

**FRONTIER**  
**2024 OVERVIEW**  
**PRESENTATION**

---

---

**FEBRUARY 2025**



# Safe Harbor Statement

## Forward-Looking Statements

This presentation contains "forward-looking statements" related to future events, including our 2025 outlook. Forward-looking statements address our expectations or beliefs concerning future events, including, without limitation, the proposed merger with Verizon (the "Merger"), future operating and financial performance, our ability to implement our ability to implement strategic initiatives, such as our fiber build and fiber penetration and our ability to realize cost saving initiatives, our ability to comply with the covenants in the agreements governing our indebtedness, our capital expenditures, 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: the risk that the Merger may not be completed in a timely manner or at all; the possibility that any or all of the various conditions to the consummation of the Merger may not be satisfied or waived, including the failure to receive any required regulatory approvals from any applicable governmental entities (or any conditions, limitations or restrictions placed on such approvals); the occurrence of any event, change or other circumstance that could give rise to the termination of the Merger Agreement relating to the Merger, including in circumstances which would require us to pay a termination fee; the effect of the pendency of the Merger on our ability to attract, motivate or retain key executives and employees, our ability to maintain relationships with our customers, suppliers and other business counterparties, or our operating results and business generally; risks related to the Merger diverting management's attention from our ongoing business operations; the risk that the Company's stock price may decline significantly if the Merger is not consummated; 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 and revenue relative to historical levels that we are unable to offset; economic uncertainty, volatility in financial markets, and rising interest rates could limit our ability to access capital or increase the cost of capital needed to fund business operations; our ability to successfully implement strategic initiatives and realize productivity improvements; our ability to secure necessary construction resources, materials and permits for our fiber buildout initiative in a timely and cost-effective manner; inflationary pressures on costs, including tight labor markets, increased fuel and electricity costs and potential disruptions in our supply chain, which could adversely impact our financial condition or results of operations and hinder our fiber expansion plans; our ability to effectively manage our operations, operating expenses, capital expenditures, debt service requirements and cash paid for income taxes and liquidity; the impact of potential information technology or data security breaches or other cyber-attacks or other disruptions; the impact of laws and regulations relating to the handling of privacy and data protection; competition from cable, wireless carriers, satellite providers, wireline carriers, fiber "overbuilders" and over the top 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; our ability to retain or attract new customers and to maintain relationships with existing customers, including wholesale 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 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 and requirements for receiving federal and state universal service funding, grants or other subsidies and our ability to obtain future subsidies; our ability to comply with applicable CAF II and RDOF requirements and the risk of discontinuance of funding, penalties or obligations to return certain CAF II and RDOF funds; our ability to defend against litigation or government investigations and potentially unfavorable results from current pending and future litigation or investigations; 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 or regulatory requirements;

the effects of changes in income tax rates, tax laws, regulations or rulings, or federal or state tax assessments, including the risk that such changes may benefit our competitors more than us, as well as potential future decreases in the value of our deferred tax assets; 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 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, the imposition of trade tariffs or other adverse changes resulting from epidemics, pandemics and outbreaks of contagious diseases, natural disasters, economic or political instability, terrorist attacks and wars, including the ongoing war in Ukraine and the Israel-Hamas war, or other adverse widespread developments; potential adverse impacts of climate change and increasingly stringent environmental laws, rules and regulations, and customer expectations and other environmental liabilities; potential adverse impacts from natural disasters, wildfires and other severe weather events impacting our network, operations and customer base in certain markets; market overhang due to substantial common stock holdings by our former creditors; 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 SEC, including our most recent report on Form 10-K. 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, Net Leverage Ratio, Adjusted EBITDA from Fiber and Copper products, 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.

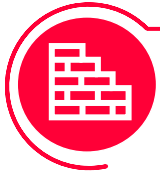
“2024 was the best year of fiber growth in company history. Over the past four years, we have cemented our position as the largest pure-play fiber provider in the country, earned industry-leading customer service ratings and returned the company to sustainable revenue and EBITDA growth. These incredible achievements reflect the talent of our entire team. Our legacy will endure in the fiber network we’ve built together.”

Nick Jeffery  
Chief Executive Officer, Frontier



# We ended 2024 with strong operational and financial results

## Q4 OPERATIONAL HIGHLIGHTS



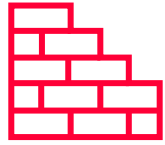
- ✓ Passed 241K fiber locations to reach 7.8M total fiber passings
- ✓ Added 97K fiber broadband customers, resulting in fiber broadband customer growth of 19.2% year-over-year
- ✓ Consumer fiber broadband ARPU growth of 2.8% year-over-year helped drive consumer fiber broadband revenue growth of 23.2% year-over-year

## Q4 FINANCIAL HIGHLIGHTS



- ✓ Fiber revenue of \$890M increased 16.8% year-over-year
- ✓ Total revenue of \$1.51B increased 5.6% year-over-year
- ✓ Adjusted EBITDA of \$595M increased 8.4% year-over-year

## 2024 was another record year in our turnaround



Added **1.3M fiber passings** in 2024



Record fiber broadband **net adds of 385,000** in 2024



Consumer fiber broadband **ARPU growth of 3.4% year-over-year**



Delivered cumulative **\$597M in cost savings**



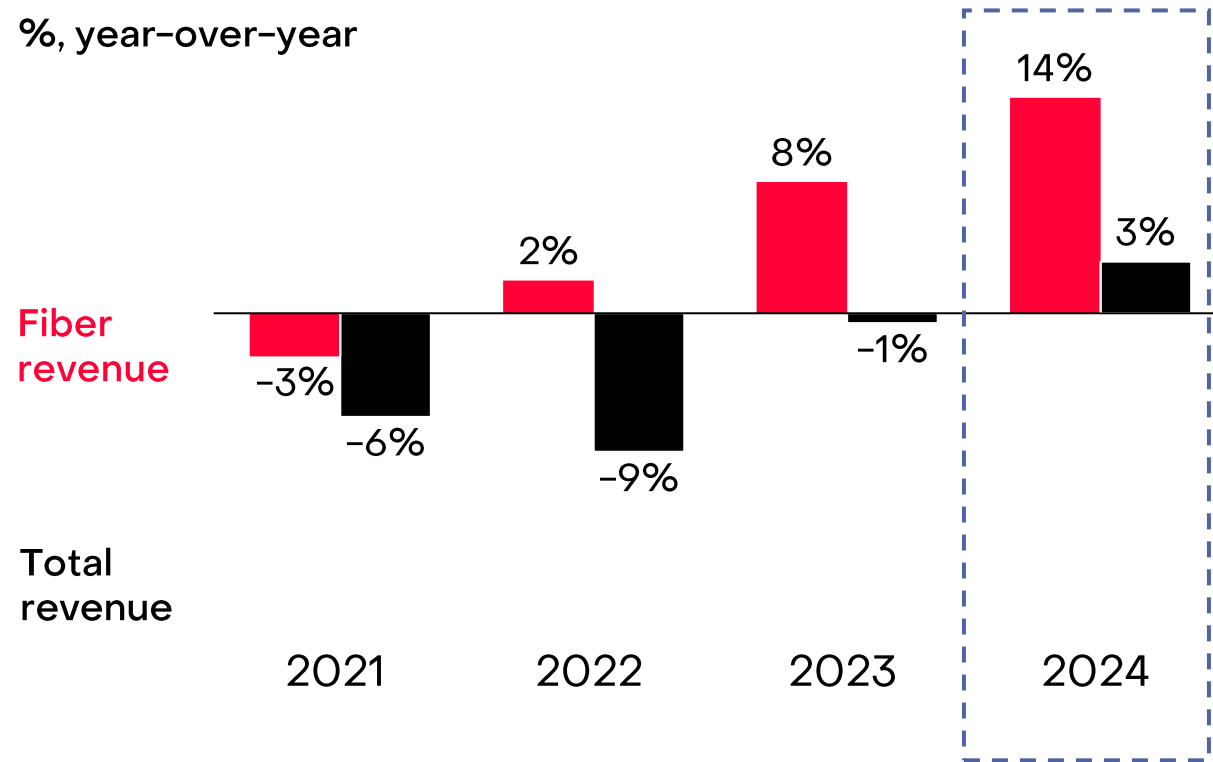
Achieved **record high full-year fiber NPS of +26**

