

FRONTIER **FIRST QUARTER** **2022 RESULTS**

MAY 6, 2022



Safe Harbor Statement

Forward-Looking Statements

This release contains "forward-looking statements" related to future events. Forward-looking statements address our expectations or beliefs concerning future events, including, without limitation, our outlook with respect to future operating and financial performance, expected results from our implementation of strategic and cost savings initiatives, and our ability to comply with the covenants in the agreements governing our indebtedness and other matters. These statements are made on the basis of management's views and assumptions, as of the time the statements are made, regarding future events and performance and contain words such as "expect," "anticipate," "intend," "plan," "believe," "seek," "see," "may," "will," "would," or "target." Forward-looking statements by their nature address matters that are, to different degrees, uncertain. A wide range of factors could materially affect future developments and performance, including but not limited to: our significant indebtedness, our ability to incur substantially more debt in the future, and covenants in the agreements governing our current indebtedness that may reduce our operating and financial flexibility; declines in Adjusted EBITDA relative to historical levels that we are unable to offset; our ability to successfully implement strategic initiatives, including our fiber buildout and other initiatives to enhance revenue and realize productivity and service improvements; our ability to secure necessary construction resources, materials and permits for our fiber buildout initiative in a timely and cost effective manner; potential disruptions in our supply chain and the effects of inflation resulting from the COVID-19 pandemic, the global microchip shortage, or otherwise, which could adversely impact our business and hinder our fiber expansion plans; our ability to effectively manage our operations, operating expenses, capital expenditures, debt service requirement and cash paid for income taxes and liquidity; competition from cable, wireless and wireline carriers, satellite, fiber "overbuilders" and OTT companies, and the risk that we will not respond on a timely or profitable basis; our ability to successfully adjust to changes in the communications industry, including the effects of technological changes and competition on our capital expenditures, products and service offerings; risks related to disruption in our networks, infrastructure and information technology that result in customer loss and/or incurrence of additional expenses; the impact of potential information technology or data security breaches or other cyber-attacks or other disruptions; our ability to retain or attract new customers and to maintain relationships with customers; our reliance on a limited number of key supplies and vendors; declines in revenue from our voice services, switched and nonswitched access and video and data services that we cannot stabilize or offset with increases in revenue from other products and services; our ability to secure, continue to use or renew intellectual property and other licenses used in our business; our ability to hire or retain key personnel; our ability to dispose of certain assets or asset groups or to make acquisition of certain assets on terms that are attractive to us, or at all; the effects of changes in the availability of federal and state universal service funding or other subsidies to us and our competitors and our ability to obtain future subsidies, including participation in the proposed RDOF program; our ability to comply with the applicable CAF II and RDOF requirements and the risk of penalties or obligations to return certain CAF II and RDOF funds; our ability to defend against litigation and potentially unfavorable results from current pending and future litigation; our ability to comply with applicable federal and state consumer protection requirements; the effects of governmental legislation and regulation on our business, including costs, disruptions, possible limitations on operating flexibility and changes to the competitive landscape resulting from such legislation or regulation; the impact of regulatory, investigative and legal proceedings and legal compliance risks; our ability to effectively manage service quality in the states in which we operate and meet mandated service quality metrics; the effects of changes in income tax rates, tax laws, regulations or rulings, or federal or state tax assessments; the effects of changes in accounting policies or practices; our ability to successfully renegotiate union contracts; the effects of increased medical expenses and pension and postemployment expenses; changes in pension plan assumptions, interest rates, discount rates, regulatory rules and/or the value of our pension plan assets; the likelihood that our historical financial information

may no longer be indicative of our future performance and our implementation of fresh start accounting; the impact of adverse changes in economic, political and market conditions in the areas that we serve, the U.S. and globally, including, but not limited to, disruption in our supply chain, inflation in pricing for key materials or labor, or other adverse changes resulting from epidemics, pandemics and outbreaks of contagious diseases, including the COVID-19 pandemic, natural disasters, economic or political instability or other adverse public health developments; potential adverse impacts of the COVID-19 pandemic on our business and operations, including potential disruptions to the work of our employees arising from health and safety measures such as social distancing, working remotely and recent applicable federal, state, and local mandates, and prohibitions, our ability to effectively manage increased demand on our network, our ability to maintain relationships with our current or prospective customers and vendors as well as their abilities to perform under current or proposed arrangements with us; risks associated with our emergence from the Chapter 11 Cases, including, but not limited to, the continuing effects of the Chapter 11 Cases on us and our relationships with our suppliers, customers, service providers or employees and changes in the composition of our board of directors and senior management; volatility in the trading price of our common stock, which has a limited trading history; substantial market overhang from the common stock issued in the Chapter 11 reorganization; certain provisions of Delaware law and our certificate of incorporation that may prevent efforts by our stockholders to change the direction or management of our company; and certain other factors set forth in our other filings with the SEC. This list of factors that may affect future performance and the accuracy of forward-looking statements is illustrative and is not intended to be exhaustive. You should consider these important factors, as well as the risks and other factors contained in Frontier's filings with the U.S. Securities and Exchange Commission, including our most recent reports on Form 10-K and Form 10-Q. These risks and uncertainties may cause actual future results to be materially different than those expressed in such forward-looking statements. We do not intend, nor do we undertake any duty, to update any forward-looking statements.

Non-GAAP Financial Measures

Certain financial measures included herein, including Adjusted EBITDA, Adjusted EBITDA Margin, Adjusted Operating Expenses and Operating Free Cash Flow, are not made in accordance with U.S. GAAP, and use of such terms varies from others in the same industry. Non-GAAP financial measures should not be considered as alternatives to net income (loss), net income margin or any other performance measures derived in accordance with U.S. GAAP as measures of operating performance or cash flows as measures of liquidity. Non-GAAP financial measures have important limitations as analytical tools, and you should not consider them in isolation or as substitutes for results as reported under U.S. GAAP. This presentation includes a reconciliation of certain non-GAAP financial measures to the most directly comparable financial measures calculated in accordance with U.S. GAAP. Projected GAAP financial measures and reconciliations of projected non-GAAP financial measures are not provided herein because such GAAP financial measures are not available on a forward-looking basis and such reconciliations could not be derived without unreasonable effort.

