



An Infinite Community  
Built On

100%

FIBER

Indian Palms Country Club

November 4, 2025



FRONTIER

# Today's Agenda

## Presenters

Ethan Hart, National Manager of West and Central

Corey Szegedi, Sr Sales Engineer

## About Frontier

Frontier at a glance

Frontier Fiber benefits

Frontier vs competitors

## Frontier Fiber Home Solution

Fiber to the home

Eero home WIFI

## Internet Single Play Offer

Pricing

Additional Upgrades

HOA Incentives

## Double Play options

Direct TV Stream Overview

Packages and Devices

Double Play offer

Additional video add-ons

## Frontier Support

Activation Process

Customer Success Team

Bulk Call Center

## Questions



# FRONTIER AT A GLANCE



Largest U.S.

**PURE-PLAY**

fiber company



**+ 180,000**

mile advanced fiber network



**6.5M**

fiber locations reached in 2023,  
**65%** to our target of 10M fiber locations



**2ND**

largest fiber builder in the country



**2.9M**

broadband customers



**25**

states served



**~13,300**

team members



**DIVERSE**

Board and leadership team



**3.2B**

to fully fund fiber build

Frontier is deploying fiber and connecting people to the digital society at a record pace.

Our team's commitment to operational excellence has positioned us as the preferred digital partner for customers across our footprint .



# Why Frontier Fiber?



## **SPEED**

Data moves faster, across longer distances, losing minimal quality



## **CAPACITY**

Fiber has huge bandwidth potential, offering up to thousands more capacity



## **QUALITY**

Fiber suffers less signal degradation—helping retain data quality



## **SUSTAINABLE**

Fiber uses more sustainable materials than copper broadband and has a smaller carbon footprint, reducing waste and pollution



## **RESILIENCE**

Fiber cables better withstand changes in external factors, like temperature and electromagnetic interference, and are immune to rust and corrosion

## **This means ...**



## **SPEED**

Fast, high-speed and high-capacity connectivity helps communities work more efficiently and effectively



## **RELIABILITY**

The greater reliability of fiber helps keep you up and running without disruption



