**What are the benefits of Frontier Fiber 5 Gig?**

Frontier Fiber 5 Gig is our ultrafast fiber internet built for faster streaming and downloading for 200+ devices at the same time. Frontier Fiber 5 Gig offers lower lag and lower data loss than cable, plus upload speeds up to 125 times faster than cable. With the industry's fastest Wi-Fi 6E router, 5 Gig fiber is our best internet for gaming.

**[LEARN MORE](https://frontier.com/shop/internet/fiber-internet/5-gig" \t "_top)**

**How do I get Frontier 5 Gig?**

You can [check availability](https://frontier.com/buy) at your address to see if we offer Frontier Fiber 5 Gig in your area.

**Where is fiber 5 Gig available?**

We're expanding our fiber network every day and our fiber-fast internet may be in your area. [Check availability](https://frontier.com/buy) at your address to see if we can get you up and running right away.

**Who is eligible to sign up for YouTube TV through Frontier?**

New and existing Frontier internet customers who aren't current YouTube TV subscribers can sign up for YouTube TV through Frontier.

**[LEARN MORE](https://frontier.com/shop/tv" \t "_top)**

**If I have YouTube TV already, can it be added to my Frontier bill?**

Unfortunately, we can't add your existing YouTube TV service to your Frontier bill.

**[LEARN MORE](https://frontier.com/shop/tv" \t "_top)**

**What channels does YouTube TV offer?**

YouTube TV lets you stream live must-see shows and movies, as well as local sports and news on ESPN, Disney Channel, FX, ABC, CBS, FOX, NBC and more. To find out which networks are available in your home area, visit the [YouTube Channel Lineup](https://streaming.frontier.com/channel-lineup/youtube?iframe) and enter your home zip code.

**[LEARN MORE](https://frontier.com/shop/tv" \t "_top)**

**Is there a contract for YouTube TV?**

No, there's no contract for YouTube TV. It's a monthly subscription paid in advance. You can cancel your service at any time.

**[LEARN MORE](https://frontier.com/shop/tv" \t "_top)**

**When can I expect the ACP discount on my bill?**

Your credit should appear on your next bill after the household's enrollment or transfer.

**[LEARN MORE](https://frontier.com/discount-programs/affordable-connectivity-program" \t "_top)**

**If I participate in the ACP, what’s my monthly rate? Is this a contract or term agreement?**

Once you've enrolled in the ACP, the standard monthly rate for Frontier Essentials Internet will range from $29.99-$154.99 depending on the speeds available at your address. After application of the $30 federal subsidy for non-Tribal Lands, the monthly rate for service will be $0-$124.99, depending on your internet subscription. This service is non-contractual and does not have a term agreement.  
Additional products including but not limited to Inside Wire Maintenance, Voice, Frontier Secure products, Dish TV, etc. are not included in this program and will be billed as an additional monthly charge if you choose to buy them.

**[LEARN MORE](https://frontier.com/discount-programs/affordable-connectivity-program" \t "_top)**

**How do I get NFL Sunday Ticket?**

You can get NFL Sunday Ticket by adding it to your YouTube TV subscription from your YouTube TV account.

**[LEARN MORE](https://frontier.com/shop/tv" \t "_top)**

**What is NFL Sunday Ticket?**

NFL Sunday Ticket is a premium out-of-market sports package that broadcasts all out-of-market Sunday National Football League games not available on your local broadcast in your area (NBC, CBS or Fox affiliate). So if you're a Dallas Cowboys fan but live in Miami, you'd be able to watch all of the Sunday Cowboys games that aren't shown on NBC, CBS or FOX in your local market. [See what NFL games are included with each plan](https://support.google.com/youtubetv/answer/13316318#games).

**[LEARN MORE](https://frontier.com/shop/tv" \t "_top)**

**How do I activate NFL Sunday Ticket?**

1. Go to [tv.youtube.com](https://tv.youtube.com/)
2. Click your **profile photo**
3. Click **Settings**
4. Add **NFL Sunday Ticket**
5. Select **Purchase** to finish

**[LEARN MORE](https://frontier.com/shop/tv" \t "_top)**

**When is the regular season of NFL Sunday Ticket?**

The 2023 regular season begins on September 7, 2023, and access to NFL Sunday Ticket begins on September 10, 2023.

