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/ftr.
    - 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 ftrinfo@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/ftr or you can continue to visit www.frontierrestructuring.com.