## **FUTURE READINESS**

Easy to scale up to meet growing needs for speed and support new technologies



# FOREVER FAST FIBER

## BENEFITS

100% fiber-optic network

99.9% network reliability

Symmetrical upload & download speeds

Up to 50x faster upload speed than cable

Premium 24/7 tech support

Reliable streaming

Superior Whole-Home Wi-Fi

Hassle-free upgrades

Digital Voice services

Multi-Device Security available

## PRODUCTS



**Fiber 1 Gig**

1000/1000 Mbps



**Fiber 2 Gig**

2000/2000 Mbps



**Fiber 5 Gig**

5000/5000 Mbps

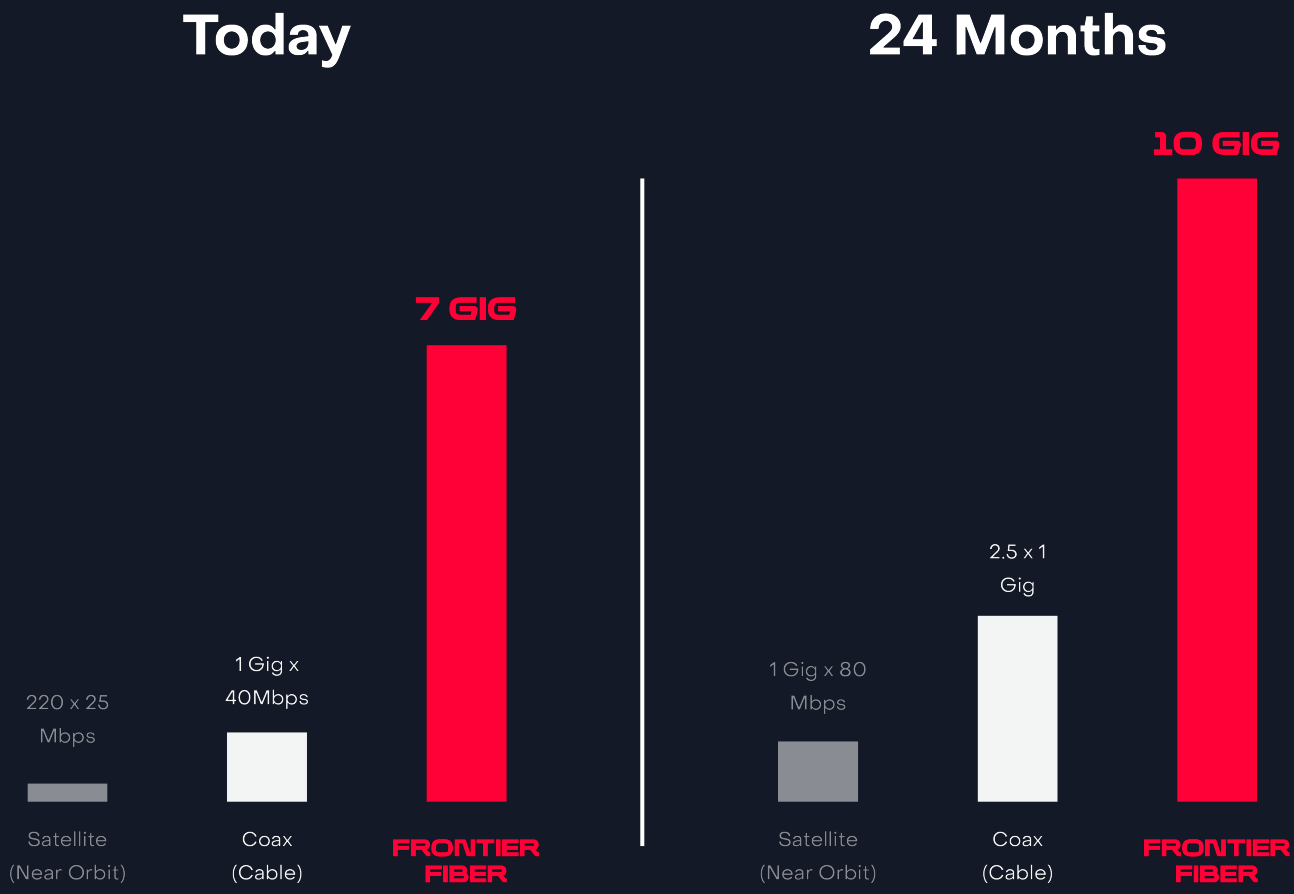


**Fiber 7 Gig**

7000/7000 Mbps



# Fiber Delivers an Infinite Community



Fiber is unmatched for current technology, as well as the ability to future-proof a community for future technology enhancements.

**Download speeds:**  
7x faster than coax  
>30x faster than satellite

**Upload speeds:**  
175x faster than coax  
280x faster than satellite

# Solution Overview

# FIBER TO THE HOME



## KEY FEATURES

- ✓ 10 Gig XGSPON Infrastructure
- ✓ Symmetrical Upload and Download Speeds
- ✓ Passive Optical Network
- ✓ 100% fiber-optic
- ✓ Easily scalable for future speeds



## PERFECT FOR

- ✓ Reliable Service
- ✓ Blazing Fast Speeds
- ✓ Future-Proof Communities



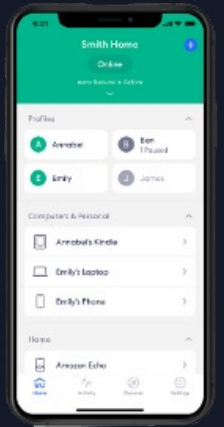
# EXPERIENCE UNMATCHED WI-FI



Your community deserves fast, secure, easy, whole-home Wi-Fi.

