

PC 13-941

62941

November 19, 2013

Dave & Carrie Haas
1988 250th St
Madison, MN 56256



Minnesota Public Utilities Commission
121 Seventh Place
Suite 350
St. Paul, MN 55101-2147

Minnesota Office of the Attorney General
400 Bremer Tower
445 Minnesota Street
St. Paul, MN 55101

Re: Frontier Communications Early Termination Fees

I am writing today as a former Frontier Communications customer that has received invoices which included early termination fees. Shortly after changing to a new phone and internet company, I received a bill from Frontier which included \$200 in early termination fees. When I first ordered service from Frontier, I agreed to a term contract for service, but that contract had expired when I terminated service. When I called Frontier to complain about the early termination fees, the customer service representative claimed the contract automatically renewed. The automatic renewal was not discussed when I signed up for service.

Frontier should not be allowed to engage in business practices which impose early termination fees after the initial term has been satisfied. If an automatic renewal clause were allowed, it should be fully explained to the consumer at the time the contract is signed, and the difference in the rate with and without term pricing should be explained. Consumers could then make an informed decision.

Your assistance in this matter will be greatly appreciated. If you have any questions regarding this matter, please contact me at 320-598-3866.

Sincerely,

Dave & Carrie Haas

62943

November 19, 2013

Leonard & Janet Swenson
2488 140th St
Dawson, MN 56232

Minnesota Public Utilities Commission
121 Seventh Place
Suite 350
St. Paul, MN 55101-2147



Minnesota Office of the Attorney General
400 Bremer Tower
445 Minnesota Street
St. Paul, MN 55101


Re: Frontier Communications Early Termination Fees

I am writing today as a former Frontier Communications customer that has received invoices which included early termination fees. Shortly after changing to a new phone and internet company, I received a bill from Frontier which included \$250. in early termination fees. When I first ordered service from Frontier, I agreed to a term contract for service, but that contract had expired when I terminated service. When I called Frontier to complain about the early termination fees, the customer service representative claimed the contract automatically renewed. The automatic renewal was not discussed when I signed up for service.

Frontier should not be allowed to engage in business practices which impose early termination fees after the initial term has been satisfied. If an automatic renewal clause were allowed, it should be fully explained to the consumer at the time the contract is signed, and the difference in the rate with and without term pricing should be explained. Consumers could then make an informed decision.

Your assistance in this matter will be greatly appreciated. If you have any questions regarding this matter, please contact me at 320-769-2437.

Sincerely,


Leonard & Janet Swenson

62944

November 19, 2013

Julie & Bob Ludvigson
1979 Hwy 212
Madison, MN 56256



Minnesota Public Utilities Commission
121 Seventh Place
Suite 350
St. Paul, MN 55101-2147

Minnesota Office of the Attorney General
400 Bremer Tower
445 Minnesota Street
St. Paul, MN 55101

Re: Frontier Communications Early Termination Fees

I am writing today as a former Frontier Communications customer that has received invoices which included early termination fees. Shortly after changing to a new phone and internet company, I received a bill from Frontier which included \$200 in early termination fees. When I first ordered service from Frontier, I agreed to a term contract for service, but that contract had expired when I terminated service. When I called Frontier to complain about the early termination fees, the customer service representative claimed the contract automatically renewed. The automatic renewal was not discussed when I signed up for service.

Frontier should not be allowed to engage in business practices which impose early termination fees after the initial term has been satisfied. If an automatic renewal clause were allowed, it should be fully explained to the consumer at the time the contract is signed, and the difference in the rate with and without term pricing should be explained. Consumers could then make an informed decision.

Your assistance in this matter will be greatly appreciated. If you have any questions regarding this matter, please contact me at 320-598-7897.

