Frontier COMMUNICATIONS

INVESTOR UPDATE

Second Quarter 2019

August 6, 2019

Agenda

STRATEGIC AND OPERATIONAL REVIEW

DANIEL McCARTHY
President & Chief Executive Officer

FINANCIAL REVIEW

SHELDON BRUHA
Executive Vice President & Chief Financial Officer

Business Update

$2.07B

TOTAL REVENUE

- Consumer revenue of **$1,050 million**
- Consumer customer churn of **2.14%, a sequential increase**
- Consumer ARPC of **$88.68**, **a sequential decline**
- Commercial revenue of **$922 million**
- Commercial customers of **390,000**

$5.32B

Net loss[1]

Includes goodwill impairment of $5.45 billion and loss on disposal of Northwest Operations of $384 million

$882M

Adjusted EBITDA[2]

Driven by transformation benefits, partial reversal of Q1 seasonal expense pressure, and delayed investments

$160M

Transformation EBITDA benefit attained in Q2

(Annualized)

$1.352B

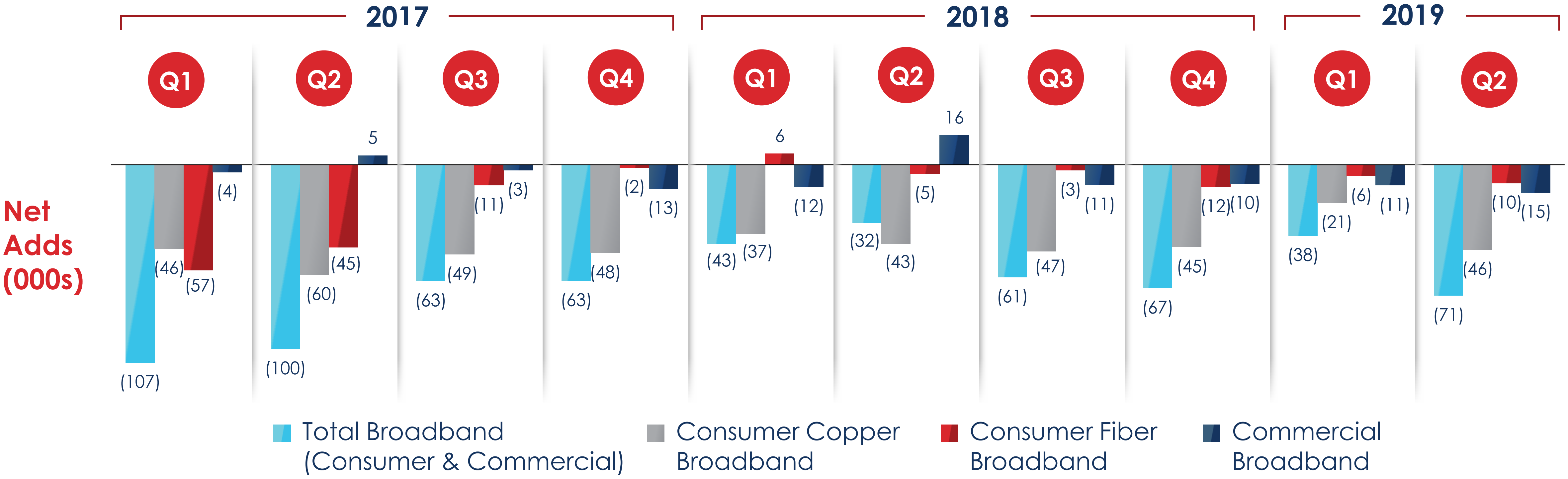
Asset sale announced

Closing anticipated by Q2 2020

[1] Includes goodwill impairment of $5,449 million, loss on disposal of Northwest Operations of $384 million, and restructuring expenses of $31 million.