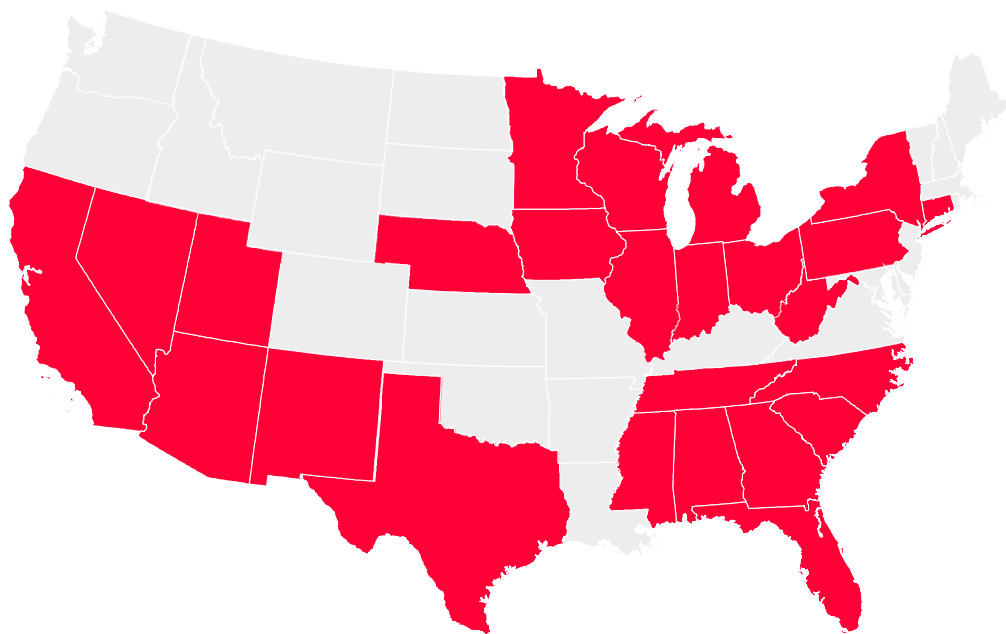
This presentation uses the term "Implied Enterprise Value", "Implied EV" and other similar terms, which is calculated using a trend line implied by our peers and certain assumed levels of broadband penetration. This term does not necessarily represent our actual enterprise value.

JOHN STRATTON

Executive Chairman of the Board

Frontier today: Company overview

Frontier Footprint



Key Operational & Financial Metrics

\$6.2B

Revenue¹

2.8M

Broadband Customers²

\$2.3B

Adjusted EBITDA¹

\$1.1B

Adjusted EBITDA from Fiber¹

400k

Businesses within 250 feet of Frontier fiber

23k

Towers within 1 mile of Frontier fiber

1. All metrics reflect Last Twelve Months' as of 03/31/22, and have been normalized to reflect the impact of fresh start accounting. EBITDA and Adjusted EBITDA are non-GAAP measures. See Appendix slides for reconciliations to the closest GAAP measure. See Frontier's supplemental trending schedules, available at www.frontier.com/ir, for information regarding certain GAAP and non-GAAP measures, including the impact of fresh start accounting.
2. Including consumer and business broadband subscribers

FTTH: Next opportunity for US infrastructure investment

1990s: Macro Towers

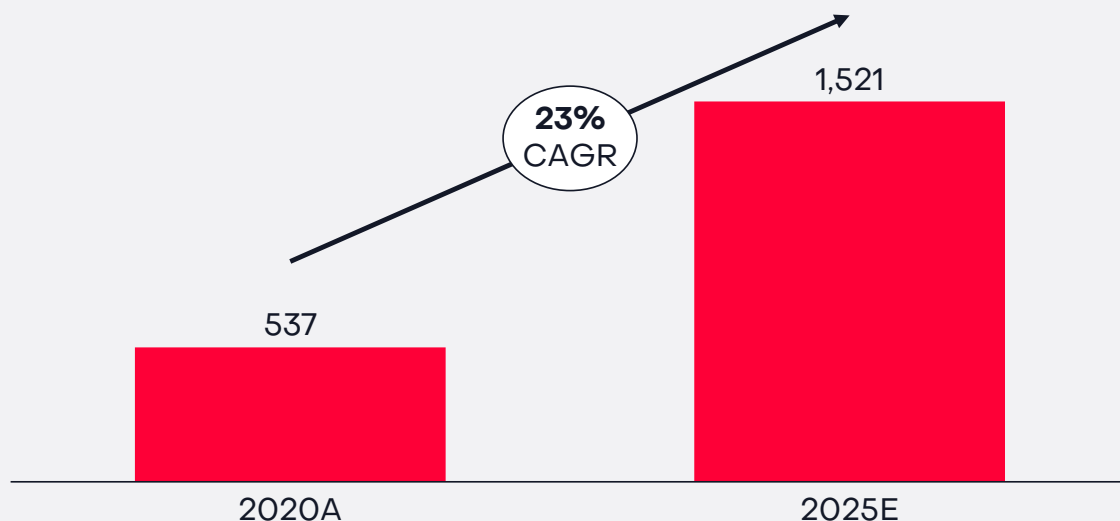
2000s: Data Centers

2010s: Enterprise Fiber

2020s: Fiber-to-the-Home

Explosive 3x growth in data consumption by 2025

Data Usage¹ (GB / Mo)



Fiber is the best product to meet the demand



Faster symmetrical speeds



Low-cost path to 10+ Gig speeds



Powerful economics as data consumption scales

Attractive returns supported by:

- Favorable industry structure
- High operating leverage
- Dependable, long-term growth

1. Combines North America Mobile Network Traffic & Consumer Internet Traffic, Credit Suisse Report 2021

Frontier is the largest pure play fiber provider

2nd Largest announced fiber build at 6.0M passings from 2022-2025¹

Frontier has unique advantages...



