

UPDATE ON INTERNET RADIO SERVICE

07 May 2019

We use a third-party internet radio service provider, who provides access to the internet radio station database on our smart radio modules (eg Venice 6.5). We have been experiencing issues with the internet radio service and have taken action to move to a new service provider to ensure consumers are able to continuously access internet radio stations. No action will be required from the consumers – the products will have automatically redirected to the new internet radio service provider.

Impacts on product user interface

While we have tried to minimise impact to the users, there are some differences between the new service vs the previous service. Below is a full list of the changes consumers may see:

- No support for 'favourites'. Stations can still be stored as presets.
- No support for 'my added stations'. Users can still email us to have stations added.
- Existing Internet Radio or podcast presets will be lost and need to be stored again. An audio clip will be played stating that the presets need to be re-saved.
- No User portal (for my added stations and managing favourites)
- No Support for weather service
- Some stations/podcasts/genre may have different name
- Station/podcast logos may be different
- Help menu is different

Feedback

We apologise for any inconvenience caused as a result of these changes, which we have made in order to provide continuity of service for customers and users. This is a large and complex migration and whilst we have tested and rehearsed this scenario in advance there may be an initial period of reduced service stability. We will be monitoring the service closely during this time and will communicate any issues via the status page at <https://status.frontiersmart.com/>.

If you have any further comments or questions about the service then please browse the [Knowledge Base](#), and [submit a support ticket](#) if you cannot find the information you are looking for. Alternatively, please get in touch with your Frontier account manager.

Thank you.

Prem Rajalingham

Chief Commercial Officer