[2] Adjusted EBITDA is a non-GAAP measure – see Appendix for its calculation

Broadband Unit Trends

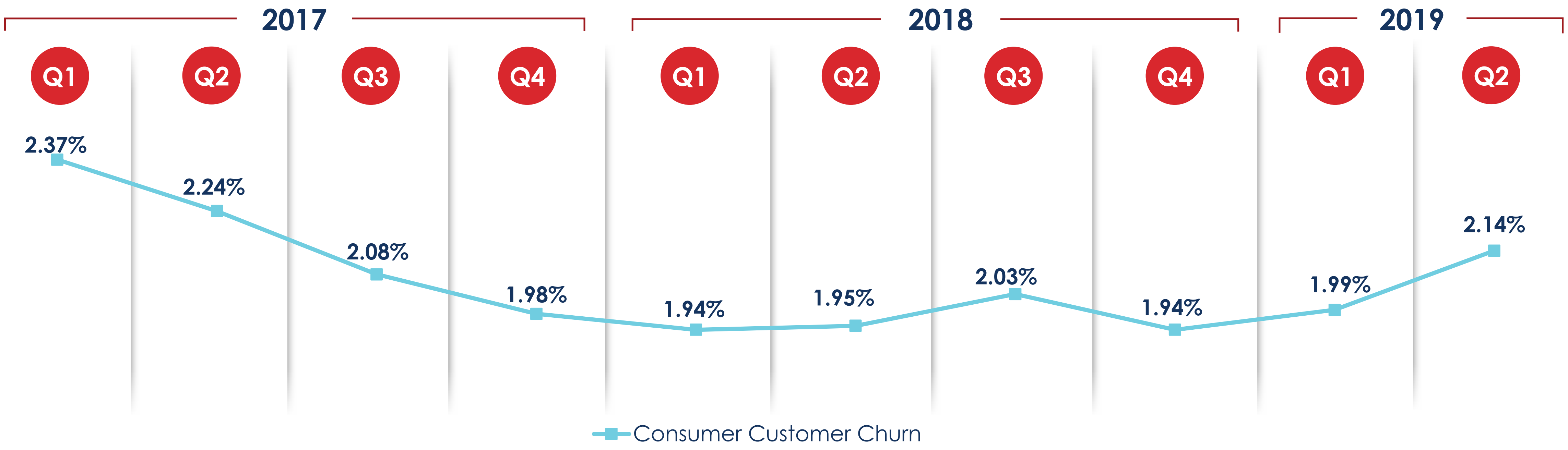


Seasonality and customer save credit rolloffs impacted broadband unit trends

Customer save credit rolloffs impacted fiber more than copper

Copper losses reflect sequential churn increase and sequential gross adds decline

Customer Churn Trends



Q2 churn increased sequentially because of seasonality, competitive pressures, and rolloffs of save credits

Churn improvement initiatives are continuing

Consumer video churn in 2019 remains above levels in prior years

Agenda

STRATEGIC AND OPERATIONAL REVIEW

DANIEL McCARTHY
President & Chief Executive Officer

FINANCIAL REVIEW

SHELDON BRUHA
Executive Vice President & Chief Financial Officer

Key Financial Highlights

($ in Millions)	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019
Total Revenue	**$2,199**	**$2,162**	**$2,126**	**$2,124**	**$2,101**	**$2,067**
Customer	*$2,102*	*$2,065*	*$2,031*	*$2,030*	*$2,009*	*$1,972*
Subsidy	*$97*	*$97*	*$95*	*$94*	*$92*	*$95*
Net Income (Loss)	**$20**	**($18)**	**($426)**	**($219)**	**($87)**	**($5,317)**
Net Cash Provided from Operating Activities	$251	$672	$286	$603	$282	$575
Adjusted Operating Expenses*	$1,291	$1,278	$1,248	$1,229	$1,228	$1,185
Adjusted EBITDA*	**$908**	**$884**	**$878**	**$895**	**$873**	**$882**
Adjusted EBITDA Margin*	41.3%	40.9%	41.3%	42.1%	41.6%	42.7%
CapEx	$297	$321	$329	$245	$305	$275
LTM Operating Free Cash Flow*	**$632**	**$721**	**$604**	**$620**	**$643**	**$592**