Early mover head-start



Incumbent position provides significant speed and cost advantages to building fiber



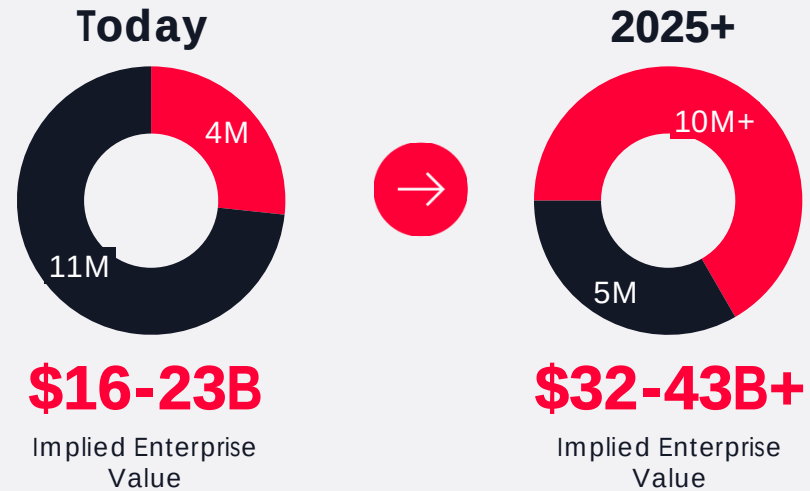
Poised to benefit from government broadband stimulus spending

1. Wall Street research
2. Benchmarks calculated using publicly available data for ISPs as of March 2022

...and our fiber build plan would create significant value for stakeholders

■ Fiber passings ■ Copper passings

\$3,000-4,000
/ Fiber passing²
\$300-600
/ Copper passing²



90%+ of enterprise value driven by fiber by 2025

Transparent path to achieving our goals, with clear catalysts on the horizon

Seven Key Inflection Points

✓ Achieved
⊖ Catalyst

- 
- ⊖ 2023 Year-over-year Revenue and EBITDA Growth
 - ⊖ 4Q22 Sequential EBITDA Growth
 - ⊖ 2Q22 / 3Q22 Further accelerate the fiber build
 - ✓ 4Q21 Total broadband net adds turn positive
 - ✓ 3Q21 Fiber EBITDA > copper EBITDA
 - ✓ 3Q21 Consumer fiber broadband customer base > consumer copper broadband customer base
 - ✓ 3Q21 Scale fiber broadband net add production

Wave 2 Steady State

10M+

Fiber passings

4.5M+

Fiber customers

\$4B+

Adjusted EBITDA

Mid-to-High 40s

Adjusted EBITDA margin

We are making rapid progress on our four levers of value creation



1

Fiber Deployment

Accelerate our fiber build



2

Fiber Penetration

Win customers in our fiber footprint



3

Customer Experience

Deliver an exceptional end-to-end customer journey



4

Operational Efficiency

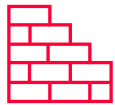
Simplify and digitize operations

**BUILDING
GIGABIT
AMERICA™**

NICK JEFFERY

President & Chief Executive Officer

We continued to build on our operating momentum with several key milestones in Q1



Built a record 211,000 new fiber locations



Added a record 54k fiber broadband customer net additions, ~20% higher than prior record set in Q4 2021



Added a record 20k total broadband customer additions, ~2x higher than prior record set in Q4 2021



Gaining momentum in Business and Wholesale, with key inflection point in SMB performance



Significant improvement in employee engagement

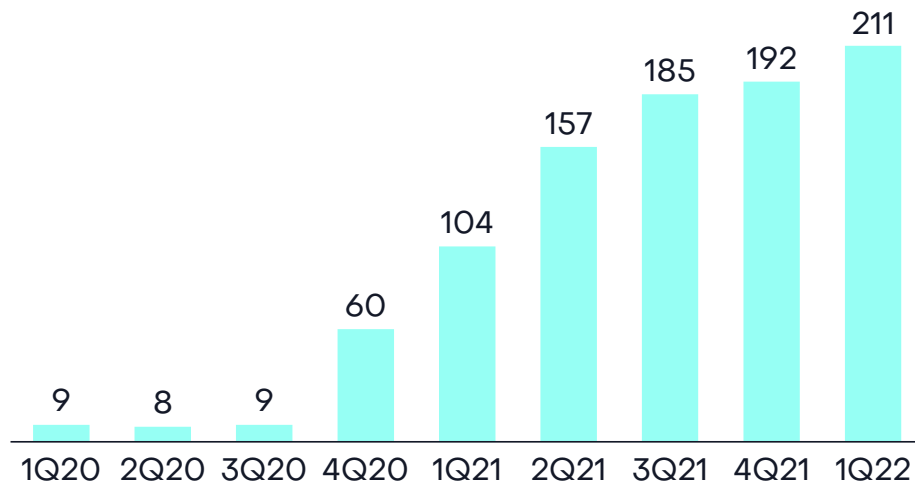


Reinvented brand in April 2022

Fiber deployment: Our build scaled to another record quarter of new fiber passings in Q1

