

FRONTIER BUSINESS VOICE



Frequently Asked Questions

What is Frontier Business Voice?

- A fiber based VoIP phone service allowing businesses to utilize existing analog phone equipment for up to 8 lines.
- Expert activation.
- 24/7/365 support.

Why is Frontier Business Voice important to your business?

- Frontier Business Voice delivers fiber-based voice to your business with 99.9% reliability.
- Decrease costs with non-regulated phone lines eliminating the Subscriber Line Charge (SLC) and Access Recovery Charge (ARC).
- Future proof your telecom services by utilizing industry leading fiber services.

Does the service have any calling features?

- Yes, Frontier Business Voice comes with over 20 calling features; including:
 - » Caller ID/ Caller ID with Name, Anonymous Call Rejection, Caller ID Block Locate Me/Simultaneous Ring, Call Waiting/ Caller ID, Three-way calling, Do Not Disturb, Call Return, and Call Hunting.
 - » Voicemail access from home or cell phone, web, and management via the Internet Web Portal.

Is unlimited U.S. local and long distance calling part of the package?

- Yes, unlimited local calling includes intralata (including VoIP to VoIP on network calls).
- Unlimited nationwide calling includes interlata.
 - » Calls to Canada – Special rate.

If I purchase Internet, does it have to be Frontier's Fiber Internet?

- Yes, by purchasing Frontier Business Voice and Frontier Fiber Internet together a discount is applied to both the monthly fee and the activation fees.

Is there an activation fee?

- When purchasing a single play voice option, a \$95 activation fee will be assessed.
- A single 95.00 Activation fee applies when purchasing both FBV and Frontier Fiber Internet together (a \$95.00 savings).

Will I need a battery backup?

- Battery backups are required to maintain voice service due to a power outage.

Can I get a battery backup from Frontier?

- Yes! Battery backups are available for purchase or rent. (NOTE: Customer is responsible for maintaining the battery backup and batteries.)

Is 911 supported?

- Yes.

Where is the service availability?

- Fiber broadband addresses only.

Does the solution meet the requirements for mission critical services?

- Yes, when adding the battery backup (depending on the device purchased or rented) the battery backup powers mission critical services for up to 24 hours during a power outage.

Will Frontier Business Voice continue working during a power outage?

- Yes, if a battery backup is used, FBV will continue to work during a power outage for up to 24 hours (depending on the device purchased or rented).

Can I buy the service as a standalone voice service?

- Yes, an Activation fee and battery backup fee may apply.

TERMS & CONDITIONS

Promotional pricing requires a qualifying Frontier Fiber for Business Internet connection. Domestic long-distance minutes exclude 900, international, directory assistance and dial-up calls. Usage restrictions may apply. Equipment fees, taxes, governmental surcharges and fees, and other applicable charges are extra. Frontier Business Voice service, including 911 service, will not function without electrical or battery backup power. In the event of a power outage, you must have an alternative way to reach 911. Subject to availability. Other restrictions, Frontier policies and service terms apply. Cannot be combined with other offers. For customers outside California: Frontier is required to advise you that your VoIP or Digital Voice service requires electrical power to function and provide 911 dialing capability. When purchasing Frontier Business Voice as a standalone product battery backup will be available for purchase.