

# 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 4 lines.
- Service comes with and requires battery backup. 24-hour battery backup support is provided if power is lost. (NOTE: Customer is responsible for maintaining the battery backup and batteries).
- 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 \$39.99 one-time charge for the battery backup will be applied when purchasing as a single play voice.
- A single 95.00 Activation fee applies when purchasing both FBV and Frontier Fiber Internet together (a \$95.00 savings).

### Is 911 supported?

- Yes.

### Where is the service availability?

- Fiber broadband addresses only.

### Does the solution meet the requirements for fire alarms, elevator phones, fax, emergency call box, security gate, meter readings and point of sales terminals?

- Yes, when adding the battery backup, there is up to 24 hours of up time in the event of a power failure.

### Will the device continue working during a power outage?

- The service supports a battery backup unit which enables phone service to be available for up to 24 hours.

### Can I buy the service as a standalone voice service?

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