Sincerely,

Julie & Bob Ludvigson

62945

November 19, 2013

James & Carol Tasto
2338 191st St
Madison, MN 56256



Minnesota Public Utilities Commission
121 Seventh Place
Suite 350
St. Paul, MN 55101-2147

Minnesota Office of the Attorney General
400 Bremer Tower
445 Minnesota Street
St. Paul, MN 55101

Re: Frontier Communications Early Termination Fees

I am writing today as a former Frontier Communications customer that has received invoices which included early termination fees. Shortly after changing to a new phone and internet company, I received a bill from Frontier which included \$500 in early termination fees. When I first ordered service from Frontier, I agreed to a term contract for service, but that contract had expired when I terminated service. When I called Frontier to complain about the early termination fees, the customer service representative claimed the contract automatically renewed. The automatic renewal was not discussed when I signed up for service.

Frontier should not be allowed to engage in business practices which impose early termination fees after the initial term has been satisfied. If an automatic renewal clause were allowed, it should be fully explained to the consumer at the time the contract is signed, and the difference in the rate with and without term pricing should be explained. Consumers could then make an informed decision.

Your assistance in this matter will be greatly appreciated. If you have any questions regarding this matter, please contact me at 320-598-3057.

Sincerely,

James & Carol Tasto

Handwritten signatures of Carol Tasto and James Tasto. The signature of Carol Tasto is written in a cursive style above the signature of James Tasto, which is also in cursive and appears to be a stylized signature.

62942

November 19, 2013

Merlin Larson
1460 255th Ave
Dawson, MN 56232

Minnesota Public Utilities Commission
121 Seventh Place
Suite 350
St. Paul, MN 55101-2147

Minnesota Office of the Attorney General
400 Bremer Tower
445 Minnesota Street
St. Paul, MN 55101



Re: Frontier Communications Early Termination Fees

I am writing today as a former Frontier Communications customer that has received invoices which included early termination fees. Shortly after changing to a new phone and internet company, I received a bill from Frontier which included \$200⁰⁰ in early termination fees. When I first ordered service from Frontier, I agreed to a term contract for service, but that contract had expired when I terminated service. When I called Frontier to complain about the early termination fees, the customer service representative claimed the contract automatically renewed. The automatic renewal was not discussed when I signed up for service.

Frontier should not be allowed to engage in business practices which impose early termination fees after the initial term has been satisfied. If an automatic renewal clause were allowed, it should be fully explained to the consumer at the time the contract is signed, and the difference in the rate with and without term pricing should be explained. Consumers could then make an informed decision.

Your assistance in this matter will be greatly appreciated. If you have any questions regarding this matter, please contact me at 320-769-2140.

Sincerely,

A handwritten signature in blue ink that reads "Merlin Larson". The signature is written in a cursive style.

Merlin Larson

62940

November 19, 2013

Randy Moseng
2516 150th St
Dawson, MN 56232



Minnesota Public Utilities Commission
121 Seventh Place
Suite 350
St. Paul, MN 55101-2147

Minnesota Office of the Attorney General
400 Bremer Tower
445 Minnesota Street
St. Paul, MN 55101

Re: Frontier Communications Early Termination Fees

I am writing today as a former Frontier Communications customer that has received invoices which included early termination fees. Shortly after changing to a new phone and internet company, I received a bill from Frontier which included \$⁴⁵⁰ in early termination fees. When I first ordered service from Frontier, I agreed to a term contract for service, but that contract had expired when I terminated service. When I called Frontier to complain about the early termination fees, the customer service representative claimed the contract automatically renewed. The automatic renewal was not discussed when I signed up for service.

Frontier should not be allowed to engage in business practices which impose early termination fees after the initial term has been satisfied. If an automatic renewal clause were allowed, it should be fully explained to the consumer at the time the contract is signed, and the difference in the rate with and without term pricing should be explained. Consumers could then make an informed decision.

Your assistance in this matter will be greatly appreciated. If you have any questions regarding this matter, please contact me at 320-769-2953.

Sincerely,

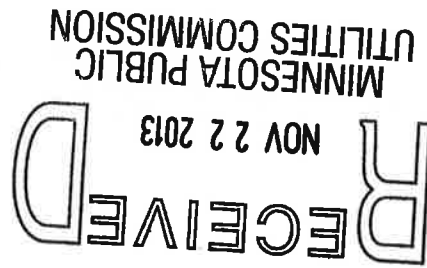
A handwritten signature in blue ink, appearing to read "Randy Moseng".

