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Frontier Communications
SVP, Operations
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Frontier recognizes the importance of a comprehensive Business Continuity Planning Program to ensure the safety, health and continued availability of its employees, as well as quality goods and services for those we serve. Frontier requires the commitment of each employee, department and vendor in support of the objectives required to protect Frontier assets, its mission and its survivability.

Frontier's principle objectives are to:

Minimize disruptions of service to customers and any external entities relying on our communication amenities.

Provide a road map of predetermined actions that will reduce decision-making during recovery operations, while ensuring our teams are trained on the plan to optimize implementation.

Ensure the timely continuation of critical systems and enable the resumption of normal business/service at the earliest possible time in the most cost-effective manner.

Limit the impact of the disruption on the Frontier mission and reputation, though limiting any financial losses.

Assist your company with assessing telecommunication readiness, as well as support our mutual business continuity goals.

Frontier has designed this informational 2 page document for your review. Frontier Communication continues to update and upgrade our BCP systems and process to ensure we have a viable BCP plan to address all contingencies.

If you need further clarification or questions regarding this document, feel free to contact our Director of Operations for Frontier Communications Business Continuity Management System, Thomas.turman@ftr.com or 304 526 0228.

Sincerely,

(Signed)

Jason Fields
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Overall Program:

Frontier Communications has an official business continuity program, which has a formal governing body, as well as designated individuals and groups responsible for the oversight and administration of the BCP program. Our BCP program has documented business continuity policies and standards and is internally audited annually.

Business Impact Analysis (BIA) / Risk Assessment:

Frontier's executive leadership conducts BIAs to identify critical business processes, as well as dependencies and recovery priorities. These BIAs cover quantitative and qualitative impacts associated with downtime and are accompanied with recovery time objectives (RTO) for critical business processes.

Frontier's risk assessment program addresses critical facilities and critical business processes that align with our customer's service level requirements.

Major Event / Critical Response Management:

Frontier realizes that well planned and defined steps will ensure that our employees and customers can safely execute effective back-up and recovery strategies to mitigate the impact of a disaster.

For Frontier, the Regional Emergency Response Center (ERC) consists of representatives from Senior Management, Field Operations, IT, Public Relations, HR and etc, which includes every major business unit within Frontier. The ERC team also has the following sub teams to assist in managing the crisis once disaster has been declared: Evacuation Team, Impact Assessment Team, Customer Communication Team, and Transition Team.

Business Continuity Plans / Disaster Recovery Plans (DR):

Frontier's documented continuity and DR plans are developed to ensure critical and non-critical tasks are identified with recovery priorities and procedures documented. These tasks and its planning include facility "workaround" procedures for continual communication services for our customers, alternate work locations, and remote access locations, where applicable.

Our planning is based on both a combined national footprint, for functional areas of IT support, Call center support, Carrier Access, Network Operations Center, etc. as well as geographical, based on regional leadership areas. Our Senior Leadership team represent each of our four regions and has support from our executive leadership with our Chief Operations Officer as Frontier's Champion to its Business Continuity Program.

Because of the advanced technological aspect of Frontier Communications, and its reliance on information technology (IT), each organization's DR plan has inclusive recovery time objectives (RTO) and recovery point objectives (RPO). Frontier has a robust periodic data backup program.

Training /Exercise:

Frontier has quarterly recovery plan exercises, when not executing our plans in real world scenarios. We also hold internal audits with each business unit with continuity management as a main focus. Our program has a monthly company wide update/planning meeting which reviews the corporate strategies, risk assessments, and process improvement programs.