



News Release

CITY MANAGER'S OFFICE

For release: 08/4/2016
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Frontier Communications Meets with Highland Village City Leadership

Representatives from Frontier Communications met with Highland Village City Manager Michael Leavitt and Public Affairs Manager Laurie Mullens recently to discuss the status of Frontier's transition into the area and strengthen their relationship. During the meeting, city leadership commended the progress Frontier has made to improve the customer experience.

Speaking for Frontier, Area General Manager Ryan O'Neill said, "We're happy to note that for the past couple of months, we've been back to business-as-usual efficiency in the Texas communities we serve, including Highland Village. We're seeing fewer trouble tickets and shortened due date intervals across the board, which is important for us as we continue to provide the kind of quality service our Highland Village customers expect. We will continue to work for their benefit, as even one customer with a concern about their service is one customer too many."

O'Neill will serve as the featured guest speaker at the Highland Village Business Association Luncheon on August 9. "We greatly appreciate Frontier's efforts to improve the experience of the citizens of Highland Village," said City Manager Leavitt. "As we work closely with the company to expand our partnership, we're very happy to provide Frontier the opportunity to speak directly with local businesses about the improvements already made, as well as future improvements that are scheduled for our area."

HVBA luncheon information:

When: Tuesday, August 9, 2016

Where: 9 Social
2300 Highland Village Road # 900
Highland Village, TX

Time: 11:30 a.m. to 1:00 p.m.

Cost: \$20.00 at the door

RSVP: Please RSVP to (972) 899-5131 or hvba@highlandvillage.org by Friday, August 5, 2016.

About Frontier Communications

Frontier Communications Corporation, now a Fortune 500 and S&P 500 company, is a leader in providing communications services to urban, suburban and rural communities in 29 states. Frontier offers a variety of services to residential customers over its fiber-optic and copper networks, including video, high-speed internet, advanced voice and Frontier Secure digital protection solutions. Frontier Business Edge offers communications solutions to small, medium and enterprise businesses. Frontier's approximately 28,600 employees are based entirely in the United States. More information about Frontier is available at www.frontier.com.

About the City of Highland Village

Highland Village, consistently ranked in the top ten in D Magazine's Best Suburbs edition, is an upscale community on the shores of Lewisville Lake. Highland Village has withstood the economic downturn with a strong property and sales tax base, receiving an AA+ bond rating. The safest city in north Texas, Highland Village is a highly educated, family-oriented community with an average household income of \$159,169. Highland Village enjoys a strong sense of community pride; residents are active, utilizing the many trails, parks, shopping and dining venues within the city. Homes are lakefront, custom built with a \$286,000 average assessed value. Further information is available at www.highlandvillage.org.

About the Highland Village Business Association

The Highland Village Business Association (HVBA) is the City of Highland Village's version of a chamber of commerce. The HVBA is here to promote business networking and raise awareness of local businesses. The HVBA was established in February 1996 and is open to Highland Village and local area businesses. More information about the HVBA can be found at www.thehvba.com.