# Frontier Business Basic Messaging

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<tr>
<th>Feature</th>
<th>Description / Interaction</th>
<th>Business Ordering Code</th>
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</table>
| **Frontier Business Basic Messaging** | Frontier Business Basic Voice Mail is an automated 24 hour telephone answering service that provides the following:  
- Message Capacity of 75 minutes (incoming messages).  
- Maximum Message Length: allows the party calling to leave a 2 minute message.  
- Messages may be stored for 30 days for new/saved messages; 7 days for deleted messages.  
- Personal, busy, extended absence and out of office hours greetings available.  
- Personal greeting can be 1.5 minutes in length.  
- Message waiting indicator is available (stutter and/or visual indicator).  
- Date and time stamp on all messages (can be switched off by customer).  
- Ability to receive, play, keep and delete messages.  
- Ability to copy/forward message to other Frontier Enhanced Messaging subscriber(s).  
- Ability to establish 10 group lists (max 25 members per list).  
- Ability to record a message and send (to an individual or group list).  
- Allows subscriber to recover deleted messages.  
- Operator revert (subscriber manages number).  
- Includes call forward busy and call forward no answer.  
- Visual Mailbox by accessing https://webmail.frontiermessaging.com (same mailbox and PIN number). | MBASC |
Frontier Business Basic Messaging – with Unified Messaging

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## Frontier Business Basic Messaging – 5 Sub-Mailboxes

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<th>LSR Form</th>
<th>Resale Service</th>
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<tr>
<td>Product Type</td>
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</tr>
<tr>
<td>REQTYP</td>
<td>EB</td>
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<tr>
<td>TOS</td>
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| **Frontier Business Basic Messaging - 5 Sub-Mailboxes** | Frontier Business Basic with 5 sub-mailboxes Voice Mail is an automated 24 hour telephone answering service that provides the following:  
- Main mailbox plus 5 sub-mailboxes.  
- Message Capacity of 30 minutes per mailbox (incoming messages).  
- Maximum Message Length: allows the party calling to leave a 2 minute message.  
- Messages may be stored for 30 days for new/saved messages; 7 days for deleted messages.  
- Personal, busy, extended absence and out of office hours greetings available.  
- Personal greeting can be 2 minutes in length.  
- Sub-mailboxes include name announcement and personal greeting.  
- Message waiting indicator is available (stutter and/or visual indicator).  
- Date and time stamp on all messages (can be switched off by customer).  
- Ability to receive, play, keep and delete messages.  
- Ability to copy/forward message to other Frontier Enhanced Messaging subscriber(s).  
- Live Reply- ability to connect to caller, using menu prompts, while listening to message.  
- Ability to establish 10 group lists (max 99 members per list).  
- Ability to record a message and send (to an individual or group list).  
- Allows subscriber to recover deleted messages.  
- Operator revert (subscriber manages number).  
- Includes call forward busy and call forward no answer.  
- Visual Mailbox by accessing https://webmail.frontiermessaging.com (same mailbox and PIN number). | MSUBC |
Frontier Business Basic – 5 Sub-Mailboxes with Unified Messaging

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| Frontier Business Basic - 5 Sub-Mailboxes - with Unified Messaging | Frontier Business Basic with 5 sub-mailboxes Voice Mail is an automated 24 hour telephone answering service that provides the following:  
- Main mailbox plus 5 sub-mailboxes.  
- Message Capacity of 30 minutes (incoming messages).  
- Maximum Message Length: allows the party calling to leave a 2 minute message.  
- Messages may be stored for 30 days for new/saved messages; 7 days for deleted messages (that can be recovered).  
- Personal, busy, extended absence and out of office hours greetings available.  
- Personal greeting can be 2 minutes in length.  
- Sub-mailboxes include name announcement and personal greeting.  
- Message waiting indicator is available (stutter and/or visual indicator).  
- Date and time stamp on all messages (can be switched off by customer).  
- Ability to receive, play, keep and delete messages.  
- Ability to copy/forward message to other Frontier Enhanced Messaging subscriber(s).  
- Live Reply- ability to connect to caller, using menu prompts, while listening to message.  
- Ability to establish 10 group lists (max 99 members per list).  
- Ability to record a message and send (to an individual or group list).  
- Allows subscriber to recover deleted messages.  
- Operator revert (subscriber manages number).  
- Includes call forward busy and call forward no answer. | MUSBC |
## Frontier Business Deluxe Messaging