- **Q2 revenue** declined 1.6% sequentially and 4.4% yr/yr
- **Q2 operating expenses** benefited from transformation, seasonality, and deferred investments
- **Goodwill impairment** of $5.45 billion and loss on asset sale of $384 million
- **Operating FCF* of $592M** for trailing four quarters

* Adjusted Operating Expenses, Adjusted EBITDA, Adjusted EBITDA Margin and Operating Free Cash Flow are non-GAAP measures - see Appendix for their calculations

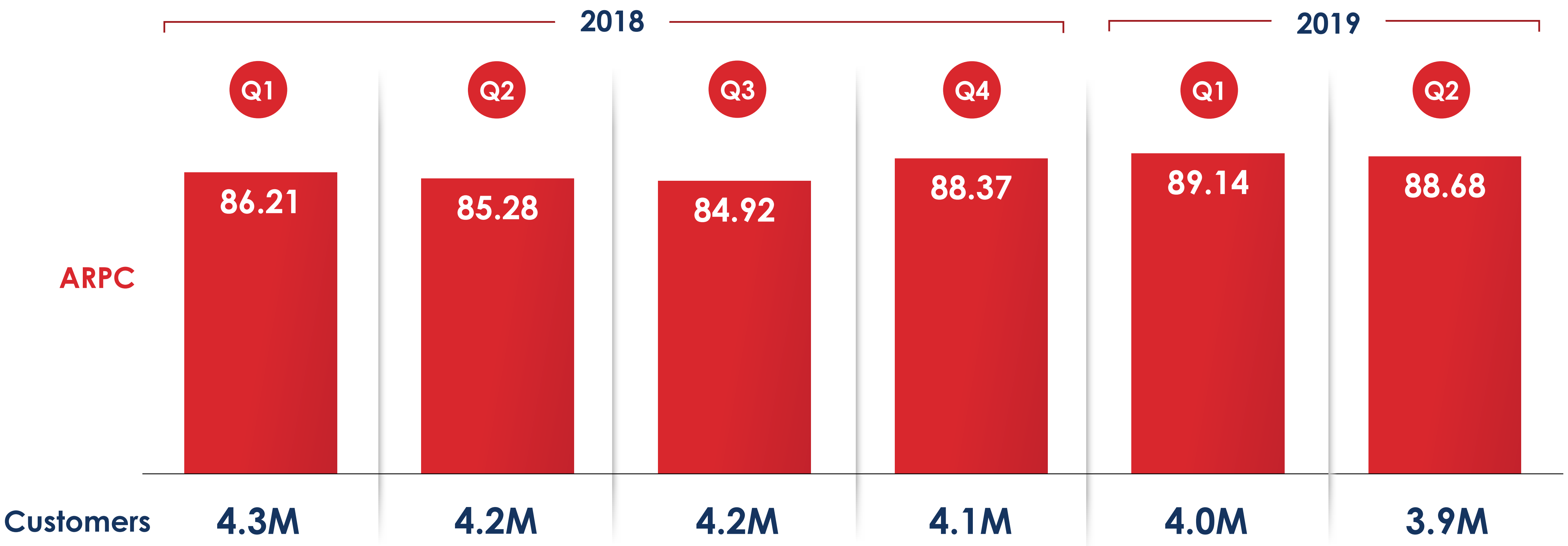
Frontier COMMUNICATIONS

Product & Customer Revenue

($ in Millions)	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019
Data & Internet Services	$985	$973	$961	$959	$967	$963
Voice Services	$702	$682	$669	$668	$650	$629
Video Services	$280	$270	$260	$275	$268	$260
Other	$135	$140	$141	$128	$124	$120
Total Customer Revenue	**$2,102**	**$2,065**	**$2,031**	**$2,030**	**$2,009**	**$1,972**
Consumer	$1,128	$1,095	$1,069	$1,088	$1,077	$1,050
Commercial	$974	$970	$962	$942	$932	$922
Total Customer Revenue	**$2,102**	**$2,065**	**$2,031**	**$2,030**	**$2,009**	**$1,972**
Subsidy Revenue	$97	$97	$95	$94	$92	$95
Total Revenue	**$2,199**	**$2,162**	**$2,126**	**$2,124**	**$2,101**	**$2,067**

