



February 13, 2023

To our valued residents at Willowbend:

Greetings from Frontier Communications! We are extremely excited that Willowbend has renewed its Bulk agreement with Frontier. Willowbend was one of our very first Bulk properties, and we are grateful to remain your community's provider of choice for Video and Internet Services.

Under your community's new agreement, we will continue to provide the same video service, but with an upgraded series of Set Top Boxes (STBs) that enable you to store more recorded programming and enjoy TV services wherever you have a wi-fi connection with our new and improved My Frontier App (available in the App Store for IOS devices, or the Google Play Store for Android).

Additionally, you'll be among the first communities in the country to get our amazingly fast Fiber 1 Gig Internet service with two (2) eero™ wi-fi routers. The gigabit Internet service will provide your home with speeds up to twentytimes faster than your current 50/50Mbps service—amazing for those who work or learn at home, uploading media files, streaming TV programming, and gaming. And the eero routers will provide whole-home coverage without relying on wired connections for computers, laptops, tablets, cell phones or other smart devices.

To ensure that our rollout of Willowbend's services goes as smoothly as possible, here are a few things we've reviewed with your board members:

- You **must** call **844-660-0648 (Option #2)** to place an order for your service upgrade, as it will require a change in equipment
- We will be dividing the property into two zones* for greater efficiencies. Please call us to place your order based on the following schedule:

Zone 1	February 14 – 24
Zone 2	February 25 – March 7
- We will be designating **March 7 – March 14** for catching up on order installations, and for any resident who is unable to call during their zone's timeframe
- **PLEASE: Do not begin calling until you are advised by your association that we are ready to begin taking orders.** We want to be sure our reps in our Bulk Customer Care Centers are ready to help you when you call.

Should you experience any difficulties with your service after installation, please be sure to contact our Technical Support team at 866-844-0468 (Option #1). They're available 24/7 to assist you. If you're unable to find satisfactory resolution while speaking with them, please send us an email at

Community.Connections@ftr.com. Please be sure to include:

- First and last name, address
- Trouble ticket number issued by Tech Support
- Your Billing Telephone Number (BTN)

Again, we're thrilled to be bringing the best of the best fiberoptic services to your association. We're here to help in whatever way we can and look forward to continuing to serve you!



FRONTIER

Your Community Connections Bulk Deployment Team