

## Frontier Communications Update – The Inlets & Carriage Homes

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Effective June 1, The Inlets augmented its Bulk TV service from Frontier with Bulk Internet service (50 Mbps/50 Mbps) for all homes in The Inlets. On November 1, subject to meeting a very tight schedule, Carriage Homes will likewise have Frontier Bulk TV and Internet service. Carriage Homes' Bulk TV contract with Comcast ends on October 31<sup>st</sup>.

For those who desire, there is also a reduced rate landline telephone service from Frontier (Frontier Digital Voice or FDV) for \$19.99/month as well as special pricing for the Ultimate TV package which includes ALL premium movie channels (HBO, Showtime, Cinemax, Starz, Epix) for only \$15/month. Normally, you would have to pay that price for HBO alone! Residents who want these optional features will have to call Frontier directly at their Bulk Customer Services number (844) 660-0648. **Note than while Bulk Internet and TV will be billed to The Inlets and Carriage Homes and be reflected in your monthly HOA fees, optional services (premium channels, phone, higher speed internet, etc.) will be billed directly to individual residents.**

There have been some hiccups along the way, but Frontier senior management has been working aggressively to address the issues. I speak with them at minimum once a week, lately daily, as all are endeavoring to keep the aggressive Carriage Homes installation schedule. I have also created a trouble ticket list of residences that are still having issues. Following are several common questions and answers. They are separated - first common questions, second The Inlets questions, and third Carriage Homes questions.

### Common Questions:

- What is the cost of the Frontier Bulk Service, and when will it be reflected on my monthly HOA fee?
  - The cost is the same for both Inlets and Carriage Homes. Per residence charges are \$24.99 for Internet, \$27.65 (\$25.19 + \$2.46 tax) for the standard Frontier Preferred TV package for a grand monthly total of \$52.64.
  - Frontier has been billing The Inlets for Bulk Internet since August. However, The Inlets Corporation has been paying the additional charge for Bulk Internet with its cash reserves so as to not increase monthly HOA fees in 2017. January 2018 HOA fees will increase to reflect the additional cost for Bulk Internet.
  - Carriage Homes will be paying Comcast TV fees until Oct 31. Theoretically, Frontier could start charging Carriage Homes on November 1<sup>st</sup> for Bulk TV and Internet, but that will depend upon completing the installation by that date.
- Do I have to give up my Comcast services?
  - No, Frontier contract is not exclusive, so any resident can keep Comcast, DirecTV, or any other provider. But, Frontier's pricing is predicated on being able to bill all residences, whether services are used or not.
- My residence has a **landline phone with Comcast** and want to take advantage of the FDV (Frontier Digital Voice) and **KEEP my phone number**. How do I do this?
  - Frontier will tell you this, but let me repeat for emphasis. **DO NOT SHUT OFF YOUR COMCAST PHONE ACCOUNT UNTIL YOUR PHONE NUMBER IS TRANSFERRED!!** This can take from two days to two weeks. This is because of the federal law I mentioned earlier to prevent phone companies from "slamming" your account – i.e. transferring your account to another phone company without your permission.
- What is the phone number for Frontier Bulk service customers?
  - The Inlets and Carriage Homes are Bulk Services (essentially, Commercial) customers. Do NOT call any of the Frontier phone numbers you may see on TV or in the newspapers. Bulk Services customers are directed to a special customer service organization for Bulk HOA's. Only that group has access to, and knowledge of, our contracts and special pricing. That phone number is **(844) 660-0648**.

### The Inlets Questions:

- What should I do if my problems converting internet and voice are still not being addressed by Frontier?

- You have to go through Frontier ((844) 660-0648) but then call or e-mail me (941) 488-4853 or [rjarena@verizon.net](mailto:rjarena@verizon.net) so I can put your problem on the trouble ticket list. This trouble ticket list goes to a different department at Frontier. **I cannot call Frontier customer service for you.** Federal law does not permit me to access your account particulars.
- I am returning to the Inlets after summer break. Prior to leaving, I shut down my service. What do I have to do to get Bulk Internet service?
  - YOU MUST CALL FRONTIER. Unless you call, you will NOT be converted to Bulk Internet. Once again, this is a function of the federal law.

**Carriage Homes Questions:**

- When will Carriage Homes transition from Comcast to Frontier for Bulk TV and Internet?
  - It is a tight schedule, but all parties are moving with urgency to transition over by November 1, 2017. The Comcast contract ends on October 31<sup>st</sup>. Frontier and its subcontractors were slammed by Hurricane Irene, but we have convinced them to prioritize service for Carriage Homes. So far, so good.
- What is the schedule to install FiOS at Carriage Homes?
  - A detailed e-mail went out to all Carriage Homes residents last week. Please refer to that e-mail, but here is a brief recap:
    - 1. Week of Oct 9, Frontier sub-contractor will be at Carriage Homes to trench and install underground conduits. **NO ACCESS TO INDIVIDUAL CONDOMINIUM UNITS IS REQUIRED.**
    - 2. Week of Oct 16, Frontier sub-contractor will be at Carriage Homes to run fiber from outside the buildings into all of the units in both buildings. **ACCESS TO ALL CONDOMINIUM UNITS IS REQUIRED TO ROUTE THE FIBER OPTIC CABLE TO EACH UNIT.** **COMCAST SERVICE WILL NOT BE AFFECTED.**
      - If you have not returned to the community by the week of October 16, several members of the Board will open your unit and stay to observe the contractor's activities.
    - 3. Week of October 23 and later. Frontier technicians will come out **AT INDIVIDUAL UNIT OWNER REQUEST TO CONVERT FROM COMCAST TO FRONTIER, and install routers, set top boxes, DVR's, phones, and any other options. UNIT OWNERS MUST CALL FRONTIER AT (844) 660-0648. FRONTIER CANNOT SWITCH YOU OVER UNLESS YOU SPECIFICALLY REQUEST IT.**
- Any "Red Flags" for Carriage Homes residents?
  - Comcast is now trying to sign Carriage Homes users up for long term contracts. **RECOMMEND YOU DO NOT SIGN A COMCAST CONTRACT.** You will be liable for its payment, and subject to early termination fees, once you transition to Frontier.
  - All residents are responsible for sending Comcast-owned set top boxes and routers back to Comcast, and **cancelling your Comcast service.** Save your receipts that document the equipment was returned!

**Final Remarks:**

While none of us like to see HOA fees increase to comprehend the Inlets and Carriage Homes Corporations making direct payments to Frontier for Bulk TV and Internet, these deals with Frontier reduce costs for nearly all residents. Those who have been paying their bills directly to Frontier or Comcast will see these bills either disappear entirely or significantly drop in price. Depending on the services a residence has, the combination of Bulk pricing and the significant reductions in pricing for phone service, premium programming, additional set top boxes, etc. will result in **annual savings to each residence from \$500 to \$1000 or more!** Any questions or comments, I can be reached at [rjarena@verizon.net](mailto:rjarena@verizon.net) . The Frontier Bulk customer fee schedule for programming and services follows.

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