



August 30, 2017

## Frontier Communications Updates Status of Operations in South Texas

### *Infrastructure damage and service outages are focus of repair efforts*

LEAGUE CITY, Texas--(BUSINESS WIRE)-- Frontier Communications operations teams are continuing to repair and assess damages to Frontier's network in Agua Dulce, Aransas Pass, Arcola, Baytown, Beach City, Bishop, Bloomington, Dickinson, League City, Kemah, Mont Belvieu, Ingleside, Orange Grove, Port O'Conner, Port Lavaca, Portland, Rosharon, Robstown, Seadrift, Stafford, Taft, and Tivoli.

Frontier serves approximately 200,000 access lines in the South Texas area. As of midday today, about 100 central offices across the territory either lack commercial power or are operating on battery and generator backup. Frontier teams are slowly gaining access to severely affected areas and are working to identify and repair damages to poles, pedestals and cables.

The company reminds customers:

- Customers' voicemail boxes are protected within Frontier's network and will continue to operate despite a power loss.
- Stay far away from downed cables or power lines.
- In the event of a commercial power outage, corded phones will still operate. If commercial power is unavailable, generators and batteries in Frontier's central offices serve as backup. Phone lines generally will have enough power in them to use a corded phone.

Frontier will continue to add repair teams and is committed to safely restoring communications to affected customers and to supporting recovery efforts in the communities it serves. Customers who have questions or need account assistance may contact Frontier at 800-921-8102 (residential) or 800-921-8101 (business).

### *About Frontier Communications*

Frontier Communications Corporation (NASDAQ:FTR) is a leader in providing communications services to urban, suburban, and rural communities in 29 states. Frontier offers a variety of services to residential customers over its fiber-optic and copper networks, including video, high-speed internet, advanced voice, and Frontier Secure<sup>®</sup> digital protection solutions. Frontier Business Edge<sup>™</sup> offers communications solutions to small, medium, and enterprise businesses. More information about Frontier is available at [www.frontier.com](http://www.frontier.com).

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Source: Frontier Communications

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