Frequently Asked Questions

- **With Frontier leaving the CPE (Customer Premise Equipment) support business what is the effect on my organization?**

You will no longer be able to receive Frontier support regarding your CPE equipment. Frontier has entered into an agreement with Forerunner Technologies, a prominent national voice services provider, to maintain, service and support any customers that were utilizing Frontier support services for their CPE needs.

- **Will Forerunner honor our former Frontier contract for CPE support?**

Yes, all existing contracts will continue to be supported via Forerunner Technologies.

- **Who will be invoicing our organization moving forward?**

Forerunner Technologies will now be invoicing for existing contracts, service and support.

- **Are we under any obligation to work with Forerunner Technologies moving forward?**

No, however all SWA (Software Assurance) has been transferred to Forerunner Technologies as your new vendor of record. If you wish to make a vendor change Forerunner Technologies will be happy to assist you in that process. Please direct inquiries to frontier@frtinc.com

- **Does Forerunner Technologies have all our information required to support us?**

Frontier has provided Forerunner Technologies will the information they have on record regarding your organization. With that said it is always helpful to have the latest documentation available. For assistance please contact frontier@frtinc.com