**[LEARN MORE](https://frontier.com/shop/tv" \t "_top)**

**How many streams do I get with NFL Sunday Ticket?**

With NFL Sunday Ticket, you can stream on an unlimited number of devices simultaneously from home or on two devices away from home. Plus, you can watch up to four games at a time on a single screen.

**[LEARN MORE](https://frontier.com/shop/tv" \t "_top)**

**Do I need a YouTube TV membership to get NFL Sunday Ticket?**

No. You can also get NFL Sunday Ticket as a standalone service with YouTube Primetime Channels.

**[LEARN MORE](https://frontier.com/shop/tv" \t "_top)**

**What games can I watch when I add NFL Sunday Ticket to YouTube TV?**

You can learn more about what NFL games are included with each plan [here](https://support.google.com/youtubetv/answer/13316318#games).

**[LEARN MORE](https://frontier.com/shop/tv" \t "_top)**

**How do I reschedule my appointment?**

Select **Check Trouble Ticket**from the **Account Summary** menu to cancel or reschedule a service appointment.

**[LEARN MORE](https://frontier.com/helpcenter/account/make-changes-to-online-account" \t "_top)**

**What do I do if I have a billing dispute?**

If you disagree with your payment history or balance due, please chat with us. We'll work with you to address the issue. If your service is suspended, please chat with us. If your account is suspended for lack of payment, it is best to speak with customer service and pay by phone for the fastest action. Your service will be restored once your full payment is received and verified.

**[LEARN MORE](https://frontier.com/helpcenter/billing" \t "_top)**

**How do I pay my bill?**

You can pay your bill online by signing into [My Account](https://frontier.com/login) or using [Express Pay](https://frontier.com/expresspay).  
Other ways to pay your bill:

* Set up [AutoPay](https://frontier.com/login?target=2f6163636f756e74#/payments/autopay-signup)
* Use the [MyFrontier mobile app](https://frontier.com/resources/myfrontier-mobile-app" \t "_top)
* Call our automated phone line 1-800-801-6652 (17-digit account number is required)
* [Pay in person](https://www.checkfreepay.com/en/payment-locator.html)
* By mail addressed to: Frontier, PO Box 740407 Cincinnati, OH 45274-0407 (Please include your 17-digit account number)

For more information, watch our [video on how to pay your Frontier bill](https://videos.frontier.com/detail/videos/account/video/5027713889001/how-to-pay-your-frontier-bill?autoStart=true).

**[LEARN MORE](https://frontier.com/helpcenter/topics/billing-faqs" \t "_top)**

**Billing: Can I mail a payment?**

Yes. You can mail payments to: Frontier Communications P.O. Box 740407 Cincinnati, OH 45274-0407 Please include your bill stub and write your 17-digit account number on your check or money order.

**[LEARN MORE](https://frontier.com/helpcenter/topics/billing-faqs" \t "_top)**

**What do I do if I have trouble making payments using the phone payment system?**

Make sure you are using your 10-digit phone number along with your 17-digit Frontier account number from your bill. If you still need assistance, please chat with us.

**[LEARN MORE](https://frontier.com/helpcenter/topics/billing-faqs" \t "_top)**

**What if I miss a payment?**

If you have special circumstances and need to make payment arrangements, you may chat with us.

**[LEARN MORE](https://frontier.com/helpcenter/topics/billing-faqs" \t "_top)**

**How do I confirm my payment has been received?**

You can see your payment and current balance by logging into your account or using the MyFrontier mobile app. You can also check your balance through our automated system simply by saying "Check my balance."

**[LEARN MORE](https://frontier.com/helpcenter/topics/billing-faqs" \t "_top)**

**What is Auto Pay?**

Auto Pay is a safe, easy and secure way to pay your bill every month. The balance on your account is automatically paid each month on your due date from either a credit/debit card or bank account. Sign into [My Account](https://frontier.com/login) and select "Manage Auto Pay" from the My Payments menu to get started.

For more information, watch our video on [how to sign up for Auto Pay](https://videos.frontier.com/detail/videos/account/video/5027724557001/how-to:-sign-up-for-auto-pay?autoStart=true).

**[LEARN MORE](https://frontier.com/helpcenter/topics/billing-faqs" \t "_top)**

**How can I manage Auto Pay?**

You can change your Auto Pay settings at any time. Sign into My Account and select "Manage Auto Pay" from the My Payments menu. Here, you can turn Auto Pay on or off and change or add payment methods.

Please note: If Auto Pay is required to receive a discount, your bill will change if you discontinue it.

