

**With its pattern of poor performance and disinvestment in rural communities, state and local officials can't rely on Frontier to connect their rural constituents. Instead, officials should look to community networks and other local providers as essential parts of the rural broadband solution.**

### SEPTEMBER 2015

Issued \$6.6 million in junk bonds to purchase Verizon's network in three states. It was the **fifth largest issue of junk bonds** on record.<sup>1</sup>

### DECEMBER 2015

Settlement with W. Va. attorney general required \$150 million investment after misrepresenting Internet access speeds.<sup>2</sup>

### APRIL 2016

Acquired Verizon's properties in Calif., Texas, and Fla. for \$10.54 billion,<sup>3</sup> losing new subscribers at a higher than average rate.<sup>4</sup>

### JUNE 2016

Fell to the **bottom of the American Customer Satisfaction Index's rankings** for Internet service and has remained in the bottom two.<sup>5</sup>

### MAY 2017

Cut shareholder dividends by more than half.<sup>6</sup>

### FEBRUARY 2018

Suspended common stock dividends entirely.<sup>7</sup>

### AUGUST 2018

Ordered by W.Va. PSC to fund independent audit following complaints of **poor service quality and lengthy outages that threatened public safety.**<sup>8</sup>

### SEPTEMBER 2018

Accused of slow, unreliable connectivity and poor customer service at public hearings organized by the Minn. PUC.<sup>9</sup> Minn. Dept. of Commerce later reported that these complaints, **"show direct violations of Minnesota law and Commission rules, and indicate broad, systemic problems with Frontier's service quality, recordkeeping, and business operations."**<sup>10</sup>

### DECEMBER 2018

**Stock prices dropped approximately 85 percent** over the course of 2018.<sup>11</sup>

### APRIL 2019

Announced plan to focus on Calif., Texas, and Fla. fiber rather than upgrading rural legacy DSL.<sup>12</sup>

Found to be **"disinvesting in infrastructure overall" in a way that's "most pronounced in the more rural and low-income service areas,"** in a Calif. PUC report. The report noted Frontier's "annual debt service payments are now consuming more than one-fifth of its total operating revenues."<sup>13</sup>

### MAY 2019

Sold operations in Wash., Ore., Idaho, and Mont.<sup>14</sup>

### JUNE 2019

Admitted its **rural service in W.Va. is "unsustainable"** after Sen. Joe Manchin sent a letter criticizing the quality and reliability of its services.<sup>15</sup>

**Credit rating downgraded** by S&P to CCC with negative outlook. An S&P analyst explained, "The longer-term trajectory of the business would suggest that eventually it would have to file for Chapter 11 [bankruptcy]," Bloomberg reported.<sup>16</sup>

### AUGUST 2019

Declined shareholder questions during the quarterly results call, reporting continued declines in revenue and increased subscriber churn.<sup>18</sup> **Frontier also admitted that the company's strategy will be to invest in profitable, urban areas while implementing cost-cutting measures in rural communities.**<sup>18</sup> Stock prices reached their lowest point in decades following the call.<sup>19</sup>

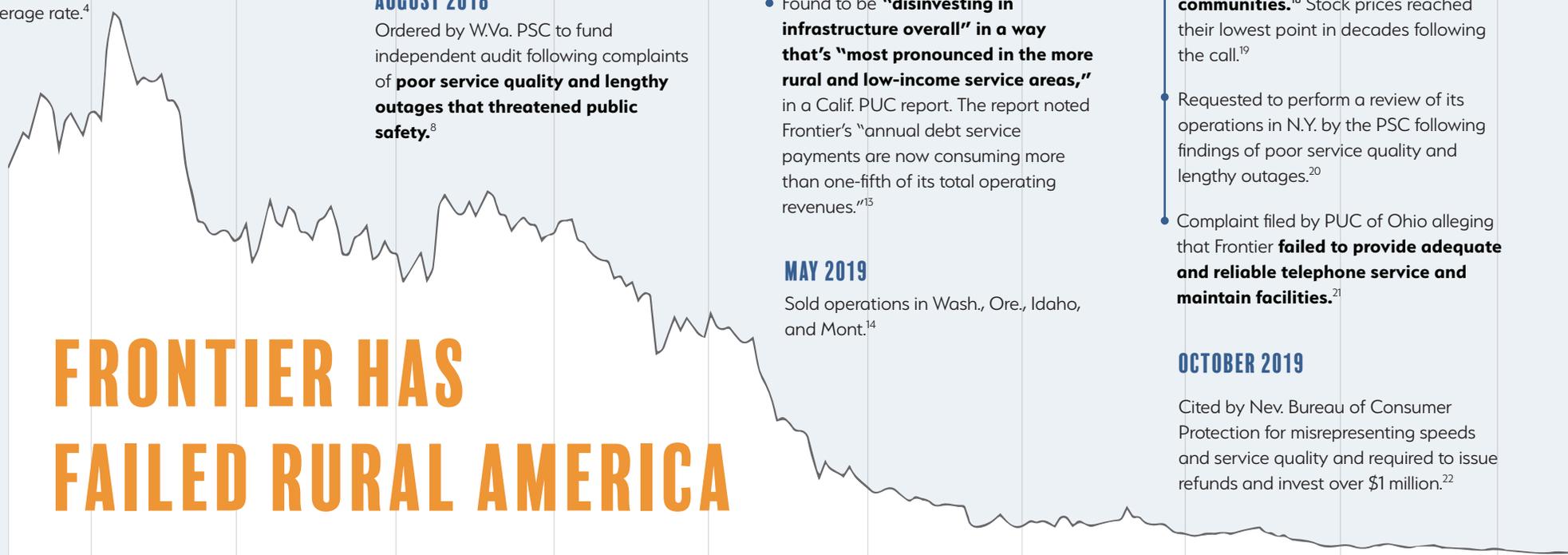
Requested to perform a review of its operations in N.Y. by the PSC following findings of poor service quality and lengthy outages.<sup>20</sup>

Complaint filed by PUC of Ohio alleging that Frontier **failed to provide adequate and reliable telephone service and maintain facilities.**<sup>21</sup>

### OCTOBER 2019

Cited by Nev. Bureau of Consumer Protection for misrepresenting speeds and service quality and required to issue refunds and invest over \$1 million.<sup>22</sup>

Frontier Stock Value



**FRONTIER HAS FAILED RURAL AMERICA**

Year →

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