



1. What is Frontier's Affordable Broadband Offer?

Frontier is offering an affordable broadband (Internet) rate of \$13.99 per month to new or existing customers who have Frontier Lifeline landline service. For new customers, the total cost of affordable landline service and broadband service will range between the total cost of \$17.65 for the basic calling plan and \$20.83 for unlimited calling.

2. Who is Qualified For Frontier's Affordable Broadband Rate?

To qualify for the affordable offer you must first qualify for the Frontier Lifeline landline service by meeting income requirements or qualifying by being enrolled in an eligible government program like medical, CalFresh, National School Lunch Program and others. To qualify for the computing device they must live in a household that has not subscribed to Internet at home before or within the last six months **and** go through an approved Community Based Organization (CBO) to obtain service.

To find out if you are eligible for Lifeline: go to <https://www.californialifeline.com>, which will direct you to a list of qualification criteria. To find out if there is Frontier service at your address: Check <http://www.cabletv.com> for the providers available in your zip code.

3. What Does the Frontier Affordable Broadband Offer Include?

The offer includes (and requires) customers to have Frontier Lifeline landline phone service. The offer includes:

- Free installation and a modem with a router for Wi-Fi in your home.
- Connect other devices to the service at no charge.
- A free Chromebook computer if working with an approved CBO.
- Speeds up to 7Mbps down with no data cap.

4. What Happens After Customers Apply?

Frontier will sign-up customers at market rate prices until his or her Lifeline authorization goes through. When Lifeline is approved, Frontier will apply a credit that will apply retroactively lower the charges on the first bill and each bill going forward. Your first bill will be high unless you request a payment plan, for which there is no charge. That way, you can pay a third of the first bill. You will need to complete the application for Lifeline immediately, so the credit is applied to your bill before the second bill is issued.

5. How does the customer complete the Lifeline process?

After you subscribe to the affordable broadband service, Frontier will request the Lifeline application be sent to you. You will receive a PINK envelop with a PIN code so that you can submit the application online with documentation requested. You may also mail this application with documentation requested. Bring that envelope into the CBO office to help complete process quickly online and avoid a second bill with market rate charges.

6. When Do You Receive Your Chromebook?

You must work with an approved CBO to obtain affordable Internet service and receive a free Chromebook. If you are subscribing to Frontier broadband service through the CBO then Frontier will mail you the Chromebook after the Internet is installed in your home. If you are not subscribing to Frontier broadband you must work with an approved CBO to obtain affordable Internet service and it will provide the Chromebook.

Call 1-866-456-5650 to be connected to the approved CBO nearest to you that can provide more assistance.