**[LEARN MORE](https://frontier.com/helpcenter/topics/billing-faqs" \t "_top)**

**How do I set up Auto Pay?**

1. [Sign in](http://frontier.com/login) to **My Account** and choose **Sign up for Auto Pay** from the **My Payments** menu
2. Choose or add a payment method and agree to the terms and conditions
3. Select **Sign up**

**Note**: Your automatic payments will begin right away unless your current bill is due within 24 hours. If you need to make a payment immediately, select **Make a Payment** in the **My Payments** menu.

For more information, watch our video on [how to sign up for Auto Pay](https://videos.frontier.com/detail/videos/account/video/5027724557001/how-to:-sign-up-for-auto-pay?autoStart=true).

**[LEARN MORE](https://frontier.com/helpcenter/billing/how-to-manage-auto-pay" \t "_top)**

**Where do I find my account number?**

When you sign in to your Frontier account to view your bill online, you'll find your 17-digit account number at the top right beneath Key Account Information. On the paper bill, your account number is located at the top left under Account Summary.

**[LEARN MORE](https://frontier.com/helpcenter/topics/billing-faqs" \t "_top)**

**Where can I find my PIN?**

Sign in to your Frontier account. Your PIN appears on the right-hand side of the page, under Key Account Info and beside your Account Number.

**[LEARN MORE](https://frontier.com/helpcenter/topics/billing-faqs" \t "_top)**

**Why is my amount due different from what was originally quoted?**

If you add or change your services, your first bill (following the addition or change) may be higher than a typical month’s bill. This is because, in making additions or changes, you may have incurred one-time charges such as: applicable installation or activation charges or applicable partial month charges.

**[LEARN MORE](https://frontier.com/helpcenter/topics/billing-faqs" \t "_top)**

**What is an Early Termination Fee?**

You may be charged an Early Termination Fee if you cancel a service before the end date of a Promotion or Term Agreement. Look for the words “Term” or “Through” followed by the end date of your agreement on your bill to determine the end date of your promotion term. When you are close to the end of your promotional rate, call us and ask about available options.

**[LEARN MORE](https://frontier.com/helpcenter/topics/billing-faqs" \t "_top)**

**Why do I have a late payment charge?**

If a payment is not received by the billing due date, you may be charged a late fee. Late payment fees are located under the **One-Time Charges** section of your bill. Avoid late payment fees, by enrolling in [Auto Pay](https://frontier.com/login?target=2f6163636f756e74#/payments/autopay-signup).

**[LEARN MORE](https://frontier.com/helpcenter/topics/billing-faqs" \t "_top)**

**When should I expect to receive my final bill?**

Your final bill(s) will be sent on your regular bill mailing date. It may take 1–2 months after you disconnect service for any outstanding charges to clear including any related to unreturned equipment. As a result, you may receive more than one invoice, as we work through the account closure process. Please note, you are responsible for all charges incurred prior to the date of service disconnection, even if they are not billed until after your disconnection date.

**[LEARN MORE](https://frontier.com/helpcenter/topics/billing-faqs" \t "_top)**

**Why is my bill different this month?**

Several factors can cause your bill to vary, including: A promotion starting or ending A change in your service resulting in a one-time charge A partial month charge or credit for a change made in the middle of your bill cycle A late payment charge Billing adjustments Usage charges such as toll or long distance including international calls, Pay-Per-View or On Demand Tax charges can vary slightly depending on the number of days in the month You can sign in and select View Current Bill. You can then select Compare Bills to see a side-by-side view of your selected bills.

**[LEARN MORE](https://frontier.com/helpcenter/topics/billing-faqs" \t "_top)**

**What is the balance I currently owe?**

Log in to your Frontier account. Your current balance is shown on your My Account page, just above the Pay Bill button. On your paper statement, the Total Amount Due is listed at the top right of your bill.

**[LEARN MORE](https://frontier.com/helpcenter/topics/billing-faqs" \t "_top)**

**What are the partial-month charges on my bills?**

You may incur a partial-month charge when you start a new service or when you add or change services in the middle of your billing cycle. New services are billed starting on the day they are activated. This means that your first bill, or the bill following your add or change, may include the monthly service charge for the new service (Frontier’s services are billed a month in advance) and the pro-rated service charge for the added or changed service, for each day you had the new service before your next billing cycle began.

