



## Do Not Call Policy

**Frontier Communications maintains the highest standards of ethical conduct in all of its marketing activities and is committed to complying with all federal and state laws.**

No employee or agent of Frontier Communications shall engage in telemarketing practices that violate the provisions of the Telephone Consumer Protection Act of 1991, the FTC Telephone Sales Rule, or applicable state regulations. In performing its duties under these requirements, Frontier Communications provides a written copy of this Do Not Call Policy to all personnel or entities that make calls for telemarketing purposes on its behalf. In addition, we also provide training to all of our business office personnel and any personnel engaged in any aspect of telemarketing on our behalf to ensure that they are informed and knowledgeable in regard to the existence, use and maintenance of our "Do Not Call" list.

If you do not want to receive sales calls from Frontier Communications, you can ask us to place your telephone number on the Frontier Communications internal "Do Not Call" list. In compliance with federal and state laws, upon your request, we will make a record in our files that you contacted us, and we will immediately add your number to our "Do Not Call" list. Please allow up to 30 days for your telephone number to be removed from any sales programs that may be currently under way.

- To add your telephone number to Frontier's internal "Do Not Call" list, you can make your request in writing to the address below or by calling 1.800.921.8101. You should include your name, address and telephone number in your request.

**Attention: "Do Not Call" List Administrator  
Frontier Communications  
P.O. Box 5156  
Tampa, FL 33675**

- If you have multiple telephone numbers, please tell us all numbers that you would like included on the "Do Not Call" list.
- You will remain on our "Do Not Call" list for the term required by applicable law.
- If your telephone number ever changes, you must give us your new telephone number in order for your "Do Not Call" status to remain in effect.
- You can also email your request to [privacy@ftr.com](mailto:privacy@ftr.com).

Being on the Frontier Communications internal "Do Not Call" list means that you will not receive sales calls by anyone representing Frontier Communications. We may still contact you, however, for non-solicitation and non-telemarketing purposes. For example, we may still contact you about surveys, billing matters, or other service-related matters.



Please note that the Frontier Communications "Do Not Call" list restricts marketing contacts from Frontier Communications only, so you may continue to receive calls from other companies unless you also contact those other companies directly.

In addition, you may add your telephone number to the National Do Not Call List. You may do so by calling 1.888.382.1222 (TTY users, 1.866.290.4236), or going online at [www.donotcall.gov](http://www.donotcall.gov).

Please be assured that Frontier Communications respects your right to privacy.

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