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Frontier Communications Takes Additional Steps to Combat Illegal Robocalling

New Tools Reduce Customer Exposure to Suspicious and Malicious Caller Activity and Address Federal Communications Commission’s Call-to-Action

Norwalk, Conn., Dec. 10, 2019 – Frontier Communications Corporation (NASDAQ: FTR) has launched two new tools to combat illegal robocalls and protect its customers from caller ID spoofing. With STIR/SHAKEN and enhanced caller ID, Frontier has deployed leading technology solutions across its network to flag suspicious call activity and digitally certify phone calls in order to identify fraudsters posing as legitimate callers.

“Frontier is continually evolving strategies to protect our customers with a diversity of approaches including new call authentication technologies, network monitoring to detect suspicious calls, and partnering with law enforcement to shut down illegal robocallers. Together with Neustar, an industry expert on call-authentication technology, we have created an alert system that forms another line of defense against robocalling,” said Mark Nielsen, Executive Vice President and Chief Legal Officer for Frontier Communications.

Frontier has taken an active role in efforts to stop illegal robocalling by supporting the bipartisan legislative solutions introduced by Congress and being among the first companies to commit to the Anti-Robocall Principles adopted by the Attorneys General of 50 states and the District of Columbia.

As part of its ongoing efforts, Frontier has deployed Neustar Certified Caller STIR/SHAKEN technology across Frontier’s IP network to digitally certify phone calls. STIR/SHAKEN verifies that an incoming call is originating from the number listed on the caller ID display – not a spoofed robocall or scammer. With this solution, Frontier has addressed the Federal Communications Commission’s (FCC) call-to-action for voice service providers to adopt STIR/SHAKEN anti-spoofing protocols.

Additionally, Frontier has rolled out a caller ID alert feature that uses Neustar Robocall Mitigation to apply complex and always-improving algorithms to determine which calls match robocall, spam and fraudulent criteria. The new Robocall Mitigation feature inspects every call, in real time.

As a call leaves the originating carrier and transitions onto Frontier’s network, this new Robocall Mitigation feature applies a series of analytics to score the call’s likelihood of being fraudulent. The analytics then determine the caller ID message displayed on the customer’s end-use device. If the call is assessed as potentially fraudulent, Frontier’s system displays a potential spam warning on the customer’s caller ID.

“Giving control back to customers to avoid spam calls is a critical first step in reducing consumer frustration with nuisance phone calls,” said James Garvert, Neustar Senior Vice President and General Manager of Caller Identification Solutions. “We’re excited to work with Frontier to deploy a comprehensive call authentication and call analytics solution to help consumers identify unwanted incoming calls.”
An industry leader in Caller Identification solutions, Neustar is a co-author of STIR standards and key contributor to the SHAKEN framework. As the exclusive operator of the ATIS Robocalling Testbed, Neustar has conducted interoperability testing with more than 15 real-world STIR/SHAKEN implementations against Neustar’s commercial implementation.

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About Frontier Communications
Frontier Communications Corporation (NASDAQ: FTR) offers a variety of services to residential and business customers over its fiber-optic and copper networks in 29 states, including video, high-speed internet, advanced voice, and Frontier Secure® digital protection solutions.

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