**[LEARN MORE](https://frontier.com/helpcenter/topics/billing-faqs" \t "_top)**

**How long does it take to see a credit or an adjustment on my bill?**

Normally, a credit or adjustment appears on the next bill after the date the credit was issued to your account. For example, if a credit is applied on July 15 and your billing period ends on July 16, it should appear on that invoice. If, however, a credit is applied on July 17 (i.e., after your billing period ends), the credit will appear on your August 16 invoice.

**[LEARN MORE](https://frontier.com/helpcenter/topics/billing-faqs" \t "_top)**

**How do I sign up for paperless, environmentally friendly billing?**

To set up paperless billing, log in to your account. On the My Profile page, click the My Accounts dropdown and select the Manage link next to Bill Preference. Click the box, “Yes, I want paperless billing.” You can always view your bill online with the MyFrontier app or on frontier.com.

**[LEARN MORE](https://frontier.com/helpcenter/topics/billing-faqs" \t "_top)**

**How are the charges calculated on my final bill?**

Frontier services are billed on a monthly subscription basis and full month in advance. When you cancel your TV and/or Internet service subscription, termination of your service subscription(s) and any early termination fees will be effective on the last day of your Frontier billing cycle. No partial month credits or refunds will be provided for previously billed TV and Internet service subscriptions. Some voice services may be pro-rated based on your disconnection date.

**[LEARN MORE](https://frontier.com/helpcenter/topics/billing-faqs" \t "_top)**

**When my account is suspended, how do I restore service?**

When the past due amount has been paid and posts to your account, your service(s) will automatically be scheduled for restoral. Please allow up to 24 hours for full restoration of service(s).

**[LEARN MORE](https://frontier.com/helpcenter/billing" \t "_top)**

**What do I do if I made a payment, but my account hasn't been restored?**

Please allow up to 24 hours for full restoration of service(s). If services have not been restored after that timeframe, please chat with us.

**[LEARN MORE](https://frontier.com/helpcenter/topics/billing-faqs" \t "_top)**

**What is a VoIP Administrative Fee?**

The VoIP Administrative Fee is a Frontier fee that covers costs that we incur for VoIP service. This is a Frontier-assessed fee, not a government fee. This fee is located in the Monthly Service Charges section of your bill.

**[LEARN MORE](https://frontier.com/helpcenter/topics/billing-faqs" \t "_top)**

**What is the Internet Infrastructure Surcharge?**

We have worked hard to keep our rates and surcharges for broadband services unchanged. However, internet use has grown significantly and so have our related costs. The Internet Infrastructure Surcharge appears as a separate line item on your bill. This surcharge is located under the Monthly Service Charges section.

**[LEARN MORE](https://frontier.com/helpcenter/topics/billing-faqs" \t "_top)**

**Why is there a Printed Bill Fee?**

This fee helps offset the rising costs of providing services, including the cost of paper and postage. Going forward, Paperless Billing is your free, environmentally friendly billing option.

**[LEARN MORE](https://frontier.com/helpcenter/topics/billing-faqs" \t "_top)**

**Does the Printed Bill Fee apply to all customers?**

The fee applies to all customers except:

* Customers with traditional (tariffed) voice service only
* Customers on programs including Lifeline, California Affordable Broadband, California Fundamental Internet, Affordable Connectivity Program
* Customers with disabilities (e.g., requesting braille and large-print bills or who have a medical alert and requested a waiver)
* Business customers
* New York and Pennsylvania customers

**[LEARN MORE](https://frontier.com/helpcenter/topics/billing-faqs" \t "_top)**

**How do I sign up for free Paperless Billing?**

**With an existing account:**

* Sign into your [account](https://frontier.com/login?target=2f6163636f756e74#/profile)
* Go to My Accounts
* Select "Yes, I want Paperless billing"

**Without an existing account:**

* Create an [account](https://frontier.com/resources/frontier-id-registration?icid=19jan02_national_login_autopay_banner)
* Select "Manage" next to Paperless Billing (Under Key Account Info)
* Select "Yes, I want Paperless billing" (Under My Accounts)

**[LEARN MORE](https://frontier.com/helpcenter/topics/billing-faqs" \t "_top)**

**What are the benefits of Paperless Billing?**

Besides avoiding the $2.99/month fee, going paperless means reducing waste and our environmental impact, something we all can benefit from! Caring for the environment is one of our core beliefs. Red Loves Green is our commitment to sustainability in the technology we use, the way we do business, and the digital connections we enable for our customers. Find out more about our commitment to sustainability at [Red Loves Green](https://newsroom.frontier.com/red-loves-green/).  
Paperless billing also means having all your bills organized in one place and just a click away - with access to 13 months of statements online anytime.

