we can do things better.

We've created programs that empower those employees to speak up and speak out.



KISS and Dumb Policies

KISS (Keep It Simple, Stupid) and Dumb Policies are programs which reward employees for pointing out things that are slowing down or complicating their work.

Frontier 50

Frontier 50 is our annual employee-led program to save \$50 million. We've hit that goal twice since 2021.

Currently, 40% of employee ideas submitted through Frontier 50 and KISS in 2024 are either in implementation or have been successfully completed. That's what happens when you listen to the experts.

Smart ideas
= smart solutions



"We're always looking for smart ways to drive operational efficiency. It's exciting to be part of an innovative team that delivers on its goals and, in the process, connects and empowers millions of Americans."

Spencer Kurn,
Senior Vice President, Finance and
Investor Relations



Here are just a few specific examples of employee ideas that have helped improve our business:

Michael's idea

The Problem: Vehicles past their replacement deadlines were sitting in our lots unused, costing the company money on insurance, taxes and tags, and maintenance.

The Solution: Local Manager Michael Mace, who pointed out the problem, recommended an efficient process for identifying and selling or dismantling outdated vehicles.

The Result: We made a little dividend on the sales and scrap, saved on upkeep and insurance, and invested in more fuel-efficient trucks.



Isaac's idea

The Problem: Sometimes orders get canceled, and the requisitioned equipment ended up sitting in local storage, forgotten, along with previously installed equipment.

The Solution: Isaac Nesmith, Customer Engineer, whose warehouse was getting crowded, suggested a centralized system to track — and return, refurbish, and reuse — equipment that isn't needed locally.

The Result: We are able to more efficiently maintain our inventory, letting us focus on putting equipment in homes and businesses rather than in storerooms.





We thrive on collaboration

We believe that collaboration makes us better, and we've created a working environment that reflects that — breaking down silos, making leadership accessible and encouraging idea sharing across all levels and departments of our organization. Without layers holding our organization back, employees have the ability to act quickly, and our speed has become the “secret sauce” in our turnaround journey.



Teamwork happens here

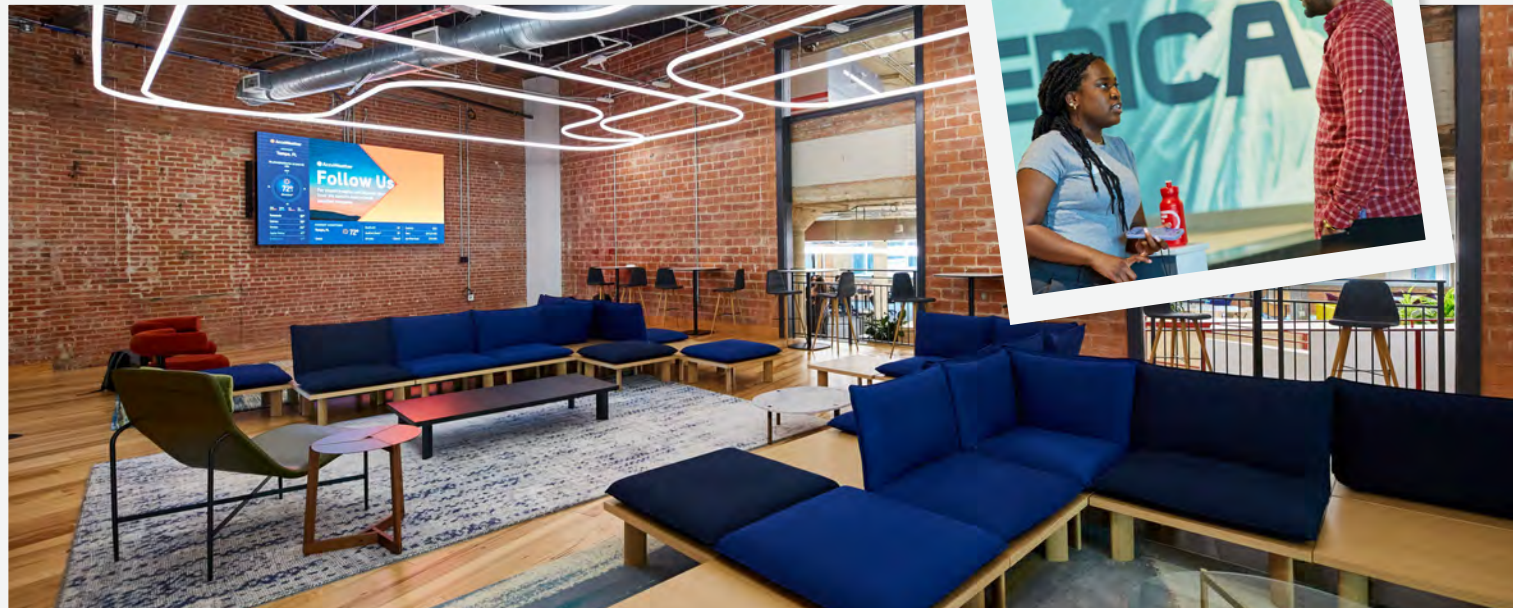
When we sit down to work at our Dallas headquarters, our executive leaders sit right alongside our teams in an open office. Idea sharing isn't just a natural part of the workday, it's downright unavoidable.

No barriers to great thinking!



Small problems, big ideas

Our executive committee meets every single week to address any reason a customer would contact Frontier, from confusing bills to difficult equipment returns, taking care of “small problems” before they become big, business-impacting problems.



“In a turnaround, agility is critical — and that means being willing to fail fast and pivot when things aren't working. When employees present innovative ideas, we prioritize action and refine our approach as needed.”

Paul Bossidy, Chief of Staff and Vice President, Transformation





We cheer on Changemakers

We celebrate when our teams go above and beyond to drive business change.

Employees can nominate a teammate or team each quarter to be honored as one of our quarterly Changemakers, and we also recognize a Changemaker of the Year.

