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## Frontier Communications Continues Response to Statewide Storm

### *Crews Work Round-the-Clock to Restore Network*

MARION, Ohio--(BUSINESS WIRE)-- Frontier Communications (NASDAQ: FTR) is assessing its networks and deploying crews to restore service in the aftermath of violent storms that knocked out electric power to hundreds of thousands of residents and caused widespread damage across Ohio and other states.

"We are working with electricity service providers and emergency responders to coordinate our restoration efforts," said Dave Davidson, Frontier's senior vice president and general manager for Ohio. "While the safety of our employees is our first priority, we have been working round-the-clock since Friday evening to restore service as quickly as possible."

Davidson said loss of commercial power can disrupt telecommunications services, but Frontier uses batteries and generators to operate facilities even when commercial power is lost. Many Frontier customers still may have phone service available if they have wired (non-cordless) telephones in their homes.

"We are using alternative power supplies in many areas — batteries and generators — to maintain telephone and broadband services," Davidson said. "A customer may lose service if cables that serve their neighborhood or residence are damaged, but most Frontier customers across the state still have use of their landline (non-cordless) telephones."

As of Monday morning, Davidson reported that fiber cuts and damage within the networks of other telecommunications companies were also impacting Frontier customers in Ohio. Some Frontier customers may be without broadband service because of fiber damage to other long-haul carriers that transport Frontier's telecommunications traffic.

"We ask our customers to be patient as we work and coordinate with other utilities and public emergency personnel in responding to this major storm," Davidson said.

Residential customers with service questions may call 1 (800) 921-8104; business customers call 1 (800) 921-8102.

### **About Frontier Communications**

Frontier Communications Corporation (NASDAQ: FTR), is an S&P 500 company and is included in the FORTUNE 500 list of America's largest corporations. Frontier offers broadband, voice, satellite video, wireless Internet data access, entertainment services like [TumTiki.com](http://TumTiki.com), data security solutions, bundled offerings and specialized bundles for residential customers, small businesses and home offices and advanced business communications for medium and large businesses in 27 states. Frontier's approximately 15,500 employees are based entirely in the United States. More information is available at [www.frontier.com](http://www.frontier.com).

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