

FRONTIER **SECOND QUARTER** **2024 RESULTS**

AUGUST 2, 2024



Safe Harbor Statement

Forward-Looking Statements

This presentation contains "forward-looking statements" related to future events, including our 2024 outlook and guidance. Forward-looking statements address our expectations or beliefs concerning future events, including, without limitation, future operating and financial performance, our ability to implement our growth strategy, 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: 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, including our fiber expansion plans; our ability to successfully implement strategic initiatives, including our fiber buildout and other initiatives to enhance revenue 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 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; 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 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, 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; 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 reports on Form 10-K and Form 10-Q and our Form 8-K filed on April 18, 2024. 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.

NICK JEFFERY

President & Chief Executive Officer

Our strategy

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™**



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

7.2M

Fiber Passings

72% to committed build of **10M**

2.2M

Fiber Broadband Customers

Fiber represents **73%** of our total customer base¹

\$3.2B

Fiber Revenue

Fiber contributes **55%** of total revenue²

\$1.4B

Fiber Adjusted EBITDA

Fiber contributes **65%** of total Adjusted EBITDA²

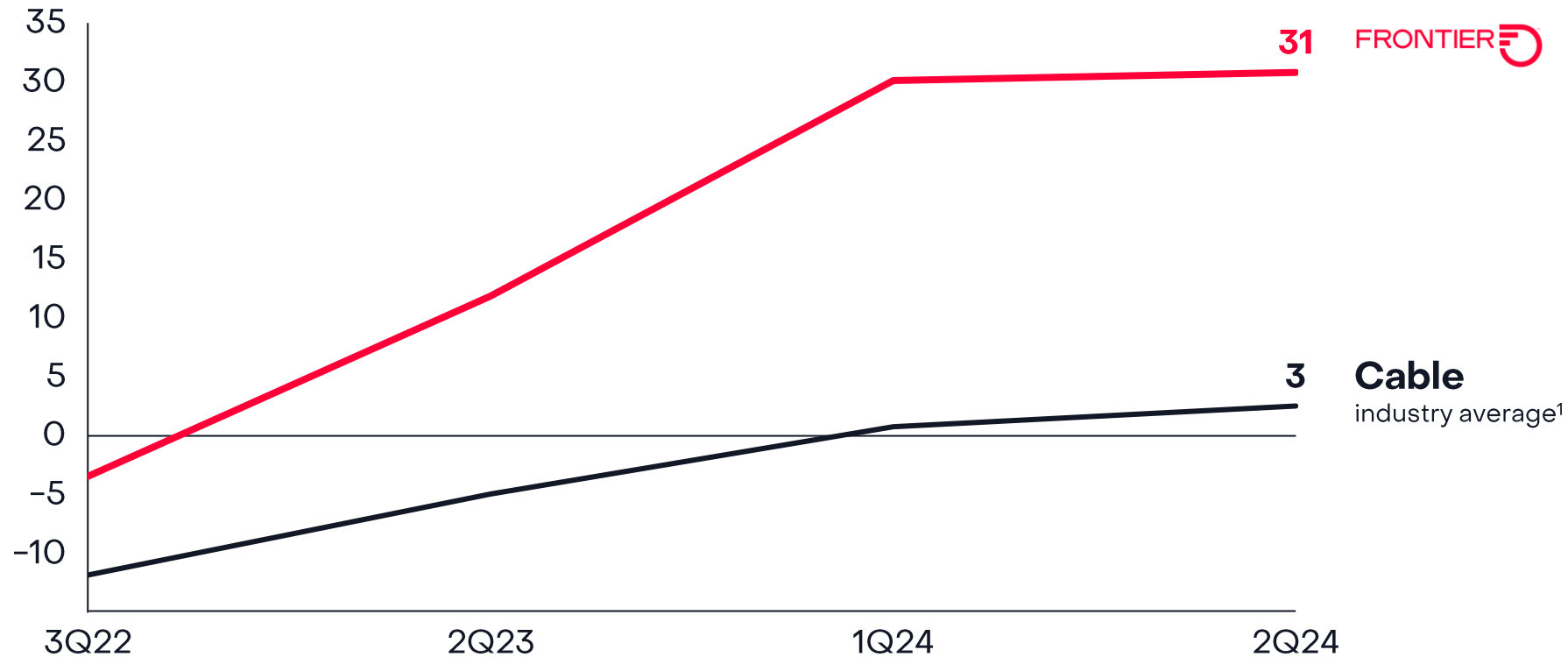
Fiber represents the majority of our customers, revenue, and EBITDA