Some of our 2024 Changemakers included:



Team Text

Often, the most impactful improvements are found in the simplest, most readily apparent solutions. In 2024, Bri Pew, Sr. Business Analysis Manager, and some of our IT team members pointed out that our outdated text systems led to customers and employees spending too many hours on unnecessary calls every month — sometimes even sending our trucks rolling on unproductive calls.

This team got to work, implementing a new text messaging system that integrated conversational AI and set up workflows to track service journeys and service tickets. Now, customers can self-serve by texting us to create, change or confirm appointments, and route service issues to the right department. Our customers are more satisfied, and our service is faster and more efficient.

Gamechanging!





Turning service into sales

Kalah King, Sales Supervisor, Carolina Hefner-Ahem, Sr. Director of Customer Experience, David N. M. Young, Director of Vendor Management and Holly Rice, Sr. Manager of Customer Service — all part of our customer care team, Team Connect — helped drive record-breaking revenue in 2024. They created new “Service to Sales” programs to equip and encourage call center agents to identify sales

opportunities during support calls, turning every interaction into a chance to add value and drive revenue.

The results? A 300% increase in value-added service sales, \$2.3 million in monthly recurring revenue, more than \$20 million in annual revenue, and a 42% pitch rate by year’s end — setting a new standard for success.



Bouncing back better

Sometimes, entire teams get recognized as Changemakers, and our Cybersecurity and Information Technology teams certainly deserved our thanks. When a third party gained unauthorized access to data and disrupted our IT systems in April 2024, those teams took immediate measures to contain the incident, and then worked heroically around-the-clock to safeguard our business and data. They had operations up and running in just three days, and strengthened our systems in the process, adding extra layers of protection to our tools and platforms.

“We knew what we needed to do. The fact that our own internal teams could get us back into an operational state that quickly is pretty remarkable.”

Lacy Doust, Senior Vice President, IT



We lead in innovation

We push the boundaries of what's possible with our network for the benefit of our customers and society. That means constantly testing and launching new technologies to improve customer service and unleash the full potential of our fiber network. In doing so, we've set new industry standards on speed and earned more patents for innovations in the last three years than in our company's entire history.

Innovation has become core to who we are as a company. We know our team is full of good ideas, so we build avenues to turn those ideas into reality — and some into industry-changing solutions.



Most innovative

Frontier earns spot on Fortune's 2025 list of America's Most Innovative Companies for pushing the boundaries of what's possible with high-speed fiber internet.



"The launch of 7 Gig underscores our ongoing commitment to innovation, bringing our fastest speeds together with premium services to deliver the ultimate internet experience."

Rui Costa,
Senior Vice President, Product



Our wall of fame

Our Innovation Labs team is constantly exploring new ways to drive efficiencies, improve the customer experience, and unlock the full potential of our network. Twice a year, they share their expertise through Innovation Days, collaborating with Intellectual Property lawyers to help employees from all departments explore the patent potential of their ideas. In honor of all that work, we built a wall to showcase our patents.



A better bot

Jonathan Wu, part of our Consumer team, developed a large language model, Giga-T, that we use to analyze retention transcripts, helping boost customer loyalty. This information allows us to understand why customers are considering leaving and, more importantly, why they choose to stay with us. As a result, Giga-T helped us achieve a record save rate of 83% in 2024.

83%

Our highest ever save rate

*Celebrating
meeting our
customer
service goals*



Smart approaches

We reinvented Optical Network Terminals, the “where you plug it all in” of our pure-fiber network. Our Smart ONT took an interface that historically needed troubleshooting by a technician and turned it into a self-diagnosing tool. This innovation lets our techs confirm a successful install before they leave a customer’s property and solve issues remotely using an app on their phones. Smart ONT helps us solve customer issues more quickly and has the potential to cut down on how often we need to roll out our trucks.



“Going through this turnaround, we didn’t always have the resources that more established telecom companies had, so we had to think outside of the box. There’s an encouragement to think creatively to get things accomplished.”

John Valdez,
Vice President,
Network Architecture and member
of our Innovation Labs Team



Forging the future, fast

Our Fiber Innovation team partnered with Nokia to test 100G, 50G, 25G, and 10G Passive Optical Network (PON) technologies simultaneously on a single strand of fiber on our existing network. This groundbreaking trial proved that we can adapt and use decades-old fiber to meet the growing need for ultra-fast connectivity — seamlessly.





We seize every opportunity

While we all have a role to play at Frontier, we aren't limited by our job titles.

For example, our Take the Lead (TTL) program gives employees who aren't in sales the chance to refer customers and earn cash for every new signup. It's popular, with 70% of our techs participating in the program last year. And it's working, with customer signups through TTL up 56% year-over-year in 2024. We paid out over a million dollars in commission to the top techs who participated in the program — and that's money well spent.

