

Frequently Asked Questions

Questions	Answers
Questions About the Offer, Eligibility, and Payment	
<p>1. Will Frontier utilize radio for outreach, including multi-cultural stations?</p>	<p>Yes, Frontier is working now to onboard new agency resources with multicultural capabilities. We have a budget for marketing.</p>
<p>2. Will there be any additional credit checks or other requirements to sign up for Frontier’s affordable broadband offer?</p>	<p>Customers new to Frontier are subject to Frontiers deposit policies and the Lifeline Program rules adopted by the California Public Utilities Commission. Qualified Lifeline Program customers do not pay a deposit for basic service but may be subject to a deposit for additional service beyond basic voice service. Frontier is open to working with customers on deposits for non-basic services to help insure they have the best opportunity for new services without hardship. Additionally, Frontier has interest-free payment plans available to help customers pay up-front costs of establishing service including deposits.</p>
<p>3. What are payment options for Frontier customers who sign up and qualify for the affordable broadband service?</p>	<p>Payment options for Frontier California Lifeline customers are the same as non-Lifeline customers, although certain protections are in place in regards to collections and payment arrangements. (Example: Lifeline-specific connection charges can be made in monthly installments of up to 12, generally for less than \$1.00 per month). Frontier offers a number of payment methods including auto draft, credit card, ACH, check, cash payment at a qualified payment center, on-line payment, pay by mail, and pay by phone.</p>
<p>4. Will a new subscription for Frontier’s affordable broadband offer be required to be bundled with Frontier’s telephone Lifeline service?</p> <p>a. If so, then would customers who already have a Lifeline discount for mobile service need to cancel that because they are only entitled to one subsidy?</p>	<p>Yes, Frontier’s affordable broadband rate will only be eligible to customers with new or existing Frontier Lifeline telephone service.</p> <p>a. Yes, only one Lifeline discount per household is allowed by law. Lifeline participants may transfer their discounts from one phone company to another, but may not have more than one phone line active with the Lifeline discounts.</p> <p>When a customer is approved for Lifeline in CA, the approval lasts for 12 months. The initial application includes the customer attesting that he/she is not receiving discounts from any other provider. State rules allow for a subscriber to</p>

Frequently Asked Questions

<p>b. If the household wants to keep its Lifeline subsidy for cell service what other options are available?</p>	<p>transfer the discount to another Lifeline provider (any combination of wireline or wireless) within 30 days without having to reapply.</p> <p>Typically the provider who will be picking up the discount initiates a request with Xerox, the state administrator. If the names match, the Xerox database will recognize the subscriber as “existing-already approved”. Confirmation-approval is immediately returned to that provider and a “denial” is sent to the current provider that the subscriber is transferring to another carrier. Xerox provides approval and denial dates a day apart, so the discount process is seamless in regards to state reimbursement process. And yes- In theory, this could even happen more than once in the 12-month cycle.</p> <p><i>Enhanced Lifeline (Tribal) discounts are subject to Federal Lifeline Rules. To learn more:</i></p> <p>https://frontier.com/docs/lifelineapplications/frontierwev_ca_lifelineinformation_2015.pdf</p> <p><u>b.</u> There are discounted offers from companies other than Frontier that are or will be available in many areas Frontier serves that do not require Lifeline telephone service. These include, for instance, Comcast Internet Essentials for \$10 a month.</p>
<p>5. Does Frontier have a position on potential income-qualified broadband customers that may already have broadband from another provider in the home?</p>	<p>The intent of the program is to grow new broadband adoptions among low-income households. A household that has been sacrificing to subscribe to higher priced broadband should be able to subscribe to the Frontier offer.</p>
<p>6. Will a Small Business, with 5 or fewer employees, qualify? If so, what are the criteria?</p>	<p>No. The intent of this program has always been satisfying the needs of low-income households based on qualification for California Lifeline Telephone Service. Frontier does provide competitive and affordable service to business customers throughout our coverage areas in California. Please see http://business.frontier.com to learn more.</p>
<p>7. What is the speed of the service?</p>	<p>Frontier’s affordable broadband offer will be an up to 7 mbps down where 7 mbps is available. If less than 7 Mbps service is available, Frontier will provide the highest available downstream and upstream of service.</p>

Frequently Asked Questions

<p>8. How long will the household be able to keep the discount?</p>	<p>The discount is available until the FCC Lifeline for broadband is available in this market. The continuation of the discount is subject to the customer’s annual subscription renewal for the Lifeline Voice service as prescribed by the California or Federal Lifeline Program</p>
<p>9. Will Frontier pay for installation in a house where the wires have cut?</p>	<p>Frontier’s full installation will repair wiring in a house at no charge because that house has been wired. If you are unsure, ask about the neighborhood, is it wired for Internet service? Sometimes the lines were pulled out or cut by a previous provider if the household no longer wanted broadband.</p>
<p>10. If an area has Verizon Wireless and no landline service will homes be eligible for this offer?</p> <p>a. Will Frontier pay a CBO for signing up a household with a wireless home Internet service provider WISP?</p>	<p>The home will not be eligible for the Frontier offer. If the homes in this area have access to another provider with a discounted offer your CBO can still get a grant from Frontier. Frontier will not pay for the costs of any other offer (installation or monthly). However Frontier will pay CBOs signing up first-time adopters even if the customer chooses another service provider.</p> <p>a. To Be Determined. If your organization is submitting a grant application in an area which has a WISP please specify that in the application.</p>

Operational Questions from Potential Applicants

<p>11. When will devices be available to customers who have signed-up?</p> <p>a. Who will manage the inventory and ship them?</p> <p>b. Will grantees be able to obtain some inventory? If so how many and at what frequency?</p>	<p>The program is scheduled to begin in July 2016.</p> <p>Frontier will initially purchase the devices. Frontier and the CETF will be working together to define processes and procedures for distribution of the devices to CBOs. We expect grantees will be able to have devices inventory available but we still need to determine quantity and timing.</p>
<p>12. What is the device?</p> <p>a. When will Frontier select the device(s)?</p>	<p>The device specifications have been shared with potential suppliers and we are awaiting responses with early cost estimates for our review. We anticipate selecting the device by the end of May 2016.</p>

Frequently Asked Questions

13. Is Frontier partnering with Housing Authority orgs?	Frontier does not have formal relationships today with Housing Authorities. It is always interested in new opportunities will consider any presented by Housing Authorities or CBOs working with Housing Authorities.
14. Is there a timeframe a client must keep the subscription in order for the CBO to get reimbursed?	No it is about the verification. Once that is complete the CBO can be paid.