# Operational success delivered full-year revenue growth in 2024

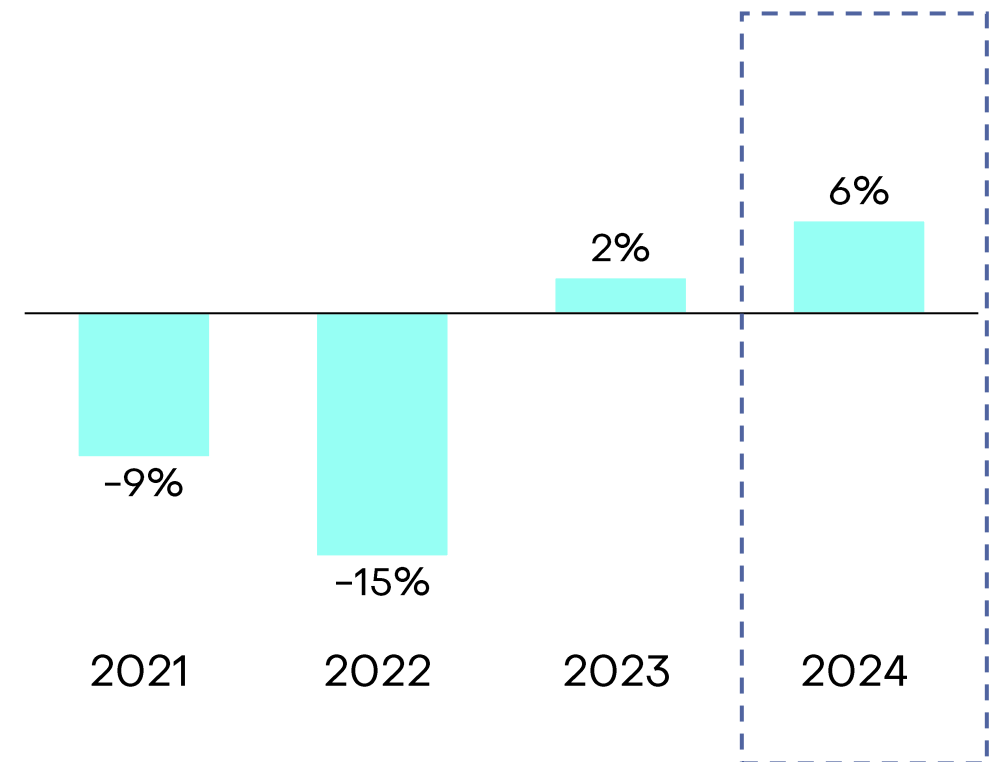
Followed full-year Adjusted EBITDA growth in 2023

## Revenue growth for the first time in more than 15 years

%, year-over-year



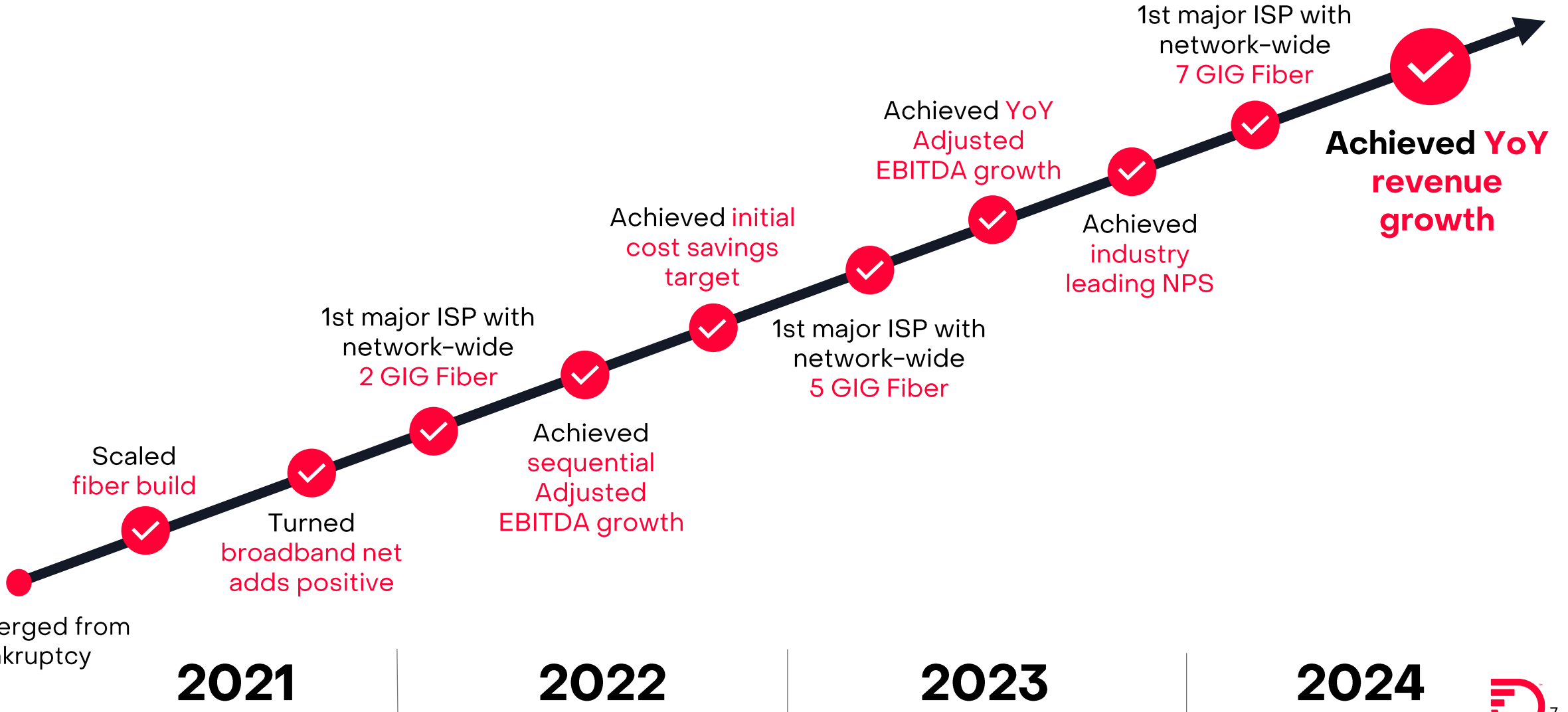
## Fastest Adjusted EBITDA growth in more than 10 years



> Fiber acceleration drove record consolidated revenue and Adjusted EBITDA growth

Note: Revenue growth is organic revenue growth. See the supplemental trending schedules, available at [investor.frontier.com](http://investor.frontier.com), for information regarding certain GAAP and non-GAAP financial measures, including the impact of fresh start accounting.