- **Data & Internet services revenue** sequential decline in Consumer, was partly offset by increase in Commercial
- **Voice services revenue** declines accelerated driven in part by lower USF rate
- **Consumer revenue** declined 2.5% sequentially
- **Commercial revenue** decline from continuing pressure in SME

Consumer ARPC



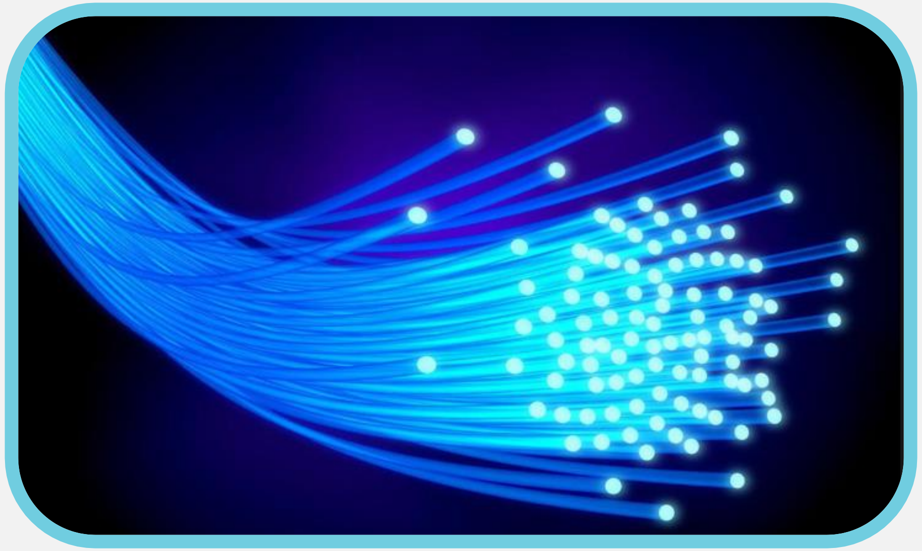
Consumer ARPC decreased slightly sequentially

Base management techniques continue to contribute positively

Consumer ARPC decline reflects impact of video losses partly offset by single-play voice losses

Frontier COMMUNICATIONS

Capital Spending Update



$275M

in CapEx Spent
in 2Q 2019

Projects Completed & Underway

- **Upgrading FTTH to 10 Gbps** for Commercial applications--enabling 10 Gbps Ethernet, expanding 5G backhaul capacity, and enabling Gigabit Consumer broadband
- **CAF II: ~508K locations** enabled with CAF II broadband
- **Building FTTH to ~19K rural HHs** leveraging state funding sources
- **Fixed wireless broadband** builds continue in CAF areas

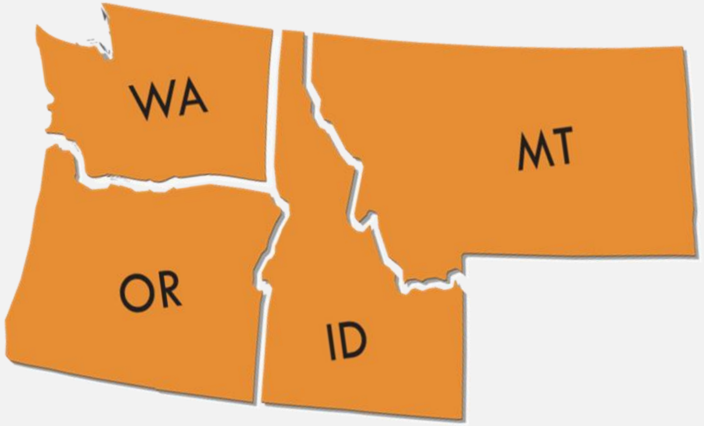
Asset Sale Update

Sale of operations in Washington, Oregon, Idaho, and Montana for $1.352B, subject to closing adjustments

