

FRONTIER CLAIM REQUEST FORM

Consumers must fill out question numbers 1-4 below and then complete either section A or section B to determine if they may be eligible for a refund or credit.

CONSUMER INFORMATION

1. Name: _____

Street Address: _____

City: _____ State: _____ Zip: _____

Phone: Home (____) _____ - _____ Work: (____) _____ - _____

Phone number when you had service with Frontier (if different): (____)_____ - _____

GENERAL FRONTIER SERVICE INFORMATION

2. During the period from August 1, 2004 through May 15, 2005 did you purchase from Frontier (check one):

a promotional DSL and Frontier Choices combined package (go to number 3 below)

an Unlimited Long Distance service, DSL, and Frontier Choices combined package (go to number 3 below)

I did not purchase a package of these services during this period. (You are ineligible for a refund or credit from Frontier)

3. Are you currently a Frontier DSL or Unlimited Long Distance Customer? (Check one)

Yes

No

4. As of December 31, 2005, did you have a contract for your DSL and Frontier Choices package described in number 2 (above)?

Yes (go to number 7 below)

No (go to number 5 below)

A. CONSUMERS ELIGIBLE FOR REFUND DUE TO CANCELING THEIR SERVICE WITHIN THREE MONTHS OF SUBSCRIBING.

5. After purchasing your combined DSL and Frontier Choices package, or Unlimited Long Distance, DSL, and Frontier Choices combined package between August 1, 2004 through May 15, 2005, did you cancel the service within three months of subscribing?

Yes No

6. Were you charged any early termination fee as a result of your cancellation?

Yes No

If yes, how much was the fee if you recall? _____

■ Sign and date the form below and return to the address indicated for the Office of the Attorney General. You may be eligible for refund of \$17.00 per month (pro-rated by day) for the period you paid to subscribe to a DSL Choices bundle prior to cancellation, as well as any early termination fee you were charged.

B. CONSUMERS ELIGIBLE FOR A CREDIT HAVING AN UNEXPIRED CONTRACT AS OF DECEMBER 31, 2005.

7. If you are/were a Frontier customer who subscribed to one of the choices in #2 (above) during the August 1, 2004 through May 15, 2005 period, and on December 31, 2005 were still within the period of a contract term commitment to Frontier, do you choose to cancel the Frontier Choices portion (call forwarding, call waiting, caller ID, voice mail, etc.) of your combined DSL and telephone service package you receive from Frontier?

Yes. I want to cancel or unbundle the Frontier Choices telephone services portion of my DSL package but keep the other portions. By my signature below I understand I will no longer have access to the call forwarding, call waiting, caller ID, voice mail, and other features of Frontier Choices, and I will receive a \$17 per month credit, prorated by day, equal to the unexpired term of my agreement with Frontier as of December 31, 2005. I understand I will not be charged any penalty or have any increase in my long distance monthly rates for canceling the Frontier Choices portion of my services package.

No. I wish to keep the Frontier Choices portion of my combined DSL and telephone services I receive from Frontier.

If neither box is checked, a "No" answer is assumed.

Attach a copy of your recent Frontier bill if available. All claim requests will be subject to verification and must be submitted within 90 days to the Office of the Attorney General.

SIGNATURE: _____

Date: _____

Submit completed claim form to:

Frontier Claim Forms
Office of the New York State Attorney General
144 Exchange Blvd., Suite 200
Rochester, NY 14614-2176