

Oregon Customer Rights & Responsibilities

It is important to us at Frontier that you, our customers, are aware of your rights and responsibilities. We want you to be able to make well-informed decisions so that doing business with us is a pleasant and satisfying experience. If you are applying for service or have service with a utility company in Oregon, you have certain rights and obligations. The following is a summary of those rights and obligations. The matters described here apply only to services regulated by the PUC. The utility company's main obligation is to provide you with reliable services at rates approved by the PUC. Your main obligations are to pay for the services you use, to not damage or tamper with the company's facilities, and to notify the company if you move, if you wish to change your service, or if you have a problem.

Your rights and responsibilities include:

- Your right to a clear and concise monthly bill and your right to check your bill for accuracy.
- Your right to fair credit and deposit policies.
- Your responsibility to pay your bill and your right to receive continuous telephone service if you meet this responsibility.
- Your responsibility to be aware of our policies regarding suspension, termination and restoration of service.
- Your right to participate in our Third-Party Notification Plan.
- Your right to select a deferred payment of installation charges.
- The right of qualified customers to be eligible for discounted installation rates.
- Your right to question or clarify Frontier policies and procedures as they relate to your telephone service.
- Your right to view and receive explanation of current tariffs on file with the Public Utilities Commission of Oregon (PUC).

Oregon Telephone Assistance Program (OTAP)

OTAP is the state counterpart to the Federal Lifeline Program and is governed by Federal Communication Commission. OTAP program provides reduced monthly rates for low income residential customers who meet eligibility requirements established by the Commission as defined in OAR 860-033-0030. More information can be found <https://www.puc.state.or.us/pages/rspf/otap.aspx>.

Tribal Link Up Program

Tribal Link Up Program provides for a 100% reduction up to \$100.00 against the Service Charge for connection of a residential exchange access line. This credit is only available to Tribal Land customers who meet eligibility requirements established by the FCC. The credit applies to the single line serving the customer's principal residence. The Tribal Link Up Program is only available to low income residential customers who meet the following criteria:

- a. The recipient meets the income test outlined for the Oregon Telephone Assistance Program (OTAP).
- b. Enhanced Lifeline Service for Tribal Land criteria.

Tribal Link Up Service can only be associated with the primary residential connection.

Third-Party Notification

Residential customers may choose a third party to receive copies of any disconnect notices sent to you because of overdue bills. The selected party must agree to become a third party. He or she is not responsible for paying your bills but may act on your behalf and help work out payment terms.

Medical Certificates

If you, or a member of your family, has a serious health problem and your service is threatened with disconnection, you may be able to delay disconnection by supplying Frontier with a medical certificate from your doctor or health care professional. This will prevent the immediate disconnection of your service and require Frontier to allow you to set up a payment plan to pay any overdue charges.

Deferred Payment Plan

If you cannot pay your bill by the due date, we may be able to offer you a deferred payment plan. Please call Customer Service for more information at 1-800-FRONTIER.

Text Telephone (TTY) customers call Frontier through the Telecommunications Relay Service 1.877.462.6606.



Late Charges

Customers are responsible for paying their bills on time. Under certain circumstances, Frontier may add late payment charges to bills not paid on time.

Delinquent accounts will be advised of a disconnect date by means of a "late" notice. If payment in full is not received before the disconnect date, service will be disconnected.

If service is disconnected for nonpayment, a reconnection charge and/or applicable deposit will be required to restore service.

Accounts are temporarily disconnected for 10 days. If the bill is not paid by then, service is permanently disconnected. An application for new service must be made. This costs more than the restorable charge for a temporary disconnect.

After permanent disconnection of telephone service, credit balances are held for two billing cycles. At the end of these two billing cycles, any credits will be refunded.

A fee will be charged for any check returned by the bank for non-sufficient funds.

Resolving Disputes

If you have a dispute that is not resolved by contacting Frontier, the Oregon Public Utilities Commission's (OPUC's) Consumer Services Division is available to help you.

You may contact the OPUC regarding your telephone service via mail at the following address or by phone at the following numbers:

Oregon Public Utility Commission

201 High Street SE

Salem, OR 97301

Salem: 503-378-6600

Oregon Outside Salem: 800-522-2404

To file a complaint with the Federal Communications Commission (FCC) regarding interstate calling, you may contact the FCC at the following address or by phone at the following number:

Federal Communications Commission

Consumer and Government Affairs Bureau, Consumer Complaints

445 12th Street SW

Washington, DC 20554

or telephone: Voice. 1-888-225-5322

TTY. 1-888-835-5322

E-mail. fccinfo@fcc.gov

Consumer Organizations

The PUC's consumer services division is available to help you. Call the PUC, toll-free, at 1-877-877-9392. There are several other organizations that are available to help consumers. The PUC maintains a list of these organizations and can tell you how to contact them.

Telephone Solicitation

A telephone solicitor is a person who calls to ask you to buy something or to make a donation. State and federal laws require that telephone solicitors who call residences must: identify themselves and the business they represent by name, identify the purpose of the call, and provide a telephone number where the solicitor or the company can be reached. Additionally, a telephone solicitor can't legally call a residence before 8:00 a.m. or after 9:00 p.m.

If you are receiving telemarketing calls even though you are registered with the National Do Not Call List, please [Report a Violation of the Do Not Call List](#).

Warning. Oregon Do Not Call law is distinct from laws and regulations governing the use of automatic dialer and announcing devices. Certain calls generated by a computer or other machine that disseminates a recorded or digital voice message might be exempt from Oregon Do Not Call Law but may still violate automatic dialer and announcing device statutes or regulations. Please see ORS 646A.370 et seq., and related federal automatic dialing and announcing device regulations for more information.

Are There any Exceptions?

Under Oregon law, certain solicitation calls are still allowed whether or not you are on the National Do Not Call Registry.

These include calls from: Public agencies; Political campaigns asking for your opinion or vote; Charitable organizations to which you belong, have previously donated or expressed an interest in supporting; Companies



returning your call or calling because you asked them to; Companies that you have established a relationship with because you bought products, services or conducted business in the past; Debt collectors; One business to another (business to business calls).

Penalties for Solicitors

Violations of telemarketing laws are illegal. Telephone customers may seek damages. Offending telephone solicitors, may be fined up to \$25,000. Report unwanted sales calls online at [National Do Not Call Registry](#). or call the Oregon Attorney General's Consumer Hotline 1-877-877-9392.

Threatening or Obscene Phone Calls

If You Receive Obscene or Nuisance Calls, Follow These Suggestions:

- Hang up
- Give no information
- Advise children to do the same

Making threatening, obscene, or nuisance calls is a violation of state and federal laws. If you receive a threatening call, report it immediately to the police. Many optional phone services—including Caller ID Services, Call Block, and Call Trace—are available in some areas and can help prevent annoying calls. Often, changing your telephone number will resolve the problem.

Call Frontier Customer Service, at 1-800-FRONTIER for more information or assistance.

National "Do Not Call Registry

If you wish to have your name and telephone number placed on a list to not receive telemarketing calls, you may register by calling toll-free 1-888-382-1222 or online at <https://www.donotcall.gov/>.

Our customers are important to us at Frontier. If you would like more information about your rights and responsibilities, please contact Frontier Customer Service 1-800-FRONTIER.

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