Frontier has teamed up with eero to power your community with the eero Pro 7 featuring Wi-Fi 7 technology and TrueMesh, which optimizes your Wi-Fi to work for your space. Residents can manage their Wi-Fi in the easy-to-use eero app:

- Support for 200+ devices with patented TrueMesh technology that blankets your home in fast, reliable Wi-Fi.
- Control your connected devices with the built-in Zigbee smart home hub and Alexa app.
- Manage all your connected devices from anywhere you can access the eero app.
- Create unique user profiles and manage passwords.
- Share access with out-of-town guests.
- Use advanced parental control features to limit or turn off access.



eero  
an amazon company

FRONTIER 



# Wi-Fi 7: The Best Wi-Fi Ever

Now available with Frontier 500M

Help residents experience the power of the Wi-Fi 7 router, the best technology, now available with Frontier 500M:

- **Superior connectivity:** Premium eero routers with the most advanced technology, Wi-Fi 7—supporting more devices and traffic
- **Lightning fast:** Delivering 2x the speed of Wi-Fi 6, powered by reliable 100% fiber
- **Future-proof:** Support wired speeds up to 9.4 Gbps and wireless speeds up to 4.3 Gbps so homes are ready for the multi-gig speeds of today and tomorrow
- **Incredible value:** Included at no extra cost, with plans starting at 500M





# Single Play

Proposal Date:  
11/4/2025

## Bulk Rate

**\$17.50**  
/unit

## Bulk Internet Services Agreement

- Fiber Gig Service with speeds up to 940 Mbps download and 880 Mbps upload\*
- eero Pro 7 whole-home Wi-Fi system
- 100% fiber-to-the-unit (FTTU) network
- Multi-Device Security enabled
- Automatic 2 Gig upgrade at year 3
- No Taxes or Fees

## Assumptions

- 5-year bulk services term
- Annual increases of up to 3% for Internet and 5% on Video
- Pricing valid for 60 days.
- All pricing subject to final engineering design and financial approvals.






\*Max wired speed 940/880 Mbps. Wi-Fi, actual & average speeds vary.

None of the terms set forth in this proposal should be considered final or binding unless and until they are set forth in signed agreements by and between Frontier Communications and Indian Palms Country Club. Products and/or pricing subject to change.



# Customer Add-Ons

Proposal Date:  
11/4/2025

	<b>Fiber 2 Gig</b>	\$35
	<b>Fiber 5 Gig</b>	\$65
	<b>Fiber 7 Gig</b>	\$135
	<b>Unbreakable WIFI</b>	\$25
	<b>Home Phone</b>	\$25

\*Max wired speed 940/880 Mbps. Wi-Fi, actual & average speeds vary.  
None of the terms set forth in this proposal should be considered final or binding unless and until they are set forth in signed agreements by and between Frontier Communications and Indian Palms Country Club. Products and/or pricing subject to change.



# Indian Palms Country Club

Proposal Date:  
11/4/2025

## HOA Incentives

### HOA “Door Fee” Payment

- \$500/unit payment incentive
  - \$639,500 paid to the HOA 60 days upon execution of the agreement

### HOA Complimentary Accounts

- 10 Complimentary Property Demo Accounts
  - 1 Gig Residential Fiber Internet

### Six Months Free Service

- Six months free Internet and DIRECTV for bulk transition

\*Max wired speed 940/880 Mbps. Wi-Fi, actual & average speeds vary.

None of the terms set forth in this proposal should be considered final or binding unless and until they are set forth in signed agreements by and between Frontier Communications and Indian Palms Country Club. Products and/or pricing subject to change.



# Special Offer

Proposal Date:  
11/4/2025



## HOA “Door Fee” Payment

- **\$700/unit payment incentive**
  - \$895,300 paid to the HOA 60 days upon execution of the agreement
  - Must activate Bulk services by December 31<sup>st</sup>

\*Max wired speed 940/880 Mbps. Wi-Fi, actual & average speeds vary.

None of the terms set forth in this proposal should be considered final or binding unless and until they are set forth in signed agreements by and between Frontier Communications and Indian Palms Country Club. Products and/or pricing subject to change.