1. Includes consumer, business, and wholesale broadband customers.

2. All metrics reflect last 12 months as of 6/30/24. 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.

Our fiber customer satisfaction now leads the industry

Fiber and Cable Net Promoter Scores



Frontier NPS is 6x higher than closest cable competitor, and **10x higher** than cable industry average

We are setting the industry standard

1. Cable industry average includes Comcast, Charter, Altice, and Cox

Source: Recon Analytics

© Frontier Communications.

2Q24 financial highlights

13%

**Fiber
revenue growth y/y**

2%

**Total revenue
growth y/y,
accelerating growth**

5%

**Adjusted EBITDA
growth y/y, strong
continued growth**

Fiber acceleration driving record consolidated revenue growth

Our 2024 priorities

1

Strong operational momentum

Record fiber broadband net adds in first half

Consumer fiber broadband ARPU growth of 5% in first half

2

Revenue growth

Revenue growth of 2% in first half

Targeting first full year of consolidated revenue growth in 10+ years

3

EBITDA growth acceleration

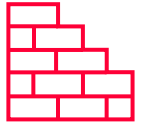
Raising low end of guidance following strong first half performance

Accelerating growth in 2024

SCOTT BEASLEY

Chief Financial Officer

2Q24 operational highlights



Added a record **388,000 fiber passings**, on track for 1.3 million in 2024



Record fiber broadband net adds of 92,000, with customer growth of 18.6%



Consumer fiber broadband ARPU growth of 3.5% y/y



Consumer fiber broadband churn remained low at 1.4%



Achieved cumulative **\$580M in cost savings**



Fiber securitization funds fiber build and refinances debt with investment grade capital

Financial highlights

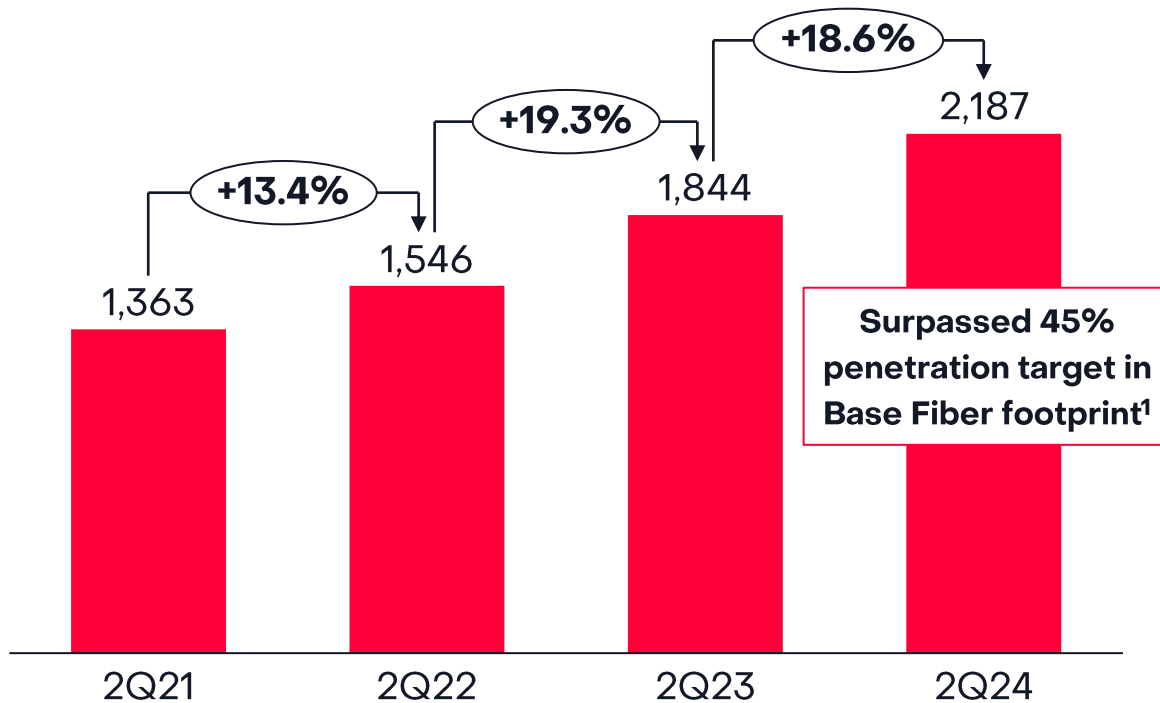
- **\$1.48B of Revenue**, with revenue growth accelerating to 2% y/y, *second consecutive quarter of growth*
- **\$123M of Net Loss**, driven primarily by pension remeasurement loss
- **\$560M of Adjusted EBITDA**, with EBITDA growth up 5% y/y
- **\$382M of Adjusted EBITDA from Fiber Products**, up y/y due to revenue growth and lower content costs, partly offset by higher customer acquisition costs
- **\$374M of Net Cash from Operations**, driven by healthy operating performance and continued focus on liquidity and working capital management

