

**Exhibit No. \_\_\_\_ (JYR-5)**  
**Docket UT-090842**  
**Witness: Jing Y. Roth**

**BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

**In the Matter of the Joint Application of**

**DOCKET UT-090842**

**FRONTIER COMMUNICATION  
CORPORATION AND VERIZON  
COMMUNICATIONS, INC.**

**for Approval of Indirect Transfer of  
Control of Verizon Northwest, Inc.**

**EXHIBIT TO**

**TESTIMONY OF**

**JING Y. ROTH**

**STAFF OF**

**WASHINGTON UTILITIES AND  
TRANSPORTATION COMMISSION**

*TR's State NewsWire . . . . . with TRINSIGHT®*  
*NEW YORK -- Frontier ordered to refund early termination fees*

**November 3, 2009**

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**NEW YORK -- Frontier ordered to refund early termination fees**

State Attorney General Andrew Cuomo on Monday announced that the Frontier Communications, Inc. has agreed to settle charges that it failed to notify customers about early termination fees.

"Frontier failed to spell out in its contracts the existence of costly fees," said Mr. Cuomo in a press release. "The company is now fixing the issue by providing written notices of these fees and paying back consumers who were wrongfully charged."

The agreement requires Frontier to pay up to \$50,000 in refunds and credits of fees paid by consumers that filed complaints prior to Dec. 31, 2008. Frontier is also required to pay \$35,000 in state fees and costs.

Mr. Cuomo's office said that between January 2007 and September 2008, Frontier charged customers between \$50 and \$400 for their early termination of their one- to three-year service agreements. Despite charging the termination fees, Frontier had sold these "Price Protection Plans" to consumers offering lower month-to-month service and "a promise that the subscription rate would not increase during the term of the plan," said Mr. Cuomo's office.

The AG's office began investigating the case in January 2009, after receiving dozens of consumer complaint regarding Frontier's early termination fees. The investigation found that consumers with one-year bundle agreements were never provided with written notice of the existence of an early termination fee. "Therefore, many consumers first learned about the fee only after they cancelled their service with Frontier and the charge appeared on their final bill," said Mr. Cuomo's office.