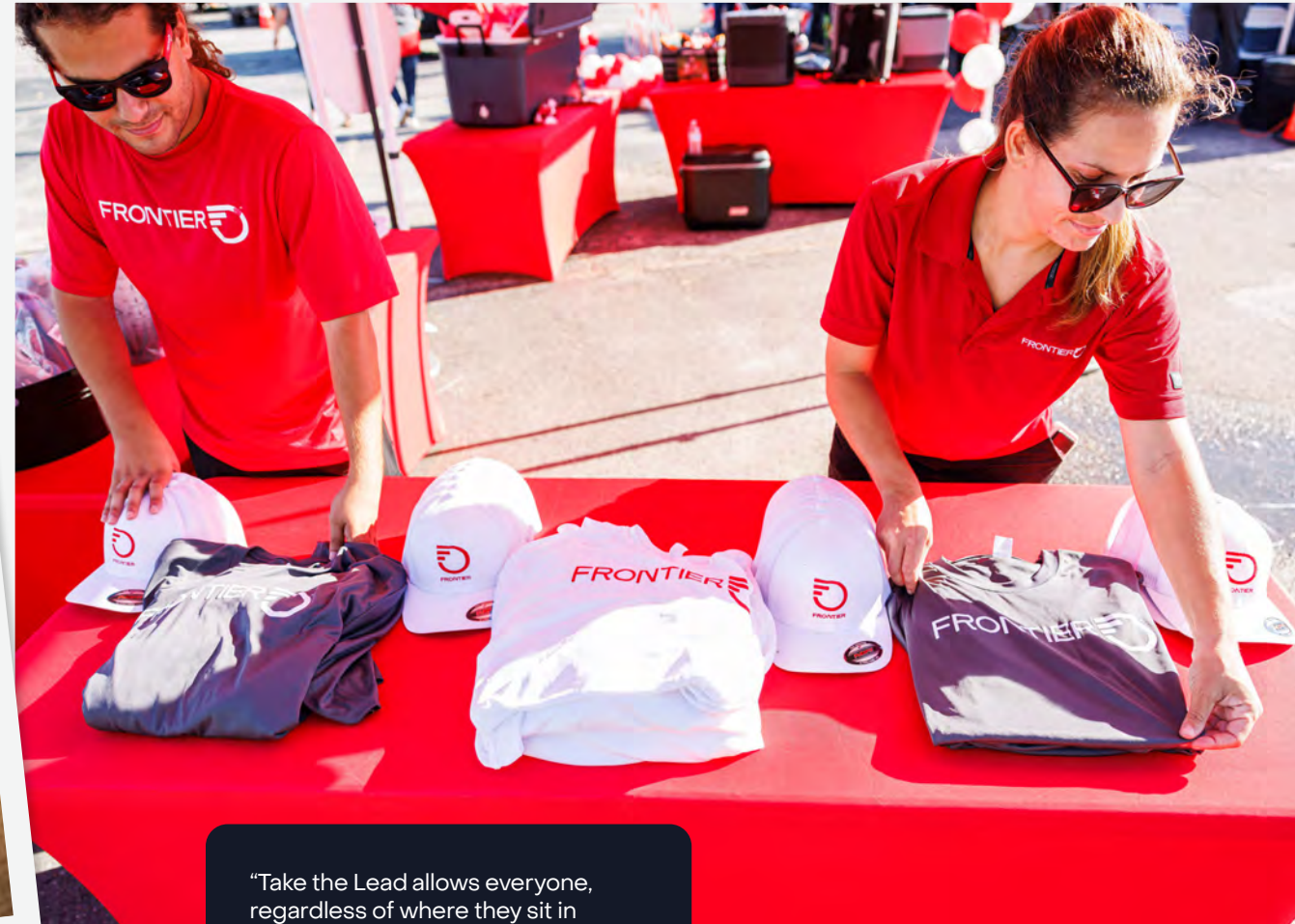
70%

of our techs participate in our Take the Lead program

56%

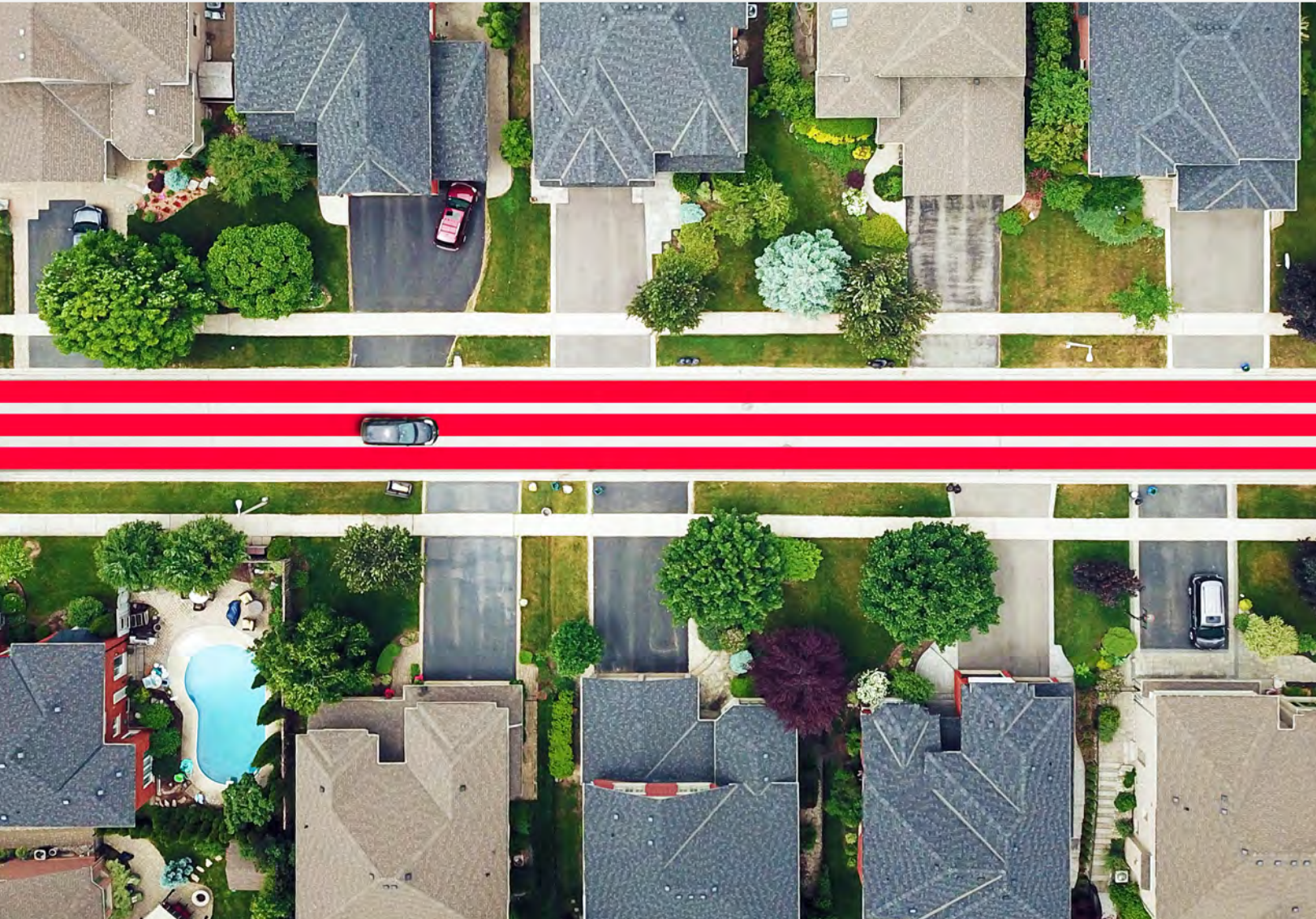
YOY increase in customer sign-ups through TTL

Work that pays off!