Q2
2024

Fiber broadband customer and ARPU growth remain strong

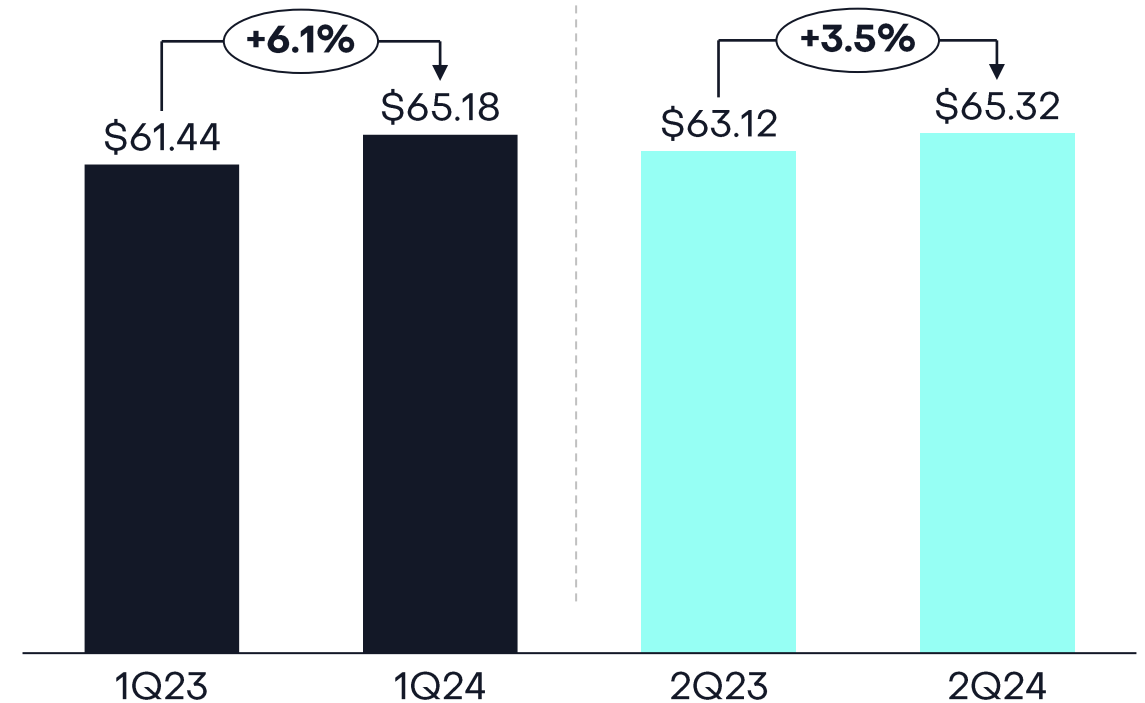
Fiber Broadband Customers

'000 customers



Fiber Broadband ARPU

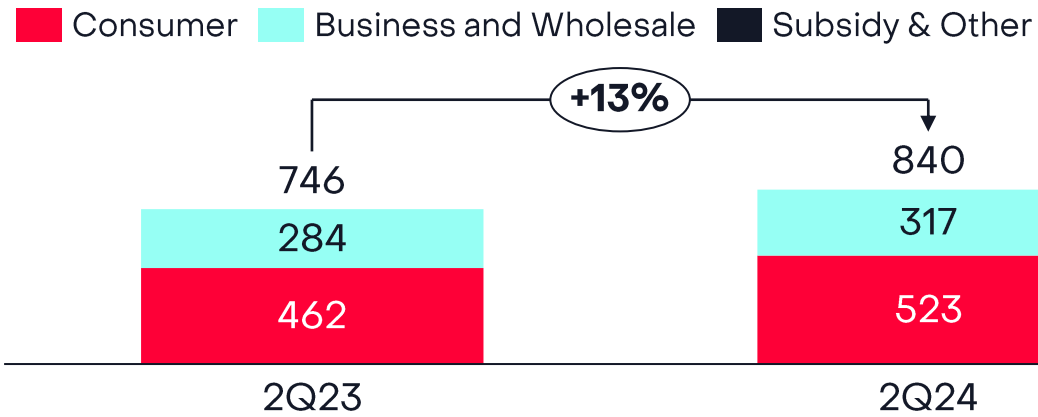
\$ per month, Consumer



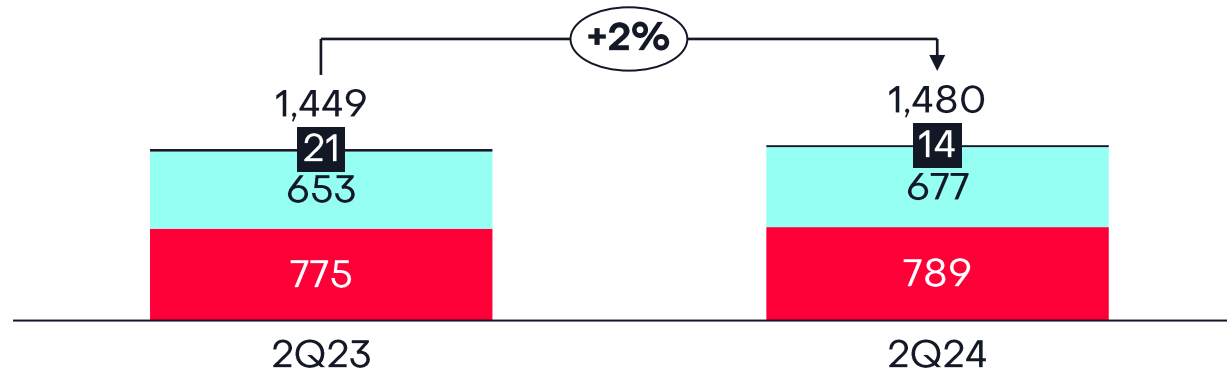
1. Base Fiber penetration represents all customers as a percentage of passings in our pre-build fiber footprint of 3.2M locations.

