



## 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%204-18-19.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.*