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July 6, 2026

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HCCBOCC WATER & CONSERVATION
4503 CORONET RD
PLANT CITY, FL 33566-4159

Telephone Number: 813-707-1652

Important Information About Your Communications Network

Dear HCBOCC WATER & CONSERVATION,

We're pleased to inform you about updates to traditional copper-based and time-division multiplexing (TDM) services in Florida, Indiana, Michigan, Minnesota, Nevada, Nebraska, North Carolina, Texas, and Wisconsin to enable access to newer service options that offer faster speeds and more consistent performance.

As part of our transition to more advanced technologies, services will be delivered using modern fiber or wireless technology where available.

What This Means for You

You don't need to take action right now. There's no change or interruption to your service today. If you want to explore your options early or have questions, give us a call at **888.791.9197**.

What's Changing and When

- **On or after September 14, 2026:** We will begin contacting customers whose services will be discontinued, by letter, with more details and next steps to support you as you transition your services.
- **On or after November 16, 2026:** Copper and TDM services will be discontinued, subject to Federal Communications Commission (FCC) approval.
- You will receive advance notice with your specific disconnection date.

Services Affected

The following copper-based and TDM services are affected:

- B1 (Business One-Line) - copper-based dial tone phone service.
- Centrex - a multi-line system involving customer lines connecting to a Frontier-hosted switch with network access registers handling outbound and inbound calls.
- ISDN BRI - a 128 kbps service typically provisioned with 2 B channels plus 1 D channel.
- PBX Trunks - telephone lines that connect a private phone system to the public network for inbound and outbound calls.

- Foreign Exchange (FX) Service - a service providing a customer with a connection to a switch located outside the exchange area in which the customer's premises are located.
- Payphone - a service providing connectivity to a customer-provided payphone.
- Key System - a basic telephone system with shared lines and manual call handling, typically used by smaller organizations.

Any long-distance, IVR, WATS (Wide Area Telephone Service), or toll-free solutions currently using these services will need to migrate to an IP-based or switched solution to avoid disruption.

Your Options

When it's time to make a change, you'll have several options – including moving to a modern solution that:

- Lets you keep your current phone number
- Supports essential services like 911, alarm systems and faxes
- Delivers a reliable, modern service

At any time, you can also choose to transfer your phone service to another provider.

Additional Information

- Starting August 28, 2026: We will stop accepting new orders for copper and TDM services in your area, subject to FCC approval. New voice service orders will be fulfilled using solutions over our fiber or wireless networks.¹
- This letter shall serve as notice that all affected services subject to automatic-renewal are not being renewed. After the end of the existing term, we will continue to provide service on a month-to-month basis until the discontinuance date, at our then current month-to-month pricing.
- All changes are subject to any applicable contractual obligations and regulatory approvals.
- If you've already received a different disconnection notice with an earlier date, that date will still apply.
- For existing federal, state, and local government agencies and educational institutions, modifications to service offerings will continue to be subject to the terms of their contract, the tariff, or product guide as applicable.

Thank you for being a Frontier customer. We're committed to making this transition as simple and smooth as possible.

Sincerely

Frontier, a Verizon Company

¹ See Attachment A for battery backup information for voice services.

On behalf of

State	Company
Florida	Frontier Communications of the South, LLC Frontier Florida LLC Frontier Tampa Bay FL Fiber 1 LLC
Indiana	Frontier Communications of Indiana LLC Frontier Communications of Thorntown LLC Frontier North Inc. Frontier Midstates Inc.
Michigan	Frontier Communications of Michigan, Inc.
Minnesota	Citizens Telecommunications Company of Minnesota, LLC Frontier Communications of Minnesota, Inc.
Nevada	Citizens Telecommunications Company of Nevada Frontier Communications of the Southwest Inc.
Nebraska	Citizens Telecommunications Company of Nebraska
North Carolina	Frontier Communications of the Carolinas LLC
Texas	Frontier Dallas TX Fiber 1 LLC Frontier Southwest Incorporated
Wisconsin	Frontier Communications of Wisconsin LLC Frontier North Inc. Citizens Telecommunications Company of Illinois

The address is Frontier Communications Holdings LLC, 1 Verizon Way, Legal Department, Basking Ridge NJ 07920

FCC Notice

The following notice applies to the services in this notification, is required by the Federal Communications Commission ("FCC" or "Commission"), and is applicable to the communications services listed in this letter:

The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 15 days after the Commission releases public notice of the proposed discontinuance. You may file your comments electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the § 63.71 Application of Frontier Communications of the South, LLC, Frontier Florida LLC, Frontier

Tampa Bay FL Fiber 1 LLC, Frontier Communications of Indiana LLC, Frontier Communications of Thorntown LLC, Frontier North Inc., Frontier Midstates Inc., Frontier Communications of Michigan, Inc., Citizens Telecommunications Company of Minnesota, LLC, Frontier Communications of Minnesota, Inc., Citizens Telecommunications Company of Nevada, Frontier Communications of the Southwest Inc., Citizens Telecommunications Company of Nebraska, Frontier Communications of the Carolinas LLC, Frontier Dallas TX Fiber 1 LLC, Frontier Southwest Incorporated, Frontier Communications of Wisconsin LLC, Verizon South Inc., Frontier North Inc. and Citizens Telecommunications Company of Illinois. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service.

