

# Frontier 9-1-1 Public Safety

**Dedicated to You and the Communities You Serve!**

## Our Story

**Frontier Communications** provides communications services to urban, suburban and rural customers in 29 states. A Fortune 500 Company, we offer a variety of services over our fiber-optic and copper networks, including video, high-speed Internet and advanced voice, as well as digital-protection solutions through Frontier Secure. Frontier Business Edge offers communications solutions to small, medium and enterprise businesses. For more information go to [www.frontier.com](http://www.frontier.com).

## Our Stats

Employees ~30,000 100% U.S. Based

Revenue 1H16 \$3.96B

Website [www.frontier.com](http://www.frontier.com)

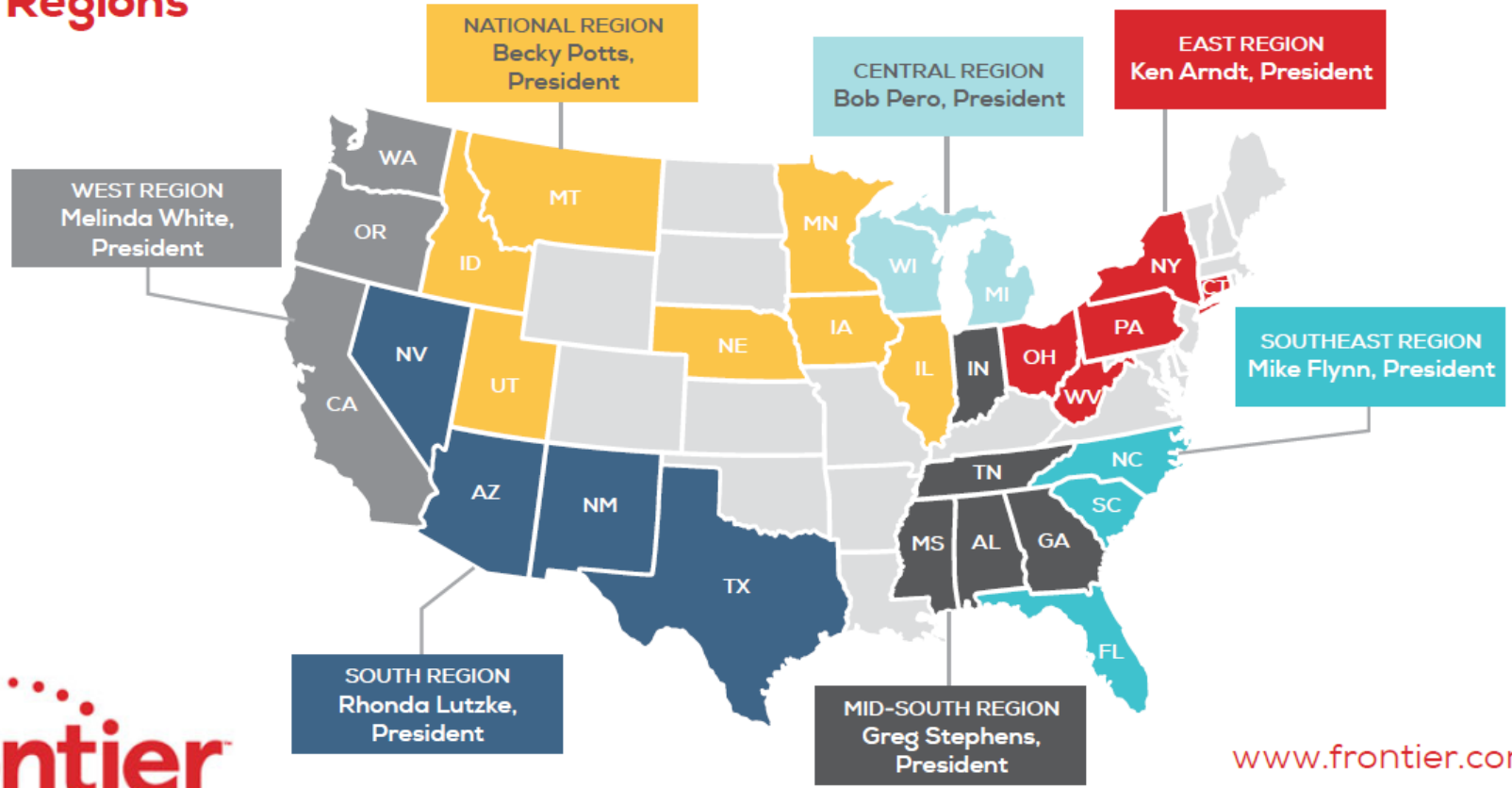
Headquarters Norwalk, CT

NASDAQ FTR

States Served 29

Incorporated 1935

# Our Regions



[www.frontier.com](http://www.frontier.com)

REV. 8/04/2016



# As of April 1, 2017

Frontier is the 9-1-1 Service provider for the previous Verizon franchise territory.

