

WHOLESALE VOIP FAQS

for Residential



Frequently Asked Questions Frontier Residential Voice

What is Frontier Residential Voice?

- A fiber-based Broadband and voice service that allows the customer to utilize the existing analog phone equipment for up to 2 lines.
- Service requires battery backup equipment which provides up to 24 hour battery backup support if power is lost. (NOTE: Customer is responsible for maintaining the battery backup and batteries)
- Expert Activation.
- 24x7x365 NOC Support.

Why is Frontier residential voice important to your business?

- Frontier residential Voice delivers fiber-based voice to your business with 99.9% reliability.
- Cost savings and the reliability.

Does the service have any calling features?

- Caller ID/Caller ID with Name, Anonymous Call Rejection, Caller ID Block, Locate Me/Simultaneous Ring, Call Waiting/Call ID, Three-way calling, Do Not Disturb and Call Return.
- Voicemail access from home or cell phone.

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

- Unlimited calling within the United States, certain US territories (including Puerto Rico), Canada and Mexico.

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

Yes, Frontier's VoIP requires Frontier Broadband on Fiber.

Is there an Activation fee?

- A \$39.99 one-time charge for a battery backup will be applied when purchasing.
- A single \$39.99 activation fee applies.

Is 911 supported?

- Yes

Where is the service availability?

- Fiber broadband addresses only.

Will the device continue working during a power outage?

- In the case of an electrical outage, the Battery Back-up Unit (BBU) will power your basic voice services, including 911 dialing, for up to eight hours if a fully-charged battery is inserted in the unit. If the battery is exhausted or there is no battery present, the voice service will not function for any purpose.

Can I buy the service as a standalone voice service?

- No - must be purchased as a bundle with Frontier Fiber Broadband.