# Our full-year revenue growth marks the culmination of a turnaround journey that began in 2021





# OUR TURNAROUND JOURNEY

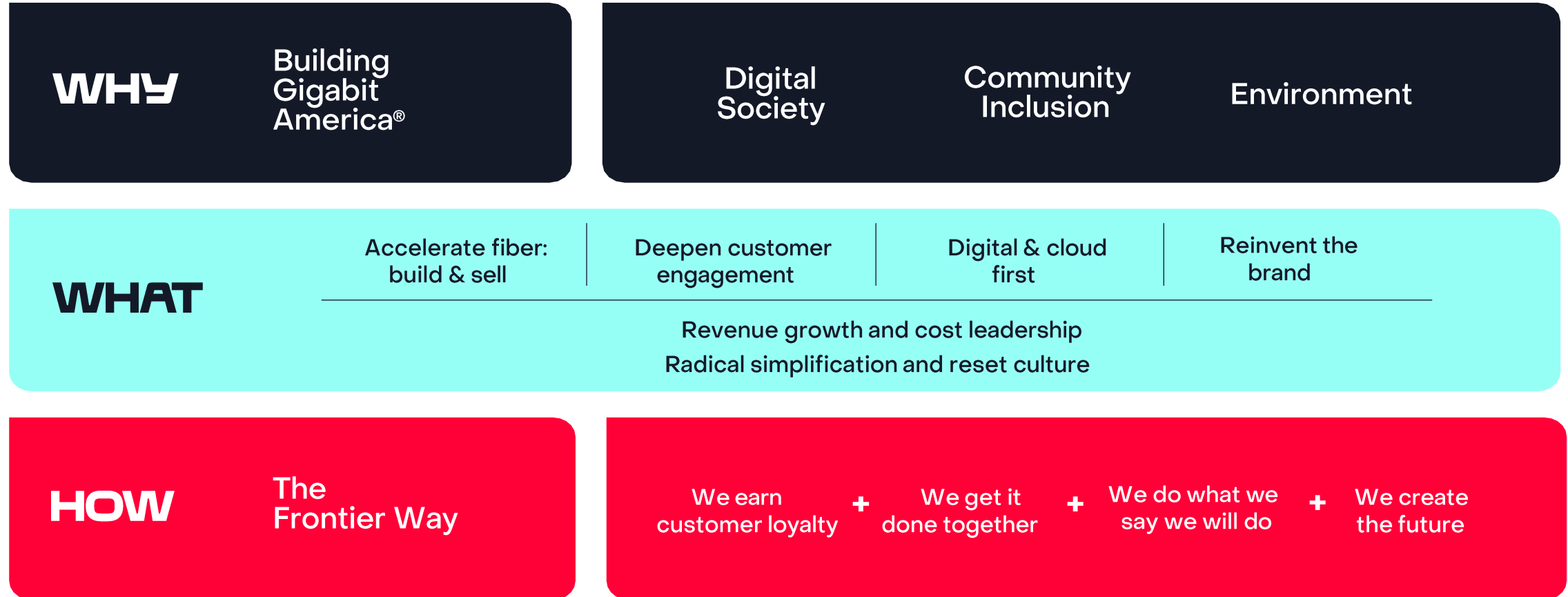
In 2021, we embarked on a mission to transform a bankrupt legacy telephone company into a leading fiber internet company.

We hired top talent and united the team around a clear purpose and an ambitious strategy.

In less than four years, we exceeded our goals and ushered in a new era of fiber connectivity.

# We started by establishing a clear purpose

**Building Gigabit America** is our purpose. These three words describe the scale of our ambition and the importance of building fiber to connect more people, communities and businesses.



# Assembled an experienced board and leadership team

New board with extensive experience across key disciplines...

... and a new leadership team with a strong track record of creating shareholder value and leading turnarounds



**John Stratton**  
Executive Chairman



**Kevin Beebe**  
Lead Independent Director



**Lisa Chang**



**Pamela Coe**



**Nick Jeffery**  
Chief Executive Officer



**Scott Beasley**  
Chief Financial Officer



**Veronica Bloodworth**  
Chief Network Officer



**Etienne Brandt**  
EVP, Commercial



**Nick Jeffery**  
Chief Executive Officer



**Stephen Pusey**



**Peggy Smyth**



**Maryann Turcke**



**Vishal Dixit**  
EVP, Strategy & Wholesale



**Alan Gardner**  
Chief People Officer



**John Harrobin**  
EVP of Consumer



**Erin Kurtz**  
Chief Communications Officer



**Prat Vemana**



**Woody Young**



**Charlon McIntosh**  
EVP, Chief Customer Operations Officer



**Mark Nielsen**  
EVP, Chief Legal & Regulatory Officer



**Melissa Pint**  
EVP, Chief Digital Information Officer



# Created a simple, four pillar strategy to guide our work

**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

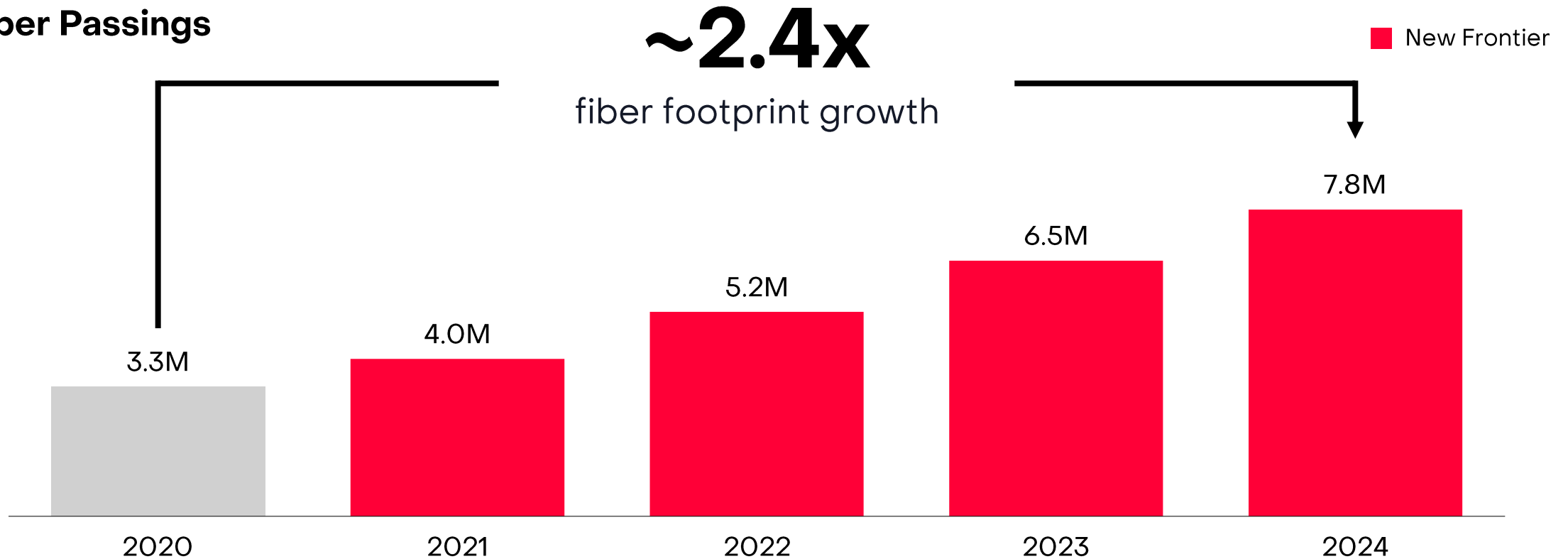
Simplify and digitize operations

**BUILDING  
GIGABIT  
AMERICA™**



# Scaled our fiber build, providing access to ~8M homes & businesses

## Fiber Passings



> On track to achieve our goal of 10M fiber passings

# Secured capital to fund our build with innovative fiber securitization

## 1<sup>ST</sup>

publicly traded  
company in the US to  
secure funds backed  
by fiber-to-the-home  
assets

*“Frontier’s ABS raise is the first of its kind for a public FTTH company...and represents a paradigm shift. Mature fiber assets are now finally treated like other infrastructure assets, and as such the whole asset class will be re-rated.”*

– TD Cowen

## \$3.8B

financing through  
fiber securitization of  
Texas and Florida  
markets

Unlocked access to  
investment grade capital to  
fully fund our fiber build at  
lower cost<sup>1</sup>

## ~8M

Fiber locations  
offer multi-year  
securitization  
potential

With only 20% of fiber  
locations securitized, future  
securitizations are attractive  
source of funding and debt  
refinancing<sup>1</sup>

1. Fiber securitization metrics as of 2/20/25 includes availability and potential fiber passings under the delayed draw term loan facility of \$1.5 billion, less commitments reserved for letters of credit.

