



Unbreakable™ Wi-Fi Additional Terms

The following terms (“Terms”) govern your legal rights to use or access Frontier’s Unbreakable Wi-Fi (“UBW”) and the backup cellular internet access services it enables (“Backup Internet Service”). These Terms apply in addition to the Frontier Residential General Terms and Conditions (May 2025), Residential Internet - Acceptable Use Policy (AUP), and Frontier’s Privacy Policies, all published at www.frontier.com, and constitute a binding legal agreement between you and Frontier (the “Agreement”). Please read the Agreement carefully before purchasing UBW or using the Backup Internet Service. By purchasing UBW or using the Backup Internet Service, you consent to the Agreement.

You agree that:

1. You have no contractual relationship with underlying service providers related to the Backup Internet Service and you are not a third-party beneficiary of any agreement between Frontier and its underlying service providers.
2. Frontier and its underlying service providers have no liability of any kind to you related to the Backup Internet Service, whether for breach of contract, warranty, negligence, strict liability in tort or otherwise.
3. Data transmission and messages may be delayed, deleted, or not delivered.
4. Frontier and its underlying service providers cannot guarantee the security of wireless transmissions and will not be liable for any lack of security relating to the use of the Backup Internet Service.
5. The Backup Internet Service shall not be used: (a) as a substitute for your primary internet service; (b) in a location other than your address of record for your primary internet service; (c) as a replacement for a traditional two-way telephone or mobile phone service; (d) for 911 or similar emergency calls; (e) to connect to PTSN traditional two-way voice services, medical devices, drones, inmate locators, mobile personal emergency response services or any product that provides emergency calling to 911 or equivalent emergency telephone numbers; (f) to transmit cellular communication during outdoor flight; or (g) in any other high-risk applications or environments such as remotely controlling vehicles, robots, devices, drones, equipment, or self-driving hardware or software.
6. You shall not configure the Backup Internet Service to use a static IP address.
7. A variety of factors can affect performance, speeds, and availability of the Backup Internet Service, including but not limited to the underlying service providers’ coverage, network congestion, your devices and building characteristics, the capabilities and connections of the host of the content to which you seek access, environmental factors, and technical operations, and any representations by Frontier about the speed associated



with any product or service represent only an anticipated, theoretical speed and not a guarantee of actual speed or any minimum speed.

8. If you are not satisfied with UBW or the Backup Internet Service, your sole remedy is to cancel your UBW subscription and to return the UBW device if so, advised by us at the time of cancellation. Failure to return the UBW device if required may result in an unreturned equipment charge of up to \$250.

9. You are solely responsible for engaging all appropriate security measures associated with the Backup Internet Service and all devices that connect to the Backup Internet Service, and for providing, configuring and maintaining virus protection, firewall, and other security measures to prevent damage from viruses, malware, or other similar malicious content and to prevent unauthorized access,

10. You will use the Backup Internet Service only at the service address of record of your Frontier primary internet service and only during an interruption to your Frontier primary internet Service.

11. Usage of the Backup Internet Service may not exceed 130 gigabits per billing period, which usage limit may be changed by Frontier from time to time by providing thirty (30) days' advance notice to you.

12. Frontier may suspend or terminate UBW and/or the Backup Internet Service: (a) without cause by providing you with thirty (30) days' advance notice; and (b) with cause upon notice to you if: (i) you do not adhere to any of the Terms, (ii) your usage of the Backup Internet Service reaches the usage limit in three consecutive billing periods due to circumstances beyond Frontier's reasonable control, or (c) the Backup Internet Service or your primary internet service is not functional due to circumstances beyond Frontier's reasonable control.

13. You acknowledge that UBW requires electrical power to operate, that the devices connected to UBW must also be charged or have an alternative source of electricity during a power outage to use UBW. Certain UBW devices may be used with a battery backup available from third parties, which you acknowledge is solely your responsibility to purchase and maintain.

Network Management Practices and Performance

Frontier's underlying service providers may engage in reasonable network management practices to optimize customer experience and to protect customers, networks, and service providers. Please see the individual network statements from [AT&T](#) and [Verizon](#) for additional information about how they manage the networks UBW runs on.



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