



Frontier Success Story

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- Tony Cheng, Netstar

Netstar Finds Success with Frontier's Channel Integration Model and Commitment to the Channel



Meet Netstar

Tony Cheng, Founder and CEO

Located in Bellevue, WA

Active member of Frontier's Partner Program since 2013

www.netstarinc.com

Learn more about the Frontier Partner Program at www.frontier.com/frontieragent

Committed to the Channel

One of the original members of Frontier's Partner Program, Tony Cheng and his team at Netstar have been active in the the program since 2013. As a seasoned member of the program, Tony has witnessed a turnaround in the form and function of Frontier's way of working. "We are excited to see a definite commitment from Frontier's side to put in time, money, and resources to accelerate the Channel Program. There's a huge difference from the old program and we have been very successful with the way things are now."

Tony also sees promise in what's to come from the program and notes that Frontier is definitely listening to feedback and trying to provide what agents are looking for. Recently Frontier launched a Centralized Support Team for Agents. "While not quite there yet, I know Frontier is still fine-tuning this team," Tony said. "This is another great example of Frontier's commitment to the channel - by hearing what the actual feedback from the channel was and developing this team accordingly."

Success with Channel Integration

The Channel Integration model employed by Frontier is working beautifully for Tony and his team. "Oh yeah, it works! When we need to escalate and get something done right away, working with the Channel Managers has been phenomenal. They clear the barriers and escalate installs, etc. as needed. That's fantastic for our relationship and for our customers."