# Built fiber to community-loved organizations to expand access

Donated fiber to community-loved organizations

12

“

“We are going to have internet like they do in the big cities.”

- Donna Brosh, Girl Scouts of Central Texas

”



“

The digital divide is felt so deeply in the city of Hartford, and we are so appreciative of all the work that Frontier is doing to bridge that digital divide to make sure everybody has access to high-speed internet.

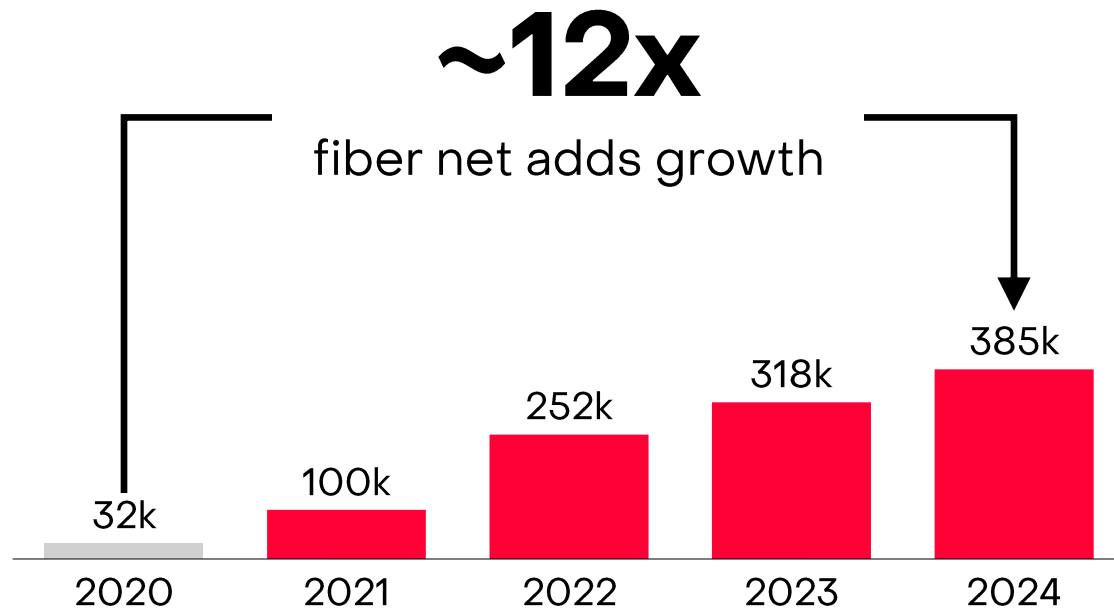
- Hartford Mayor Arunan Arulampalam

”

165K community members impacted

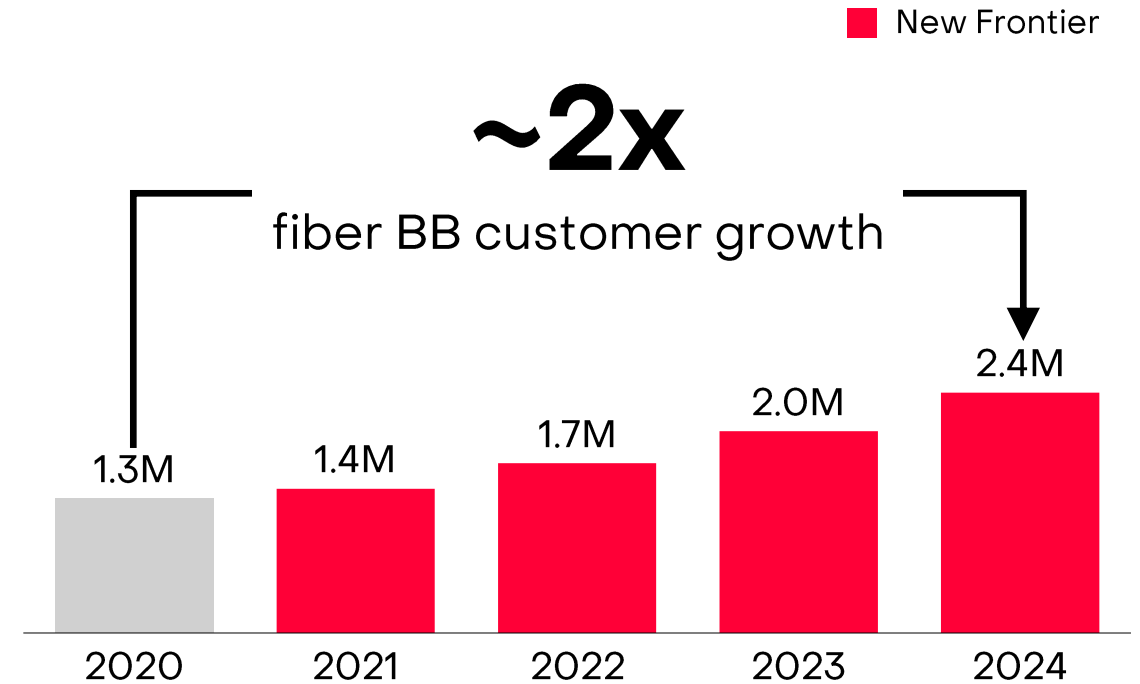
# Sold fiber at record pace, doubling our fiber customer base

## Fiber Broadband Net Adds



> Grew consumer fiber broadband net adds ~11x and business and wholesale fiber broadband net adds ~14x