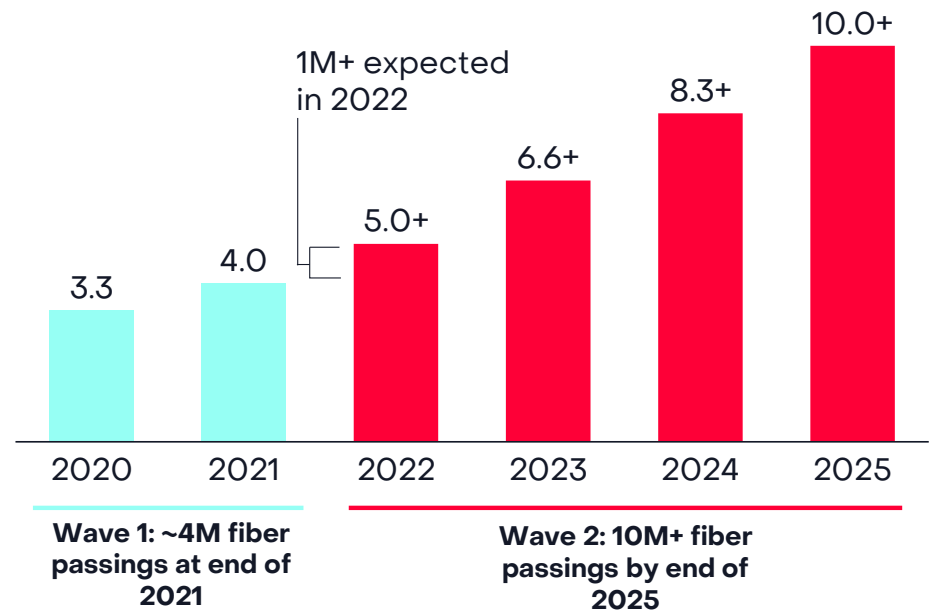
Quarterly Fiber Expansion Passings¹

Thousand passings



Projected Fiber Passings¹

Million passings

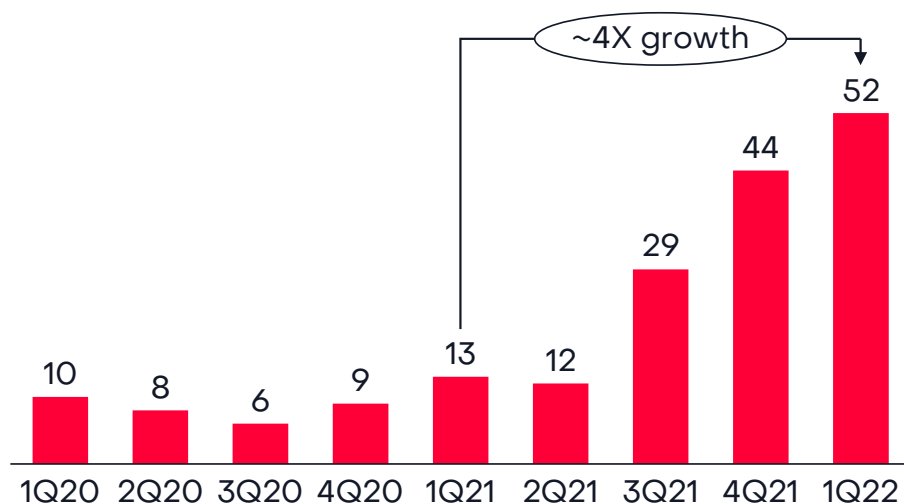


1. Consumer and business locations with less than 5 units per location included in expansion passings.

Consumer fiber penetration: We have achieved three straight quarters of record consumer fiber broadband growth

Consumer Fiber Broadband Net Adds

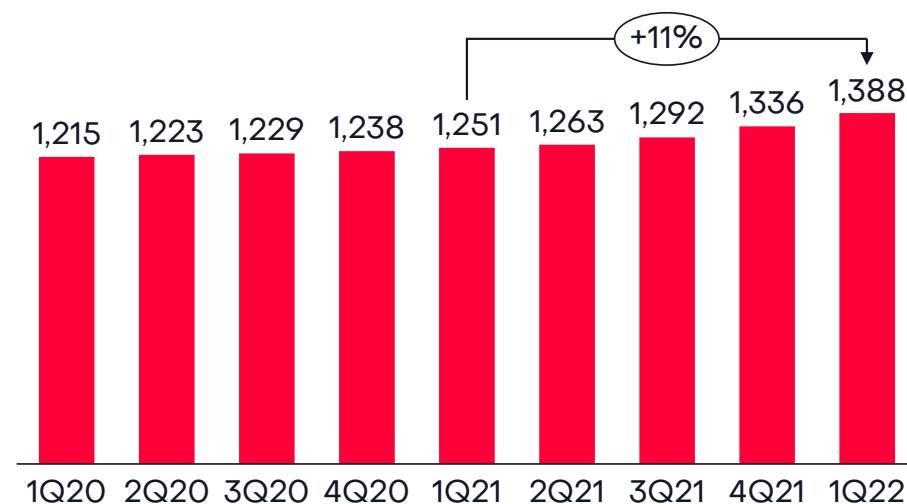
'000 customers



We added a record number of fiber broadband customers, roughly 4X the previous Q1...

Consumer Fiber Broadband Customers

'000 customers

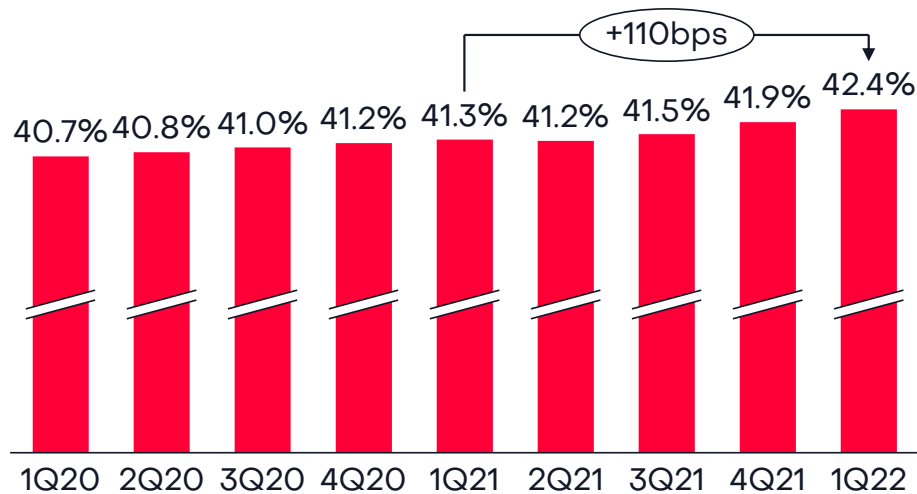


...driving fiber broadband customer growth of 11% in the past 12 months

Fiber penetration: Base fiber penetration improved to 42.4%; expansion fiber penetration is exceeding targets