- Approval process proceeding as planned
- Received early termination of Hart-Scott-Rodino waiting period
- Filed Federal Communications Commission and required state applications
- Expected closing by Q2 2020

Revenue Of Operations in Washington, Oregon, Idaho, and Montana

($ in Millions)	Q1 2019	Q2 2019
Revenue	$ 155	$ 152



Updating 2019 Guidance

$3.35B-$3.42B
Adjusted EBITDA*
Includes $110M to $150M
2019 transformation benefit

~$175M
Cash Pension / OPEB
1H 2019 Cash Pension/OPEB was $77M

~$1.20B
Capital Expenditures
Excludes an additional $15M related to asset sale

~$1.475B
Cash Interest Expense

<$25M
Cash Taxes

$290M-$360M
Operating Free Cash Flow*
Reflects additional uses of cash

*Adjusted EBITDA and Operating Free Cash Flow are non-GAAP measures - see Appendix for their calculations.

Frontier COMMUNICATIONS

Appendix

Safe Harbor Statement

Forward-looking Language

This earnings release contains "forward-looking statements," related to future events. Forward-looking statements address Frontier's expected future business, financial performance, and financial condition, and contain words such as "expect," "anticipate," "intend," "plan," "believe," "seek," "see," "may," "will," "would," or "target." Forward-looking statements by their nature address matters that are, to different degrees, uncertain. For Frontier, particular uncertainties that could cause actual results to be materially different than those expressed in such forward-looking statements include: declines in revenue from Frontier's voice services, switched and non-switched access and video and data services that it cannot stabilize or offset with increases in revenue from other products and services; Frontier's ability to successfully implement strategic initiatives, including our transformation program; competition from cable, wireless and wireline carriers, satellite, and OTT companies, and the risk that Frontier will not respond on a timely or profitable basis; Frontier's ability to successfully adjust to changes in the communications industry, including the effects of technological changes and competition on its capital expenditures, products and service offerings; risks related to disruptions in Frontier's networks, infrastructure and information technology that may result in customer loss and/or incurrence of additional expenses; the impact of potential information technology or data security breaches or other cyber attacks or other disruptions; Frontier's ability to retain or attract new customers and to maintain relationships with customers, employees or suppliers; Frontier's ability to hire or retain key personnel; Frontier's ability to realize anticipated benefits from recent acquisitions; Frontier's ability to dispose of certain assets or asset groups on terms that are attractive to it, or at all; Frontier's ability to effectively manage its operations, operating expenses, capital expenditures, debt service requirements and cash paid for income taxes and liquidity; Frontier's ability to defend against litigation and potentially unfavorable results from current pending and future litigation; adverse changes in the credit markets, which could impact the availability and cost of financing; Frontier's ability to repay or refinance its debt through, among other things, accessing the capital markets, notes repurchases and/or redemptions, tender offers and exchange offers; adverse changes in the ratings given to Frontier's debt securities by nationally accredited ratings organizations; covenants in Frontier's indentures and credit agreements that may limit Frontier's operational and financial flexibility as well as its ability to access the capital markets in the future; the effects of state regulatory requirements that could limit Frontier's ability to transfer cash among its subsidiaries or dividend funds up to the parent company; the effects of governmental legislation and regulation on Frontier's business; the impact of regulatory, investigative and legal proceedings and legal compliance risks; government infrastructure projects that impact capital expenditures; continued reductions in switched access revenue as a result of regulation, competition or technology substitutions; the effects of changes in the availability of federal and state universal service funding or other subsidies to Frontier and its competitors; Frontier's ability to meet its remaining CAF II funding obligations and the risk of penalties or obligations to return certain CAF II funds; Frontier's ability to obtain future subsidies, including participation in the proposed RDOF program; Frontier's ability to effectively manage service quality and meet mandated service quality metrics; the effects of changes in accounting policies or practices; the impact of current and potential future impairment charges with respect to goodwill or other intangible assets; the effects of changes in income tax rates, tax laws, regulations or rulings, or federal or state tax assessments, including the risk that such changes may benefit Frontier's competitors more than it, as well as potential future decreases in the value of Frontier's deferred tax assets; the effects of increased medical expenses and pension and postemployment expenses; Frontier's ability to successfully renegotiate union contracts; changes in pension plan assumptions, interest rates, discount rates, regulatory rules and/or the value of Frontier's pension plan assets, which could require Frontier to make increased contributions to its pension plans; the effects of changes in both general and local economic conditions in the markets that Frontier serves; the effects of severe weather events or other natural or man-made disasters, which may increase operating and capital expenses or adversely impact customer revenue; and the risks and other factors contained in Frontier's filings with the U.S. Securities and Exchange Commission, including its reports on Forms 10-K and 10-Q. These risks and uncertainties may cause actual future results to be materially different than those expressed in such forward-looking statements. Frontier has no obligation to update or revise these forward-looking statements and does not undertake to do so.

