

# THE NEW FRONTIER CONTRACT

On **January 11, 2022**, the new contract with Frontier took effect.

## The Contract Includes:

- **100/100 Mbps Internet (unlimited)**
- **Prime HD TV channels:**
- **Video Media Server Set-Top Box**
- **HD Client Set-Top Box**
- **Enhanced Experience DVR Service**
  - **Can support 5 TVs**
  - **Record and Store 150+ hours of HD programs**
  - **Record up to 6 programs simultaneously**
  - **Control live TV on up to 5 TVs with set-top boxes – 1 terabyte of DVR storage**

What you need to do:

Call the following Frontier Bulk Services number **844-660-0648** They will change your billing effective the day you call in. Your previous bill will be prorated to that date or to the installation date, so you do not get double billed. If you need new equipment, they will schedule a service call. If you don't call in, your contract will stay on the old rates. **(Remember you will also be paying through the Association)**

Frontier will be installing the latest equipment that they have. When you call in the phone service representative will determine if you already have the latest equipment. If you do, you will not need a service appointment. If you do not have the latest equipment, you will be scheduled for a service appointment to have the equipment installed. There is no charge for the technician appointment.

Note: If you DVR needs upgrading to the new Quantum DVR you will lose what you have saved on the old DVR.

Reminder: If you are currently paying for internet or extra TV boxes, the only way to have those removed from you bill is to call Frontier using the bulk service number. **844-660-0648**