



Via Hand Delivery

May 11, 2016

Honorable Pam Bondi  
Attorney General  
State of Florida  
The Capitol  
Tallahassee, FL 32399

Re: Frontier Acquisition

Dear General Bondi:

I have received your letter dated May 9, 2016 and appreciate your outreach to Frontier Communications Corporation ("Frontier"). We know how important communications services are to the daily lives of our customers and we apologize to all our Tampa Bay area customers who have experienced service disruptions. We also share your goal of a prompt resolution of customer service issues. Our customers are of utmost importance to us. We are excited to be in Florida and look forward to our ability to grow our business and contribute to the Florida economy.

By way of background, Frontier closed its acquisition of Verizon's wireline operations in Florida, California and Texas on April 1, 2016. Due to the size and complexity of the conversion of these customers to our systems, Frontier started planning over a year ago, with the goal of ensuring a conversion as seamless and straight-forward as possible. We hired over 8000 contractors to assist with the process. Overall, less than one percent of the over 3,000,000 customers transitioned to Frontier experienced a service disruption as a result of the conversion, and there was no disruption of traditional voice service or of the 911 network. However, we are not satisfied with that result. While service has been restored for the majority of these customers, there are still many frustrated customers. We are working diligently to resolve any remaining service-related issues and have implemented a number of measures to address them as quickly as possible.

A critical piece of the conversion process has been training the former Verizon employees who are now part of the Frontier family. We have completed extensive training of more than 10,000 field technicians and customer service representatives, and this training could only take place following the close of the transaction. In Florida alone,

there are now over 1,200 technicians in the field trained in Frontier processes. We are now able to complete installation and repair activities at a higher rate, completing over 2,000-2,200 jobs each day.

I am also pleased to report that our newly trained Frontier call center employees have been back on the phones since Monday, May 2, 2016. This has enabled us to utilize our full-time U.S.-based call center employees as the *first* choice call response team and, as of today, our call answer times range between 30 seconds to 2 minutes, which is in line with our normal targets. I know that our customers will be much better served by our permanent work force who understand the complexity of our network, and who are committed to treating our customers with respect and resolving each and every issue.

In addition, for our Florida customers, we have established a special residential customer care number for the next 30 days, 1-888-457-4110, which is available from 7:00 am-11:00 p.m. This number is directed to our over 1,000 call center employees in Florida. However, depending on the specific customer concern, a call might then be routed to another representative with specific expertise. Our protocol is to route calls to our U.S.-based call center representatives first. Customers can also reach call center representatives through our Chat Live platform (<https://frontier.com/Contact-Us#/residential>) accessible through Frontier's website.

Since the start of the transition, Frontier has staffed—on a 24/7 basis—an operational command center where we are monitoring the network and tracking every customer escalation. Over 440 million data extracts from the Verizon system were transferred over to our network. While the extract was accurate for the vast majority of these data points, we did experience some issues with incorrect data extracts that impacted VoIP phone service and some Internet service. We immediately responded to resolve the discrepancy and modify our systems to overcome the lack of data while teaming with Verizon and outside experts to address the data feed issue. We have proactively identified affected customers, and placed a priority on those with certain needs (e.g. the elderly and those with medial needs). It is our goal to resolve all remaining service issues as soon as possible. Now that we have the first month of the integration behind us, monthly average trouble tickets for May are about 11% above the business as usual number of 5200 for the three states.

Further, we have instituted a “SWAT Team” to coordinate the rapid response to customer escalations and service outages. This team is a complement to our State and Regional Leaders who are working the field operations. Frontier's number one focus remains our customers and their satisfaction. Each and every employee at Frontier, regardless of job function, is committed to delivering quality products and service to our customers. We are working hard to earn the trust of our customers and respond to questions and concerns in a timely manner.

We are also resolving the temporary, limited availability of content in the Video On Demand (VOD) library for some of our customers who subscribe to FiOS TV. VOD is functioning today but the selection of some movie and episodic TV programming is

incomplete at this time. The Frontier team is working to load more than 100,000 additional new titles into the VOD library with a priority on loading the most popular content first. We expect to complete this process within the next several weeks. In addition, we are working to ensure that all content that customers have previously purchased is available to them. I understand customers' frustration with the delayed restoration of their VOD libraries and fully expect to have all entitlements by the end of the month.

Lastly, we are sensitive to billing concerns of customers and requests for corresponding credits. Every customer who reported any out of service issue will be given a credit. This credit will be reflected on the customer's bill no later than end of June. There is no need to contact the company to receive this credit. In addition, as a routine matter, we address other credit issues on a case-by-case basis.

I greatly appreciate the opportunity to provide you with this update on the transition and Frontier's continued progress. We are privileged to be part of the Florida business community. We have committed to bringing an additional 100 plus jobs to the state and our call centers in Tampa and Deland already employ over 1000 service representatives. We know that the stakeholders, including our customers, are critical to our success. We are committed to doing a good job by Floridians and look forward to working together to grow our business footprint. If you or your staff have any further questions, please do not hesitate to contact me directly.

Sincerely,



Daniel McCarthy  
President and Chief Executive Officer  
Frontier Communications Corporation

cc: Trish Connors