"Take the Lead allows everyone, regardless of where they sit in our business, the opportunity to participate in our growth and bring our fiber internet to more homes and businesses."

Cheryl Maschal,
Program Manager, Take the Lead and Customer Referral

Hear from... *Darrin***Bringing fiber home**

When Darrin Kahn, a Talent Development Manager in Palm Springs, California, learned that Frontier fiber was coming to his neighborhood, he was eager to ensure his townhome community got connected. Darrin worked with our construction team and his Homeowners Association to coordinate bringing fiber to his community.

Once the fiber was installed, Darrin took it upon himself to promote it to his fellow residents. "The process was easy for me," he says. "I knew enough about fiber and had the resources available to talk about our speeds and value-added services with my neighbors."

For Darrin, selling fiber was a new opportunity to contribute to Frontier's strategy. "I can't build fiber, but I can sell it. I'm not in sales, but I can talk to others about the product I believe in, especially when it's something I've been waiting for," he says. "TTL makes it easy for anyone to get involved and support the business. It gives us the tools to promote something we're proud of and even earn a little extra along the way. It's an opportunity for everyone, no matter their role."

That's exactly what TTL is about — giving every employee, regardless of where they sit in the organization, the tools they need to drive sales.



"The great thing about our strategy is that we all get to play a part."

Darrin Kahn,
Talent Development Manager



Hear from... Javier

Speaking the Customers' Language

Javier Figueroa, a son of immigrants and native Spanish speaker, jumped at an opportunity to connect with the Latinx community and help Frontier reach more customers in Southern California.

"When I heard about the opportunity to work with Marketing to help translate, I immediately raised my hand," says Javier. "I live in an area of Southern California with a large Latinx community, and I was super excited to help further our impact there."

Javier, who works in Operations, assisted the Marketing team by reviewing and approving Spanish-language messaging. When he was asked to translate a radio ad, the opportunity hit close to home; his father, who passed away several years ago, had worked in Spanish-language radio.

Javier practiced the radio spot with his family, and when they heard it air, his son immediately recognized it as the ad that they had rehearsed together. It was a proud moment for them both.

Helping the community by putting out content in their native language — and helping drive business in the process — was a rewarding experience for Javier. "I can tell you firsthand that we're doing a phenomenal job of presenting opportunities to employees in an inclusive manner," he says. "It's really expanding the reach of what we as a company are able to do."

"When I heard about the opportunity to work with Marketing to help translate, I immediately raised my hand."

Javier Figueroa,
Local Manager

Ready to
pitch in





We put customers at the center of everything!

Cord Cutters News

“There’s a belief that if we put the customer at the center of the universe, good things will happen.”

– Nick Jeffery

When we began our turnaround, we had a reputation — we were the kind of company that customers tell their friends to avoid. But we didn’t shy away from it.

Instead, we owned it. We listened to customer feedback and got to work to fix what was broken.

We improved our operations, eliminated pain points and introduced new digital self-service tools — like our mobile app and AI-driven chatbot — to provide customers with fast, personalized solutions, 24/7.

In four years, we’ve taken our service from worst to best. And we know we still have room to do even better.



Cutting down on calls

We reduced the number of calls our customers need to make by over 4 million since 2021, and we did it while growing our customer base. As a result, our customers have extra time to do things they’d rather be doing, and we have more time to spend improving other aspects of our service.

We tackled call volume head-on. We tracked why people were calling us, then created better, faster ways to get answers and assistance. This meant working across every department in the organization, and picking off the issues one by one.

“We’ve transformed the customer experience, making it easier than ever to do business with us through smart, seamless digital solutions across our platforms. Our commitment to customer service is stronger than ever, and it’s reflected in every interaction.”

Jen Johnson,
Senior Vice President,
Digital Customer Ops



Delighting customers digitally

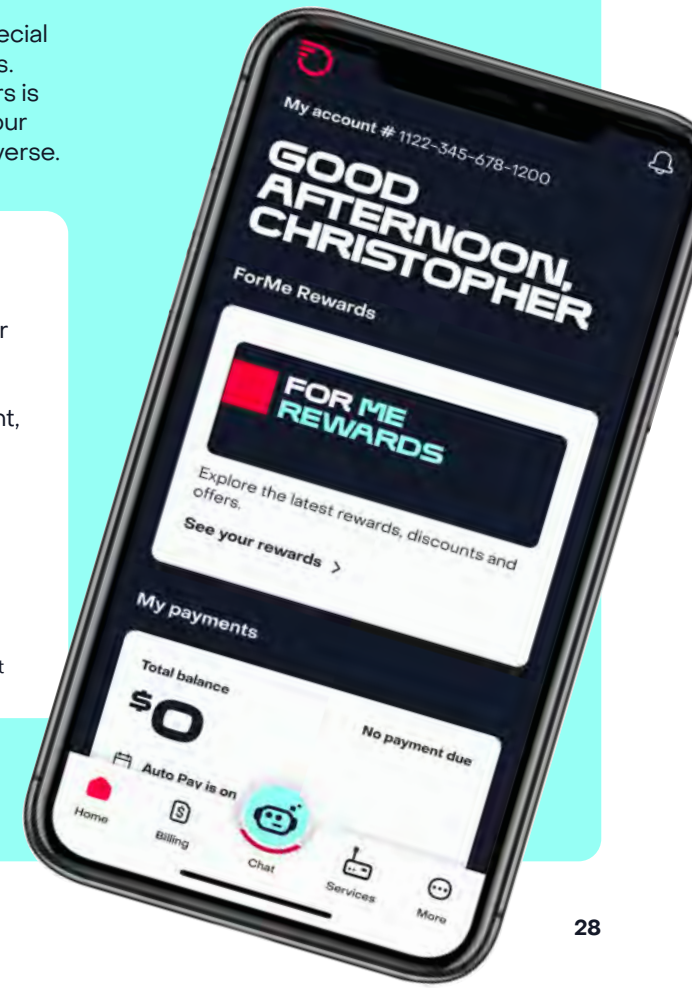
We’re always looking for ways to expand our digital self-serve tools to improve customer satisfaction and earn the loyalty of our customers.

