

Frontier has proved to be unreliable, inconsistent, deceptive and untrustworthy. This summer (June-September 2017), I just wanted basic internet access for the summer so I could get some work done while spending time with family. However, Frontier proved again and again that they are incapable of doing simple tasks and never disclosed any applicable fees.

Unreliable

- When setting up my service I asked the Frontier agent to ship the modem to my home (which the agent confirmed), instead they had a technician go out and Frontier tried to charge me \$75.99 instead of the \$10 I was quoted by the agent. A second modem was shipped to my lake cabin the next month without my consent and Frontier tried to charge an additional \$75.99 for a second install.

Inconsistent

- Every time I called Frontier (which ended up being 10 or so times), each agent didn't seem to understand what was going on as though notes were not kept. This meant I had to keep re-explaining what was going on.

Deceptive/untrustworthy:

- Frontier agents did not disclose the disconnect fee when I called to cancel the service. Multiple Frontier agents would tell me my account was paid in full only to call the automated system at the beginning of the next month to find out there was a new balance on my account which I would have to call to dispute.
- When I had the first dispute about the \$75.99 fee, the Agent told me she would call me back within 48 hours because they had to review a previous call I had to verify what I told them. The Agent never called back and I was told Frontier has a policy that they do not call back.

Frontier Issue Timeline:

- June, 2017: Requested internet service be added to my lake cabin in Ely, MN just for the summer.
 - o Rate for 3mb service quoted at \$24.99 per month (Terrible rate but met my needs for what I needed for this summer).
 - o Modem was to be mailed to my home in Minneapolis for \$10
- That Saturday the modem was delivered by a technician to my cabin in Ely, MN.
 - o I was charged \$75.99
- Called Frontier to dispute the charge as they were supposed to deliver for \$10. They agreed to review the recording of my previous call and call me back within 48 hours to let me know if the adjustment was going to be made.
 - o They never called back
- I called again the next week. I was told that Frontier has a policy of not calling back. The agent reviewed my bill again and made the adjustment to remove the \$75.99 charge from my bill.

- Got up to my lake cabin and discovered that the internet was only operating at 1mbps. Called Frontier, the service agent said they don't offer 3mb service, but he could give me 6mb service for 19.99 plus tax. I agreed and he made the adjustment.
 - o I later tested my connection and I was now getting 3mbps, not the 6mbps I was quoted. I opted not to call again since the summer was half over at this point.
- Mid-August I discovered Frontier had shipped a second modem to my lake cabin. When I got my bill I was again charged another \$75.99 install charge. I called to figure out what happened and somehow someone had setup my account for a new modem and tech install. I once again disputed this charge as I had not requested a second modem or a tech install since my internet was working.
 - o During that call I asked to cancel my account. I was told my final bill was \$34 and my account was closed. I paid the \$34 as noted by the Agent.
- Early September I called to verify my account was closed and discovered there was a \$58 charge on my account. I called Frontier and apparently when my account was closed they added a \$10 charge for a cancelation fee (that I was not told about). I didn't fully understand where the remaining \$48 came from but I had to dispute the full \$58 because I was told my account was paid in full after paying the \$34 from August.
 - o The Agent credited my account and was told my account was paid in full.
- Early October I again called (not trusting Frontier) and discovered there was a \$6.42 charge on my account. Once again, I was baffled as to where that came from. I was told it was a tax for something but since I haven't had service since mid-August and I was told my account was paid in full there's no reason for there to be a tax on anything.
 - o After talking to two agents, my account was credited. I will call again in early Nov to verify my account is actually paid in full.