To: Frontier CPE (Customer Premises Equipment) Customer

Date: December 8, 2021

Re: Current CPE Time and Materials Support

As Frontier Communications continues to focus on our core Internet, data connectivity and unified communication and collaboration services portfolio we are ramping down and discontinuing our sales and support activity in the Customer Premises Equipment (CPE) arena.

While we are fully committed to seeing that existing CPE maintenance agreements are honored to their conclusion – which includes any required hardware replacement, adds, moves, or changes (MACD) as outlined in the terms and conditions of those agreements – we will no longer be able to provide "time and materials" support for customers without a maintenance contract.

As one of these valued customers that has been relying on Frontier to support your CPE on a time and materials basis, we want to ensure you continue to have access to top-notch service and support.

To that end, we have entered into an agreement with Forerunner Technologies, a certified Mitel partner with national presence, to become the dealer of record for your Mitel license portal account.

What does this mean?

- To engage with Forerunner for the support of your CPE, please contact Forerunner at 631-721-4080. They will require some basic some contact information from you get you set up for service. Note that Forerunner's rates and minimums will be the same as you are currently being charged by Frontier, for both on-site and remote support
- You are no obligation to work with Forerunner. If you prefer to work with another provider, simply contact Mitel directly at 1-800-722-1301, and ask to be assigned to a new Mitel dealer
- Importantly, this **does not affect** Frontier's commitment to providing reliable voice and data connectivity services.