In 2024, we launched our first-ever customer rewards program, ForMe Rewards. The app-based program gives Frontier customers free-and-easy access to giveaways, deals and special offers from popular national brands. Saying “thank you” to our customers is just one more way we are putting our customers at the center of our universe.

“We launched ForMe Rewards in March 2024, and it was an immediate hit. We achieved our initial goals of surprising and delighting customers, driving ongoing customer engagement, increasing app usage and creating a new mobile-centric marketing muscle. Customers love the offers and tell us the program is easy to use and a great, intuitive experience.”

Walter Rodriguez,
Vice President, PMO & Go-to-Market

App store
4.5 stars!





“By placing the customer at the core of everything I do, I open the door to building stronger relationships that inspire trust, encourage ongoing business, and create opportunities to introduce them to the full range of solutions we offer.”

Michael Meadows,
Account Executive, Enterprise



Our Frontier Elite trips recognize our top performers from Consumer, Enterprise, and Wholesale — those who meet their stretch goals and power our success. Luxury travel rewards and unique events bring teammates together for well-earned celebrations in destinations they won't forget.





Hear from... Annie

Opening doors, and eyes

In Florida's Plant City and North Lakeland areas, Annie Peavey, Residential Connectivity Sales Specialist, is doing more than introducing people to Frontier when she knocks on their doors — she's opening their eyes to the benefits of fiber internet and everything we offer along with it.

"I listen to them, and what they need," Annie says. "Then I tailor what we offer to their specific situation."

She often finds that people are surprised by the number of add-ons that are available and want to know more. That's where Annie comes in. She explains the full Frontier experience, starting with multi-gigabit speeds and working through Whole-Home Wi-Fi, Wi-Fi Security +, Unbreakable Wi-Fi, YouTube TV, Netflix Premium, and other options.

She gets excited about finding solutions to people's connectivity needs. "They are interested, and I feed off what they are saying," says Annie. "When I see someone who is paying a lot of money, and I can offer them a better deal and experience, it makes me feel great."

When it comes to selling value-added services, she stresses the importance of asking people the right questions, such as if they know they can get local news with YouTube TV and if they know how to stream. "They have confidence in me, and they want to refer their friends and neighbors. I'm not only making a sale, I'm helping them," she says. "I love it."

Our value added services



Our lasting legacy

Creating our winning culture

Delivering impact to our communities

Our next chapter



WE STRENGTHEN COMMUNITIES

At the heart of our work is the belief that our fiber technology can transform lives.

Our installation crews bring fiber to growing communities and to areas where existing communications infrastructure needs a future-proof upgrade. And as we encounter organizations that are making a difference in those communities, we donate our fiber technology through our Broadband for Good program. In places that are difficult to reach — physically or financially — we've got a team dedicated to looking for ways to partner with state and local governments to connect the underserved.

That's what Building Gigabit America is all about.





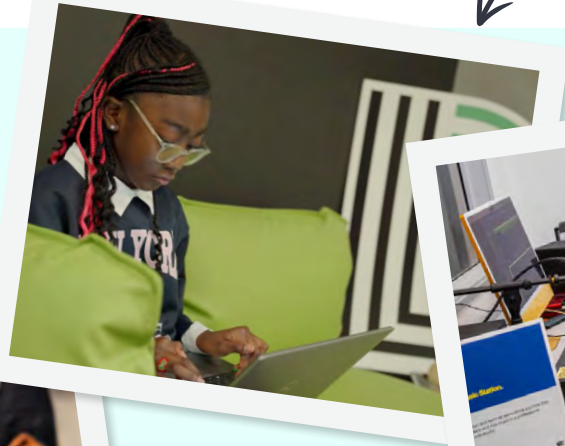
We show up for those who need it most

As we expand our fiber network, we donate to non-profit organizations through Broadband for Good, bringing the promise of the digital economy to even more people.

We launched Broadband for Good in 2022, and since then we've continued to scale the program to impact more organizations — while maintaining strong partnerships with our past recipients.

Our employees see firsthand the organizations that are making a difference in the communities we serve. In 2024, they led us to six new Broadband for Good recipients, and we donated fiber internet to power their missions with fast, reliable connectivity — impacting 150,00 people in the process.

Big Brothers
Big Sisters,
Rochester, NY

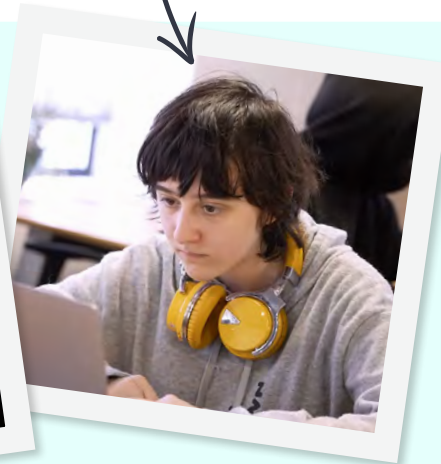


Our 2024 Broadband
for Good recipients

Boys & Girls Club,
Ridgefield, CT



District Arts
& Education,
New Haven, CT



Best Buy Teen Tech Center,
Antelope Valley, CA



Minnie's Food Pantry,
Plano, TX



RiseUP, Hartford, CT





Hear from... **Todd**

A Rewarding Experience in Rochester

Todd Kalbfus has lived in Rochester, New York his entire life, and he's always looking for ways to help the city he calls home. As a Frontier Local Operations Manager, he was part of the team that installed fiber for Big Brothers Big Sisters of Rochester — a non-profit organization that creates and supports one-to-one, professional-led mentoring relationships for underserved youth. "This fiber will power youth mentoring programs and help the Brothers and Sisters build relationships, do their homework, find jobs, and help their whole community," he says.

