

PO Box 5156
Tampa FL 33675

Req 297593

Important service notice



January 25, 2016

Dear Customer,

Your current local and/or long distance telephone providers are one or more of the following: Verizon California Inc., Verizon Florida LLC, GTE Southwest Incorporated d/b/a Verizon Southwest, and Verizon Long Distance LLC (collectively, "Verizon" or "Verizon Companies"). Verizon has agreed to a transaction that will result in Frontier Communications Corporation (Frontier) becoming the service provider for Verizon local and long distance customers, like you, in California, Florida, and Texas. This transaction has been approved by the Federal Communications Commission and has been approved or is pending approval by the required state telecommunications regulatory agencies.

We anticipate that the transaction will close in late March 2016, but the closing could occur later. Unless you elect a service provider other than Verizon prior to the closing date, Frontier will automatically become your service provider for any local and long distance (intrastate, interstate, and international) services you currently receive from Verizon, but NOT for wireless services. If Frontier becomes your service provider, Frontier will convert your service at no cost to you and your local telephone number(s) will NOT change.

If you have selected a service provider other than Verizon for any of these services, the transaction will not affect your carrier selection for those services. You always have the right to select another provider for local, regional toll and long distance services, if you wish to do so and another provider is available. If you would like to be served by another carrier you should contact that carrier or your local telephone company. This decision is entirely up to you, and you may choose to switch to another carrier for one or more of these services either before or after Frontier becomes your provider. There will be no carrier change charge assessed on customers for the change to Frontier. Selecting a carrier other than Frontier, however, may result in a carrier change charge to you. If you change the carrier for a service included in a bundle, associated discounts may no longer apply and fees for early termination of business term plans will still apply.

If Verizon is your local, toll or long distance provider and you have a preferred carrier freeze on these services, the freeze will be removed in order to transition these services from Verizon to Frontier. To reestablish a freeze, you must contact your local telephone company (whether Frontier or another carrier) after the closing to order a new freeze. Any preferred carrier freezes you may have that do not involve services you currently receive from Verizon

will not be affected by this transaction and will continue after transition of your local service to Frontier.

Upon completion of the proposed transaction, Frontier will offer local, toll, and long distance telecommunications services to you under the same rates, terms, and conditions offered by Verizon prior to the closing. Information regarding your current rates, terms, and conditions is reflected in your billing statement, as well as in relevant Verizon tariffs and product guides posted at www.verizon.com/tariffs. If, in the future, there are any changes to the rates, terms, or conditions of your service, Frontier will notify you by mail or in your bill. Frontier values your continued business and will gladly respond to any questions you may have about your service after the closing.

Until the closing of the transaction, Verizon will continue to serve you and handle all customer service inquiries, complaints, billing issues, and questions regarding this notice. You can contact Verizon toll-free at 877-439-7437 if you are a residential customer or 877-505-1184 if you are a business customer. After the closing, for assistance regarding this notice, your account or complaints, please contact Frontier toll free at 877-578-4111. Business customers may also contact their Verizon account manager prior to the closing.

We appreciate your understanding and support during this transition period, and thank you for your business. Frontier looks forward to welcoming you as a valued customer and will communicate directly with you as soon as the terms of this transaction allow us to let you know more about Frontier and its products and services.

Sincerely,

The Verizon Companies
Frontier Communications Corporation