

Residential Sales Order

Thank you. We appreciate your business.

Monthly Recurring Charges: \$ _____ Due Date: _____ Installation Fee \$ _____ Arrival Window: _____ AM/PM

The above pricing does not include taxes and surcharges.

Section A: Customer Information (Must be filled out completely) PLEASE PRINT

BTN/Port-In: _____ - _____ - _____ Customer contact email address: _____

First Name: _____ Last Name: _____

Preferred Contact # for date of activation (call/text): (____)-____-____ Alternate Contact # (____)-____-____

Address: _____ Apt: _____

City: _____ State: _____ Zip: _____

Tech will contact you on the day of installation

Frontier may use the number provided above to make autodialed or prerecorded calls to me about sales promotions and/or my services

Existing Customer - Change M2M 1 Year Term Low Income Offer Enrolled

Section B: Internet

You may review additional internet service performance details at frontier.com/internetdisclosures

Frontier Fiber Internet

Fiber 100 Fiber 1 Gig
Fiber 200 Fiber 2 Gig
Fiber 500 Fiber 5 Gig

For 200, 500, 1 Gig and 5 Gig, \$100 prorated early termination fee applies if cancelled months 1-12.

Frontier Internet

Streaming capabilities

Your address qualifies for the following streaming capabilities:

Check email, bank online, scroll through social media

Stream your favorite movies and TV shows, or play games online

Watch streaming video on multiple devices, plus stream incredible 4K video

Section C: Additional Services

YouTube TV Base (English) YouTube TV Spanish Google Chrome Device – Qty: _____

See YouTube TV Terms of Service on reverse.*

Section D: Phone Services

Additional regulatory and access fees may apply.

Unlimited Digital Voice
Unlimited Voice
Residential Unlimited Voice Service (Standalone)
Port In # _____
Account # _____

Emergency 911 Service Record Locator Number (RLN#): _____

Listed	Non-Published	Non-listed
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Section E: Value-Added Services and Equipment

Total Shield
Identity Protection
Identity Protection
Family Add-On

My Premium Tech Pro
Whole-Home Wi-Fi
Frontier Secure activation instructions will come to your contact email.

eero Secure
eero Extender(s):
Qty: _____

eero max speeds are derived from IEEE specifications. Coverage varies based on normal use and building conditions. Actual range and performance can vary. See <https://eero.com/legal> for more details. ©2023 Amazon.com, Inc. or its affiliates. eero and all related marks are trademarks of Amazon.com, Inc. or its affiliates. Amazon.com c/o eero LLC, 660 3rd St., San Francisco, CA.

Section F: Customer Confirmation

This order, pricing and promotions as quoted are contingent upon final review of your account. By signing this form you are acknowledging and agreeing to the Terms & Conditions on the back of this form. Some products may require an Equifax® credit check to determine eligibility. All services are subject to applicable taxes and surcharges.

You, the buyer, may cancel this transaction at any time prior to midnight of the third business day after the date of this transaction. See the attached notice of cancellation form for an explanation of this right.

Notes/Summary:

Paperless Billing
Paper Bill – fee required
Paper Bill – no fee
Auto Pay Enrolled
Special Offer Details:

Payment Made: **Y** **N**
Payment Amount:
Confirmation#:

I understand Frontier will contact me via email and my preferred contact number prior to activation.

Customer Printed Name: _____ Date: ____/____/____

Customer Signature: _____ Time: _____ AM/PM

INTERNAL USE ONLY (PLEASE PRINT)

Sales Partner/CRIS ID: _____

Agent Name: _____

Order Date: ____/____/____ Order #: _____ Schedule Due Date: ____/____/____



Residential Fiber Internet, Frontier® Internet (“Frontier Internet”) and Digital Phone Services Terms and Conditions

1. FRONTIER SERVICES

This document is a legally binding Agreement and describes the terms and conditions under which Frontier Communications and its affiliates (“Frontier” or “We”) will provide “You” as the customer with the services identified on this Sales Order (“Service”). Some Services are provided pursuant to applicable tariffs or service catalogs. Any conflict between these terms and conditions and the tariff will be resolved in accordance with the tariff terms.

2. TERM COMMITMENTS AND RENEWAL

You understand and agree that You must continue to purchase the Services for a minimum term to receive Frontier’s discounted rates and/or any “free” or promotional offer. If You previously subscribed to other Frontier services that were subject to a term commitment that expires prior to the term commitment for the Services identified on this Sales Order, the longer term commitment identified on this Sale Order form will apply to the other Frontier services previously under a term commitment. If We terminate your Service due to any breach of these terms and conditions by You, You will remain liable for the termination charges under this agreement. If You terminate during the minimum term for any reason, other than breach by Frontier, You will remain liable for the termination charges under this Agreement. The term commitment under this Agreement will automatically renew at the end of the term unless You notify Frontier or We notify You of termination before the term commitment period ends. If You do not renew your term commitment, additional and/or different service and equipment charges may apply.