The organization was one of our 2024 Broadband for Good recipients. "Seeing that the amount of giving and caring from Frontier — and seeing it happen in my own community — is big," says Todd.

He finds his daily work Building Gigabit America rewarding as well. "The best parts about my job at Frontier are helping people, building relationships, and doing what we can to provide the best service we can for our customers."



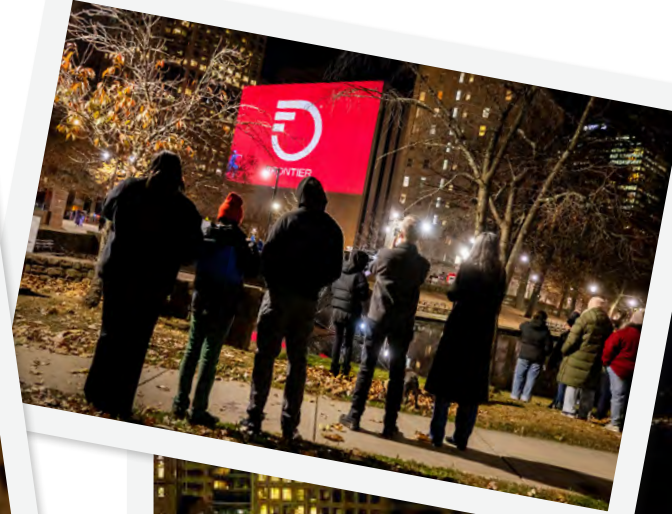
"Bringing high-speed internet to the Best Buy Teen Tech Center is more than just a connection—it's a lifeline for kids who might not have it at home. With the power of high-speed internet, we're unlocking doors to endless learning opportunities, enabling our kids to dive into educational resources, engage in hands-on learning experiences and connect with a global community of learners."

Sally Altobelli,
Co-Executive Director,
Antelope Valley Boys & Girls Club



Lighting Up Hartford with RiseUP

In 2024, we donated our high-speed fiber internet to power RiseUP's arts and education initiatives, which inspire and uplift communities across Connecticut. We also teamed with RiseUP to bring to life an immersive public art installation, "Magic Murals," which was displayed at our building in downtown Hartford. We unveiled the digital mural with a celebration at a nearby community park with Connecticut Governor Ned Lamont, Hartford Mayor Arunan Arulampalam, our local Connecticut team members and the Hartford community.

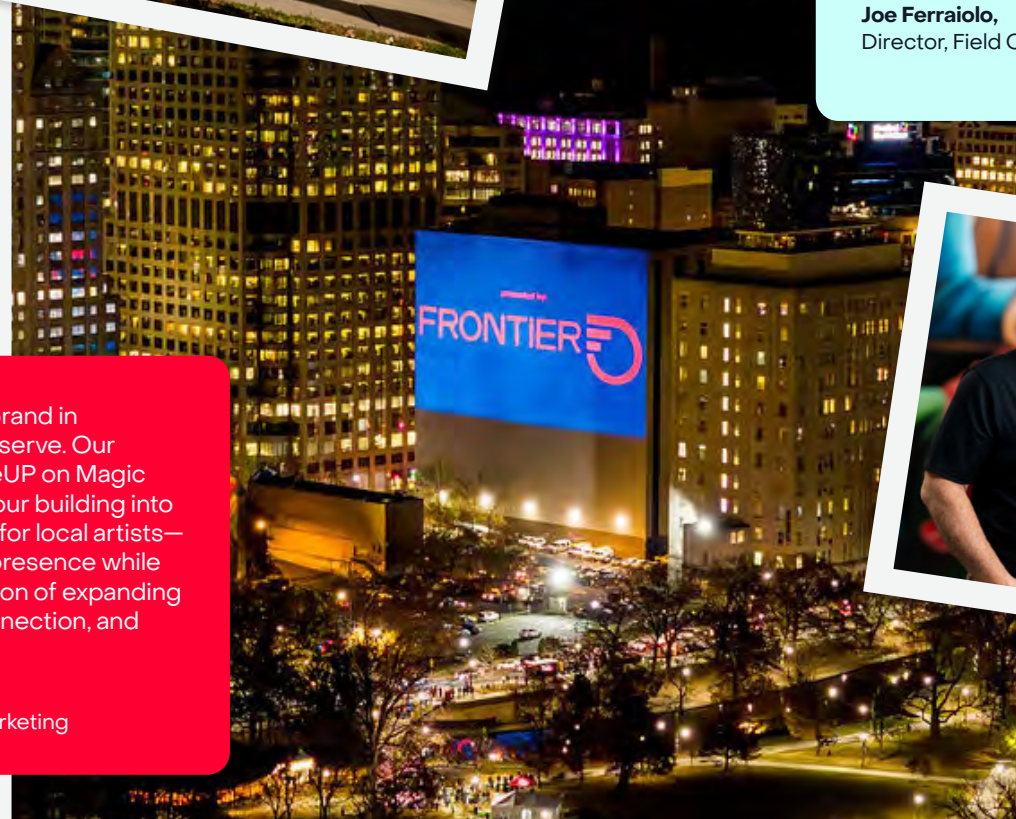


"The digital divide is felt so deeply in the city of Hartford, and we are so appreciative of all the work that Frontier is doing to bridge that digital divide to make sure everybody has access to high-speed internet."

