



Frontier Restructuring Vendor FAQ

1. Will Frontier continue to honor its contracts?

- Frontier has sufficient liquidity to meet our ongoing obligations, including paying our vendors under customary terms.
- In fact, under the Restructuring Support Agreement (“RSA”), trade vendors will be unimpaired for both pre- and post-petition obligations. In other words, our vendors are expected to be paid for goods and services they provided to Frontier both before and after the filing date.
- Frontier is fully operational and we are relying on our partners to continue serving customers without interruption.

2. Will I be paid for goods and services provided to Frontier on or after the filing date?

- Yes. All vendors will be paid under customary terms for goods and services provided on or after the filing date.
- In fact, under the RSA, trade vendors will be unimpaired for both pre- and post-petition obligations.
- Invoices for goods and services provided should be submitted through the typical accounts payable channels, and payments will be processed in accordance with contract terms, if applicable.

3. Will I be paid for goods and services provided to Frontier prior to the filing date?

- Yes. Under the RSA, trade vendors will be unimpaired for both pre- and post-petition obligations. Trade vendors will receive payment for goods and services provided post-petition, in the ordinary course of business.
- Although all trade vendors will remain unimpaired under the RSA, the Company must receive Court approval to pay vendors with outstanding claims for pre-petition goods and services.
- The Company has received Court approval to make certain of these pre-petition payments in the ordinary course during Chapter 11, under applicable bankruptcy law; other payments will be made upon exit from bankruptcy (pursuant to the terms of the RSA).

4. What happens if my work started pre-petition and carried over into post-petition, do I need to send two bills?

- Yes, you can send two separate invoices – one for the pre-petition period and the second for the post-petition period. Submitting separate invoices for pre- and post-petition obligations will assist in expediting the review process.
- Alternatively, if only one invoice is submitted, please clearly identify the date of goods or services received.
- Goods and services provided will be categorized as either pre- or post-petition according to the date the goods and services were received.
- Importantly, under the RSA, trade vendors will be unimpaired for both pre- and post-petition obligations.
- Although all trade vendors will remain unimpaired under the RSA, the Company must receive Court approval to pay vendors with outstanding claims for pre-petition goods and services.
- The Company has received Court approval to make certain of these pre-petition payments in the ordinary course during bankruptcy under applicable bankruptcy law; other payments will be made upon exit from bankruptcy (pursuant to the terms of the RSA).

5. Will Frontier pay invoices according to the same schedule that was used before the Chapter 11 filing?

- Yes. Frontier expects to continue to place orders and receive goods and services, and to pay all vendors for goods and services received.
- Importantly, under the RSA, trade vendors will be unimpaired for both pre- and post-petition obligations.
- Although all trade vendors will remain unimpaired under the RSA, the Company must receive Court approval to pay vendors with outstanding claims for pre-petition goods and services.
- The Company has received Court approval to make certain of these pre-petition payments in the ordinary course during bankruptcy under applicable bankruptcy law; other payments will be made upon exit from bankruptcy (pursuant to the terms of the RSA).

6. Will the Company continue to order goods and services from its vendors?

- Yes. Frontier expects to continue to place orders and receive goods and services as usual.

7. Can I take back my goods?

- It is against the law to take back goods from a company that has filed for Chapter 11 without following the applicable procedures under the Bankruptcy Code.

8. Can vendors renegotiate or terminate the terms of their contracts with Frontier?

- Frontier intends to maintain its relationships with vendors. In fact, under the RSA, trade vendors will be unimpaired for both pre- and post-petition obligations.
- If you have a contract with Frontier, bankruptcy law requires that you continue to perform services or provide goods under that agreement unless otherwise ordered by the Court.
- We are committed to the partnership we have developed with your organization and will continue to work closely with you throughout this process.
- Your cooperation will ensure that our business continues to operate effectively and that our companies can continue working together for many years to come.

9. Why should I continue to do business with Frontier?

- Importantly, we are continuing to pay our vendors under customary terms. Under the RSA, trade vendors will be unimpaired for pre- and post-petition obligations.
- Frontier is fully operational, and we are relying on our partners as we continue serving customers without interruption.

10. How do I file a proof of claim?

- Proof of claim forms and other information about the claims process will be available at <https://cases.primeclerk.com/fttr>.
- If you have questions about filing a proof of claim, you can call Frontier's claims agent, Prime Clerk, at 877-433-8020 (or +1-646-442-5842 for international calls) or send an email to fttrinfo@primeclerk.com.

11. How can I obtain more information?

- We will keep you updated on our progress as there is information to share.
- In the meantime, please reach out to your usual Frontier contact with any questions.
- Additional information can also be found at <https://cases.primeclerk.com/fttr> or you can continue to visit www.frontierrestructuring.com.