Fiber revenue growth accelerated to 13%

Fiber Revenue¹, \$M



Total Revenue¹, \$M



2Q24 Revenue Commentary

Fiber broadband revenue increased 21% y/y

Consumer Fiber revenue increased 13% y/y

Business and Wholesale Fiber revenue increased 12% y/y

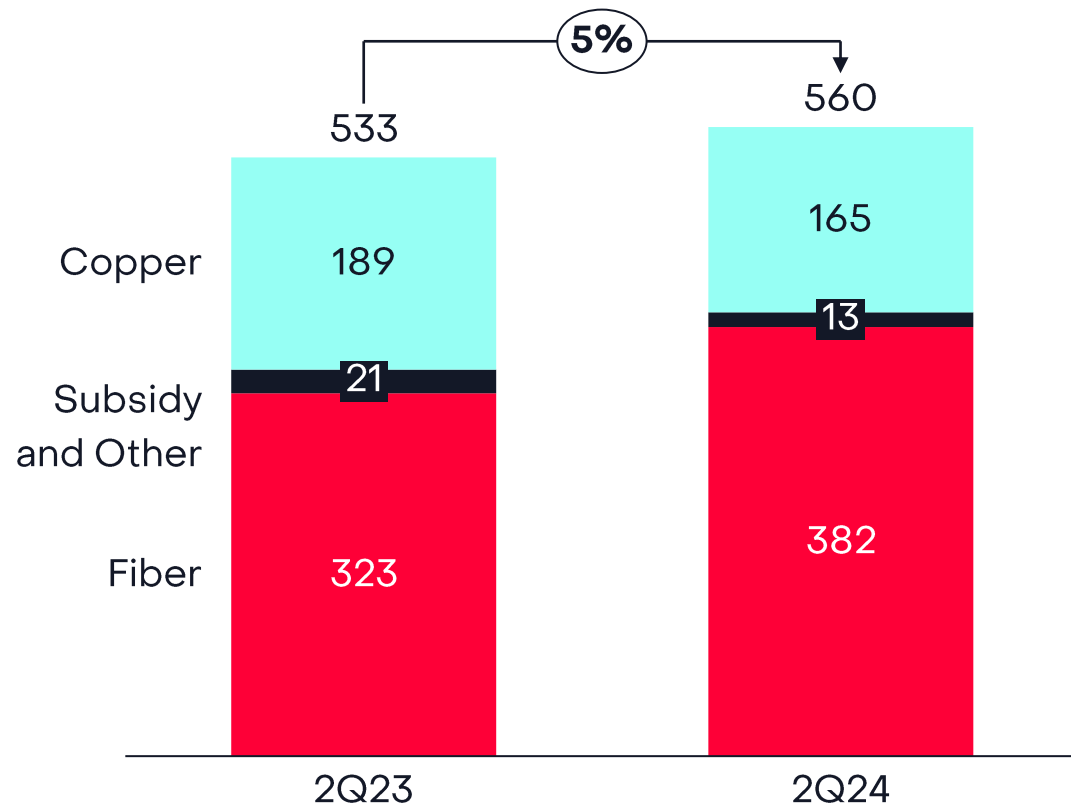
Consumer total revenue increased 2% y/y

Business and Wholesale total revenue increased 4% y/y

1. See the supplemental trending schedules, available <https://investor.frontier.com>, for information regarding certain GAAP and non-GAAP financial measures.

Adjusted EBITDA growth remained strong at 5%

Adjusted EBITDA¹, \$M



2Q24 Adjusted EBITDA Commentary

Adjusted EBITDA increased 5% y/y, as fiber growth offset copper declines

Adjusted EBITDA from Fiber products increased 18% y/y as revenue growth and lower content costs were partly offset by higher customer acquisition costs

Adjusted EBITDA from Copper products declined 13% y/y as revenue declines were partly offset by cost saving initiatives

Adjusted EBITDA from Subsidy and Other declined due to the timing of subsidies

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, Copper and Subsidy and Other.

Capital investment declined in Q2, as expected

Cash Capital Investment¹, \$B



Capital Investment Commentary

1H24 capital investment declined ~\$500M compared to 1H23, while adding more fiber passings over the same period, as pre-work and inventory were consumed

Remain on track for 2024 capital investment to be lower than 2023

Past peak build capital investment with increasing portion coming from success-based customer acquisition

2024 capital investment expected to be lower than 2023 with the same number of new fiber locations passed