Arunan Arulampalam,
Mayor of Hartford, Connecticut

"We aim to root our brand in the communities we serve. Our partnership with RiseUP on Magic Murals transformed our building into an incredible canvas for local artists—elevating our brand presence while celebrating our mission of expanding access, inspiring connection, and building community."

Meghan Dziuma,
Director, Consumer Marketing



"Talk about bringing a village together! Partnering with RiseUP helped us show that it's not just a building with a logo, but people with a heart behind it. The key is making something inanimate yet critical to everyone's life feel personal. There are incredible stories behind what we do and the people we connect."

Joe Ferraiolo,
Director, Field Operations





Hear from... *Renita*

Connecting and caring

Renita Morriar, Environmental Health and Safety Manager, is a volunteer with Malta House in Norwalk, Connecticut, an organization that helps unhoused mothers regain stability and build brighter futures for themselves and their children. Renita is a big reason that we chose Malta House as one of our 2023 Broadband for Good recipients.

Renita continues to help the mothers there — and so do we. We made an ongoing commitment to deliver fast, reliable connectivity that supports their online learning, helps with job searches, and connects them to brighter futures. And when Malta House named Frontier their “Corporate Partner of the Year,” Renita was there to accept the award for us.

“The award signified to me that Frontier had truly touched the lives of the Malta House residents and staff by establishing a real partnership and bond of love that went beyond a technology donation,” she says. “I thought, ‘Wow, we’re getting an award for caring for people!’ I’m grateful for the opportunity to put my passion for helping others into action through Broadband for Good.”



Mother's Day at Malta House

For Mother's Day, we surprised the moms of Malta House with new laptops to pair with our fiber internet, plus flowers for a little extra joy.

Good that keeps on giving



Broadband for Good Week

In 2024, we kicked off Broadband for Good Week on Giving Tuesday, a globally recognized day of giving. Teams across Texas, California, New York and Connecticut donated much-needed items — from canned goods to toys to winter coats — to our past Broadband for Good recipients. To keep the momentum going, we shared updates, photos and stories across our internal digital platforms, encouraging us all to engage with the campaign.



Hear from... *Jeremy*

Making a Difference at Minnie's

For Jeremy Ferkin, Senior Vice President of Operations, being a part of Broadband for Good Week was “a humbling experience.”

Jeremy got a chance to support the mission of Minnie's Food Pantry, a 2024 Broadband for Good recipient, as it provides healthy meals and educational resources to people facing hunger in North Texas. Our fiber donation powers online learning at its Empowerment Center, where people can participate in classes and workshops that range from financial literacy and job training to health and wellness. For Broadband for Good Week, employees at our headquarters and in our fields across the Dallas-Fort Worth area also collected snacks, canned goods and pantry staples for Minnie's — and delivered them in an energetic parade of Frontier trucks.

“Our technicians and our team as a whole got to see what we're supporting, and they loved it,” says Jeremy. “They jumped in and said, I want to come back and do more.” In total, our efforts resulted in 1,200 pounds of food — equivalent to 1,000 meals — that Minnie's was able to serve during the busy holiday season.

“I think one of the core values for our company is doing things like this because it makes our service feel more personal,” says Jeremy. “We think of orders and tickets, but the reality is, it's about people.”

1,200 LBS
of food collected





We deliver the goods with grants

It's not easy to get fiber to every place that needs it — and sometimes economics is as much of an obstacle as a rugged environment. That's why our Grants team is so dedicated to finding ways to finance our expansion to out-of-the-way places. Day after day, they apply for — and win — funding that will bring fiber technology to more and more unserved and underserved homes and businesses. In 2024, their work brought in \$81M in grant funding in Connecticut, Illinois, Indiana, West Virginia, and Wisconsin.

Finding funding to connect communities.

"The Greene County fiber project will support economic growth and entrepreneurship and it will enhance agriculture, healthcare and education across the county and state. We are grateful for Frontier's partnership in deploying this critical infrastructure in Greene County."

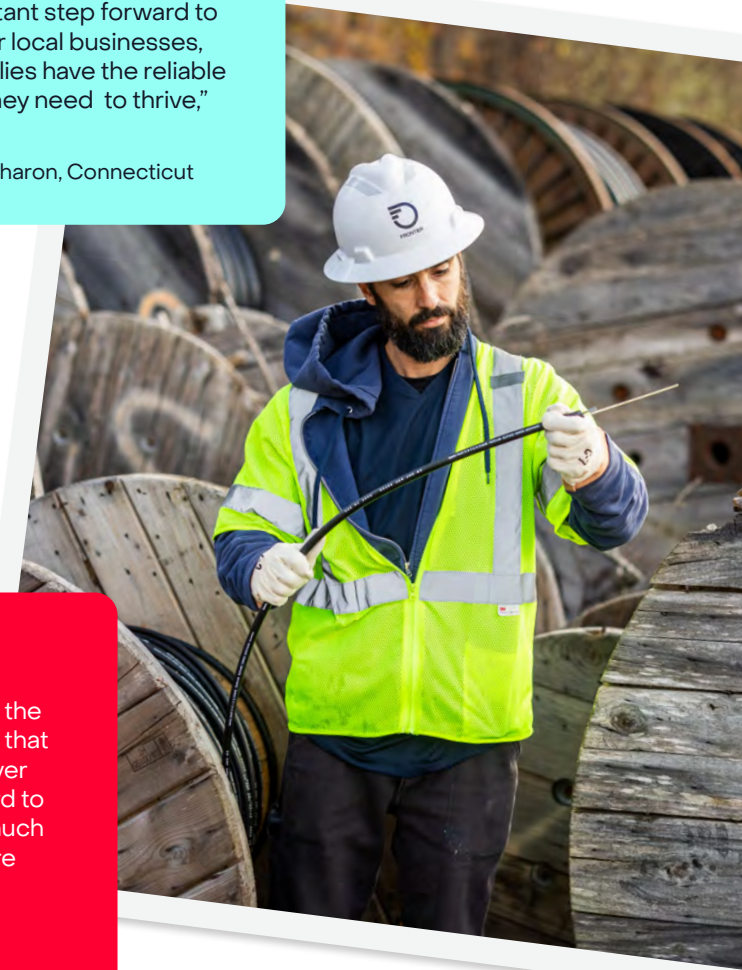
Pat Pinkston,
Greene County Economic Development Group (Illinois)

"Frontier's partnership with the State of Connecticut will allow us to expand high-speed fiber internet access that will fuel economic development and enhance quality of life for our residents. It's another important step forward to make sure that our local businesses, students and families have the reliable internet service they need to thrive."