Base Fiber Penetration

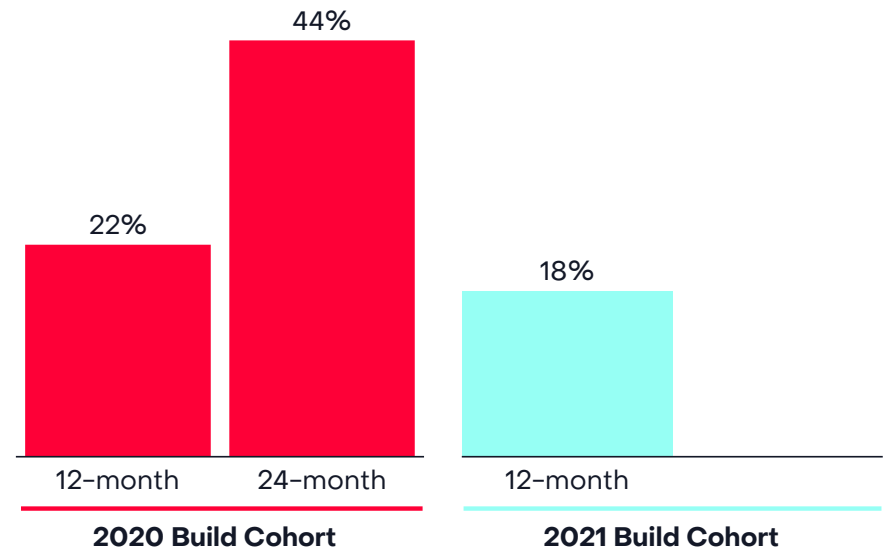
% of passings



Base fiber penetration improved 110bps year-over-year to 42.4%

Expansion Fiber Penetration

% of passings



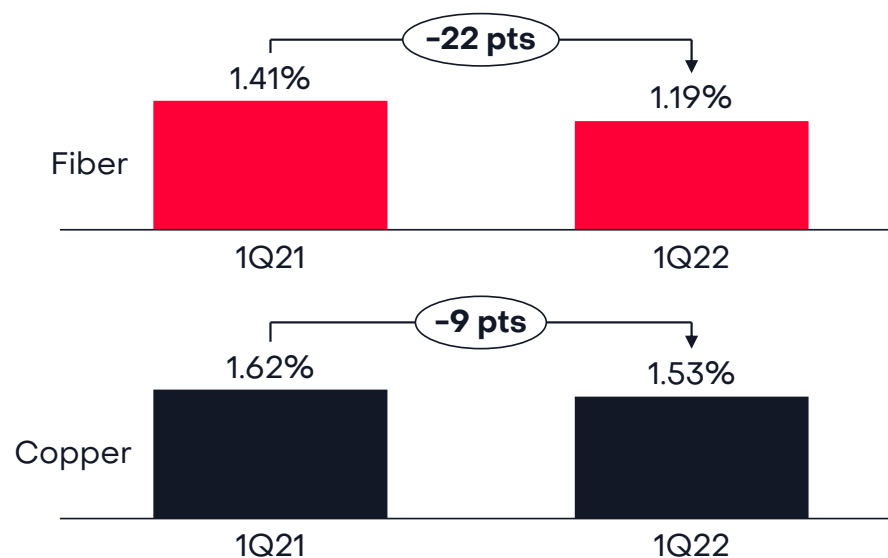
Expansion fiber penetration exceeding targets

Customer experience: Our Fiber NPS continues to rise, and our churn continues to improve

Key Success Indicators

- ✓ Fiber NPS up sequentially from December 2021, and continued to increase >30 points year-over-year
- ✓ 90-day Fiber churn down 16% since March 2021
- ✓ Call center volumes down 20% since March 2021
- ✓ Customer care call volumes down 23% since March 2021

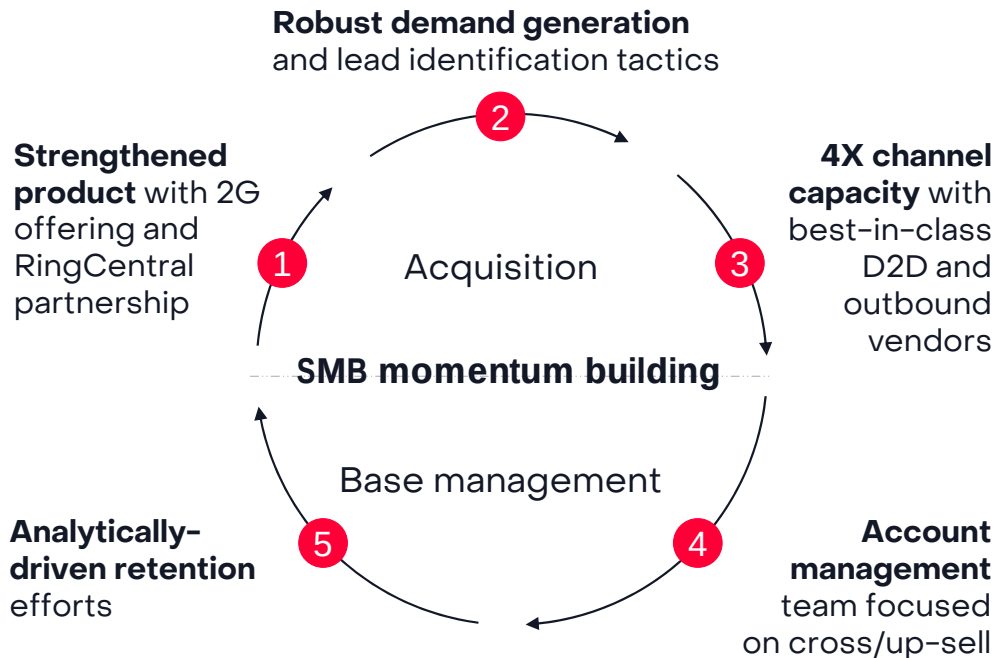
Consumer Broadband Churn, %



Fiber and copper churn both continue to fall to record lows

SMB: We reached a turning point in SMB this quarter

Key SMB Improvements



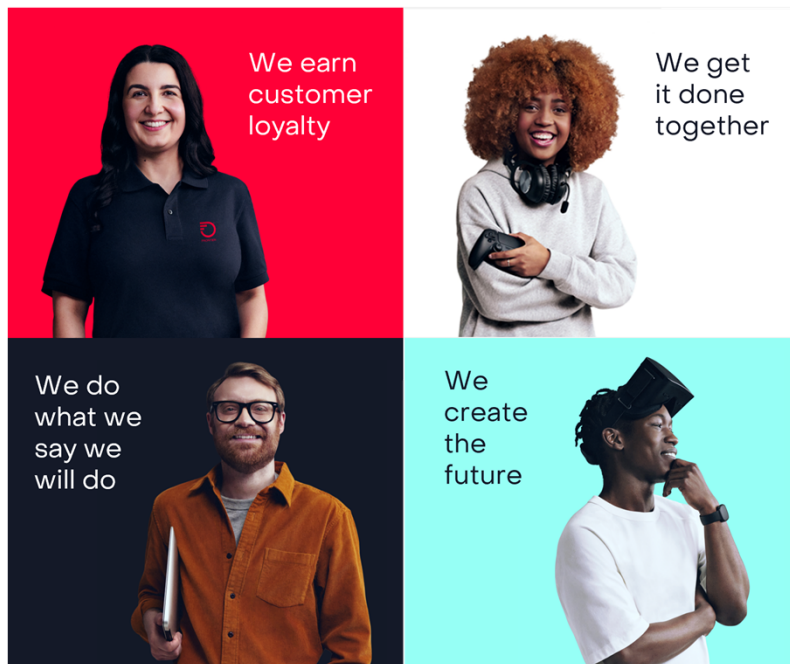
SMB Fiber Success Indicators

March '22 compared to September '21

Gross Adds	2X	↑
Net Adds	7X	↑
Fiber ARPU	2%	↑

We have rapidly introduced “The Frontier Way”...

