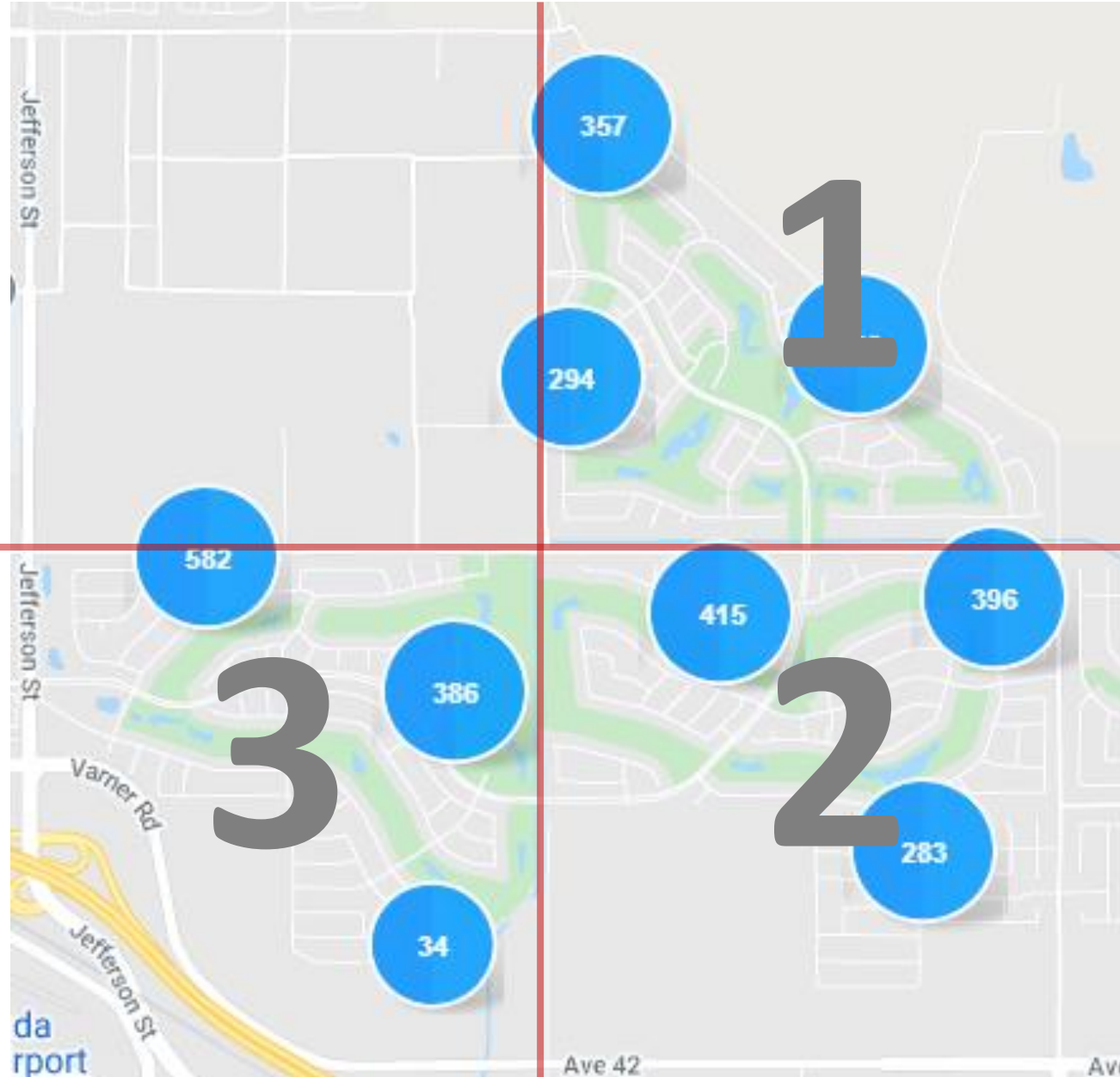


A series of ten red circles of varying sizes arranged in a downward-sloping arc across the top half of the slide. The circles are solid red and have no outlines.

Sun City Shadow Hills (SCSH) Zone 3-Phase 1 Launch Details

January 2021
MDU Bulk Operations
Frontier Community Connections – Business Development

Map 1 Overview (all Areas)



Zone 1

East of Madison,
North of 40th St.

Zone 2

East of Madison
South of 40th St.

Zone 3

West of Madison (N)
South of 40th
(Incl. 205 LUs in CXM)

** All dates subject to approval by SCSH, and subject to change*

General Ordering Information



- Please wait patiently until your Zone and Section's assigned period (or when directed by your Association)
- Toll-Free Number to Call: **844-660-0648**
 - **DO NOT CALL** Frontier's advertised number (800-921-8101) or any other published number
 - Bulk VIP Care Center is open Monday – Saturday
(Centers may close and/or operate on an abbreviated schedule during holidays)
 - **Press 2** when prompted for Account Service
 - Your agent will ask questions to verify your identity; as a standard Company protocol we do reserve the right to conduct a "soft" pull of credit information that will not impact your credit report or rating and will not impact your ability to order the FiOS 500/500Mbps broadband services in the Sun City Shadow Hills agreement
- Upon completing your order, please write down your Order Number and "BTN" (Billing Telephone Number—you'll find we love acronyms!)

General Ordering Information



- During the call, you will choose an available installation date/time; that time may be subject to change if we are doing multiple installations on your street at that time
- You will receive an email confirmation with a recap of your order and installation date once your order has been placed with one of our agents
 - You may check your order status at any time by following [this link](#)
- You may also want to visit <https://frontier.com/resources/frontier-id-registration> to set establish an online account for
 - Paying your bill or setting up auto-pay
 - Checking your balance
 - Getting live 24/7 technical support via online chat (with an actual person!)
- If you need to make any changes to your order (add/remove services, change your installation date, etc.), be sure to call **844-660-0648** (press 2 for account services)

On Your Installation Date



- An adult 18 or older must be present and at your home on your installation date
- If you've never had FiOS® installed before, it may take 4 – 8 hours depending on which services you've ordered, how many rooms you have and where you want your Router to be placed
- Your technician will:
 - Install your **Optical Network Terminal (ONT)** and Battery Backup Unit (BBU), which translates digital transmissions sent over our fiber-optic network into information used while watching television, surfing the Internet and/or talking on the phone
 - Set up your Broadband Router and Wi-Fi network and test your data speed and Wi-Fi coverage
 - Connect at least one computer, laptop or other device to your Wi-Fi network, and show you how to do it
 - Set up/configure set top boxes on up to three TVs (if ordered); additional rooms/televisions may require an additional per-room charge
 - Configure your Digital Voice service (if ordered) and ensure that your signal is crystal clear
- Customers ordering television services will also be shown how to use the FiOS® Remote, navigate/use the Interactive Media Guide, set up your DVR, etc.