## Fiber Broadband Customers

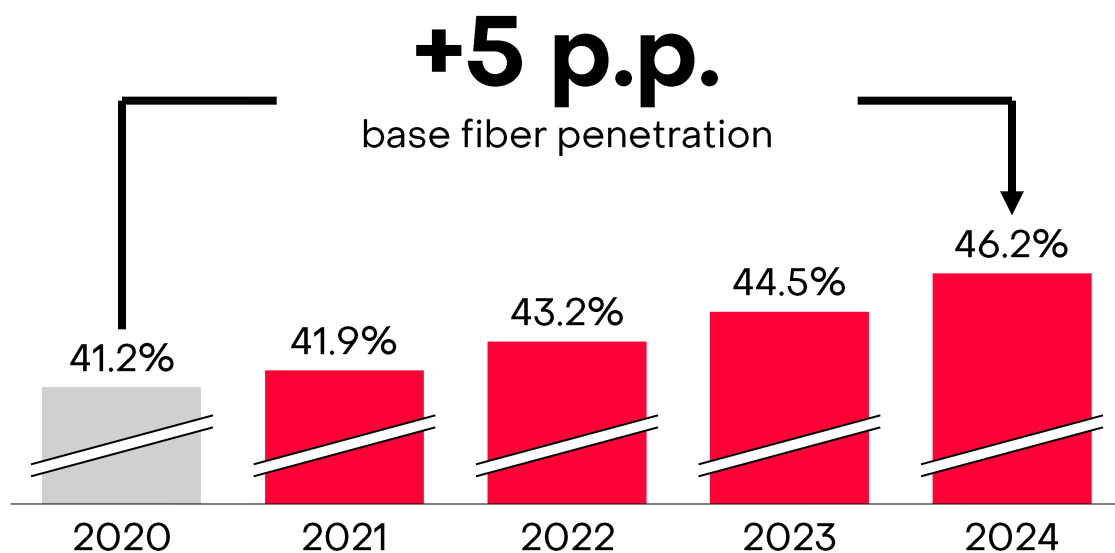


> Fiber customers now constitute ~77% of total broadband customer base

# Improved base and expansion penetration significantly

## Base Fiber Penetration

% of base passings

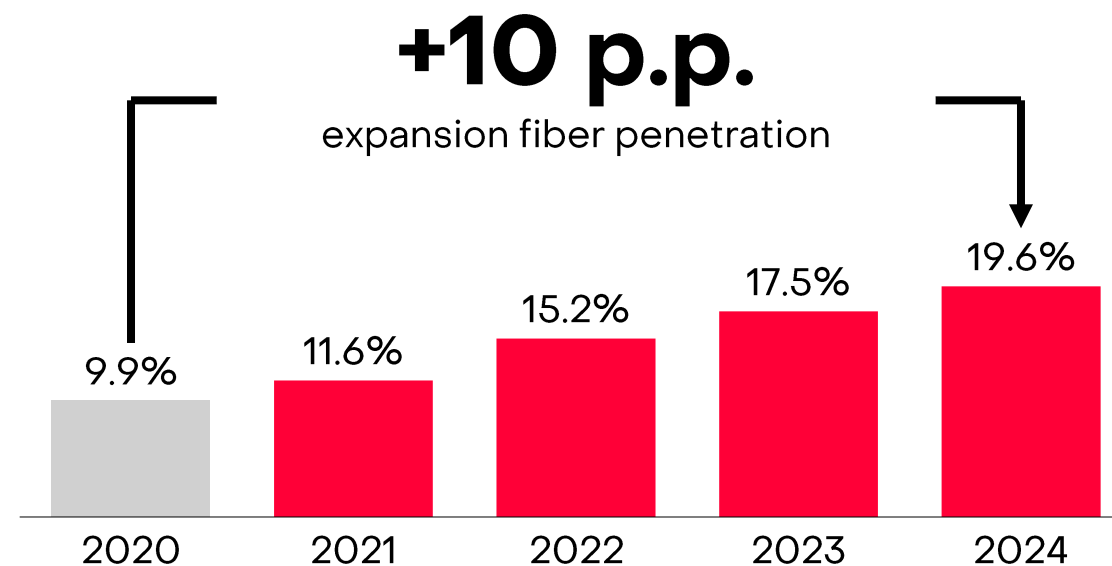


> Eclipsed target base penetration of 45%

## Expansion Fiber Penetration

% of expansion passings

■ New Frontier



> Expansion fiber penetration grew across all cohorts

# Created the future of fiber networks

Pushing the boundaries of speed for our customers

## From 1 to 7 Gigs in less than three years



**2024**

1<sup>st</sup> major ISP with network-wide

**7 GIG**

**2023**

1<sup>st</sup> major ISP with network-wide

**5 GIG**

**2022**

1<sup>st</sup> major ISP with network-wide

**2 GIG**



## 1<sup>st</sup> in North America to test 100G speeds

Our Fiber Innovation Labs team partnered with Nokia to test XGSPON, 25GSPON, 50GPON, and 100GPON on a single strand of fiber. This trial showed that we can adapt and use decades-old fiber to meet the growing demand for ultra-fast connectivity.



**31**

new patents awarded to our Fiber Innovation Labs team in the last three years – more than in Frontier's entire history.

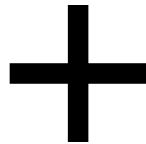
# Reinvented our brand – through image and action

A brand is what a brand does

Created **a fresh new** identity and a better customer experience



FRONTIER



- ✓ Faster speeds + value-added services
- ✓ New digital self-service tools
- ✓ Simplified billing and payment
- ✓ Better communication

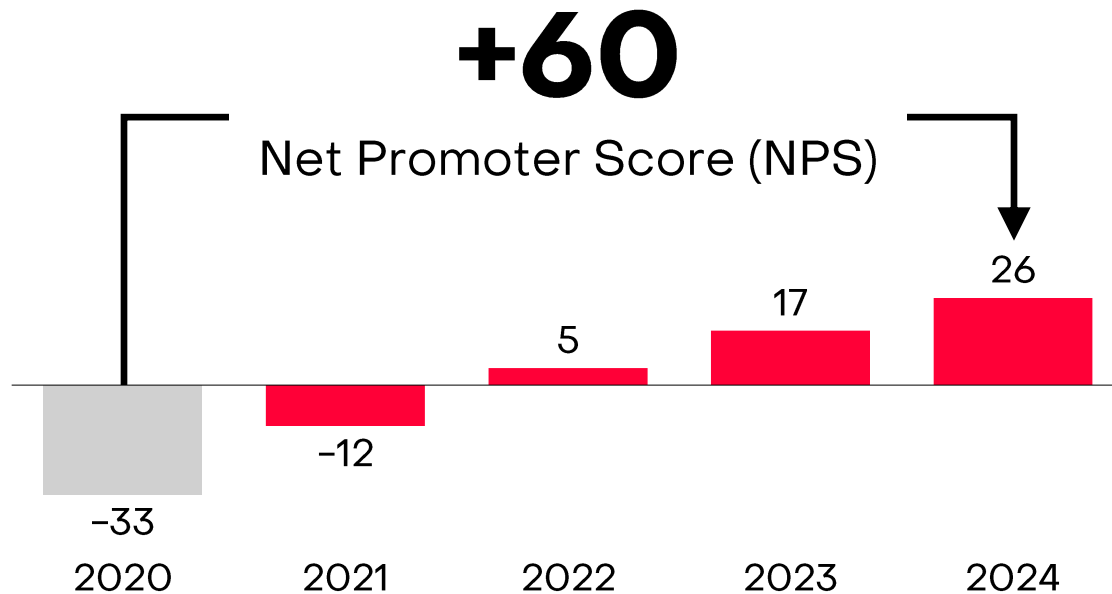
## The Results:

-  Industry leading customer satisfaction
-  Record customer growth
-  High-performing culture
-  More efficient, digital organization

# Achieved industry-leading customer satisfaction scores

## Frontier Fiber Net Promoter Score

■ New Frontier



“

The improvement in Frontier’s NPS over the last twelve months has been astonishing. It has climbed from being the lowest in the group to being double the average, and the gap between Frontier and others is widening.

