

Q. What happened to Video on Demand? I wanted to watch a movie overnight!

A. Thank you for your patience during the transition of our Video on Demand (VOD) services. Our most popular titles are now available for viewing, and thousands more will be added over the coming days. If you get a message that the service is "temporarily unavailable," you should reboot your set-top box to refresh the VOD service. To reboot, unplug your set-top box, wait at least 10 seconds, and then plug it back in. Please note, a reboot can take up to 3 minutes as the system refreshes your settings. If you continue to experience any issues accessing VOD, please call our Tech Support team at 1-877-600-1511.

Q. If I have rented or purchased a Video On Demand or a Pay-Per-View event with Verizon, will I still be able to watch that video or event?

A. Yes, all your rentals and purchases will be available to be viewed as scheduled. However, you may experience a short delay as the Frontier systems load your rental or purchase information.

Q. I have purchased movies and TV shows through Verizon. What happens with those titles?

A. Have no fear! We are making sure that all of those titles carry over from Verizon and will be available to you as soon as this transition is complete. Most of your library will be available immediately after Video on Demand is restored. Any missing titles will be made available over the next few weeks, as we complete the full Video on Demand transition. Check [here](#) for regular updates.

We apologize for any inconvenience and we are happy to serve you as a Frontier customer!

Q. Will my residential rates change when my services transfer from Verizon to Frontier on April 1st?

A. Frontier plans to continue to charge the same rates for services that were provided by Verizon. There may be minor variations in taxes, surcharges and fees as they vary by state.

Q. I have discounts or pending credits on my account. Will these be honored?

A. Yes. All discounts or pending credits will be honored.

Q. Will Frontier have access to Verizon bills?

A. Yes, however, during the first few weeks in April, access to the information may be limited. Please keep copies of your March Verizon bills in case you have any questions. Frontier call centers will have copies of your Verizon March 2016 bill by mid-April. Bills issued by Verizon prior to March 2016 will be available to Frontier beginning April 1. You will also have access to your Frontier bills online at Frontier.com and on MyFrontier app. Please follow the instructions [here](#) to set up your My Frontier ID and gain access to your information.

Q. What are the methods of receiving Frontier monthly bills after April 1?

A. Frontier offers multiple ways for customers to access and review bills, including:

- U.S. Mail—A physical copy of your bill will be mailed to the mailing address we have on file for your account. After April 1, our consultants are ready to assist you with updating your mailing address, if necessary. You may contact us at 1.800.921.8101 (residence) or 1.800.921.8102 (business) or [via Live Chat](#).

- Frontier.com—Secure access to digital copies of your current Frontier bill and your prior 12 months of Frontier bills for the past 12 months are available to view or print at Frontier.com. Customers may also make a payment and manage Auto-Pay settings online. You will need a Frontier ID to get started. Please follow the instructions at frontier.com/register for details.
- MyFrontier App—The MyFrontier App allows customers to review the current and the past 12 months' Frontier billings. You can also pay your bill, manage payment methods and update Auto-Pay information. The MyFrontier App is available in the App Store and Google Play. Sign into the app using your Frontier ID email address and password.

Q. What are the late payment fees if I do not pay my Frontier bill on time?

A. Late fees will not be assessed until July 1, 2016. Beginning on July 1, 2016, however, late fees are assessed on balances that remain after the current bill is due. See the guide for your state below. Our consultants are prepared to explain questions about your bill and may be able to offer convenient options for paying your bill. The late payment fee in Florida is 1.5% or \$7.00 (whichever is greater) on unpaid balance.

Q. I am subject to a fee for early termination of my account with Verizon if I cancel my service prior to the contract date. Am I subject to this fee if I cancel my account with Frontier?

A. Yes. An early termination fee(s) remains in effect for the duration of the stated period. Frontier will calculate your fee based on your agreement with Verizon.

Q. Will Frontier continue to offer bundle savings for existing Verizon customers who currently have Military and Verizon Connections discounts?

A. Yes, you will continue to receive discounts ranging from \$5 to \$10/mo with qualifying services.

Q. What are my payment options once I receive my first Frontier invoice in April?

A. Frontier offers a variety of options to pay your bill. Click [here](#) for information on all of your bill pay options:

- Online Bill Pay

Pay online and take control of your account. Manage payment methods, Auto-Pay (recurring payments) and paperless billing.

Acceptable Payment Methods:

- Checking Account (ACH Payment)
- Debit Card
- Credit Card (Visa, MasterCard, Discover, American Express)
- Enroll in Online Bill Pay now. You will be required to sign up for a Frontier ID in order to perform online bill pay. Please register at frontier.com/register.
- If you would like to enroll in online bill pay with your bank, please use the following Frontier remit address on the bank website:
Frontier Communications
PO Box 740407
Cincinnati, OH 45274-0407
- MyFrontier App

Pay your bill through the MyFrontier mobile app and take control of your account. Manage payment methods as well as payment and paperless billing preferences.