3. SERVICE CHARGES AND PAYMENTS

Unless otherwise prohibited by law or tariff, your rates for Service are governed by this Agreement with Frontier. The applicable recurring charges for the Service are identified on this Sales Order. Additional activation, installation, set-up and equipment charges may apply. Additional equipment charges of up to \$10.00 per month will also apply for Frontier Internet Service during the term of this Agreement. You agree that Frontier, in its sole discretion, may continue to provide and charge You for Service, including Frontier Internet Service, if You terminate, port or otherwise discontinue your basic telephone service and/or other services with Frontier. If You have ordered Frontier’s Digital Phone Service with unlimited United States voice service, additional charges apply for calls outside the United States. Unlimited usage is limited to direct-dialed, voice calls from the primary telephone line. If You use substantially more than the representative average residential usage (3,000 minutes), You may be required to select another Frontier long distance plan or cancel the unlimited United States voice long distance service. Payment in full for Services is due no later than the due date indicated on your bill. You are responsible for paying any taxes, surcharges, fees and assessments imposed from time to time in connection with these Services. We may accept late payments, partial payments, or any payments marked as being “payment in full” or as being settlement of any dispute without losing any of our rights under this agreement. You agree to pay costs and fees we incur to collect any unpaid balance from You including attorney’s fees. A reasonable handling charge, not less than \$10.00, will be assessed for all checks returned for insufficient funds, closed account or any other insufficiency or discrepancy. Interest at the rate of 1.5% per month (unless a lower rate is prescribed by law, in which event at the highest rate allowed by law) may be applied to any unpaid amount commencing 20 days after the statement date. This late payment fee will be in addition to and not in lieu of any other remedies we may have hereunder or under the law. If We do not receive notice of a payment dispute within 90 days after your receipt of a bill, the bill will not be subject to further challenge.

Tennessee customers: This offer contains telecommunications services that are also available separately. Should you desire to purchase only the telecommunications services included in this offer, without additional products or services, you may purchase those telecommunications services individually at prices posted on www.frontier.com or filed with the Tennessee Regulatory Authority.

4. EQUIPMENT AND SECURITY

Frontier Internet Service is subject to availability and technical line qualification. Activation options vary and charges may apply. All Frontier Internet equipment provided by or installed on our behalf of Frontier remains the property of Frontier. You must return all equipment in the same condition as when provided, normal wear and use excepted, upon termination of Service. Failure to do so will result in a charge as identified in Frontier’s then current schedule of equipment charges. You agree to pay such charge whether such equipment is lost (through theft or otherwise) or destroyed. You are responsible for the security of your computer, hardware, software applications, data and files. Frontier shall have no liability for any damage or loss to your computer, hardware, software applications, data and files. We make no representation or warranty that any software or content installed on your computer(s) or downloaded with the Service does not contain a virus or other harmful feature and it is your sole responsibility to take appropriate precautions to protect any computer or other hardware of yours from damage to its software, files or data. We make no representation or warranty regarding the actual speed of Frontier Internet or other Services. FRONTIER MAKES NO WARRANTY REGARDING THE SERVICES AND DISCLAIMS ANY IMPLIED WARRANTY, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

5. LIMITATION OF LIABILITY AND INDEMNITY

We will not be liable for interruptions in Services caused by failure of your hardware or software, failure of communications services, power outages, or other interruptions not within the complete control of Frontier, including, but not limited to acts of God or natural disasters. FRONTIER’S LIABILITY REGARDING YOUR USE OF SERVICES OR EQUIPMENT, OR THE FAILURE OF OR INABILITY TO USE THE SERVICES OR EQUIPMENT, IS LIMITED TO THE CHARGES YOU INCUR FOR SERVICES DURING THE AFFECTED PERIOD. THIS MEANS WE ARE NOT LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES (SUCH AS LOST PROFITS OR LOST BUSINESS OPPORTUNITIES), PUNITIVE OR EXEMPLARY DAMAGES, OR ATTORNEY’S FEES. You agree Frontier will not be liable or responsible for any third-party claims or damages that arise from your use or another person’s use of the Services or Internet access, further, You agree to indemnify and reimburse us for all costs and expenses related to the defense of any such claims, including attorney’s fees. This provision will continue to apply after the Agreement ends.

6. ACCEPTABLE USE AND TERMINATION

You agree not to use or to allow others to use the Service, for illegal or inappropriate activities. You agree to comply with Frontier’s Acceptable Use Policy (“AUP”), which is posted at www.frontier.com/policies/residential_aup/ and which Frontier may modify at any time. You acknowledge that Frontier may limit the maximum size and/or frequency of any data, materials or email messages that may be downloaded, uploaded, sent from, stored or received using the Frontier Internet Service. Frontier reserves the right, with or without notice, to restrict Service bandwidth,

disconnect use or cancel Service, or where Frontier’s systems permit impose additional usage charges, if the Company determines, in its sole discretion, that your use of the Service utilizes or may require excessive network facilities or capacity. We may discontinue or terminate Service: (1) if You do not honor any provision of this Agreement (including payment obligations to Frontier for these or any other services); (2) if You use the Service in a manner that adversely affects service to other customers or harasses our customers or employees; (3) if You or others use the Service to engage in fraud or unlawful conduct or are suspected of doing so; or (4) any regulatory agency, legislative body or court restricts or otherwise prevents Frontier from furnishing Service. If we do not remedy any ongoing breach of the terms and conditions in this Agreement within thirty (30) days after Frontier’s receipt of written notice from You of such breach, you may terminate the Service, which is your exclusive remedy for a breach by Frontier.