1. Cash capital investment includes capital expenditures and vendor financing payments for capital spend.

We have no significant debt maturities before 2027

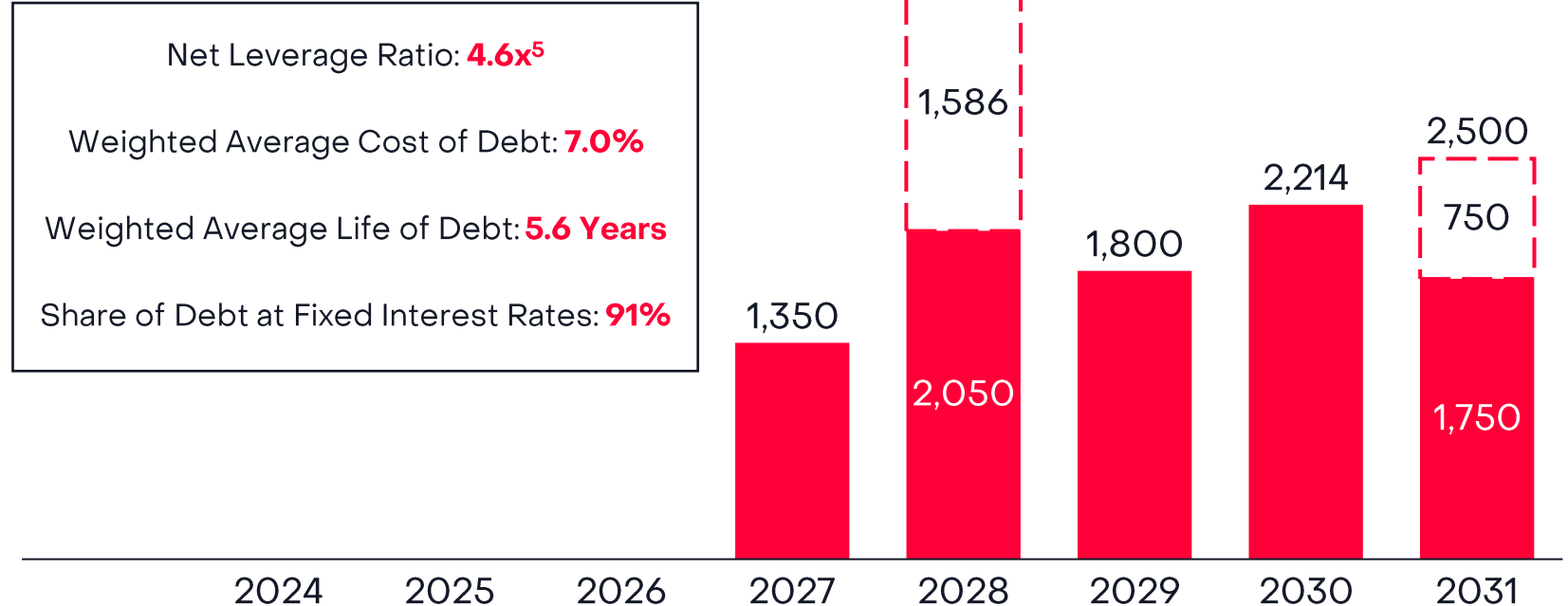
Securitization Advantages

- **Access to investment grade** capital at lower cost to fund fiber build
- **Unlocks refinancing source** for existing debt as we pursue balanced capital structure that includes both traditional and securitization debt
- **Illustrates the value of pure-play fiber business**

Maturity Profile^{1,2}

\$M, as of June 30, 2024^{3,4}

- ▭ Fiber Securitization Debt
- Corporate Debt



1. Maturity of Secured Fiber Network Revenue Term Notes, Series 2023-1, reflects anticipated repayment date in 2028; final legal maturity is in 2053.

2. Excludes amortization payments of ~\$10 million per year on Term Loan; includes \$47M of defeased debt maturing in 2031.

3. Pro-forma for \$750 million Secured Fiber Network Revenue Term Notes, Series 2024-1, which closed July 1, 2024. Reflects anticipated repayment date in 2031; final legal maturity is in 2054.

4. Pro-forma for \$0.4 billion term loan repayment and \$1.025 billion term loan extension to 2031, which closed July 1, 2024.

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