**DIRECTV**

DIRECTV BULK STREAMING TV

**THE BEST STREAMING  
CONTENT DELIVERED  
OVER YOUR FRONTIER  
FIBER CONNECTION**

Stream from Anywhere

Save Residents Money

No Satellite Dish Required





## ENTERTAINMENT

90+ Channels

60,000 On Demand Titles



Live TV, Locals, Sports, Top Channels + 1 Gemini Device

Bulk savings is based on ENTERTAINMENT package residential pricing (\$89.99), Monthly ARS fee (\$15) and monthly RSN fee (\$17.99).

\*High speed internet-connected compatible device required. Actual number of shows and movies will vary based on programming package. Additional fees apply for new releases and certain library titles.

# OUR BEST EQUIPMENT IS INCLUDED!

## Gemini Offers Enhanced Features

- Easy access to your favorite apps, a wireless 4K experience on every compatible TV via your favorite apps and a voice-controlled remote.

## Quick & Easy Self Set-up

- Self-setup is easy, and no technician or installation equipment is needed.
- Compatible Devices include Apple TV, Amazon Fire, Chromecast, Roku, Samsung and Vizio SmartCast TVs, Apple and Android.

## Take It With You

- The Gemini device is portable.



## Remote Features

- Backlit buttons
- Voice command with Google Assistant
- Numbered keypad
- On-Demand content button
- Instant record button for cDVR
- List button to access recorded content
- Most User-Friendly overall



# Double Play

Proposal Date:  
11/4/2025

## Bulk Rate

**\$42.50**  
/unit

### Bulk Internet Services Agreement

- Fiber Gig Service with speeds up to 940 Mbps download and 880 Mbps upload\*
- eero Pro 7 whole-home Wi-Fi system
- 100% fiber-to-the-unit (FTTU) network
- Multi-Device Security enabled
- Automatic 2 Gig upgrade at year 3
- No Taxes or Fees

### Bulk Video Services Agreement

- DIRECTV Stream – Entertainment Channel Lineup (90+ channels)
- DIRECTV DVR service with 1 Gemini set-top box
- Stream content from anywhere on mobile device and smart TVs
- Taxes and Fees estimated \$1.65 per unit

### Assumptions

- 5-year bulk services term
- Annual increases of up to 3% for Internet and 5% on Video
- Pricing valid for 60 days.
- All pricing subject to final engineering design and financial approvals.

\*Max wired speed 940/880 Mbps. Wi-Fi, actual & average speeds vary.

None of the terms set forth in this proposal should be considered final or binding unless and until they are set forth in signed agreements by and between Frontier Communications and Indian Palms Country Club. Products and/or pricing subject to change.



# Customer Add-Ons

Proposal Date:  
11/4/2025

## DIRECTV Customer Add-Ons

- Entertainment to Choice: \$32
- Entertainment to Ultimate: \$48
- HBO MAX with Cinemax: \$16.99
- Paramount+ with Showtime: 12.99
- Cinemax: \$10.99
- STARZ: \$10.99
- Unlimited cDVR: \$10
- Additional Boxes: \$120 or free login with AppleTV, Roku, Chromecast, Fire TV, etc.

\*Max wired speed 940/880 Mbps. Wi-Fi, actual & average speeds vary.

None of the terms set forth in this proposal should be considered final or binding unless and until they are set forth in signed agreements by and between Frontier Communications and Indian Palms Country Club. Products and/or pricing subject to change.