The Frontier Way



Key Changes in First Year

Communication

- Company-wide “Listen Live” with CEO and Executive team every 2–3 weeks

Training

- Agile and Digital training
- Frontier Leadership Academy

Performance Management

- Creating a pay-for-performance culture; implemented objective setting and performance review process

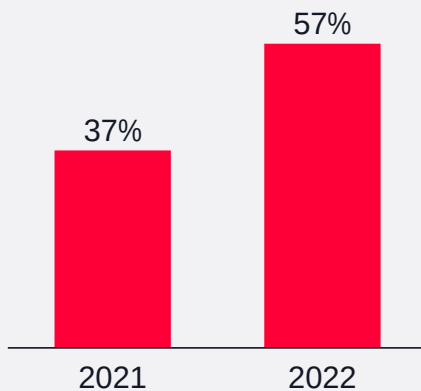
Employee engagement

- Frontier 20 program identified \$50M+ of cost savings
- Eliminating “Dumb Policies”
- Patent incentive program

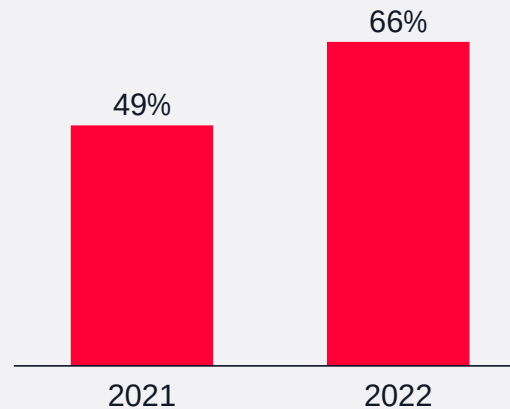
...and we made significant progress in rebuilding employee engagement and morale in the first year



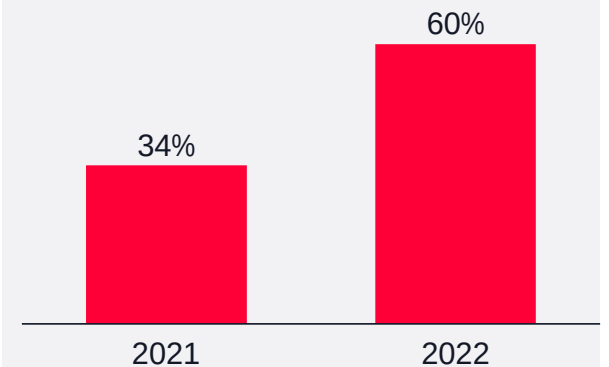
Overall Positive Employee Sentiment



“My work gives me a sense of personal accomplishment”



“I can see a clear link between my work and Frontier’s objectives”



1. Survey conducted by independent 3rd party

We have taken a methodical approach to inform our brand development

Internal & External Research

Quantitative & qualitative
across footprint

12,000+ customers

Deep dive ethnographies

20+ customers

Positioning / creative / copy /
visual ID testing

4,000+ customers

Culture / community
exploration

50+ stakeholders

Findings

Growing, positive equity in
Frontier name
(Fiber and expansion markets)

Strongest customer sentiment
among new Fiber customers

High employee affinity and
loyalty

We believe “a brand is what a brand does,” so we have focused on changing what we do

We've been focused on changing what we do...



Product improvement



Service delivery



Customer value



Customer care

...which has translated into improved metrics



Accelerated penetration



Improved loyalty



Record NPS

We are keeping the Frontier name and reinventing the brand



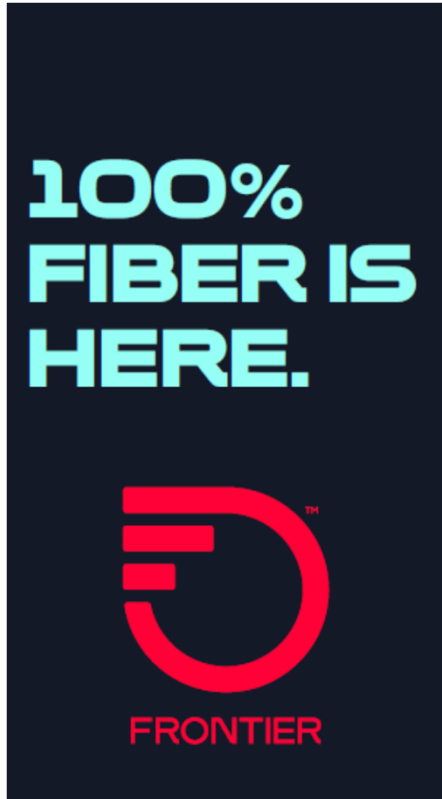
**BETTER.
FASTER.
100%
FIBER.**

With Fiber 2 Gig internet.

Let's Go

SEE TERMS AND CONDITIONS

FRONTIER



**100%
FIBER IS
HERE.**

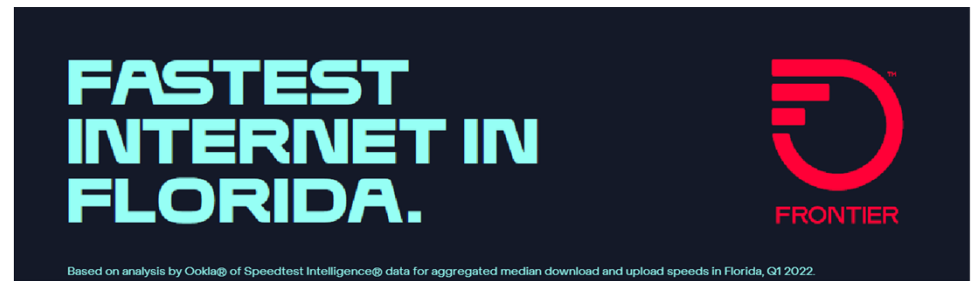
FRONTIER



**FASTEST
INTERNET IN
L.A.**

Based on analysis by Ookla® of Speedtest Intelligence® data for aggregated median download and upload speeds in Los Angeles, Q1 2022.

FRONTIER



**FASTEST
INTERNET IN
FLORIDA.**

Based on analysis by Ookla® of Speedtest Intelligence® data for aggregated median download and upload speeds in Florida, Q1 2022.