Raising the low end of 2024 Adjusted EBITDA guidance on strong first half performance

	2024 As of May 3, 2024	2024 Outlook As of August 2, 2024	Outlook Commentary
Adjusted EBITDA	\$2.20–2.25B	\$2.22–2.25B	Adjusted EBITDA accelerating to mid-single digits growth y/y
Fiber Locations Passed	1.3M	1.3M	Fiber build optimized
Cash Capital Investment	\$3.0–3.2B	\$3.0–3.2B	Cash capital investment below 2023

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.

Q & A

APPENDIX

Non-GAAP Financial Measures

<i>(Millions)</i>	2Q23	3Q23	4Q23	1Q24	2Q24
Net Income (Loss)	\$(2)	\$11	\$17	\$1	\$(123)
Add back (Subtract)					
Income Tax Expense (Benefit)	-	-	87	2	(9)
Interest Expense	149	170	193	199	199
Investment and Other (Income) Loss, Net	(32)	(67)	(177)	(112)	24
Operating Income	115	114	120	90	91
Depreciation and Amortization	354	356	375	388	398
EBITDA	\$469	\$470	\$495	\$478	\$489
Add back:					
Pension / OPEB Expense	\$11	\$9	\$10	\$9	\$9
Restructuring Costs and Other Charges	24	16	25	34	26
Stock-based Compensation	27	30	27	26	11
Storm Related Costs	2	1	-	-	-
Legal Settlements (Recoveries)	-	-	(8)	-	25
Adjusted EBITDA	\$533	\$526	\$549	\$547	\$560
EBITDA margin	32.4%	32.7%	34.7%	32.7%	33.0%
Adjusted EBITDA margin	36.8%	36.6%	38.5%	37.4%	37.8%

