



Frontier Communications Responds to California Wildfires

November 15, 2018

LOS ANGELES--(BUSINESS WIRE)--Nov. 15, 2018-- With wildfires impacting customers and communities in its California service territory, Frontier Communications (NASDAQ: FTR) operations crews, trained technicians, and emergency response personnel are actively working to secure and prepare facilities, infrastructure, network sites and backup power to maximize the Company's ability to provide service during and after fires.

"Our thoughts are with all those impacted by the fires and safety remains our first priority," said Joe Gamble, Senior Vice President, West Region for Frontier Communications. "Frontier has installed communications lines to provide phone and Internet service for the fire Incident Command Center in Camarillo, Calif. and we are honored to serve the first responders and emergency personnel working to keep us safe."

Frontier Communications has created an informational website, frontier.com/CAFires, to provide links and information on customer resources and protections that may be available as a result of the State of Emergency.

"Our teams reside in the communities we serve and are already responding and ready to help assess, repair and restore services as quickly and safely as possible in adverse conditions. We thank our customers for their patience as repair and restoration efforts progress," added Gamble.

Additionally, Frontier's Emergency Response Center (ERC) is activated and serving as the nerve center for the company response. Frontier's response includes coordinating with other emergency managers, officials and utilities to determine infrastructure damage; and conducting preliminary damage assessments needed to determine resource needs, repair process steps and restoration priorities.

Frontier also reminds customers and others in the communities we serve to:

- Call Frontier at 1-800-921-8101 if you are out of service and won't be returning home for some time. Frontier can help you manage your account and help ensure you receive the proper out of service credits and/or waivers for which you qualify.
- Please stay far away from any downed cables or power lines. Contact Frontier at 1-800-921-8102 (business) or 1-800-921-8101 (residential) to report any fallen telephone poles or cables.
- Help ensure sure you maintain a way to communicate in the event that commercial power is lost. Create a communications plan that includes all needed contact numbers.
- Know that Frontier voicemail boxes are protected within our network and will continue to operate despite a power loss. It can serve as a way to maintain contact with loved ones and others.
- Consider keeping a corded phone plugged directly into the wall. In the event of a power outage, corded phones will operate; cordless ones will not. Backup generators and batteries in Frontier's central offices provide power to telephone lines enabling corded phones to function.
- Keep wireless devices such as cell phones, laptops and tablets charged in case of outages or evacuations.

About Frontier Communications: Frontier Communications Corporation (NASDAQ:FTR) is a leader in providing communications services to urban, suburban, and rural communities in 29 states. Frontier offers a variety of services to residential customers over its fiber-optic and copper networks, including video, high-speed internet, advanced voice, and Frontier Secure® digital protection solutions. Frontier Business™ offers communications solutions to small, medium, and enterprise businesses. More information about Frontier is available at www.frontier.com.

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Source: Frontier Communications

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