

## **Verizon's \$20 Billion Acquisition Of Frontier Communications Foreshadows Potential Rate Hikes On Millions Of Subscribers**

In Early September 2024, Verizon Announced It Would Be Buying Frontier Communications—"The Largest Pure-Play Fiber Internet Provider In The U.S"—For \$20 Billion Cash, Combining Frontier's 2.2 Million Fiber Internet Subscribers With Verizon's 7.4 Million FiOS Subscribers.

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Nine States And D.C., In A Move Verizon Described As "Significantly Expand[ing]

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September 5, 2024: Verizon Announced It Would Be Buying Frontier Communications For \$20 Billion Cash, In A Deal Expected To Combine Frontier's 2.2 Million Fiber Internet Subscribers In 25 States With Verizon's 7.4 Million FiOS Subscribers In Nine States And Washington D.C. "Verizon said on Thursday it would buy Frontier Communications in an all-cash deal worth \$20 billion, as the U.S. wireless carrier looks to expand its fiber network. [...] Frontier has 2.2 million fiber subscribers in 25 states, which will combine with Verizon's roughly 7.4 million FiOS connections in nine states and Washington, D.C." [CNBC, 09/05/24]

In A Press Release, Verizon Described The "Strategic Acquisition Of The Largest Pure-Play Fiber Internet Provider In The U.S" As "Significantly Expand[ing] Verizon's Fiber Footprint Across The Nation." "This strategic acquisition of the largest pure-play fiber internet provider in the U.S. will significantly expand Verizon's fiber footprint across the nation, accelerating the company's delivery of premium mobility and broadband services to current and new customers." [Verizon, 09/05/24]

Verizon Has Repeatedly Raised Rates On Its Customers In Just The Past Few Years, Introducing A New "Economic Adjustment Charge" That Even Competitor T-Mobile Called "Downright Disgusting," With Verizon Recently Raising Prices On Many Of Its Legacy Cellular Plans In What Was Seen As An Effort To Push Customers To Switch To Newer Plans.

In June 2022, Verizon Announced Plans To Raise The Prices For Customers On Its Shared Data Plans By \$12 A Month Shortly After It Introduced An "Economic Adjustment Charge," Which Even Received Pushback From Competitor T-Mobile, Who Called The New Fee "Downright Disgusting."

June 2022: After It Hiked Prices On Its Phone Plans, Verizon Announced Plans To Raise Prices For Customers On Its Shared Data Plans By \$12 A Month Starting August 2022. "Shortly after increasing the prices of its phone plans, Verizon is preparing to hit some of its customers with another round of price hikes. Customers on Shared Data plans will see an increase of \$12 on their monthly bills starting in August. The carrier has notified the customers about this incoming price hike via email." [Android Headlines, 06/29/22]

In An Email Sent To Customers, Verizon Wrote "Due To Rising Operational Costs, You'll See An Increase Of \$12/Mo. On Your Current Plan." "Thank you for being a Verizon customer. We are committed to bringing you the best experience on your Shared Data plan. Due to rising operational costs, you'll see an increase of \$12/mo. on your current plan, which will appear on your bill as a separate charge, no sooner than 8.2.22,' the email reads." [Android Headlines, 06/29/22]

The Move Came After Verizon Had Hiked Prices On Its "Administrative Fee" By An Additional \$1.35 Per Voice Line And Even Introduced An "Economic Adjustment Charge" Of \$2.20 A Month To Its Customers' Monthly Bills. "As said earlier, this comes just a few months after Verizon increased the administrative fee by an additional \$1.35 per voice line, taking it up to \$3.30. The company also introduced an 'Economic Adjustment Charge,' adding another \$2.20 to the monthly bill of its customers. The new prices are effective this month." [Android Headlines, 06/29/22]

Even Competitor T-Mobile Called Out Verizon For Introducing Its Economic Adjustment Charge, Saying It Would Generate \$1.2 Billion In Just One Year Calling It "Downright Disgusting." "The Carriers called. They want their greedy reputations back. AGAIN. AT&T is raising its rates, increasing customers' bills by \$6 to \$12 per month. At the same time, Verizon is raising prices with a new made-up fee — the Economic Adjustment Charge — adding \$1.35 per line. That extra charge will generate \$100 million more per month for Verizon, which is \$1.2 BILLION in just one year. To put it into perspective, that's more than 260 million gallons of inflation gas that The Carriers are swiping from customers over the next year. It's downright disgusting!" [T-Mobile, 05/31/22]

In August 2023, Verizon Announced Additional Rate Hikes On Certain Legacy
Plans, Shortly After The Company Hiked Plans In April 2023 With A
Spokesperson For The Company Claiming It Would Allow Verizon To "Improve
Its Network And Services," Even Pushing Customers To Switch To A Newer Plan.

August 2023: Verizon Announced It Would Raise Rates On Certain Legacy Customers By \$3 And \$5 Per Month Depending On Plan, Which Followed An April 2023 Price Hike For Various Wireless Plans Which Added An Additional \$2 Per Month Per Line. "A number of Verizon Communications' legacy plans are about to get more expensive. Starting during the upcoming September bill cycle, customers on legacy Unlimited postpaid wireless plans including Go Unlimited, Beyond Unlimited, Above Unlimited and Start 1.0 will be charged an extra \$3 per month, while the Single Basic Phone plan will increase by \$5 per month. The move follows an April price hike for various Verizon wireless plans – including Beyond Unlimited, Beyond Unlimited 55+, Go Unlimited and Verizon Unlimited – that tacked on an additional \$2 per month per line." [USA Today, 08/09/23]

A Spokesperson Claimed It Would Allow Verizon To "Improve Its Network And Services" And Encouraged Customers To Its New Unlimited Plus Or Unlimited Welcome Plans. "Verizon's plan rate adjustment will help the company continue to improve its network and services, according to a statement from spokesperson George Koroneos. He noted the company is encouraging customers to move to the new Unlimited Plus or Unlimited Welcome plans." [USA Today, 08/09/23]

In January 2024, Verizon Yet Again Hiked The Prices For Several Of Its Unlimited Plans That Debuted In 2022 By \$4 Per Month For Each Line Starting March 1, 2024, A Move Described As Another Attempt To Push Current Customers To Newer Plans.

January 2024: Verizon Announced Further Price Hikes On Customers On Its Older Unlimited Plans, Raising The Price Of Its "5G Get More, 5G Play More, 5G Do More, And 5G Start Unlimited Plans That

**Debuted In 2022 By \$4 Per Month For Each Line Starting On March 1, 2024."** "For the second time in the last six months, Verizon is rewarding loyal customers subscribed to older unlimited plans with a surprise price hike. CNET reports that Verizon is raising the price of its 5G Get More, 5G Play More, 5G Do More, and 5G Start unlimited plans that debuted in 2022 by \$4 per month for every line starting on March 1, 2024." [Boy Genius Report, 01/18/24]

The Move Was Described As Another Attempt To Move Subscribers To New Plans. "As we said above, this is the second time Verizon has pulled this stunt in less than a year. Last August, the carrier upped the price of its Go Unlimited, Beyond Unlimited, Above Unlimited, and 5G Start unlimited plans by \$3 a month per line. It's clear that the point of these moves is to push subscribers to Verizon's new plans. Last May, the carrier introduced the new myPlan unlimited data plans: Unlimited Ultimate, Unlimited Plus, and Unlimited Welcome." [Boy Genius Report, 01/18/24]