



## Ohio Customer Rights and Responsibilities

### Lifeline

Frontier is committed to helping qualified low-income customers pay for telephone or qualified internet services. Lifeline service is a non-transferable (from one person to another) government assistance program that provides a discount on the cost of monthly telephone service only or qualified internet access service with or without telephone service. Lifeline is limited to one discount per household and only eligible customers may enroll. To determine if you qualify for the Lifeline discount and to print an application go to [frontier.com/resources/discountprograms/lifeline-program](https://frontier.com/resources/discountprograms/lifeline-program).

### Deposits

When establishing new telephone service, you may be required to pay a deposit. The decision to require a deposit is based on several factors, including:

- Telephone service during the past two years
- Outstanding balances on previous accounts of the same type
- Repeated late payments
- Prior disconnection of service for nonpayment
- A noticeable change in the degree of use or original purpose of the service.

If a deposit is required from you, you will be notified of the other options for establishing credit. The deposit amount is based on the charges for regulated local services and may include intraLATA and interLATA tolls if Frontier is the principal billing and collection agent for your interexchange carrier.

### Paying Your Bill

You are responsible for all legitimate, undisputed charges on your bill. If funds are received after the due date, you may be charged a fee, your service may be interrupted, and you may incur a reconnection charge to restore service. 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.

You must pay all basic local service charges to avoid basic 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.



If you cannot pay your bill by the due date, call us immediately to determine your payment options.

### **Basic local exchange service (BLES)**

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.

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.

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 [codes.ohio.gov/ohio-administrative-code/chapter-4901:1-6](https://codes.ohio.gov/ohio-administrative-code/chapter-4901:1-6) to view the regulations and rules for BLES service.

As an Ohio telephone consumer, you have important rights and responsibilities. Frontier's website [carrier.frontiercorp.com/crtf/tariffs/u/222/OH/local/OHIGL11%209-3-21.pdf](https://carrier.frontiercorp.com/crtf/tariffs/u/222/OH/local/OHIGL11%209-3-21.pdf) contains our service terms, conditions, and rates for BLES service.

### **Public Utilities Commission of Ohio**

If your complaint is not resolved after you have called Frontier or for general utility information, you may contact the Public Utilities Commission of Ohio for assistance at 1.800.686.7826 (toll free) or for TTY at 1.800.686.1570 (toll free) Monday–Friday from 8am to 5pm or at [puco.ohio.gov](https://puco.ohio.gov). Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1.877.742.5622 (toll free) Monday–Friday from 8am to 5pm or at [occ.ohio.gov](https://occ.ohio.gov).