Casey Flanagan,
First Selectman of Sharon, Connecticut

"Hearing from local residents about their positive experience with Frontier's fiber internet gave the selection committee confidence that Frontier has the expertise to deliver premium service. We look forward to working in partnership to bring much needed fiber connectivity to more people in our community."

Sean Sikora,
Monongalia (West Virginia) County Commissioner



Hear from... *Di***Going After Grants**

Diane (Di) Williams-Stinson, VP of Grants Administration, helped create the Grants team in 2021 to pursue new government funding for expanding broadband access. To this day, the team has the attitude of a start-up, where people aren't afraid to take risks and fail — a mindset that's reflected in Frontier's broader transformation, she notes.

"I'm so proud of this team because when we didn't win some — and you know, the first year was tough — we grew from it and we learned from it," Diane says. "And now we're in the best place possible to put in the most attractive applications, to give Frontier the best chance to win."

"When I retire and I'm rocking my grandkids on my front porch, I'm going to say I was part of Building Gigabit America," says Diane. "I'm super proud of that."

**Fiber Growth =
Economic Growth**

What would our country look like if high-speed fiber connectivity were available to everyone? In 2024, we partnered with the Fiber Broadband Association and The Brattle Group on a first-of-its kind economic study that showed that deploying fiber to the 62 million unserved homes and businesses could fuel \$3.24 trillion in national economic growth — driven by increased home values, job creation, and much more.





We help when disaster strikes

We're there for our communities every day—and especially during times of crisis. 2024 brought wildfires in California, hurricanes in Florida and North Carolina, and other localized natural disasters. Our teammates in these impacted areas responded with unmatched dedication and resilience, working tirelessly to assess damage, restore service, support our customers, and help our community partners with recovery efforts.

We take care of each other so we can take care of our customers. Our Emergency Response Team stays in communication with teammates in impacted areas and who are personally affected by disasters; our Employee Relief Fund (ERF) provides financial assistance to those facing hardship. Every ERF donation, big or small, makes a difference. In 2024, we had the largest amount of employee donations since we launched the program, and we matched donations up to \$25,000.

“Our technicians don't just repair what's broken — they restore hope, stability, and connection.”

Mary Pat Rodriguez,
Senior Vice President, Construction
& Engineering for the West



**EMPLOYEE
RELIEF
FUND**



In 2024 we matched
employee donations up to

\$25,000

We've got each
other's backs!



Reconnecting California

When fires swept through Los Angeles, we donated high-speed fiber internet to the North Valley Caring Services, a main evacuation hub for wildfire victims, through Broadband for Good.

Elsewhere in the state, our team in Northern California worked tirelessly to reconnect essential customers like schools and fire departments after the Park Fire. They also proposed making Paynes Creek — a town hit especially hard — a fiber-only community, giving residents the connectivity they need to build back stronger, and put those plans in motion. Customers in the area shared a special message of thanks:

*We take care
of our customers
and each other*



How to Prep for a Hurricane

In Florida, many customers in the path of Hurricane Milton were on our underground fiber, and this weatherproof technology kept the risk of losing connectivity low. But we still took steps to keep our service to customers up and running. We:

1. Provided our customers with guidance on what to expect in a power outage
2. Deployed flood gates and sandbags to safeguard critical network facilities
3. Provided real-time service updates through our website, SMS, social media, and customer response centers
4. Equipped field technicians with backup power supplies, generators, and materials to maintain operations
5. Took inventory of critical restoration supplies, staged equipment for quick deployment, moved fleet vehicles to high ground, and provided extra fuel
6. Coordinated with government agencies, local municipalities, and power companies to support preparation and recovery efforts



We go above and beyond

Our teammates do incredible work, day in, day out — and sometimes that work is literally heroic. Our Frontier Heroes program lets any team member nominate someone who has shown courage and selflessness — from stepping up in an emergency to working to find ways to help others — and each year we find more people who have truly earned the title “hero.”



Our 2024 Frontier Heroes

Julia Holcomb

Fiber Install Technician
(and volunteer firefighter), Maysel, WV

While on a routine fiber install, Julia spotted a woman in the water. After calling 911, she dove into the freezing water, performed CPR, and waited with the woman until the paramedics arrived.



Brian McNeil

Construction Supervisor, Stratford, CT

After completing a weekend call, Brian noticed glass on the road and saw a car wrapped around a tree. He rushed to the site and discovered the driver lying nearby, face down in a stream. He called 911 and kept her safe until help arrived, saving her life in the process.



Bill Williams and Wyatt Legg

Fiber Technicians, Oak Hill, WV

While surveying snowstorm damage, Bill and Wyatt discovered a two-year-old child alone in the snow, barefoot and in pajamas. They brought him into their truck to warm up, called 911, and made sure the child was safe until help arrived.



Our story is still being written

Big things are happening at Frontier, thanks to the hard work of our team that got us here—and our continued commitment to Building Gigabit America. Our success is a testament to our entire leadership team, our employees' relentless execution, and the power of a clear strategy and shared purpose. Over the last four years, we did everything we said we would do and more.

As we look to our next chapter and our planned combination with Verizon, the future of connectivity looks brighter than ever. Our impact and legacy will live on through our world-class fiber network and all the opportunities it enables.

The stories we've told in these pages are part of an incredible journey that we're on. This is our celebration of the 15,000+ past and present employees who are a part of Building Gigabit America.

**We've done a great job.
And we'll keep on doing it — together.**

