

WHOLESALE VOIP FAQS



Frequently Asked Questions Wholesale Voice

What is Wholesale Voice?

- A fiber based Broadband and voice service allowing the use of existing analog phone equipment for up to 8 lines.
- Service requires purchase of battery backup.
- 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 Wholesale Voice important to your business?

- Frontier 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 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 I D, 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 (including certain U.S. territories such as Puerto Rico). Calls to Canada are \$0.05 per minute.

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?

- When purchasing a \$39.99 activation fee will be assessed.
- Multiple battery options are available with either NRC or a monthly MRC. Battery backup options provide from 8 – 24 hour support depending upon model.

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.

Will the device continue working during a power outage?

- The service supports a battery backup unit which enables phone service to be available for 8 to 24 hours depending on the battery backup option selected.

Can I buy the service as a standalone voice service?

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