

*** Many customers of Frontier have reported an inability to access Unit 7 websites. One of our parents resolved the issue using the following steps:**

- Call Frontier Support at 877-462-8188 and select Tech Support

- Explain the situation and that the problem was resolved for others by having

their "DNS Server" changed. Parents tell us that "the primary and secondary DNS numbers need to be changed - not just reset or renewed." Frontier will not do this for all customers; only those who make a request. We were told that a technician has to log in as an administrator and change your primary DNS to 4.2.2.2. and the secondary to 4.2.2.3. They can do this remotely without coming to your home and it should solve the problem.