**[LEARN MORE](https://frontier.com/helpcenter/topics/billing-faqs" \t "_top)**

**What is the Texas State Universal Service Fund (USF) surcharge?**

This is a surcharge that voice service providers assess to recover their required contributions to the Texas Universal Service Fund. The TX USF primarily supports a program that assists small telephone companies and co-ops providing service in rural areas. Frontier does not receive any support from this fund. The fund also supports the Specialized Telecommunications Assistance Program (STAP), Relay Texas and lifeline.

**[LEARN MORE](https://frontier.com/txusf" \t "_top)**

**How is the USF assessed on my bill?**

The surcharge is assessed on intrastate voice charges — i.e. calling within Texas — and includes voice telephone service charges and intrastate long-distance services charges.

**[LEARN MORE](https://frontier.com/txusf" \t "_top)**

**Why did the Texas Universal Service Fund surcharge increase?**

The amount of the surcharge has been the subject of litigation in Texas brought by small telephone companies and co-ops who asserted that the Texas Public Utilities Commission had been underpaying them Universal Service Funds. Recently, a court agreed with them and ordered the Texas Public Utilities Commission to repay small telephone companies and co-ops the shortfall. To collect this shortfall, the Commission ordered all voice telecommunications providers to increase payments to the fund from 3.3% to 24%, resulting in a significantly higher surcharge assessment on consumers.

**[LEARN MORE](https://frontier.com/txusf" \t "_top)**

**What is the Equipment Restocking Fee?**

This $50 charge helps cover the expense of arranging for the return of your equipment to our inventory, including logistics, shipping and refurbishing costs following the disconnection of your service. The charge doesn't apply to returned equipment resulting from a service upgrade or downgrade.

**[LEARN MORE](https://frontier.com/helpcenter/billing" \t "_top)**

**What is the Unreturned Equipment Fee?**

We require customers who cancel or change their services to return their leased devices so that we can place them back in our inventory. If the equipment isn't returned within 30 days of the order-processing date or is returned damaged, we bill the customer at 45 days. The Unreturned Equipment Fee varies, depending on the device. Paying the Unreturned Equipment Fee doesn't constitute a purchase of the unreturned equipment, and no title or other rights are transferred because of this payment. The Equipment Restocking Fee applies in addition to the Unreturned Equipment Fee.

**[LEARN MORE](https://frontier.com/helpcenter/billing" \t "_top)**

**How do I make a one-time payment in the MyFrontier app?**

You can schedule a one-time payment for up to 45 days in advance in the MyFrontier app or through your online account.

1. Sign in to the MyFrontier app for [Android](https://play.google.com/store/apps/details?id=com.frontier.selfserve&hl=en_US&gl=US) or [iOS](https://apps.apple.com/us/app/myfrontier/id978439794)
2. From your dashboard, tap **Make a Payment**. Or tap the billing icon then **Make a Payment**.
3. Select the amount you want to pay: total balance, past due amount or custom amount. Tap **Select amount**.
4. Choose a payment date and tap **Select payment date**.
5. Choose your payment method and tap **Select payment method**.
6. Tap the **Pay** button.

**[LEARN MORE](https://frontier.com/helpcenter/billing/how-to-pay-your-bill" \t "_top)**

**How do I edit a scheduled payment in the MyFrontier app?**

1. [Sign in](https://frontier.com/login) to the app
2. Tap **Billing** then **History**
3. Select the scheduled payment you want to edit. Tap**Edit Payment.**
4. Change your payment amount, date or payment method. Tap **Update Payment.**

**[LEARN MORE](https://frontier.com/helpcenter/billing/how-to-manage-auto-pay" \t "_top)**

**How do I view my bill in the MyFrontier app?**

1. Sign in to the MyFrontier mobile app for [Android](https://play.google.com/store/apps/details?id=com.frontier.selfserve&hl=en_US&gl=US) or [iPhone](https://apps.apple.com/us/app/myfrontier/id978439794)
2. Tap **Billing** to view your current bill
3. Select **History** to see scheduled and past payments

**[LEARN MORE](https://frontier.com/helpcenter/billing/how-to-view-your-bill" \t "_top)**

**How do I enroll in paperless billing in the MyFrontier app?**

Paperless Billing is a simple, convenient and environmentally friendly way to keep track of your bills. Learn how to sign up for Paperless Billing in the MyFrontier app or online.

