



Ohio Quarterly Customer Bill Message

Basic local exchange service (BLES) is local telephone service provided to single-line residential or small business customers, other than service that is not part of a bundle or package of services. It does not include Internet service. Frontier is required to install BLES within five days. Frontier is required to make reasonable efforts to repair a reported BLES service outage within 24 hours and shall repair a reported outage within 72 hours.

BLES is a regulated service by the Public Utilities Commission of Ohio. Regulations and Rules for BLES includes service terms, conditions, and rates for BLES service. Visit <http://codes.ohio.gov/oac/4901%3A1-6> to view the regulations and rules for BLES service.

As an Ohio telephone consumer, you have important rights and responsibilities. Frontier's website <http://carrier.frontiercorp.com/crtf/tariffs/u/222/OH/local/OHIGL11%209-3-21.pdf> contains our service terms, conditions, and rates for BLES service. Other restrictions may apply. As an Ohio telephone consumer, you have important rights and responsibilities. Frontier's website <https://frontier.com/corporate/policies> explain our telephone policies and procedures, including those relating to discounted programs or credits for monthly recurring charges and/or connection charges, protection from service suspension for nonpayment and fair credit and deposit policies or installment payments for certain charges in accordance with certain guidelines.

If Frontier fails to restore telephone service within 72 hours of your reported BLES service outage, you have the right to a credit of one month's charges for the single line residential or small business voice service.

If you are experiencing trouble with your Frontier service, please call 1.800.Frontier (1.800.376.6843) to report the issue. Frontier will open a trouble ticket and work to resolve the issue. Questions? Please call customer service.

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