FRONTIER

SCOTT BEASLEY

Chief Financial Officer

Financial Highlights

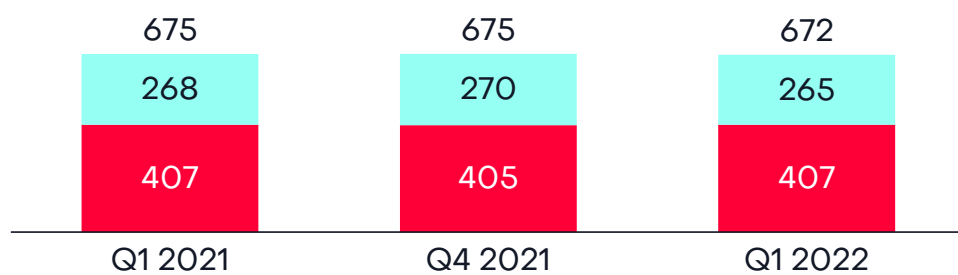
- **\$1.45B Revenue**, including higher sequential data revenue but lower voice, video, and subsidy revenue
- **\$65M Net Income**
- **\$509M of Adjusted EBITDA**, modestly higher sequentially across Fiber and Copper (excluding subsidies)
- **\$274M of Adjusted EBITDA from Fiber Products**, up sequentially as higher Consumer Fiber performance offset lower voice and other
- **\$528M of Net Cash from Operations**, driven by healthy operating performance and continued focus on working capital management



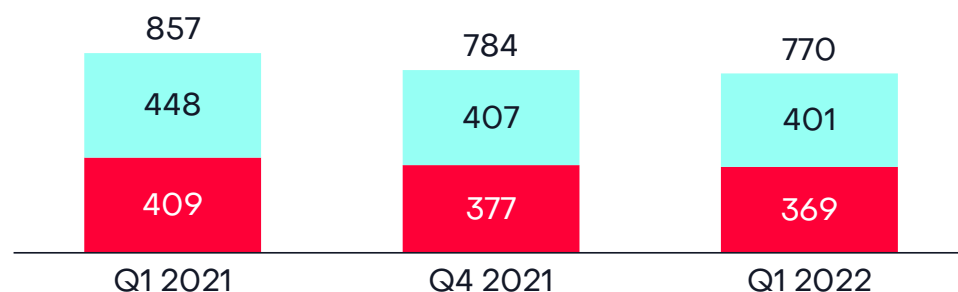
Fiber broadband revenue growth remained strong, offsetting voice and video declines

Revenue from Fiber¹, \$M

Business and Wholesale
Consumer



Revenue from Copper¹, \$M



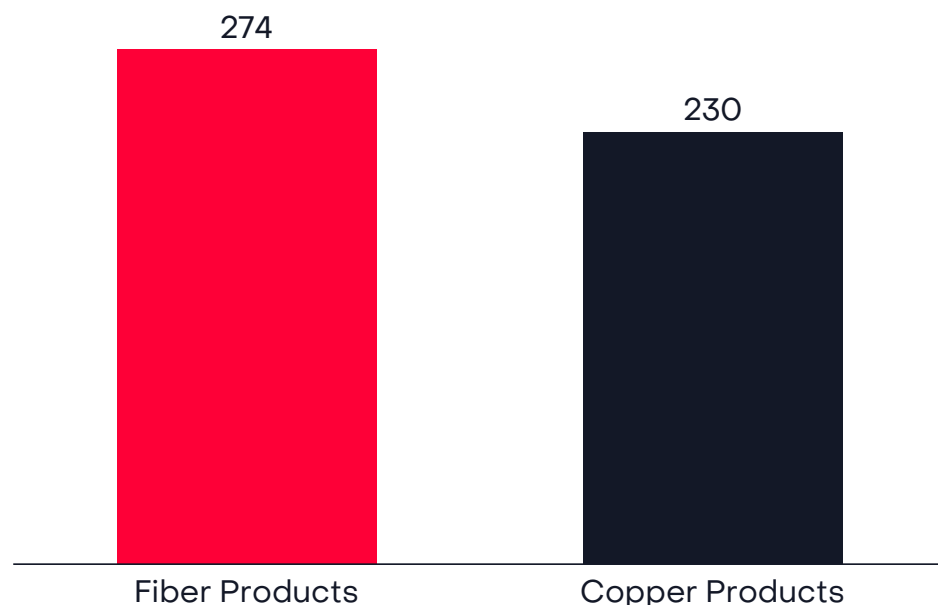
1. Excluding subsidy and other revenue. See the supplemental trending schedules, available at www.frontier.com/ir, for information regarding certain GAAP and non-GAAP financial measures, including the impact of fresh start accounting.

Revenue Commentary

- Consumer Fiber broadband revenue grew 12% year-over-year, leading to overall consumer fiber revenue growth
- Video and Voice Fiber revenue declined in line with expectations
- Business and Wholesale Fiber revenue declined ~1% year-over-year
- Revenue from copper products declined 10% year-over-year, driven by declines across consumer, business and wholesale
- Copper consumer broadband revenue declined 4% year-over-year, while voice and video declines were more significant

Fiber represents the majority of Adjusted EBITDA, and should continue growing as we expand our fiber network

Q1 2022 Adjusted EBITDA, \$M



1. EBITDA and Adjusted EBITDA are non-GAAP financial measures. See the supplemental trending schedules, available at www.frontier.com/ir, and the Appendix hereto for information regarding Adjusted EBITDA from Fiber and Copper products.

Adjusted EBITDA Commentary

- Adjusted EBITDA from Fiber products grew 2% year-over-year, as strong consumer broadband growth and margin improvements were offset by declines in voice and other revenue
- Adjusted EBITDA from Fiber products represents 54% of total EBITDA, up from 48% in Q1 2021
- Adjusted EBITDA from Copper products was in-line with our expectations, and we expect year-over-year declines to moderate over the next several quarters

We are rigorously focused on simplifying our business and improving our return on capital

Business simplification

- We exited >20 office locations in the quarter; impairment of \$44M with reduction in annual cost structure
- “Fit for the Future” cost program has realized \$139M of gross annualized cost savings, and remains on track to exceed \$250M savings goal by 2023

Strong cash flow generation

- We generated \$528M of net cash from operating activities in the first quarter

Disciplined balance sheet management

- Committed to disciplined balance sheet management, with net leverage in “mid-threes”