1. Sign in to the app for [Android](https://play.google.com/store/apps/details?id=com.frontier.selfserve&hl=en_US&gl=US) or [iOS](https://apps.apple.com/us/app/myfrontier/id978439794)
2. Select **Billing** then **Manage**
3. Tap the toggle next to **Paperless Billing** to turn it on or off

**Note**: If Paperless Billing is turned off, you'll continue to receive a printed bill for a $2.99 /mo. fee.

**[LEARN MORE](https://frontier.com/helpcenter/billing/enrolling-in-paperless-or-printed-billing" \t "_top)**

**How do I set up or manage Auto Pay in the MyFrontier app?**

1. Sign in to the app for [Android](https://play.google.com/store/apps/details?id=com.frontier.selfserve&hl=en_US&gl=US) or [iPhone](https://apps.apple.com/us/app/myfrontier/id978439794)
2. Tap **Billing** then **Manage**
3. Tap the toggle next to **Auto Pay** to turn it on or off
4. Choose or add a payment method and agree to the terms and conditions
5. Tap **Save**

**[LEARN MORE](https://frontier.com/helpcenter/billing/how-to-manage-auto-pay" \t "_top)**

**When is fiber internet coming to my area?**

We're expanding our fiber network every day and may already be servicing your area with fiber-fast internet. [Check availability](https://frontier.com/buy) at your address to see if we can get you up and running right away.

**[LEARN MORE](https://frontier.com/shop/internet/fiber-internet/5-gig" \t "_top)**

**Why is fiber internet great?**

[Fiber internet supports ultra-fast upload and download speeds](https://frontier.com/shop/internet/fiber-internet). Share pictures and videos as fast as you stream, on multiple devices at the same time. Plus, with less latency than cable, your gaming will be more responsive than ever. Learn more about [why you should switch](https://frontier.com/why-frontier/get-fiber) to Frontier Fiber Internet.

**[LEARN MORE](https://frontier.com/shop/internet/fiber-internet/5-gig" \t "_top)**

**What fiber internet speeds are available?**

Frontier Fiber is blazing fast, ranging from 500/500 Mbps to 5 Gig internet at 5000/5000 Mbps. The speed that's right for your household depends on how many devices you connect and what you do with those devices online.

**[LEARN MORE](https://frontier.com/shop/internet/fiber-internet/5-gig" \t "_top)**

**How much does Frontier Fiber Internet cost?**

Our fiber-optic internet plans are highly competitive in every market we serve. Prices vary based on your location and how much speed you choose, so start by [checking availability](https://frontier.com/buy) of home internet services at your address.

**[LEARN MORE](https://frontier.com/shop/internet/fiber-internet/5-gig" \t "_top)**

**What is 5 Gig internet?**

A 5 gigabit broadband connection is an internet service that offers a maximum wired upload and download speed of 5 gigabits per second (Gbps), 5,000 megabits per second (Mbps) or 5 million kilobits per second (Kbps).

**[LEARN MORE](https://frontier.com/shop/internet/fiber-internet/5-gig" \t "_top)**

**What is 2 gigabit internet?**

A 2 gigabit broadband connection is an internet service that offers a maximum wired upload and download speed of 2 gigabits per second (Gbps), 2,000 megabits per second (Mbps) or 2 million kilobits per second (Kbps). [Learn more about gigabit internet](https://frontier.com/resources/what-is-gigabit-internet)

**[LEARN MORE](https://frontier.com/shop/internet/fiber-internet/2-gig" \t "_top)**

**What is gigabit internet?**

A gigabit broadband connection, also called 'gig internet' is an internet service that offers a maximum connection speed of 1 gigabit per second (Gbps), 1,000 megabits per second (Mbps) or 1 million kilobits per second (Kbps). [Learn more about gigabit internet](https://frontier.com/resources/what-is-gigabit-internet)

**[LEARN MORE](https://frontier.com/shop/internet/fiber-internet/gig" \t "_top)**

**What is Fiber 500 Internet?**

A 500 megabit broadband connection, also called Fiber 500 Internet, is an internet service that offers a maximum connection speed of 500 megabits per second (Mbps). [Learn more](https://frontier.com/resources/understand-fiber-internet)

**[LEARN MORE](https://frontier.com/shop/internet/fiber-internet/500" \t "_top)**

**What is Frontier Fiber Internet?**

Frontier Fiber Internet uses a collection of ultra-thin fiber-optic wires encased in a cable to deliver your connection.

