



To: Residents Who Are Frontier Customers

Re: Frontier Billing

May 7, 2017

Recently we noted that Frontier Bills had an extra \$4 monthly charge on individual bills that should have been omitted or cancelled out due to the Master HOA bulk contract agreement.

Frontier has agreed with us that this is their billing error and they have informed us that it will be corrected in your next bill. Please watch for this correction in this month's bill and for refunds of the previous month's charges. The refunds should be either \$4 or \$8 depending on your previous two month's bill.

In general, Basic/HD Prime TV services should not cost you anything. Because of Frontier's recent billing system changes, their error could show up on your bills in two different ways.

- 1). Some of you may have a \$68.99 charge for Prime HD TV. This charge should be subtracted out on other lines in the bill to equal a \$0 charge. Some bills will subtract only \$64.99 leaving a \$4 overcharge.
- 2). Others may not have a line item for Prime HD TV. As long as you have no charge for Prime HD TV, your bill should have been ok all along.

Finally, our contract calls for one specific HD DVR at no cost to you (or it should be subtracted out at \$16.99). The HOA Contract covered only the Basic/HD Prime TV services. The remainder of your service package was up to each resident. Verizon did offer a \$15 discount to each resident who signed up immediately for a triple-play package of TV, Internet, and Voice services. There should have been no recent changes in your bill on either the DVR or the triple-play discount.

The HOA Board
Syble DiGirolamo, President

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