

Residents of



## Your Property Has Been Selected for a Complimentary Speed Upgrade!

### Upgrade Date:

As a “Thank You” for being a Frontier® Community Connections™ partner, we will be offering all residents an upgrade to our lightning-fast 50/50 Mbps FiOS® Internet speed, **free of charge!**

### How to Request the Free Speed Upgrade

The process is simple.

Contact our dedicated Customer Center at 1.844.660.0648 and request your courtesy upgrade to the 50/50 Mbps speed tier. It’s that easy!

Our representatives will upgrade your account to the new speed, and within 24-48 hours, you will be enjoying super-fast upload and download speeds of up to 50/50 Mbps.

And if you are a resident who is *already* enjoying our 50/50 Mbps speed, you should also call our center. You must have a representative review your account to ensure you will no longer be charged for the upgrade.

Faster speeds are available at 100/100 Mbps & 150/150 Mbps for an additional charge, and may require a technician to visit. You can also inquire about additional products and services when you call to receive your free speed upgrade.

We appreciate your business and look forward to serving you.

### Your Frontier Customer Center

1.844.660.0648 (press 2 for Account Services)

Monday - Friday: 5am-6pm Pacific

Saturday: 5am-5pm Pacific

Closed Sunday

# Frequently Asked Questions

**Q: Why is Frontier® doing this?**

A: It's our way of saying thank you to our Frontier Community Connections residents.

**Q: Will the upgrade cost anything?**

A: No. This upgrade is free of charge to residents of the property.

**Q: How do I get the free speed upgrade?**

A: You must call our Customer Center at 1.844.660.0648 (option 2) and request the upgrade. Once the order has been placed, the speed upgrade should go into effect within 24-48 hours.

**Q: Does a technician have to come out to my home?**

A: No. The upgrade to the 50/50Mbps speed should automatically happen within 24-48 hours of your call. The only possible action that may be required of you is to do a simple reset of the wireless router inside your home. For detailed instructions on how to reset a router and to view a self-help video on this topic, visit <https://frontier.com/helpcenter/categories/internet/installation-setup/restart-router-set-top-box>

**Q: What if I already have the 50/50Mbps speed?**

A: If you currently have the 50/50 Mbps speed, you are paying an upgrade fee for it. By calling our Customer Center, this fee will be removed from your bill.

**Q: What if I am still having problems after a router reset?**

A: Our Customer Center technical support team is available 24/7 at 1.844.660.0648 (option 1) in order for technical service to troubleshoot over the phone. If this does not solve the problem, a technician will be dispatched to resolve the issue.

**Q: What if my account is on Vacation Service mode?**

A: Upon return, you can request the upgrade when you call our Customer Center to re-establish service.