Attachment A - Additional Information for Voice Services

Voice Services Over the Wireless Network

These devices include battery backup capability.

- Under typical conditions for current solutions, the battery provides up to 24 hours of backup power during a power outage.
- Actual battery life may vary depending on network conditions, features in use, call frequency, usage patterns.

Important Notes:

- The device does not provide line power to your home telephones.
- Different models may include either a rechargeable battery or replaceable AA batteries.
- Replacement batteries are widely available.
- If the device has no electrical power or battery power, it will not function, including for 911 emergency calls.

Steps to take to ensure safe usage and security responsibilities:

- You must enter the US address where you want emergency services to be sent if you call 911, before voice service can be activated. If you move your equipment, you must update your service address with us immediately.
- You are responsible for obtaining and maintaining a backup battery or rechargeable batteries for your equipment, to ensure service continuity.
- To ensure service during an outage, a charged battery must be installed.
- The device must be properly connected to power when not in use.

Unlimited Digital Voice (a Frontier fiber-based service)

These devices include battery backup capability.

- Under typical conditions for current solutions, fully charged batteries in the battery backup unit provide 24 hours of backup power during a power outage.
- Actual battery life may vary depending on network conditions, features in use, call frequency, usage patterns.

- Replacement batteries are widely available: the backup battery unit uses 12 D cell batteries.

Important Notes:

- Unlimited Digital Voice service is delivered over fiber and does not supply power through the phone line.
- Battery backup units are provided to consumers who migrate from a copper-based phone service, providing up to 24 hours of backup power during power outages.
- If the device has no electrical power or battery power, it will not function, including for 911 emergency calls.

Steps to take to ensure safe usage and security responsibilities:

- To maintain power during a power outage, you will need a battery backup unit. This allows you to continue making and receiving calls, including emergency and 911 calls.
- If you move you must update your service address with us immediately.
- You are responsible for obtaining and maintaining a backup battery and rechargeable batteries for your equipment to ensure service continuity.
- To ensure service during an outage charged batteries must be installed.
- You are responsible for obtaining replacement "D" cell batteries for continued use during an extended power outage.
- The device must be properly connected to power when not in use.

Landline Phones and Power Requirements

Some phones - especially cordless models - require electricity to operate.

- If your phone requires external power, it will not work during a power outage, even if your service has battery backup.
- This includes the ability to make or receive 911 calls.

For maximum reliability during power outages, consider using a corded phone that does not require external power.

Mobile Wireless Services

Verizon mobile wireless voice service does not provide line power to keep it operational during an extended electrical power outage, beyond a single charge of the mobile phone battery. However, Verizon's mobile wireless service does not require a backup battery to remain operational during electric power outages of several hours or less.

Steps to take to ensure safe usage and security responsibilities:

- To maintain phone service during these times, you will have to arrange for an alternative source of electrical power for your Verizon mobile phone.
- Modern cell phones can go without a charge for more than 24 hours when kept in standby mode.
- For longer outages, cell phones can be recharged in a car, with a laptop, or with a power bank, which is inexpensive and available online and at various retail stores.

You can purchase a backup battery online or from a retail electronics store to maintain your wireless phone service in the event of an extended electrical power outage at your home. Such devices typically start at approximately \$20.

- Cell phones will not operate without backup power in the event of an extended power outage. In that situation, you will not be able to make or receive calls, including emergency 911 calls, unless you recharge the phone with a backup battery.
- Since wireless phones are mobile, they are not associated with one fixed location or address. If you make an emergency 911 call with your mobile phone, you should provide the emergency operator the location of your emergency and your wireless phone number, so if the call gets disconnected, the operator can call you back. Additional information is available on the FCC's website.
(<https://www.fcc.gov/consumers/guides/wireless-911-service>)

Interconnected VoIP Services

If your power is out or your internet connection is down, be aware that your VoIP service may not work. Consider installing a backup power supply or having a wireless phone as a backup.

Steps to take to ensure safe usage and security responsibilities:

- Portable interconnected Voice over Internet Protocol (VoIP) services can be used from virtually any internet connection anywhere; however, VoIP 911 calls may not connect to the 911 call center serving your current location.
- VoIP customers may need to provide location or other information to their VoIP providers, and update this information each time they change locations for their VoIP 911 service to function properly.
- VoIP service may not work during a power outage or when the internet connection fails or becomes overloaded. Additional information is available on the FCC's website (<https://www.fcc.gov/consumers/guides/voip-and-911-service>).