-New Street Research

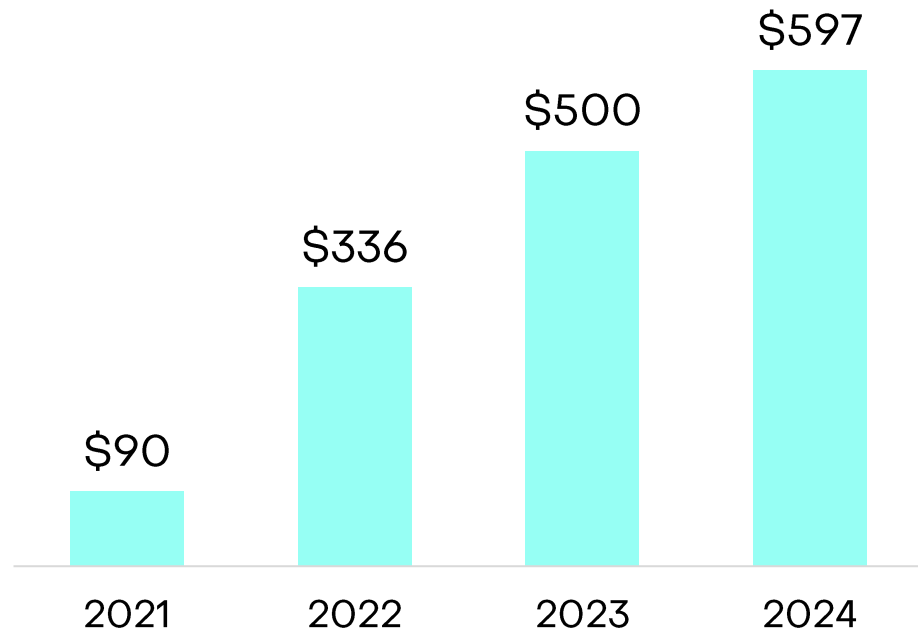
”

> Fiber NPS improved to 7x higher than closest Cable competitor

Source: 2020 and 2021 Medallia, 2022, 2023 and 2024 Recon Analytics. For NPS, scores are full-year averages.

# Became a more efficient, digital company

## Cost Savings, in millions



### Employee Programs

crowdsourced 3,800 employee ideas that resulted in ~\$50M worth of cost savings



### Digital Tools

introduced new digital tools and reduced call volumes by over 4M since 2021



### Sustainability Programs

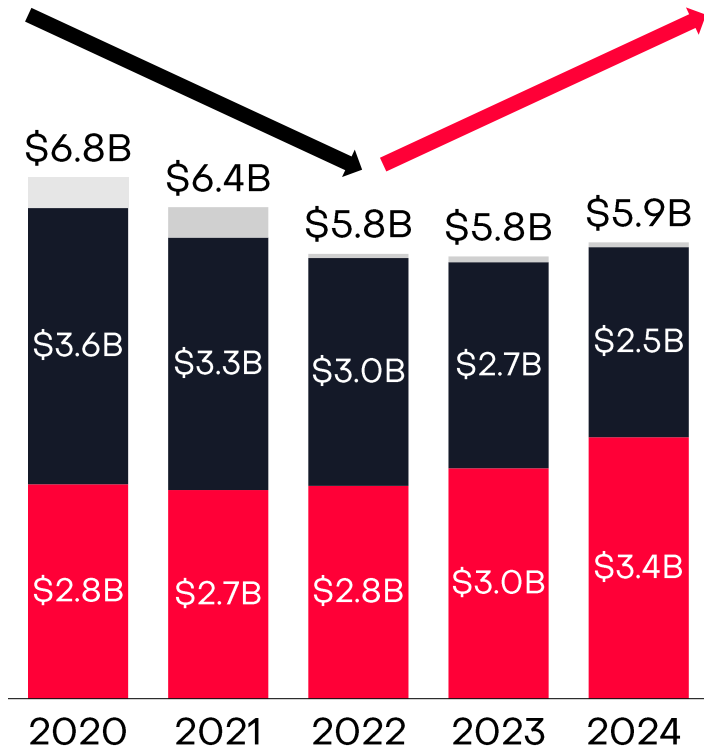
reduced real estate footprint, improved fuel efficiency, and lowered electricity usage

> Our employees helped us reduce cost and become a better company

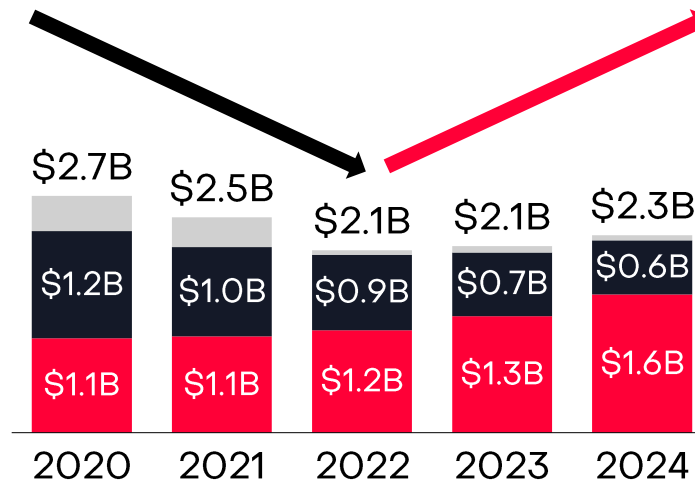
# Our fiber strategy drove our inflection in revenue and Adjusted EBITDA

