

## ACCOUNT SUMMARY



Billing Date

**New Charges Due Date**

Previous Balance

Payments Received Thru 3/20/18

Balance Forward

New Charges

**TOTAL AMOUNT DUE**



**Frontier Secure™** solutions help you protect your digital world.

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- ✓ Password Management

Visit **frontier.com/secure**  
or call **1.855.548.7174**

Requires Internet access service.  
Frontier does not warrant that the service  
will be error-free or uninterrupted.  
Restrictions apply.



## Manage Your Account

### To Pay Your Bill

**Online:** Frontier.com **Pay by Mail**

**MyFrontier App**

**1.800.801.6652**

**Pay in Person:**  
Frontier.com/walkinpay for locations

### To Contact Us

**Chat:** Frontier.com

**Online:** Frontier.com/helpcenter

**1.800.921.8101**

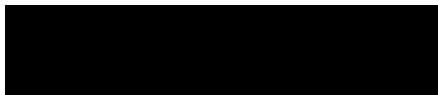
**For the hearing impaired**  
**TTY: 1.877.462.6606**

5 11



P.O. Box 5157, Tampa, FL 33675

----- manifest line -----



Please do not send correspondence with your payment. Make checks payable to Frontier.

Amount Enclosed

\$

To change your billing address, call 1-800-921-8101

**FRONTIER**  
P.O. Box 740407  
CINCINNATI OH 45274-0407



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- Informational billing videos
- Auto Pay sign up and online account management
- MyFrontier® Mobile App details and benefits

First, download a QR code reader for your mobile device at:



Next, scan this code with your mobile device to watch a helpful payment video.



Data charges may apply.

**or visit [frontier.com/payment](http://frontier.com/payment)**

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**For In-Language Billing and Service questions, please call one of the numbers below:**

**English: 1-800-921-8101**  
**Cantonese: 1-844-320-4421**

**Korean: 1-844-320-4423**  
**Japanese: 1-844-320-4422**

**Vietnamese: 1-844-320-4426**  
**Tagalog: 1-844-320-4425**

**PAYING YOUR BILL**

Pay online, by phone, by mail or at any Authorized Payment Location. Paying by check authorizes Frontier to make a one-time electronic funds transfer from your account, as early as the day your check is received. Visit [Frontier.com](http://Frontier.com) to set up recurring electronic payments to streamline bill payment.

**LATE PAYMENTS, RETURNED CHECK FEES and PAST DUE BALANCES**

You are responsible for all legitimate, undisputed charges on your bill. If you pay your bill after the due date, you may be charged a fee (including a Treatment Charge if your account has been delinquent for 3 consecutive months and your past due balance is greater than \$99), your service may be interrupted and you may have to pay a reconnection charge to restore service. A fee may be charged for a check that is returned by the bank for any reason. Continued nonpayment of undisputed charges (incl. 900 and long distance charges) may result in collection action and a referral to credit reporting agencies, which may affect your credit rating. When making an online payment, please allow time for the transfer of funds. If the funds are not received by Frontier by the due date, a fee may be assessed.

