

Bill Payment Made Easy!

At Frontier, we are continually looking for new ways to make your life easier and your communications better. That's why we've redesigned your bill to make it easier to read and use.

Among the changes you will notice:

- A simpler format
- Recurring monthly charges listed in one section
- One-time or prorated charges listed in a single section
- Taxes and surcharges grouped together

This brochure will give you a brief overview of all the improvements we have made. Be sure to read it carefully and keep it with your files in case you have a question when reviewing a bill.

We've also included information about Online Bill Payment options to make it even easier to pay your bill.

Pay Your Frontier Bills Online

No more writing checks, buying stamps or forgetting your payment.

No more worries about late fees because of slow mail.

Frontier Online Bill Pay

- View and pay your bill online
- Receive e-mail confirmation of bill payment
- Track your payment history online

Frontier Automatic Bill Payment

- Know that your Frontier bill is paid in full on time, every time
- Receive a monthly email confirmation of payment

IT'S EASY to sign-up!

STEP 1: Go to www.FrontierOnline.com

STEP 2: Click Enroll, under **Online Bill Payment**.
We'll walk you through a quick step-by-step process.



Welcome to: Bill Payment Made Easy!

How to read
your new bill



www.FrontierOnline.com

© 2007 Citizens Communications Company. Your bank or other payment processor may charge you fees. Payment must be posted by the due date noted on your bill. Allow up to 3 days for processing of your Frontier Online Bill Payment. Do not use for past due accounts. If your payment is not received by the due date, applicable late fees may apply. Frontier will not accept scheduled payments on this system as payment until that payment has been marked as "Complete" on the payment history screen. Complete terms and conditions available at www.FrontierOnline.com/legal. Other restrictions may apply. B366



HOW to read your new Frontier bill



Your Monthly Invoice

Account Summary

Date Due	00/00/00
Billing Date	00/00/00
Account Number	123-456-7890-12345-6
Amount of Last Bill	57.56
Payments thru 05/07/07	57.56
Thank you for your payment!	
Other Credit and Adjustments	0.00
Balance before Current Charges	0.00
New Charges	92.41
Total Amount Due	\$92.41

Contacting Us

Billing Questions	www.FrontierOnline.com
Residential	800-921-8101
Business	800-921-8102
TTY	921-764-1294



Welcome to: Talking 'til the cows come home.
Welcome to the new Frontier.

- Unlimited local and long distance calling
- Crystal clear phone connections
- Always available, even when the power's out
- Call Waiting, Voice Mail, Caller ID and other popular calling features

Call today for a great deal on Digital Phone



1398 S. Woodland Blvd., Deland, FL 32720-7731

PAYMENT STUB

Total Amount Due	\$92.41
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Date Due	00/00/00
Account Number	123-456-7890-12345-6

Please do not send correspondence with your payment. Make checks payable to Frontier.

Amount Enclosed \$

Check here for billing address change (see reverse)

New Products and Offers

They'll save you time and money.

Your Payment Stub

Please include with your check or money order.

SAMPLE

DATE YOUR PAYMENT IS DUE

RECENT PAYMENT

NEW CHARGES

TOTAL AMOUNT DUE

Monthly Services

Your recurring monthly charges for all your Frontier services.

One Time Charges and Credits

This is where you may see partial month and prorated charges, frequently for new services.

Taxes and Other Charges

Local, state and federal taxes are listed here, as well as any other miscellaneous fees.

Long Distance Charges



Date of Bill 00/00/00
Account Number 123-456-7890-12345-6

Monthly Service from 00/00/00 to 00/00/00

Qty Description	Charge
Frontier Digital Phone Service from 1/22/07 to 1/21/09	49.99
Free High Speed Internet Max from 1/22/07 to 1/21/07	0.00
High Speed Internet Max from 4/22/07 to 05/06/07	16.77
6520 High Speed Internet gateway	3.99
Feature - Call Forwarding	1.95
Non Published Number	1.55
Inside Wire Maintenance	3.95
Total Monthly Service Charges	\$78.20

One Time Charges and Credits

Frontier Long Distance Calls	.50
Total One Time Charges and Credits	\$0.50

Taxes and Other Charges

Federal	
Federal Tax - Monthly Charges	.37
Federal Carrier Cost Recovery Surcharge	5.09
Federal Subscriber Line Charge	6.50
State and Local	
West Virginia State Sales Tax	.40
West Virginia Telcomm Relay Service Surcharge	.10
West Virginia Mercer County 911 Charge	1.25
Total Taxes and Surcharges	\$13.71

Total New Charges

\$92.41

Detail of Frontier Long Distance Calls

Ref #	Date	Time	Min	*Type	Place and Number	
1	JAN 25	11:19A	1	511 TO	LOCAL D.A. WV (304) 555-1212	.50
						Subtotal .50
						123-456-7890

Summary of US Unlimited Calls:

	Charge
20 Calls	.00
102 Minutes	

CUSTOMER TALK

TO PREVENT DISCONNECTION
If your bill shows a past due amount, the Past Due Charges are due IMMEDIATELY. All of your bill charges must be paid each month to keep your account current and avoid collection activities (See Terms and Conditions for further information). However, to avoid disconnection of local service, Basic Charges MUST be paid. For this account, that amount is:

- \$49.99 Basic Charges
- \$0.00 for Past Due Basic Charges
- \$42.42 Non-Basic Charges
- \$0.00 for Past Due Non-Basic Charges

Customer Talk
This section contains news you can use.

SAMPLE