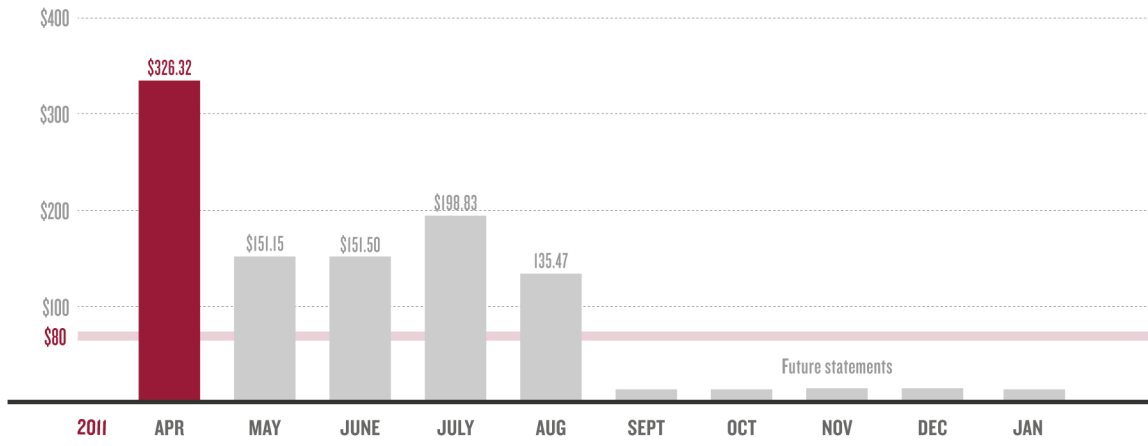


FRONTIER CORP. HATES ME

In early 2011, Frontier Corp. announced that rates for TV service would increase by \$30 per month. In April 2011, I received a letter from Frontier explaining that the price increase can be avoided by subscribing to a Frontier/DirecTV bundle package, where TV, Internet and telephone service would be less than \$80 per month. I

subscribed, and every month since April 2011, my statement balance has far exceeded the advertised bundle price. Five months after subscribing to the bundle and several calls to Customer Service later, by statements continue to be incorrect. Below shows my Frontier/DirecTV statement by month, starting in April.



BY THE NUMBERS

4

Consecutive days DirecTV did not show up to install service, April 19-22, 2011

5

Marlboro Light cigarette butts left scattered on the lawn by DirecTV install contractors

27

Percentage that my statement was to be reduced by subscribing to a Frontier/DirecTV bundle

30

Amount in dollars that my Frontier TV bill would have increased per month without the bundle

80

Monthly statement was to be less than this amount in dollars with the Frontier/DirecTV bundle

90

Minutes spent on the longest call placed to Frontier Corp. Customer Service

360

Approximate cost in dollars to terminate my DirecTV contract early

2013

Locked into my DirecTV contract until April of this year, when I will be able to change providers

MILLIONS

Number of Frontier subscribers, according to Customer Service, and "none of their bills are wrong"