Non-GAAP Financial Measures

Frontier uses certain non-GAAP financial measures in evaluating its performance, including EBITDA, EBITDA margin, Adjusted EBITDA, Adjusted EBITDA margin, operating free cash flow, and adjusted operating expenses, each of which is described below. Management uses these non-GAAP financial measures internally to (i) assist in analyzing Frontier's underlying financial performance from period to period, (ii) analyze and evaluate strategic and operational decisions, (iii) establish criteria for compensation decisions, and (iv) assist in the understanding of Frontier's ability to generate cash flow and, as a result, to plan for future capital and operational decisions. Management believes that the presentation of these non-GAAP financial measures provides useful information to investors regarding Frontier's financial condition and results of operations because these measures, when used in conjunction with related GAAP financial measures (i) provide a more comprehensive view of Frontier's core operations and ability to generate cash flow, (ii) provide investors with the financial analytical framework upon which management bases financial, operational, compensation, and planning decisions and (iii) present measurements that investors and rating agencies have indicated to management are useful to them in assessing Frontier and its results of operations.

A reconciliation of these measures to the most comparable financial measures calculated and presented in accordance with GAAP is included in the accompanying tables. These non-GAAP financial measures are not measures of financial performance or liquidity under GAAP, nor are they alternatives to GAAP measures and they may not be comparable to similarly titled measures of other companies.

EBITDA is defined as net income (loss) less income tax expense (benefit), interest expense, investment and other income (loss), pension settlement costs, gains/losses on extinguishment of debt, and depreciation and amortization. EBITDA margin is calculated by dividing EBITDA by total revenue.

Adjusted EBITDA is defined as EBITDA, as described above, adjusted to exclude certain pension/OPEB expenses, restructuring costs and other charges, stock-based compensation expense, goodwill impairment charges, and certain other non-recurring items. Adjusted EBITDA margin is calculated by dividing adjusted EBITDA by total revenue.

Management uses EBITDA, EBITDA margin, adjusted EBITDA and adjusted EBITDA margin to assist it in comparing performance from period to period and as measures of operational performance. Management believes that these non-GAAP measures provide useful information for investors in evaluating Frontier's operational performance from period to period because they exclude depreciation and amortization expenses related to investments made in prior periods and are determined without regard to capital structure or investment activities. By excluding capital expenditures, debt repayments and dividends, among other factors, these non-GAAP financial measures have certain shortcomings. Management compensates for these shortcomings by utilizing these non-GAAP financial measures in conjunction with the comparable GAAP financial measures.

Adjusted net income (loss) attributable to Frontier common shareholders is defined as net income (loss) attributable to Frontier common shareholders and excludes restructuring costs and other charges, pension settlement costs, goodwill impairment charges, certain income tax items and the income tax effect of these items, and certain other non-recurring items. Adjusting for these items allows investors to better understand and analyze Frontier's financial performance over the periods presented.

