

April 24, 2016

Re: Flowers and Frontier Service Issues

#### FLOWERS

The HOA Landscaper will be changing out the community flowers to a summer variety on Monday morning April 25. The current **geraniums** that are being removed will be available in the Fitness Center Parking lot around 11:00 a.m. Please feel free to take them for your own gardens.

#### FRONTIER

Thank you for your responses to our request for Frontier Service issues a few days ago. From our 38 responses, we asked Frontier to escalate as follows:

1. Seven households have "no-service" issues. At least three of those have been resolved.
2. Almost all responses reported that Caller ID is not working on the TV. This issue extends beyond the River Wilderness community. If Caller ID **is working** on your TV, please hit reply to let us know.
3. "On Demand" movies are available via the Search function, but the quantity of movies available is much less than what was available on Verizon. This appears to be a license issue that Frontier and Verizon are working to address.
4. We reported several other individual issues such as Digital Adapters picking up fewer channels, slower streaming, a DVR not recording the correct show, iPad interaction issues, voice mailbox issues, and missing premium channels. Frontier is attempting to resolve these issues individually.
5. Billing issues. Your April bill from Frontier should be the same as your March bill from Verizon except there could be a minor difference in the taxes. Please compare the two bills carefully. On the new bill some of our RW Contract discounts are showing up as discounts while others are showing up as lower service prices. The end result should be the same total amount billed. If yours is not, there is an issue and you must call to resolve it. We will attempt to help resolve issues if the Frontier representative does not know how to make your adjustments. Please note that your bill may be up to 15 days later than normal, and Frontier has committed to wave late charges in April.

The purchase of Verizon Florida by Frontier is not a full company takeover, it is a splitting off of a division. The separation has proved to be quite complicated, and it has not gone as smoothly as we all would have liked. We will continue to monitor their service and billing issues. Hopefully, Frontier can step up to the challenge. **The bottom line is that your Frontier bill should be the same as your previous Verizon bill.**

The HOA Board

Syble DiGirolamo, President