



STATE OF FLORIDA

PAM BONDI
ATTORNEY GENERAL

May 9, 2016

Daniel J. McCarthy
President and Chief Executive Officer
Frontier Communications Corporation
401 Merritt 7
Norwalk, CT 06851

Dear Mr. McCarthy:

This is a follow-up letter to my telephone conversation with Allison Ellis, your Vice President of Regulatory Affairs. Ms. Ellis was very responsive to my calls last week inquiring about the massive service disruptions that have resulted in major safety concerns throughout Frontier's service area in Florida. I want to thank her for her offer to personally review each of the complaints we've received to date. I also thank your Southeast Regional President Mr. Flynn for his phone call last Friday. While I appreciate the prompt return of my phone calls and the willingness your managers have each expressed to work diligently to resolve any outstanding issues, the fact remains that it has been a little over a month since the transfer in Florida of Verizon wire line services, including broadband, voice, and Fios to Frontier Communications Corporation ("Frontier). As has become clear, the transition has hardly been a smooth one.

Beginning before the first day of the completed transfer of services on April 1, my Office has received a steady influx of complaints—128 from March 29 through today--from former Verizon Florida customers experiencing a multitude of service disruptions and other issues. The company has been responsive to at least 56 of these complaints to date. Business and residential customers have complained of going days or weeks without any internet or phone service. **We have also received several complaints from seniors who have lost essential 911 services as the result of disruptions in land line services. This is not acceptable.** Ms. Ellis agreed with me in our phone conference that ensuring that our seniors have this necessary, life-saving service should be an immediate priority for your company.

Video customers have complained of lost access to certain channels and pre-paid video on demand programming previously available to them from Verizon and have even had trouble accessing Frontier's website to set up accounts and pay bills. New customers are complaining

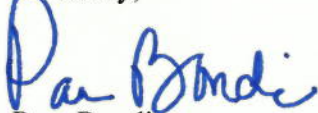
that they must sign a two-year service contract—something that is not acceptable under the current circumstances. Customer Service, we understand, has been very poor, due, among other things, to Frontier's apparent use of an overseas customer call center that presents language barriers and has resulted in long telephone wait times of as much as one or two hours. Some customers report that service appointments are being missed by Frontier's contractors or the contractors are complete no shows. And, customers seeking to cancel their Frontier services complain of stiff early termination fees that are far greater, we are told, than the fees previously charged by Verizon. A Frontier customer service representative told us that refunds or credits are only being made available to customers who specifically request them.

This is an unacceptable situation with no apparent end in sight. Floridians count on internet, phone, and video access in their everyday lives. Extended service disruptions mean lost revenues for businesses and potentially tragic consequences for our seniors, disabled consumers, and others who count on essential 911 telephone services in emergencies.

While we appreciate Frontier's outreach to my Division of Citizen Services in March that provided us with a point of contact to whom we have been sending our consumer complaints as they are received, at this juncture, it seems that Frontier's current complaint review process is a mere band-aid approach that is not adequately addressing what appears to be a far bigger systemic problem in need of an more comprehensive, immediate fix. It is important that Frontier customers understand whether and when Frontier can ensure that all of the problems customers are currently facing will be fixed and glitch-free services will be provided.

Please contact my Consumer Protection Division Director, Victoria Butler, at 813-287-7950, by close of business Wednesday May 11, 2016 to set up a meeting with my Office so that we may understand as soon as possible: a) the extent of Frontier's servicing issues in Florida b) the specifics of Frontier's intended fixes for their Florida accounts, c) Frontier's timetable for achieving these needed fixes, and d) Frontier's plan for providing credits and refunds to customers who lost service during this time. In the meantime, in effort to address the mounting frustration of your customers, we ask that you immediately establish direct contact customer service numbers for Frontier that are based in Florida and make them available to your customers.

Sincerely,



Pam Bondi
Attorney General

cc: Mike Flynn, Southeast Regional President
Allison Ellis, VP for Regulatory Affairs
Lila Jaber, Esq.