

M

November 19, 2013

Tony Polzine
205 Walnut St
Dawson, MN 56232

RECEIVED
NOV 25 2013
MINNESOTA PUBLIC
UTILITIES COMMISSION

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 \$~~50~~⁰⁰ 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 320-769-4486.

Sincerely,

Tony Polzine

M

November 19, 2013

Alicia Beck
240 2nd St
Dawson, MN 56232

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UTILITIES COMMISSION

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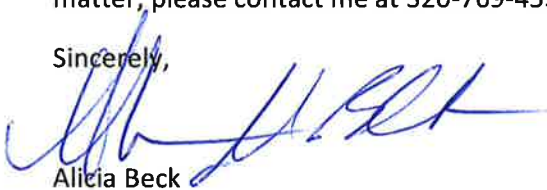
Re: Frontier Communications Early Termination Fees

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 320-769-4533.

Sincerely,


Alicia Beck

M

November 19, 2013

Amanda & Chad Bartunek
1549 265th 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
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Your assistance in this matter will be greatly appreciated. If you have any questions regarding this matter, please contact me at 320-769-4441.

Sincerely,

Amanda & Chad Bartunek

M

November 19, 2013



Jenny & Doug Breberg
2570 130th 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
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Your assistance in this matter will be greatly appreciated. If you have any questions regarding this matter, please contact me at 320-769-4496.

Sincerely,

Jenny & Doug Breberg

M

November 19, 2013

Carmen & Jim Kellen
1313 Spruce
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

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DEC 02 2013
MINNESOTA PUBLIC
UTILITIES COMMISSION

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 \$ 0 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 320-769-2669.

Sincerely,

S. m. Carmen Kellen

Carmen & Jim Kellen

P.S. We called before we switched because we heard people were being charged termination fees. I called Frontier and they told us we have to pay fees, we did not agree on the auto-renewal - we did not switch to Frontier until - because we don't want to pay the termination fees, they told us we can switch but we might get charged fees.