Randy Moseng

62952

November 19, 2013

Linda Boraas
1132 4th St
Dawson, MN 56256



Minnesota Public Utilities Commission
121 Seventh Place
Suite 350
St. Paul, MN 55101-2147

Minnesota Office of the Attorney General
400 Bremer Tower
445 Minnesota Street
St. Paul, MN 55101

Re: Frontier Communications Early Termination Fees

I am writing today as a former Frontier Communications customer that has received invoices which included early termination fees. Shortly after changing to a new phone and internet company, I received a bill from Frontier which included \$200 in early termination fees. When I first ordered service from Frontier, I agreed to a term contract for service, but that contract had expired when I terminated service. When I called Frontier to complain about the early termination fees, the customer service representative claimed the contract automatically renewed. The automatic renewal was not discussed when I signed up for service.

Frontier should not be allowed to engage in business practices which impose early termination fees after the initial term has been satisfied. If an automatic renewal clause were allowed, it should be fully explained to the consumer at the time the contract is signed, and the difference in the rate with and without term pricing should be explained. Consumers could then make an informed decision.

Your assistance in this matter will be greatly appreciated. If you have any questions regarding this matter, please contact me at 320-769-4888.

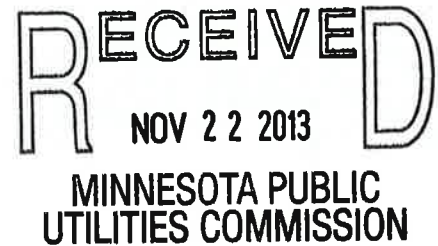
Sincerely,

Linda Boraas

62951

November 19, 2013

Karmin Goerger
2232 Hwy 212
Madison, MN 56256



Minnesota Public Utilities Commission
121 Seventh Place
Suite 350
St. Paul, MN 55101-2147

Minnesota Office of the Attorney General
400 Bremer Tower
445 Minnesota Street
St. Paul, MN 55101

Re: Frontier Communications Early Termination Fees

I am writing today as a former Frontier Communications customer that has received invoices which included early termination fees. Shortly after changing to a new phone and internet company, I received a bill from Frontier which included \$20 in early termination fees. When I first ordered service from Frontier, I agreed to a term contract for service, but that contract had expired when I terminated service. When I called Frontier to complain about the early termination fees, the customer service representative claimed the contract automatically renewed. The automatic renewal was not discussed when I signed up for service.

Frontier should not be allowed to engage in business practices which impose early termination fees after the initial term has been satisfied. If an automatic renewal clause were allowed, it should be fully explained to the consumer at the time the contract is signed, and the difference in the rate with and without term pricing should be explained. Consumers could then make an informed decision.

Your assistance in this matter will be greatly appreciated. If you have any questions regarding this matter, please contact me at 320-598-3554.

Sincerely,

Karmin Goerger

62950

November 19, 2013



Stanton Smaagaard
778 15th St
Dawson, MN 56232

Minnesota Public Utilities Commission
121 Seventh Place
Suite 350
St. Paul, MN 55101-2147

Minnesota Office of the Attorney General
400 Bremer Tower
445 Minnesota Street
St. Paul, MN 55101

Re: Frontier Communications Early Termination Fees

I am writing today as a former Frontier Communications customer that has received invoices which included early termination fees. Shortly after changing to a new phone and internet company, I received a bill from Frontier which included \$373 in early termination fees. When I first ordered service from Frontier, I agreed to a term contract for service, but that contract had expired when I terminated service. When I called Frontier to complain about the early termination fees, the customer service representative claimed the contract automatically renewed. The automatic renewal was not discussed when I signed up for service.

Frontier should not be allowed to engage in business practices which impose early termination fees after the initial term has been satisfied. If an automatic renewal clause were allowed, it should be fully explained to the consumer at the time the contract is signed, and the difference in the rate with and without term pricing should be explained. Consumers could then make an informed decision.

Your assistance in this matter will be greatly appreciated. If you have any questions regarding this matter, please contact me at 320-769-2527.

Sincerely,

A handwritten signature in blue ink that reads "Stanton Smaagaard". The signature is fluid and cursive.

Stanton Smaagaard