**IMPORTANT CONSUMER MESSAGES**

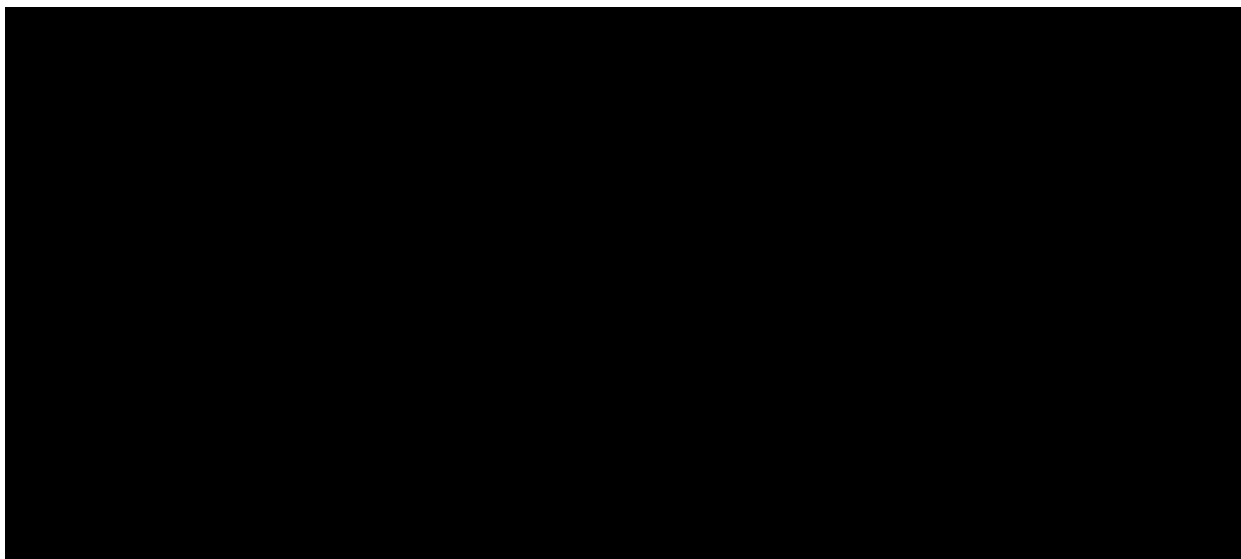
You must pay all basic local service charges to avoid basic local service disconnection. Failure to pay other charges will not cause disconnection of your basic service but this may cause other services to be terminated. Frontier Bundles may include charges for both basic and other services.

Frontier periodically audits its bills to ensure accuracy which may result in a retroactive or future billing adjustment.

**SERVICE TERMS**

Visit [Frontier.com/terms](http://Frontier.com/terms), [Frontier.com/tariffs](http://Frontier.com/tariffs) or call Customer Service for information on applicable tariffs, price lists and other important Terms, Conditions and Policies ("Terms") related to your Frontier services - voice, internet and/or video - including limitations of liability, and early termination fees and the effective date of and billing for the termination of service(s). Frontier's Terms, include a binding arbitration provision to resolve customer disputes ([Frontier.com/terms/arbitration](http://Frontier.com/terms/arbitration)). Subscribers to Frontier's TV and Internet services are billed one full month in advance. If 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. TV and/or Internet services will remain available to you through the end of the subscription period for which you have been billed. No partial month credits or refunds will be provided for previously billed service subscriptions. We encourage you to review the Terms as they contain important information about your rights and obligations, and ours. By using or paying for Frontier services, you are agreeing to these Terms and that disputes will be resolved by individual arbitration.

**Hard of Hearing, Deaf, Blind, Vision and /or Mobility Impaired customers may call 1-877-462-6606 to reach a consultant trained to support their communication needs.**



FOR VALIDATION

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Service speed is not guaranteed and will depend on many factors.



## IMPORTANT CUSTOMER INFORMATION

If your bill reflects that you owe a Balance Forward, you must make a payment immediately in order to avoid collection activities. You must pay a minimum of \$87.99 by your due date to avoid disconnection of your local service. All other charges should be paid by your due date to keep your account current.

## About Your Account...

Frontier periodically reviews customer accounts for pricing consistency. As a result of a recent review, beginning March 1, 2018, your monthly rate may increase. Questions? Please contact customer service.

## Operator Services Discontinuation Information...

Pending federal and state regulatory approval where applicable, Frontier Communications will discontinue operator service features Busy Verification (BV) and Busy Interrupt (BI) effective June 1, 2018. These services will be discontinued throughout Frontier's service territory nationwide. Please note that this discontinuance is for the BV and BI features only and does not include all operator services.

The FCC will normally authorize this proposed discontinuance of service unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 15 days after the Commission releases public notice of the proposed discontinuance. You may file your comments electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the 63.71 Application of Frontier Communications. Comments should include specific information about the impact of this proposed discontinuance upon you or your company, including any inability to acquire reasonable substitute service. You may also contact us in writing at Frontier Communications, P. O. Box 5166, Tampa, FL 33675.