



August 15, 2018

Dear River Wilderness Resident:

Frontier has informed us of a billing situation which they discovered in a recent audit. This situation involves **your** account with Frontier. Frontier is being proactive in handling these billing situations with personal phone calls in order to resolve any issues and minimize any billing impact prior to billing changes they must deploy in the October statement.

What is changing?

Incentive discounts we received from Verizon in 2013/2014 for our **internet and/or phone services** were **two year** discounts off retail pricing and **have long expired**. Frontier has honored these discounts since their expiration, but their billing system will apply regular retail pricing starting October 2018. This will cause an increase in your **retail** internet and/or phone bill.

Frontier will contact you by phone to offer you two-year contract prices that can minimize the impact of losing the discounts, and they will even apply lower prices on your additional Digital adapters. Some bills will actually go down. However, you must consent with Frontier to choose the new offers. If you do not consent, regulatory agencies prevent Frontier from automatically changing you to a two year contract without your permission. This means your **current internet and/or phone** will be month-to-month retail pricing and this would increase your bill from Frontier starting with the October billing cycle.

Thank you for your understanding and patience. Please remember in your conversations with Frontier that your "preferred" FIOS TV services and one DVR is paid directly through your HOA bill and is separate from your personal services account for additional channels, internet and phone service.

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