- Maintenance Contracts
- Time and Materials Work
  - ANI, ALI, and SR
  - 9-1-1 Network
  - 9-1-1 CPE Sales

# Dedicated to Public Safety

- Dedicated 9-1-1 Specialists (No change!)
- Dedicated Field Technicians (No change!)
- Dedicated Customer Care Center
- Dedicated Sales Engineers
- Dedicated Account Team
  - YES, we are on the MPA!
    - 9-1-1 Standalone CPE
    - 9-1-1 Hosted CPE
    - IFB response - NG9-1-1 Core Services
    - PS/ALI

# We're here for all your needs!

When you become a partner of Frontier 9-1-1 we handle all of your needs. Our nationally recognized public safety partners allow us to provide you with a unique opportunity to shop, purchase, and maintain your equipment directly with your professional Frontier 9-1-1 Public Safety Team!



# 9-1-1 Specialists

- Ron Bloom – Manager
  - [Ronald.bloom@ftr.com](mailto:Ronald.bloom@ftr.com)
  - (708)388-7484
- Kim Aleman – acquired territory, North
  - [Kimberly.aleman@ftr.com](mailto:Kimberly.aleman@ftr.com)
  - (916) 202-7982
- Stan Brewer – acquired territory, South
  - [Stanford.brewer@ftr.com](mailto:Stanford.brewer@ftr.com)
  - (916) 212-5963
- Pam Snyder – Frontier legacy
  - [Pam.Snyder@ftr.com](mailto:Pam.Snyder@ftr.com)
  - (916) 714-2107



# Dedicated 9-1-1 Sales Engineers

- Rod Phillips
- Bill Corey
- Richard Estes
- John Schoppenhorst
- Jason Gardner, Southern CA

# Regulatory and Government Affairs

- Michael Saperstein VP Federal Regulatory Affairs  
[michael.saperstein@ftr.com](mailto:michael.saperstein@ftr.com)
- Jackie Kinney, VP State Government Affairs,  
[Jacqueline.kinney@ftr.com](mailto:Jacqueline.kinney@ftr.com)
- Charlie Born, Director, State Government Affairs,  
[charlie.born@ftr.com](mailto:charlie.born@ftr.com)
- Jesus Torres, Director, External Affairs,  
[jesus.torres@ftr.com](mailto:jesus.torres@ftr.com) (Riverside, San Bernardino, and Ventura Counties)
- Julia Cooksey, Director, External Affairs,  
[julia.r.cooksey@ftr.com](mailto:julia.r.cooksey@ftr.com) (Los Angeles and Orange Counties)

# Customer Care Center

## CTF 9-1-1 Trouble Reporting Procedures

**Dial 800-339-2870 to report all emergency service issues to the Frontier Communications CTF 9-1-1 Customer Care Center (CCC). Be prepared to provide the Frontier service person with the following information:**

- Your PSAP ID \_\_\_\_\_ and/or PSAP Name \_\_\_\_\_
- Your Name
- A telephone number where you can be reached
- A detailed description of the problem you are experiencing
- Scope of the problem (i.e. trouble occurs on Position 10 only; 202-555 exchange can't reach 9-1-1, etc.)

**Before you hang up be sure to obtain:**

- A Trouble Ticket number
- The name of the Frontier employee who handled your call

# Customer Care Center

## Escalation Procedures

All escalation requests will be called into CTF 9-1-1 Customer Care Center @ 800-339-2870

If there is a need to escalate a service issue you may request to be transferred to a Center supervisor, or contact them directly.

<b>1<sup>st</sup> level escalation:</b>	CTF 9-1-1 CCC Central Office Tech	800-339-2870
<b>2<sup>nd</sup> level escalation:</b>	David Robinson, Center Supervisor	800-339-2870
		Cell 727-310-1746
<b>3<sup>rd</sup> level escalation:</b>	John Tice, Center Manager	800-339-2870
		Cell 813-417-1157
<b>4<sup>th</sup> level escalation:</b>	Marion Wyand, VP, Network Operations	800-339-2870
		Office 585-777-3670
		Cell 585-364-9467

And me.....

Darold Whitmer

Public Safety Communications Specialist

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(916) 793-4903