Fiber Copper Other<sup>1</sup>

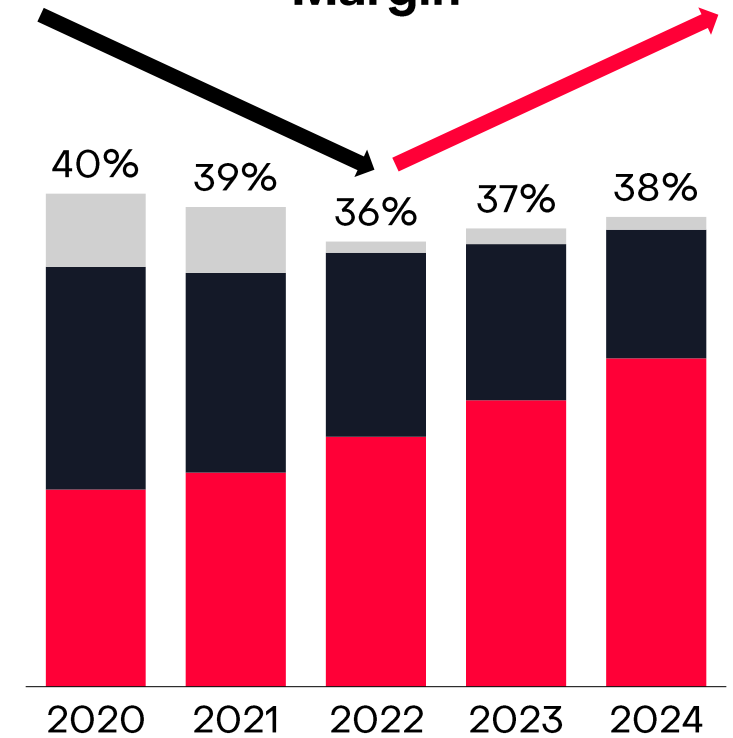
## Total Revenue



## Total Adjusted EBITDA



## Total Adjusted EBITDA Margin

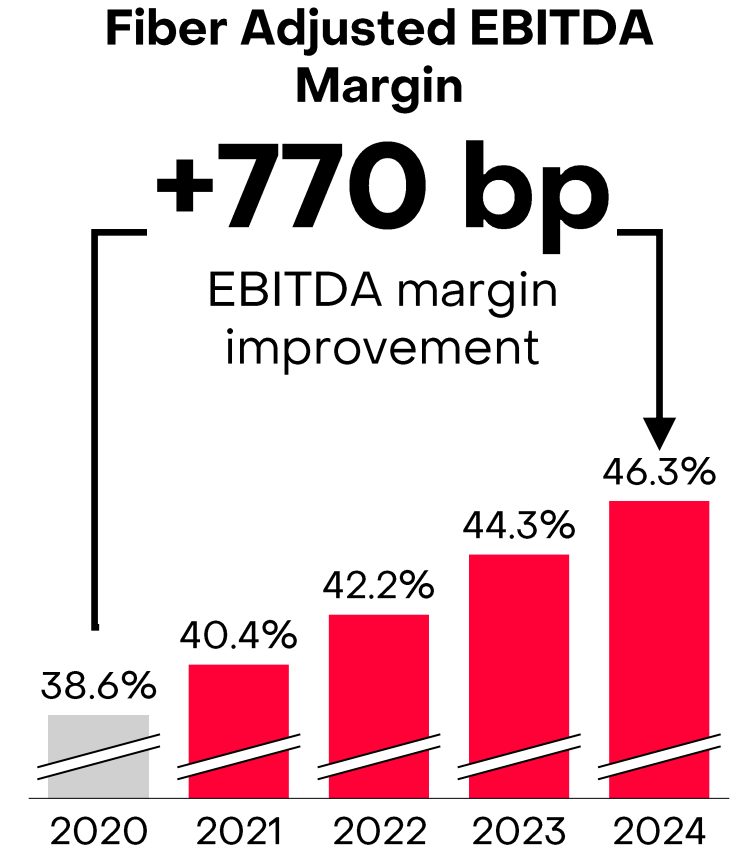
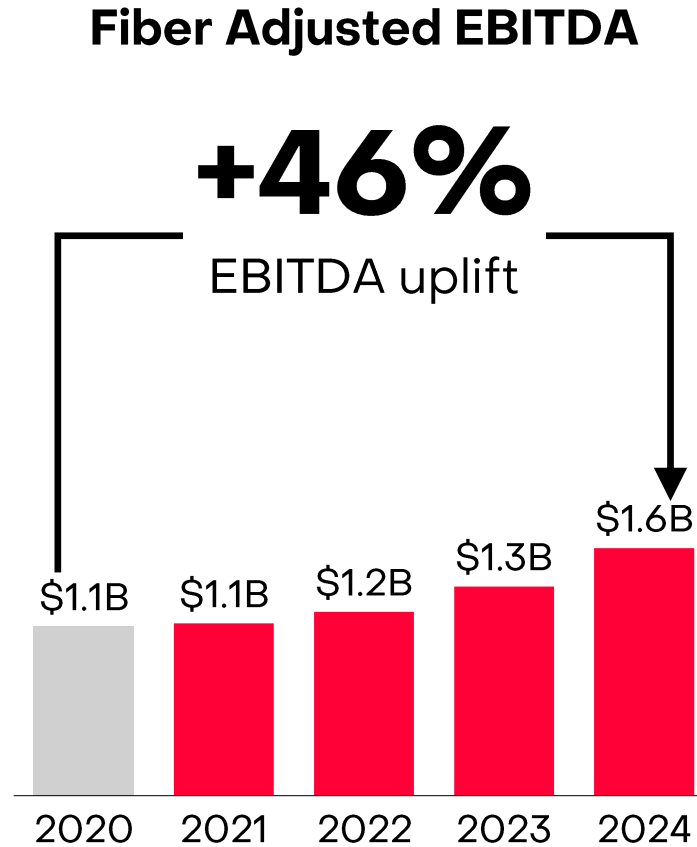
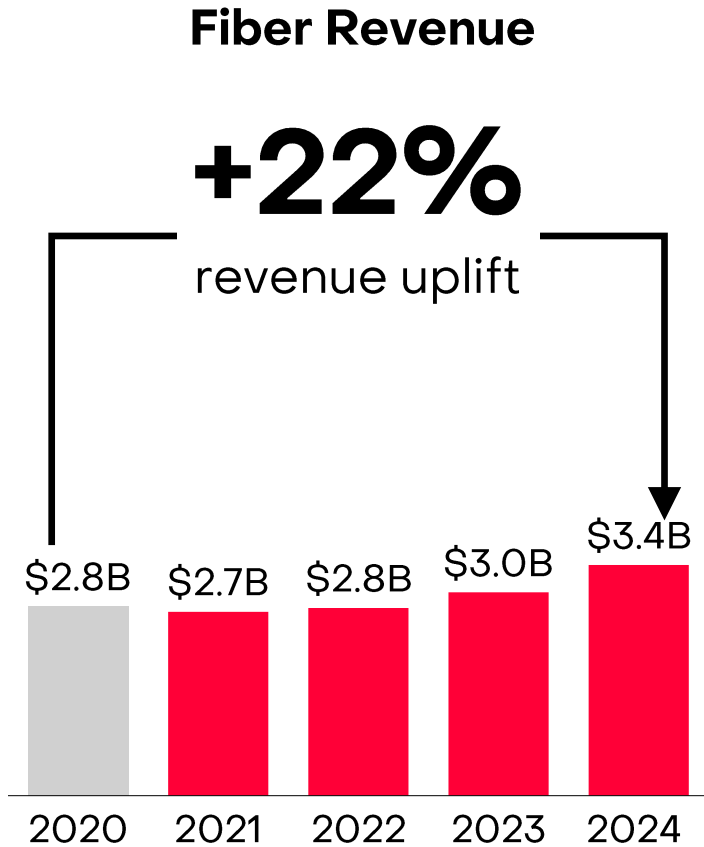


1. Regulatory, TSA, and Subsidy

Note: See the supplemental trending schedules, available at [investor.frontier.com](http://investor.frontier.com), for information regarding certain GAAP and non-GAAP financial measures, including the impact of fresh start accounting.

# Operational rigor has driven significant margin improvement

■ New Frontier



Note: See the supplemental trending schedules, available at [investor.frontier.com](http://investor.frontier.com), for information regarding certain GAAP and non-GAAP financial measures, including the impact of fresh start accounting.

Frontier is now the largest pure-play fiber internet company in the U.S.

**7.8M**

**Fiber Passings**

**78%** to committed build of **10M**

**2.4M**

**Fiber Broadband Customers**

Fiber represents **77%** of our total customer base<sup>1</sup>

**\$3.4B**

**Fiber Revenue**

Fiber contributes **57%** of total revenue<sup>2</sup>

**\$1.6B**

**Fiber Adjusted EBITDA**

Fiber contributes **70%** of total Adjusted EBITDA<sup>2</sup>

> Fiber represents the majority of our customers, revenue, and EBITDA

1. Includes consumer, business, and wholesale broadband customers.
2. All metrics reflect last 12 months as of 12/31/24. EBITDA, Adjusted EBITDA, and Fiber Adjusted EBITDA are non-GAAP measures. See Appendix slides for reconciliations to the closest GAAP measure. See Frontier's supplemental trending schedules, available at <https://investor.frontier.com>, for information regarding certain GAAP and non-GAAP measures.

# What they're saying

## 2021: Emergence from Bankruptcy

Needless to say, Frontier had been shedding customers and facing plummeting sales of its copper-based services in recent years, with its much smaller fiber business underperforming peers.

**Barron's**

Frontier has been the poster child for what could go wrong with a legacy telecom business. Exposure to declining legacy revenue streams, a mountain of debt, uninspiring management, unraveling customer service...ultimately drove the company into bankruptcy. Can a company like this be fixed?

**MoffettNathanson**

Things are not likely to turn around soon. Our estimates show the decline in EBITDA abating after approximately four years. And while improved broadband speeds from fiber should enable FTR to increase market share, the company will still have to turn around the perception of customers that left because of poor service.

**JP Morgan**

vs

## 2024: Now

The company has focused on converting its slow and aging copper-based telecom network to a next-generation network built on fiberoptic cable—a slow and costly process, but one that has begun to bear fruit in the form of growing revenue and subscribers.

**Barron's**

For Frontier, the [Verizon] deal would represent an attractive exit and a very happy ending to the fiber-led strategy the company has pursued since exiting bankruptcy in April 2021.