7. GENERAL TERMS

You agree to the following general terms:

- No Waiver – No waiver of any breach of this Agreement will be deemed a waiver of any future breach;
- Severability – If any part of the Agreement is held invalid or unenforceable, the remainder of this Agreement will remain in force;
- Governing Law – This agreement will be governed by the laws of the State where the Service is provided, without regard to its choice of law rules;
- No Third Party Rights – This Agreement shall not provide any third party with a remedy, claim or right of reimbursement;
- Assignment – We may assign this Agreement to another entity without any advance consent from or notice to You. You may not assign this Agreement without Frontier’s consent.

8. RIGHT TO MAKE CHANGES

UNLESS OTHERWISE PROHIBITED BY LAW, FRONTIER MAY CHANGE THE TERMS AND CONDITIONS OF THIS AGREEMENT AT ANY TIME BY GIVING YOU 30 DAYS NOTICE BY BILL MESSAGE, E-MAIL OR OTHER NOTICE, INCLUDING POSTING NOTICE OF SUCH CHANGES ON THE FRONTIER WEBSITE.

9. ENTIRE AGREEMENT

These terms and conditions together with the Sales Order are the entire agreement between You and Frontier, which may only be amended as described above. These terms and conditions supersede any inconsistent or additional, promises made to You by any of our employees or agent. By signing this Sales Order You acknowledge that You have read and understand, and agree to be bound by the terms and conditions.

10. SAFETY NOTICE REGARDING 911 DIALING/Battery Backup/Medical Alert LIMITATIONS FOR NEW RESIDENTIAL CUSTOMERS

Some monitored medical alert or home security systems may not be compatible with Frontier’s Digital Voice Service, and they may not be able to communicate with monitoring stations during a power outage. You will need to check with your provider if you have concerns. Frontier’s Digital Voice service requires electrical power to function. In the event of a power outage, you will not be able to make or receive calls, including calls to 911, unless you have a functioning backup battery or an alternative means, such as a cellphone. You must affirmatively acknowledge that you understand the federal requirement on how 911 works on Frontier’s Digital Voice. Battery backup devices for your Digital Voice Equipment are offered for sale. The backup battery, or a combination of battery backup devices, can provide up to 24 hours of backup power, to keep your Frontier’s Digital Voice working in the event of a power outage, allowing you to continue to make emergency calls. However, the battery backup unit will not provide backup power to your broadband/TV services or telephone equipment that requires commercial power to operate. Depending on the type of battery backup devices offered, they come with different levels of warranty, but you will be responsible for maintaining the battery backup device and replacing it or the batteries as necessary. For more information, please see frontier.com/batterybackup.

11. FCC NET NEUTRALITY INFORMATION LINKS

frontier.com/shop/internet/aggdisclosure
frontier.com/es/shop/internet/aggdisclosure

12. ARBITRATION

This document incorporates the complete Arbitration Provision terms and conditions at <https://frontier.com/~media/corporate/terms/general-arbitration-provision.ashx?la=en> as an integral part of the Agreement.

*YouTube TV Terms of Service:

For Frontier internet customers who are new to YouTube TV. This YouTube TV discount is only open to participants in the United States who have received the offer from Frontier on and after March 13, 2023. Promotional offer only available to users who are not current YouTube TV subscribers, have not been YouTube TV subscribers or participated in a YouTube TV trial before. If eligible: Frontier Internet customers will receive the standard free trial, and then a discount of \$10 per month for 12 months on the standard subscription price; or Frontier Internet with current Frontier TV or Fiber TV will receive the standard free trial, and then a discount of \$15 per month for 12 months on the standard subscription price offered by YouTube TV. Standard subscription price is subject to change. You will not be charged until the trial period expires. You can cancel your standard trial at no charge at any time before the trial is over. You can also cancel your YouTube TV paid membership at any time. You will continue to receive access to YouTube TV until the end of your YouTube TV billing period, but refunds and credits are not issued for partial billing periods. Offer valid for one redemption of YouTube TV discount per eligible Frontier account. Eligible participants must use the activation link provided by Frontier and complete activation through Google to claim offer. Offer requires a Google account. Promotional value of offer is non-transferable, not for resale, non-redeemable for cash, and non-refundable. Must be 18 years or older. Free trial, offers, or promotional offers available only for YouTube TV Base Plan. Equipment, installation and other service charges, taxes and fees extra. Frontier Internet account required. Offer and billing subject to Frontier Terms and Conditions. Frontier reserves the right to change or cancel the offer at any time and for any reason. YouTube Paid Service Terms of Service also apply.

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