



December 14, 2020

Re: Frontier HOA - Bulk to Retail Procedure

Attached below is a letter from Frontier Communications detailing the steps necessary, **for those of you who subscribe to the Frontier HOA Bulk Services**, to transfer your cable TV services to your Frontier Retail account or to terminate your Frontier services.

As you know, the Bulk TV service agreement between Frontier Communications and River Wilderness / Rive Isle will expire on Monday, January 18, 2021. Your cable TV fee will no longer be included in your HOA fee beyond January 18, 2021.

On December 15, 2020, you may begin calling Frontier's Bulk VIP Customer Center Toll-Free Number: [1-844-660-0648](tel:1-844-660-0648) (Option 2, Account Services) to inquire about retail services and negotiate new retail pricing and any applicable discounts. Assuming you keep all your current Frontier services, you should anticipate your monthly Frontier bill increasing by at least \$35 (attributable to the Bulk fee) plus an additional \$30 in retail fees (attributable to the loss of Bulk promotional discounts). As stated in the Frontier letter, you must notify Frontier of your intent (to renew or cancel) by January 17, 2021 or your service will automatically be converted to your directly billed Frontier account.

Although the Bulk agreement provided significant cost savings to individual residences, many residents who did not subscribe to Frontier were forced to pay for unused services. River Wilderness residents are now free to choose the communications services that best meet their individual needs and preferences.

The RW HOA Board

Download [Frontier HOA Bulk Expiration Letter PDF](#)



***Important news about your current FiOS by Frontier services***

December 15, 2020

Dear River Wilderness / Rive Isle resident:

This letter is to inform you that the bulk agreement for your FiOS® by Frontier® service(s) between Frontier Communications and River Wilderness / Rive Isle will expire on Monday, January 18, 2021.

Our hope is that you will want to keep the services you've come to know and love from Frontier. To ensure a smooth transition, all residents must call our bulk contact center between now and January 18, 2021.

**What to expect when you call in...**

Our Frontier service team will conduct a service review with you, to help you get the right services and equipment to suit your needs and your budget, as well as ensure you get the best deals currently available to our retail customers.

However, if you decide to discontinue your Frontier services, or if your property will be receiving bulk services from a different service provider, you must call in to place your disconnect order with Frontier, so that we can make arrangements for the return of all Frontier equipment, such as set-top boxes and routers associated with your account. ***You must take this important step to prevent being held responsible for unreturned equipment charges.***

If you currently have phone service from Frontier and wish to *keep* that phone number under a *new* service provider, you must also ***make pre-arrangements with your new service provider*** to transfer (or "port" over) the number to your new service provider before you disconnect from Frontier. Failure to make those advance arrangements may result in you losing that phone number.

\*Please note that **if Frontier does NOT receive your order within the timeframe listed, your services will automatically be converted to a direct billing account.** From that point, you will be responsible for paying those charges as well as any equipment rental or other applicable fees, until you place a service order to change or disconnect them.

If you have any questions, please contact Frontier at this dedicated toll-free number:

**Frontier's Bulk VIP Customer Center**

**Toll-Free Number: 1.844.660.0648 (Option 2, Account Services)**

**Hours of Operation: Mon. – Fri.: 8 AM – 9 PM (ET); Saturday 8 AM – 8 PM (ET)**

A \$9.99 broadband processing fee upon disconnection of service may apply. Customer is responsible for charges associated with any unreturned equipment. The FiOS marks are owned by Verizon Trademark Services LLC and used under license.  
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