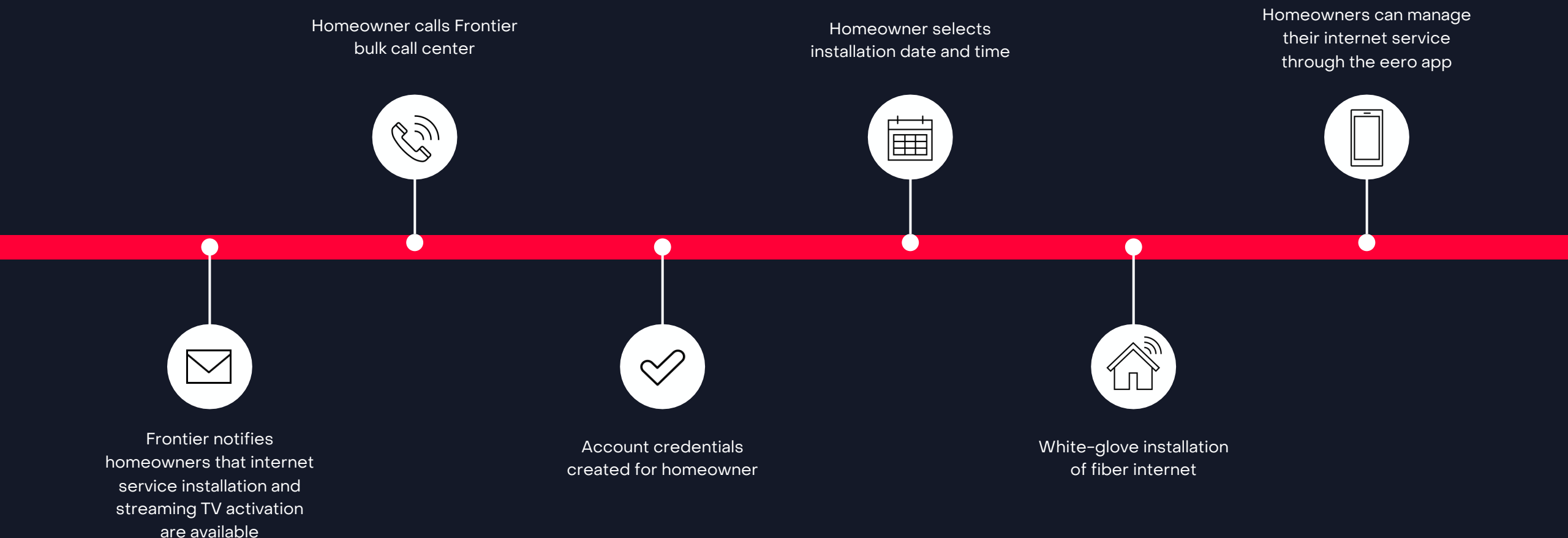


**BULK CUSTOMER  
SUCCESS**





# A Seamless Homeowner Experience



## Service Overview

# CUSTOMER SUCCESS



### WHO WE ARE

- ✓ Dedicated team
- ✓ Account and Project Management
  - ✓ [multifamily.communications@ftr.com](mailto:multifamily.communications@ftr.com)
- ✓ “Easy Button” for HOA



### WHAT WE DO

- ✓ Account Suspensions
- ✓ Single, dedicated point of contact
- ✓ Service launch project management
- ✓ Communication facilitation



## Service Overview

# BULK CALL CENTER



### WHO WE ARE

- ✓ Support team specialized in bulk service
- ✓ Account creation and upgrade team
- ✓ Technical support team
- ✓ 1-844-660-0648 (option 2) Hours of operation: Monday-Friday 5a.m.-5p.m. PST, Saturday 6a.m.-5p.m PST



### WHAT WE DO

- ✓ Ensure rapid service activation
- ✓ Seamlessly enable upgrades and changes
- ✓ Ensure smooth service and issue resolution





# FIELD OPERATIONS



## Experienced Workforce

- Over 5k technicians across the footprint
- Average experience of 18 years
- Strategic partnership with over 30 vendors to supplement workforce when needed
- Investing in Generative AI and future technologies to enable technicians to serve customers faster



## Seamless Installation Services

- Ability to offer same day and/or next day service in many markets
- Automated text messages to provide proactive communication
- Strategic partnership with eero
- Broadband and WiFi Speed and stability tests built into technician mobile app



## Fast and Easy Repair

- Restore service to most Fiber customers within 48 hours
- Launched new proactive communication with customers when we identify a potential service issue
- Local Technical Support: 1-844-660-0648 (option 1) 24/7

# BEST IN CLASS



**75 Net Promoter**  
YTD on New Fiber Installs

## Most Sustainable Operations Award



Chosen by Samsara (telematics provider) as the company leading the charge on greener and cleaner operations

# THANK YOU

\* This presentation is confidential and is unable to be shared without the express permission from Frontier Communications\*