**[LEARN MORE](https://frontier.com/shop/internet/fiber-internet" \t "_top)**

**Which Frontier Internet plan is best for me?**

The internet plan you choose should depend on a few factors. The number of devices and users in your home, what those users do on the web and even your home's floor plan correlate with the speed you need. If you live in a home with many connected devices and users or a home with lots of walls, consider a faster speed so everyone can do what they love with ease. If you need help deciding, give our fiber internet experts a call and they'll help you determine the plan right for you

**[LEARN MORE](https://frontier.com/shop/internet/fiber-internet" \t "_top)**

**How do I download the MyFrontier Mobile App?**

Download the free MyFrontier mobile app today in the [Apple App Store](https://apps.apple.com/us/app/myfrontier/id978439794)or [Google Play Store](https://play.google.com/store/apps/details?id=com.frontier.selfserve&hl=en_US&gl=US). Manage your account, payments and services anytime, anywhere with the MyFrontier app.

**[LEARN MORE](https://frontier.com/resources/myfrontier-mobile-app" \t "_top)**

**What is YouTube TV?**

YouTube TV is a subscription streaming service that lets you watch live TV from 100+ cable, broadcast, and regional sports networks. Enjoy local and national live sports, breaking news, and must-see shows on ESPN, Disney Channel, FX, ABC, CBS, FOX, NBC, and more. Included: unlimited cloud DVR storage space so you can record your favorites, and stream them wherever you go. You also get 6 accounts per household, so share with your family members or roommates.

**[LEARN MORE](https://frontier.com/shop/tv" \t "_top)**

**Where is YouTube TV available?**

YouTube TV is available nationwide in over 99.5% of households in the United States.  
Please visit the YouTube [TV Channel Lineup](https://streaming.frontier.com/channel-lineup/youtube?iframe) and enter your 5-digit ZIP code for a full list of your area's channel lineup.

**[LEARN MORE](https://frontier.com/shop/tv" \t "_top)**

**Which networks are available with YouTube TV?**

YouTube TV lets you stream live & local sports, news, and shows from 100+ channels including ESPN, FX, Disney Channel, ABC, CBS, FOX, NBC, HGTV, TNT, and more. Local and regional programming is also provided with YouTube TV, offering complete local network coverage in over 98% of US TV households. Please visit the YouTube [TV Channel Lineup](https://streaming.frontier.com/channel-lineup/youtube?iframe) and enter your 5-digit ZIP code for a full list of your area's channel lineup.  
Movies and many recent shows are also provided by networks on-demand. Premium add-on networks are also available for an additional monthly charge including Fox Soccer Plus, SHOWTIME, STARZ and more.

**[LEARN MORE](https://frontier.com/shop/tv" \t "_top)**

**Do streaming services offer simultaneous multi-streaming so more than one person can watch at the same time?**

That depends on the streaming provider and the package you choose. Most packages offer multi-streaming anywhere from 3-5 simultaneous streams. Your Frontier connection must be fast enough to support multi-streaming for an optimal multi-streaming experience.

**[LEARN MORE](https://frontier.com/shop/tv" \t "_top)**

**How do I move my Frontier services to my new home?**

Make your move with Frontier!  
[New customer](https://frontier.com/resources/movers)? See what Frontier services are available at your address.  
[Existing customer](https://frontier.com/resources/movers)? Check if you can move existing Frontier services to your new location.

**[LEARN MORE](https://frontier.com/resources/movers" \t "_top)**

**Is Frontier® Fiber Internet available at my address?**

Check if Frontier® Fiber Internet is available at your address—or coming soon. Or, nominate your area for 100% fiber-optic internet as we expand our network across the country.

**[CHECK NOW](https://frontier.com/why-frontier/why-fiber-internet/fiber-expansion" \t "_top)**

**How do I switch from cable to fiber?**

Frontier Fiber 5 Gig internet is blazing fast with uploads up to 125x faster than cable, and we're the first and only large network provider to offer 5 Gig service across our fiber network.  
Frontier Fiber is built for gaming. We have lower lag and lower data loss than cable. That's why U.S. News and World report voted us the Best Internet Provider for Gaming.

