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We all love the Internet, and Frontier is committed to offering you all the bandwidth you need and want to take full advantage of the Web! Our basic residential Internet packages offers 5GB usage -- that's the equivalent of 500,000 basic text e-mails, 2,500 Photos, 40,000 Web Pages, over 300 Hours of Online Game Time, 1,250 downloaded songs, or a mixture of the above!

## FAQs:

### What is Broadband Access?

Broadband access consists of two components for your High Speed Internet Service. The first component is the speed of transmission of data. This is measured in megabits per second. Our High Speed packages are sold based on speed of transmission of data with our low end package at around 1 Mbps and in some markets our high end package has 20 Mbps. The second component of Broadband access is usage and this measures the amount of consumption of data.

### What is Bandwidth?

Bandwidth refers to how much data you can send through a network or modem connection. It is usually measured in Bits Per Second, or "bps." Think of bandwidth as a highway with cars traveling on it. The highway is the network connection and the cars are the data. When things are going smoothly, data flows fast and easily. When there is heavy use, traffic slows.

### What's a Gigabyte (Gig/GB)?

A gigabyte is a technical term to measure data or usage.

### How many gigabytes do I currently use per month?

Customer usage varies by household and by market. Our typical Frontier household uses less than 1.5GB or 1,500 megabytes a month. Many of our customers use a lot less than this amount and we only have a small number of customers who use more than this amount.

### Is Frontier monitoring my activities on my internet account?

No. We look at types of traffic such as video, music, photos, etc. to determine aggregate usage

### What are "bandwidth caps" and what does it mean for Internet users?

"Caps" are thresholds where Internet Service Providers could deem usage in excess of "normal" usage. For the majority of our users, bandwidth caps will not be reached. However, some users have multiple servers or computers or download huge files that demand large amounts of available bandwidth. In response to these "power users," the industry is moving toward "tiered usage" plans that would be applicable when consumption reaches certain bandwidth levels. This type of plan would result in heavy users paying for their fair share of usage and will make sure that average users do not subsidize high-usage consumers. Other Internet Service Providers like Comcast and Time Warner are testing these tiered usage plans. Frontier has not implemented tiered usage plans and will continue to evaluate if and when they would be necessary. If and when Frontier implements a tiered usage plan pricing and usage information will be communicated to all High-Speed customers.

### Does Frontier plan to limit my use of the Internet?

Frontier is providing (NOT LIMITING) all customers with a minimum of 5GB of usage on a monthly basis. The Company has made no decision at this time to charge for additional usage but wants to start to educate customers about their usage.

### If I hit 5GB will my service be interrupted?

No. Your service will not be interrupted at 5Gb. You will continue to use our High Speed Internet service without disruption.

### How will I know how many Gigabytes I am using?

Sometime in the future, Frontier will provide to all customers visibility as to what your usage is on a daily, weekly and monthly basis. We will also provide a the ability to estimate bandwidth usage for different types of activities – like streaming video downloads or file sharing. These tools will give our customers the ability to make informed decisions about broadband usage consumption.

### If Frontier rolls out tiered usage plans, will my Pricing / Plan change if I am on a Frontier Price Protection Plan?

Pricing for customers on Frontier's Price Protection Plan will not change during your initial term commitment if we roll out tiered usage plans.

### Is there any more information available?

Frontier Communications strives to bring customers the highest-quality service and we encourage your input and hope you will feel free to send us an email with any questions or concerns to: [support@frontiernet.net](mailto:support@frontiernet.net)

Frontier continues to add new and exciting Internet enhancements, including a new home page ([www.frontier.my.yahoo.com](http://www.frontier.my.yahoo.com)) co-branded with Yahoo! as well as our "Peace of Mind" product, which was cited in *The Wall Street Journal* (July 31) as one of least expensive and most comprehensive PC support services. We hope you will check it out!

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