



Frontier Communications Corporation
401 Merritt 7, Norwalk, CT 06851
Sole Source

February 7, 2022

City of New Port Richey
5919 Main Street
New Port Richey, FL 34652

Dear Mr. Bryan Weed,

Frontier Communications is pleased to present this Sole Source to New Port Richey for consideration.

Frontier is one of the top five wireline carriers in the US. We have a rich heritage with over 86 years in the communications industry and are confident in our strengths providing fiber solutions. Among those strengths is our Globally recognized Carrier Ethernet Certification.

Frontier has over 400,000 Business customers. We are a Tier 1 provider possessing a fiber network that covers over 180,000 miles. Our being a Tier 1 provider greatly benefits meeting SLAs. Utilizing a Tier 2 provider would cause New Port Richey to pay a premium and would negatively affect the SLA response time. Frontier owns the majority of the fiber at your locations. That means other providers would be using us for the last mile connection. This means longer wait times for your SLAs and additional third-party management fees, that would not be charged by working with us directly.

Our fiber is underground. Having fiber underground is more secure due to the fact that it provides protection against inclement weather and against accidentally being cut during construction. We have more fiber underground than some of the other larger carriers. We do not use another carrier for last mile. Our underground fiber ensures that your service is not interrupted. If repairs are necessary, we have a 4-hour SLA in which those repairs would be completed.

Currently, we have a 50% discount approved for ten sites. Our White Glove Services would provide fully managed delivery via dedicated project managers who would utilize their network expertise to deliver the solution on time and with quality.

Our dedicated network has 24 x 7 x 365 monitoring that blocks over 17,000 attacks each month. Our proactive and responsive technical support is comprised of 3 regional NOCs and 4 CSCs operating 24 x 7 x 365. We also have 14 Core POPs throughout America.

Your Local Account Team would be comprised of the Account Manager Benjamin Cranston, Sales Engineer Lee Greengrass and Customer Service Analyst Christopher Null.

Our customer service is domestic, and our local support is engaged with our customer's communities.

Please do not hesitate to contact me if you need more information or have questions.

Sincerely,

Benjamin Cranston, MBA
Enterprise Account Executive II
benjamin.cranston@ftr.com