**[LEARN MORE](https://frontier.com/why-frontier/get-fiber" \t "_top)**

**What's a vacation suspension?**

Instead of canceling your Frontier services, you can put them on "hold." This allows you to keep your number and frontier.net email address. Services that may be suspended include Residential Voice, Internet and Video, but not optional services like Frontier Secure, Frontier Wire Care, directory listings and the like. DISH subscribers must contact DISH. To find out if your services qualify, please chat with us.

**[LEARN MORE](https://frontier.com/resources/vacation-services" \t "_top)**

**How long can I put my services on vacation pause/suspension?**

You can suspend your qualifying services for a minimum of two months (60 days) and up to nine months (270 days) during a 12-month period.

**[LEARN MORE](https://frontier.com/resources/vacation-services" \t "_top)**

**Is there a charge to pause my services?**

Yes, there's a one-time charge of $39.99.

**[LEARN MORE](https://frontier.com/resources/vacation-services" \t "_top)**

**How do I pause service?**

To take advantage of Frontier Get Away Vacation service, your account must be in good standing and in service for at least 30 days. After stopping Vacation Service, you must wait at least 30 days before starting it again. Chat with us to order.

**[LEARN MORE](https://frontier.com/resources/vacation-services" \t "_top)**

**Will my home security system still work if I pause my services?**

If a phone line or internet service is required for your home security system, you will need to leave all your services active. Individual services cannot be left active while others are suspended.

**[LEARN MORE](https://frontier.com/resources/vacation-services" \t "_top)**

**Can I check my voicemail while my services are paused?**

Yes, existing voicemail messages may be accessed through your local or toll-free voicemail access number. No new voice messages can be left on your line while your line is on vacation service. Additionally, all calling features, including caller ID, call waiting, call forwarding, are suspended.

**[LEARN MORE](https://frontier.com/resources/vacation-services" \t "_top)**

**Will I have access to my email while my services are paused?**

Yes. Your frontier.net email address remains active and you can access your emails anywhere in the world via webmail.

**[LEARN MORE](https://frontier.com/resources/vacation-services" \t "_top)**

**Vacation Services - What happens if I come back early?**

Just give us 48 hours' notice of the date change, and we'll have your services working when you return.

**[LEARN MORE](https://frontier.com/resources/vacation-services" \t "_top)**

**What do I do with my equipment after cancelling service?**

Any equipment that needs to be returned will be listed at the bottom of your Disconnect Service Order Confirmation email. You will receive an additional email/text with a unique QR code. Please take the equipment to the closest UPS store for shipment and show them your unique QR code. Be sure to get a receipt.  
If you have any Frontier equipment that doesn't need to be returned, please recycle it at your nearest recycling center.  
Equipment must be returned within 30 days. If Frontier has not received the required equipment within that time, you will be charged up to $150 for each unreturned device.

**[LEARN MORE](https://frontier.com/helpcenter/billing" \t "_top)**

**How do I order a battery backup unit?**

Battery backup units are available for all Frontier Digital Voice customers with the following services:  
**Frontier® Fiber Internet**

* Unlimited Digital Voice
* Fiber Digital Voice
* Digital Voice
* Unlimited Voice
* Digital Phone Unlimited
* Digital Phone Essentials
* Freedom Essentials
* Regional Essentials

[Order a battery backup unit](https://cpeportal.com/frontier/fiber/c-424.html) or [download the BBU guide](https://vsgprdstopaasrg-151210-cdn-endpoint.azureedge.net/-/jssmedia/Project/Frontier/Dotcom/documents/helpcenter/phone/fiber-optic-bbu-customer-guide.pdf?rev=e0e5bcc13c204890b6889e6c6e8e2664&hash=9586C7D7591D6A0D5B79C302F015050D) for Fiber Digital Voice service.

**Frontier® Internet**

* Unlimited Digital Voice

[Order a battery backup unit](https://cpeportal.com/frontier/copper/c-425.html) or [download the BBU guide](https://vsgprdstopaasrg-151210-cdn-endpoint.azureedge.net/-/jssmedia/Project/Frontier/Dotcom/documents/helpcenter/phone/frontier-internet-bbu-customer-guide.pdf?rev=be1e027c30d345148fd221b315c465bd&hash=3A3268CDCAD97C4E101C5DCFDD3347B0) for Digital Voice Service.

**[LEARN MORE](https://frontier.com/helpcenter/phone/battery-backup" \t "_top)**