Management defines operating free cash flow, a non-GAAP measure, as net cash provided from operating activities less capital expenditures. Management uses operating free cash flow to assist it in comparing liquidity from period to period and to obtain a more comprehensive view of Frontier's core operations and ability to generate cash flow. Management believes that this non-GAAP measure is useful to investors in evaluating cash available to service debt and pay dividends. This non-GAAP financial measure has certain shortcomings; it does not represent the residual cash flow available for discretionary expenditures, as items such as debt repayments and preferred stock dividends are not deducted in determining such measure. Management compensates for these shortcomings by utilizing this non-GAAP financial measure in conjunction with the comparable GAAP financial measure.

Adjusted operating expenses is defined as operating expenses adjusted to exclude depreciation and amortization, restructuring and other charges, goodwill impairment charges, certain pension/OPEB expenses, stock-based compensation expense, and certain other non-recurring items. Investors have indicated that this non-GAAP measure is useful in evaluating Frontier's performance.

Leverage ratio is calculated as net debt (total debt less cash and cash equivalents) divided by Adjusted EBITDA for the most recent four quarters. Investors have indicated that this non-GAAP measure is useful in evaluating Frontier's debt levels.

The information in this presentation should be read in conjunction with the financial statements and footnotes contained in Frontier's documents filed with the U.S. Securities and Exchange Commission.

Non-GAAP Financial Measures

($ in Millions)	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019
Net Income (Loss)	20	(18)	(426)	(219)	(87)	(5,317)
Add back (Subtract):						
Income Tax Expense (Benefit)	*13*	*(20)*	*(4)*	*(51)*	*18*	*(534)*
Interest Expense	*374*	*385*	*389*	*388*	*379*	*383*
Investment and Other (Income) Loss, Net	*(8)*	*(5)*	*(3)*	*3*	*9*	*9*
Pension Settlement Costs	-	*25*	*9*	*7*	-	-
(Gain) Loss on Extinguishment of Debt	*(33)*	-	*2*	*(1)*	*20*	-
Operating Income (Loss)	366	367	(33)	127	339	(5,459)
Depreciation and Amortization	505	486	471	492	484	454
EBITDA	**$871**	**$853**	**$438**	**$619**	**$823**	**($5,005)**
Add back:						
Pension/OPEB Expense	*22*	*23*	*21*	*19*	*20*	*19*
Restructuring Costs and Other Charges	*4*	*2*	*14*	*15*	*28*	*31*
Stock-based Compensation Expense	*4*	*5*	*5*	*4*	*3*	*4*
Work Stoppage Costs	*7*	*1*	-	-	-	-
Storm Related Insurance Proceeds	-	-	-	*(3)*	*(1)*	-
Loss on disposal of Northwest Operations	-	-	-	-	-	*384*
Goodwill Impairment	-	-	*400*	*241*	-	*5,449*
Adjusted EBITDA*	**$908**	**$884**	**$878**	**$895**	**$873**	**$882**
EBITDA Margin	**39.6%**	**39.5%**	**20.6%**	**29.1%**	**39.1%**	**-242.1%**
Adjusted EBITDA Margin	**41.3%**	**40.9%**	**41.3%**	**42.1%**	**41.6%**	**42.7%**

Frontier COMMUNICATIONS

Non-GAAP Financial Measures

($ in Millions)	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019
Total Operating Expenses	**$1,833**	**$1,795**	**$2,159**	**$1,997**	**$1,762**	**$7,526**
Subtract:						
Depreciation and Amortization	*505*	*486*	*471*	*492*	*484*	*454*
Goodwill Impairment	-	-	*400*	*241*	-	*5,449*
Loss on disposal of Northwest Operations	-	-	-	-	-	*384*
Pension/OPEB Expense	*22*	*23*	*21*	*19*	*20*	*19*
Restructuring Costs and Other Charges	*4*	*2*	*14*	*15*	*28*	*31*
Stock-based Compensation Expense	*4*	*5*	*5*	*4*	*3*	*4*
Work Stoppage Costs	*7*	*1*	-	-	-	-
Storm Related Insurance Proceeds	-	-	-	*(3)*	*(1)*	-
Adjusted Operating Expenses	**$1,291**	**$1,278**	**$1,248**	**$1,229**	**$1,228**	**$1,185**