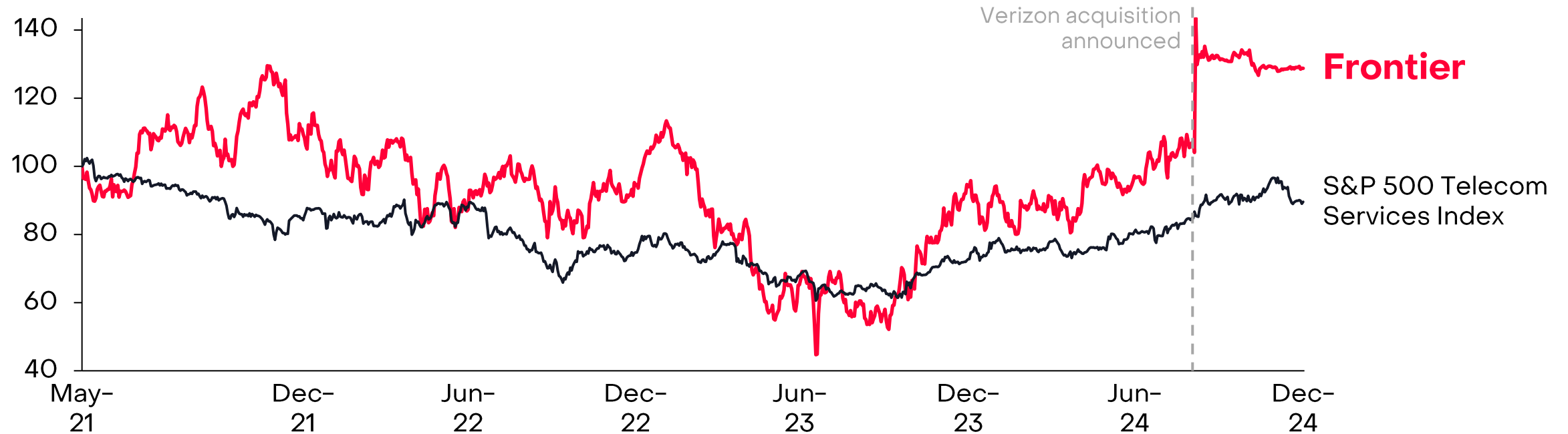
**MoffettNathanson**

Frontier has so far executed against its new multi-year targets, including a return to positive broadband net adds in late 2021 and a return to EBITDA growth in 2H23. Frontier now generates the majority of its revenues/EBITDA from its fiber operations.

**UBS**

# Our relentless execution delivered significant value for our stockholders

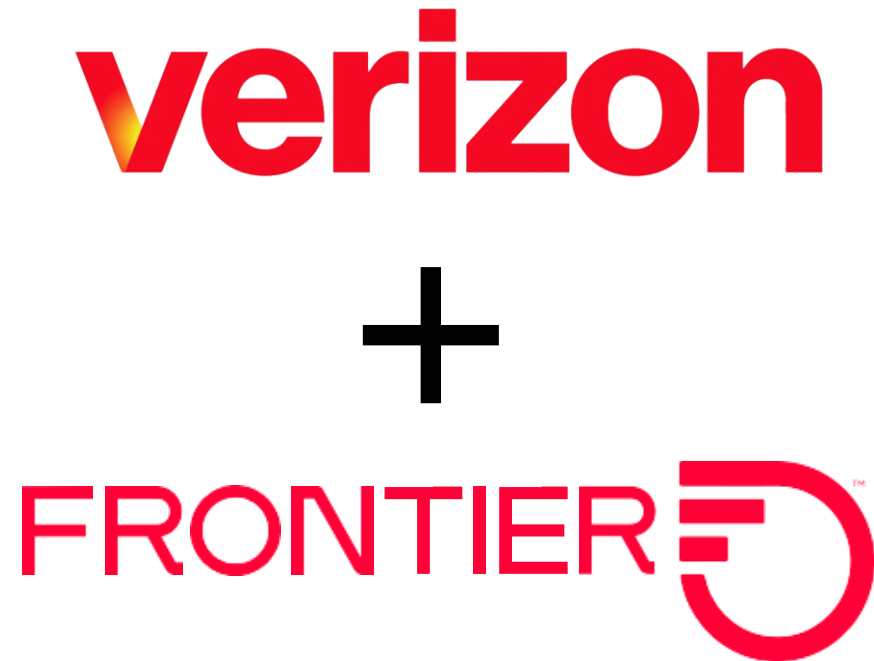
## Total Return, indexed stock price close



Outperformed industry peers by nearly 40% since emergence

# Our future with Verizon

The combination will integrate Frontier's cutting-edge fiber network into Verizon's leading portfolio of fiber and wireless assets



“

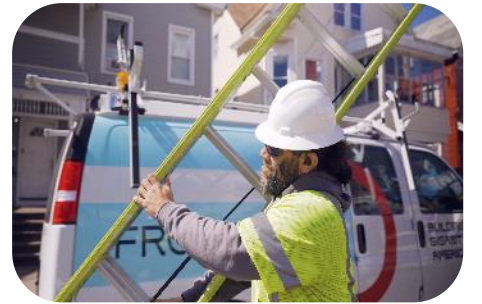
“Less than four years ago, we set out an ambitious plan to Build Gigabit America, the digital infrastructure this country needs to thrive for generations to come. This acquisition is recognition of our progress building a best-in-class fiber network and delivering reliable, high-speed broadband to millions of customers across the country.

It's also a vote of confidence for the future of fiber. I am confident that this delivers a significant and certain cash premium to Frontier's stockholders, while creating exciting new opportunities for our employees and expanding access to reliable connectivity for more Americans.”

**Nick Jeffery**  
Chief Executive Officer, Frontier

# Thank you

to all 15,000+ past and present employees and partners for being a part of **Building Gigabit America**



# APPENDIX

# Non-GAAP Financial Measures

<i>(Millions)</i>	1Q23	2Q23	3Q23	4Q23	1Q24	2Q24	3Q24	4Q24
Net Income (Loss)	\$3	\$(2)	\$11	\$17	\$1	\$(123)	\$(82)	\$(118)
Add back (Subtract)								
Income Tax Expense (Benefit)	1	-	-	87	2	(9)	(6)	(11)
Interest Expense	141	149	170	193	199	199	203	203
Investment and Other Income, Net	(2)	(32)	(67)	(177)	(112)	24	(29)	12
<b>Operating Income</b>	<b>143</b>	<b>115</b>	<b>114</b>	<b>120</b>	<b>90</b>	<b>91</b>	<b>86</b>	<b>86</b>
Depreciation and Amortization	330	354	356	375	388	398	410	429
<b>EBITDA</b>	<b>\$473</b>	<b>\$469</b>	<b>\$470</b>	<b>\$495</b>	<b>\$478</b>	<b>\$489</b>	<b>\$496</b>	<b>\$515</b>
Add back:								
Pension / OPEB Expense	\$11	\$11	\$9	\$10	\$9	\$9	\$8	\$10
Restructuring Costs and Other Charges	8	24	16	25	34	26	28	36
Stock-based Compensation	24	27	30	27	26	11	17	14
Storm Related Costs	3	2	1	-	-	-	-	20
Legal Settlements (Recoveries)	-	-	-	(8)	-	25	-	-
<b>Adjusted EBITDA</b>	<b>\$519</b>	<b>\$533</b>	<b>\$526</b>	<b>\$549</b>	<b>\$547</b>	<b>\$560</b>	<b>\$549</b>	<b>\$595</b>
EBITDA margin	32.8%	32.4%	32.7%	34.7%	32.7%	33.0%	33.3%	34.2%
Adjusted EBITDA margin	36.0%	36.8%	36.6%	38.5%	37.4%	37.9%	36.9%	39.5%