- Acceptable payment methods:
 - Checking Account (ACH Payment)
 - Debit Card
 - Credit Card (Visa, MasterCard, Discover, American Express)

Download the [MyFrontier app](#) now.

- Pay By Mail

Write your account number on your check or money order and mail the payment to the address below. Please include your bill stub with your payment. Mail payments to:

Frontier Communications
P.O. Box 740407
Cincinnati, OH 45274-0407

To make a payment by registered mail or overnight delivery, your account number must be included on your check and mailed to:

Frontier Communications
63 Stone Street, 2nd Floor
Rochester, NY 14604-1799

- Payments by Phone

To pay your Frontier bill by phone, call automated payment service at 1.800.801.6652 and have your account number ready. There is a \$3.50 convenience fee for paying your bill through the automated payment service.

Acceptable Payment Methods:

- Checking Account (ACH Payment)
- Debit Card
- Credit Card (Visa, MasterCard, Discover)

If you are paying your final Verizon bill, you can utilize your Verizon account number, which can be found on the top right-hand portion of your Verizon invoice.

If you are paying your Frontier invoice, please have your 17-digit account number, which can be found on the top right-hand portion of your Frontier invoice.

- Pay in Person

We have a large network of nearly 25,000 locations where you can pay your bill in person. These include national retailers such as Walmart, convenience and grocery stores, and many more.

Acceptable payment methods:

- Cash
- Check
- Money Order

[Frontier Retail Store Locations](#)

[Payment Locations](#)

Q. Will I be charged a fee for paying my bill with a Frontier representative?

A. No. Starting on April 7, 2016, in order to ensure a smooth transition, Frontier will waive the convenience for paying your monthly bill with one of our representatives. Frontier however reserves the rights to reinstate the convenience fee at a point in time in the future.

Q. How can I cancel, move or make changes to my Frontier residential service after April 1st?

A. Our consultants will be happy to assist you if you have any changes you wish to make to your Frontier account. Contact us at 1.800.921.8101 or chat with us live at frontier.com/contact-us. Find out more in the Frontier Help Center, click [here](#).

Frontier has also established a special customer care number for Florida residential and business customers - 1-888-457-4110. This number is available Monday through Friday 7:00 am to 11:00 pm EST, and Saturday and Sunday from 8:00 am to 9:00 pm EST for residential customers and from 8:00 am – to 10:00 pm for business customers.

Q. Are there any changes to Federal Surcharges when customers move to Frontier on April 1st?

A. The Federal Communications Commission allows companies to set fees and surcharges, such as the Federal Carrier Cost Recovery Surcharge and the Federal Universal Fund Surcharge, to recover national costs associated with various regulatory fees and programs. Frontier will bill the approved surcharges to recover these costs, which may differ from Verizon. For additional information on other Taxes and Surcharges, click [here](#).

Q. Where can I find an explanation of the charges on my bill?

- A. There are 3 ways to get a better understanding of the charges on your bill:
- 1 If you are signed up for Online Bill Pay, please [sign in](#) to view your Account Summary.
 - 2 For Residence customers, you can view a sample bill [here](#) or you can view a video by clicking [here](#).
 - 3 For Business customers, you can view a sample bill [here](#) or you can view a video by clicking [here](#).

Q. How do I resolve disputes regarding my payments or account?

A. To resolve disputes regarding your payments or account, please contact customer service at 1.800.921.8101 (residence) or 1.800.921.8102 (business) or [chat with us live](#).

Q. How do I sign up to receive my Frontier residential bill in Spanish?

A. Customers can change the language used in their billing and customer communications from English to Spanish via Frontier.com and MyFrontier Mobile App after signing in using your Frontier ID, or creating a Frontier ID if currently not a subscriber. Please contact us after April 1 at 1.800.921.8101 to inquire about Spanish language billing options.

Q. Can I redeem My Rewards points that I had with Verizon?

A. Your Verizon My Rewards and My Small Biz Rewards point balance was transferred to Frontier Communications and is now available when you go to www.Frontier.com and login to your account using your Frontier ID and Password. When your online account appears on the screen, look for the “Tool Box” menu below your account information. Click on the “Frontier Rewards” link. When the Frontier Rewards page opens, you’ll be presented with your current points balance that transferred with you from Verizon, and information on your point redemption opportunities. Please be aware that you will not be able to accrue any points.