Non-GAAP Financial Measures

Quarterly Results

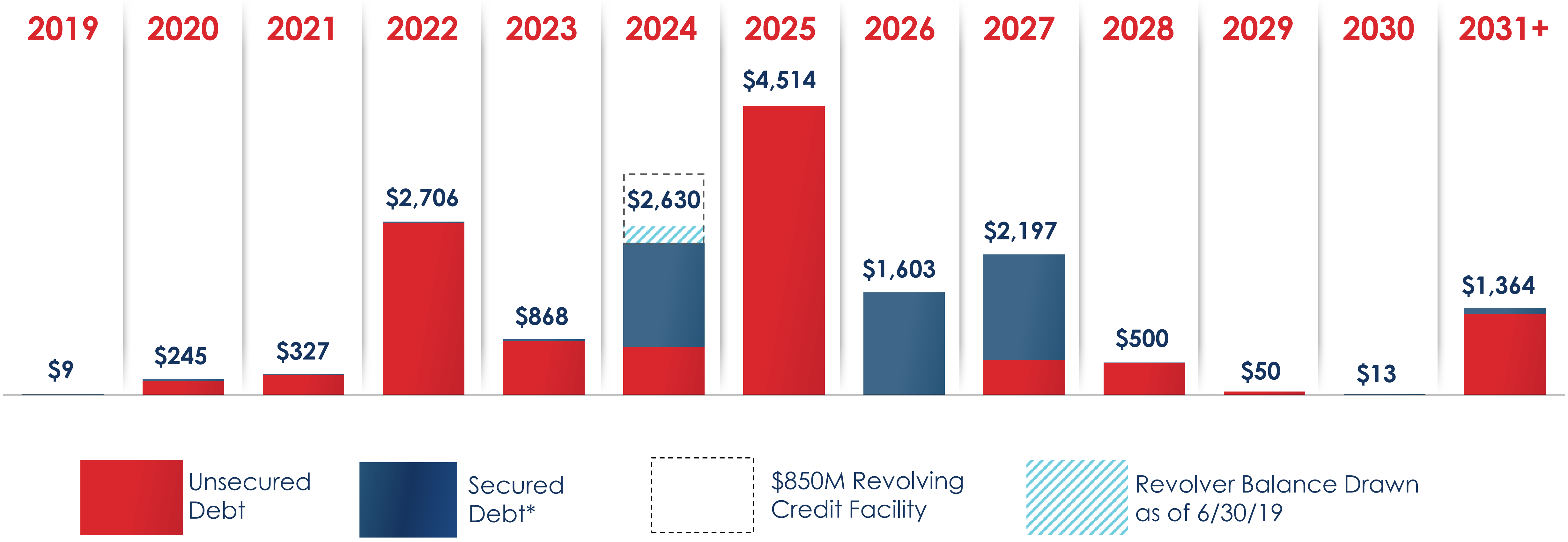
($ in Millions)	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019
Net Cash Provided from Operating Activities	$251	$672	$286	$603	$282	$575
Capital Expenditures – Business Operations	(297)	(321)	(329)	(245)	(305)	(275)
Operating Free Cash Flow	($46)	$351	($43)	$358	($23)	$300

Trailing Four Quarter Results

($ in Millions)	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019
Net Cash Provided from Operating Activities	$1,801	$1,944	$1,874	$1,812	$1,843	$1,746
Capital Expenditures – Business Operations	(1,136)	(1,194)	(1,255)	(1,192)	(1,200)	(1,154)
Capital Expenditures – Integration	(33)	(29)	(15)	-	-	-
Operating Free Cash Flow	$632	$721	$604	$620	$643	$592

Debt Maturity Schedule

As of June 30, 2019



*Secured Debt includes Frontier's Term Loan B and Revolving Credit Facility which will be subject to springing maturity under certain circumstances as described in Frontier's SEC filings.