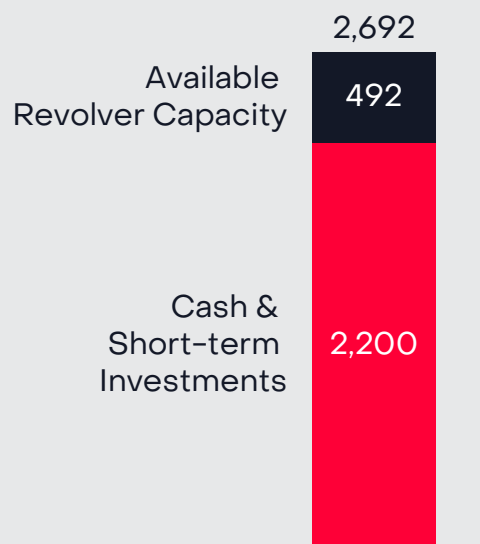
Rigorous capital allocation decision-making

- Fiber build will be primary focus of capital allocation; dynamic model to target highest IRR opportunities for revenue growth and cost reduction

We have \$2.7B of liquidity to fund fiber build, with no significant debt maturities before 2027

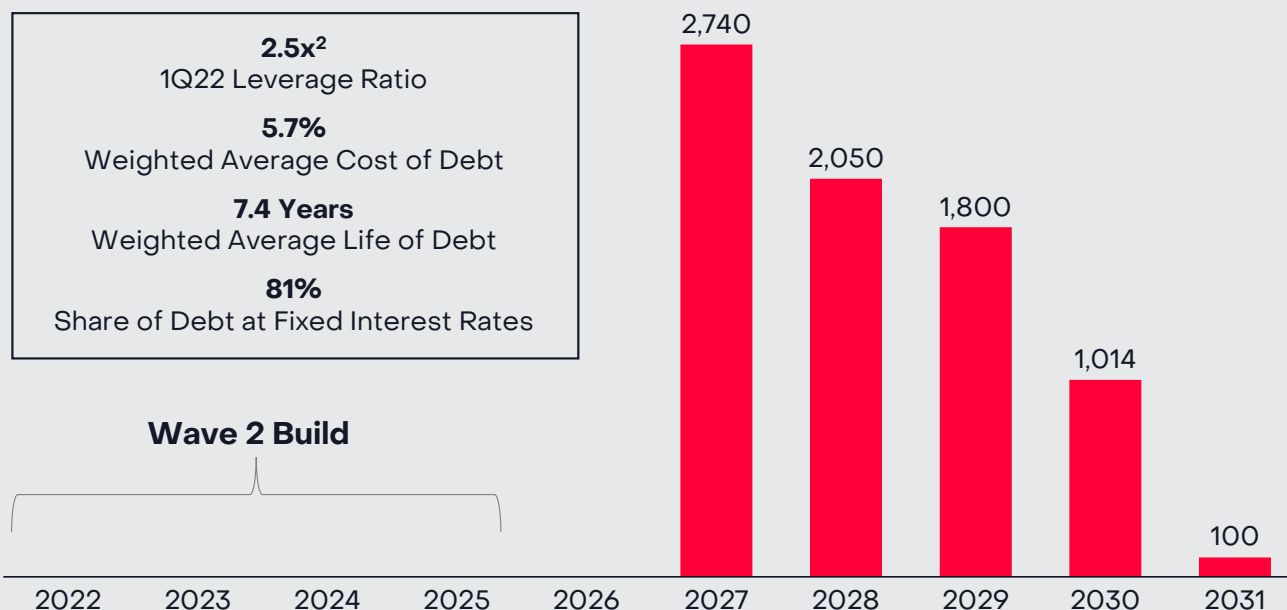
Liquidity

\$M, as of March 31, 2022



Maturity Profile¹

\$M, as of March 31, 2022



1. Excludes amortization payments of ~\$15 million per year on Term Loan.

2. Leverage ratio is a non-GAAP measure. See supplemental trending schedules available at www.frontier.com/fir.

We are well positioned to withstand a range of macroeconomic scenarios

Products that are critical for connecting to the digital society

- ✓ Provide a wide range of products and services with unmatched value
- ✓ Bringing more value to customers is at the core of everything we do

Cost structure to endure inflationary environment

- ✓ Expanded pool of suppliers for both labor and materials
- ✓ Multi-year agreements in place with key material and labor partners
- ✓ Fit for the Future cost reduction program ahead of plan, will help offset inflationary pressures

Balance sheet insulated from rising interest rates

- ✓ 81% of debt is at fixed interest rates (as of 03/31/22)
- ✓ No significant maturities until 2027
- ✓ 100 basis point increase in interest rates results in incremental annual cash interest expense of ~\$15M

Reiterating 2022 Financial Guidance

\$2.40-2.50_B

Capital Expenditures

1_M

Locations, Fiber Build

\$2.00-2.15_B

Adjusted EBITDA

Note: Projected GAAP financial measures and reconciliations of projected non-GAAP financial measures are not provided herein because such GAAP financial measures are not available on a forward-looking basis and such reconciliations could not be derived without unreasonable effort. Adjusted EBITDA is a non-GAAP Financial measure.

Frontier Investment Thesis



Strong & growing demand



Superior product



Favorable market structure



Clear strategy & purpose



Ample liquidity & access to capital



Strong & experienced leadership team

Q & A

APPENDIX

Non-GAAP Financial Measures

(Millions)	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022
Net Income	\$60	\$4,580	\$126	\$189	\$65
Add back (Subtract)					
Income Tax Expense (Benefit)	87	(180)	31	12	30
Interest Expense	89	91	90	105	103
Investment and Other (Income) Loss, Net	(2)	3	37	(34)	(77)
Reorganization Items, Net	25	(4,196)	-	-	-
Operating Income	259	298	284	272	121
Depreciation and Amortization	387	298	273	282	284
EBITDA	\$646	\$596	\$557	\$554	\$405
Add back:					
Pension / OPEB Expense	\$23	\$21	\$18	\$19	\$19
Restructuring Costs and Other Charges	2	16	8	2	54
Rebranding Costs	-	-	-	-	8
Stock-based Compensation Expense	(1)	-	8	10	15
Potential Legal Settlement	-	-	-	-	8
Storm Related Insurance Proceeds	-	-	(4)	-	-
Adjusted EBITDA	\$670	\$633	\$587	\$585	\$509
EBITDA margin	38.5%	36.9%	35.3%	35.9%	28.0%
Adjusted EBITDA margin	40.0%	39.2%	37.2%	37.9%	35.2%