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<th>Business Ordering Code</th>
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| Frontier Business Deluxe Messaging | Frontier Business Deluxe Voice Mail is an automated 24 hour telephone answering service that provides the following:  
  - Message Capacity of 200 minutes (incoming messages).  
  - Maximum Message Length: allows the party calling to leave a 2 minute message.  
  - Messages may be stored for 30 days for new/saved messages; 7 days for deleted messages.  
  - Personal, busy, extended absence and out of office hours greetings available.  
  - Personal greeting can be 2 minutes in length.  
  - Message waiting indicator is available (stutter and/or visual indicator).  
  - Date and time stamp on all messages (can be switched off by customer).  
  - Ability to receive, play, keep and delete messages.  
  - Ability to copy/forward message to other Frontier Enhanced Messaging subscriber(s).  
  - Ability to establish 10 group lists (max 99 members per list).  
  - Ability to record a message and send (to individual or group list).  
  - Live Reply- ability to connect to caller, using menu prompts, while listening to message.  
  - Reminder Service- can establish recurring (every day, M-F) and/or scheduled (non-recurring).  
  - Allows subscriber to recover deleted messages.  
  - Operator revert (subscriber manages number).  
  - Includes call forward busy and call forward no answer.  
  - Visual Mailbox by accessing [https://webmail.frontiermessaging.com](https://webmail.frontiermessaging.com) (same mailbox and PIN number).                                                                 | MDLXC                  |
Frontier Business Deluxe Messaging – with Unified Messaging

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<tr>
<th>Feature</th>
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| **Frontier Business Deluxe Messaging - with Unified Messaging** | Frontier Business Deluxe Voice Mail is an automated 24 hour telephone answering service that provides the following:  
- Message Capacity of 200 minutes (incoming messages).  
- Maximum Message Length: allows the party calling to leave a 2 minute message.  
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- Personal, busy, extended absence and out of office hours greetings available.  
- Personal greeting can be 2 minutes in length.  
- Message waiting indicator is available (stutter and/or visual indicator).  
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- Operator revert (subscriber manages number).  
- Includes call forward busy and call forward no answer.  
- Visual Mailbox by accessing https://webmail.frontiermessaging.com (same mailbox and PIN number). | MUDXC |
## Frontier Business Message Routing

**LSR Form**  |  Resale Service  
---|---
**Product Type**  |  POTS  
**REQTYP**  |  EB  
**TOS**  |  First character = 1; Second character = A, B

<table>
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<tr>
<th><strong>Feature</strong></th>
<th><strong>Description / Interaction</strong></th>
<th><strong>Business Ordering Code</strong></th>
</tr>
</thead>
</table>
| Frontier Business Message Routing | Message Routing service provides the ability for the caller to be redirected to either a number or a mailbox  
  - Personal Greeting for the subscriber  
  - Key presses 1-9 can go either to a number or a mailbox  
  - Key press 0 can only go to a number | MROUC |
Frontier Legacy
Voice Messaging Matrix

### Frontier Passcode Reset Charge

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description / Interaction</th>
<th>Business</th>
<th>Residential</th>
</tr>
</thead>
<tbody>
<tr>
<td>Frontier Passcode Reset Charge</td>
<td>Customer will receive one courtesy reset. Additional requests carry a charge</td>
<td>VMSET (initial free) 00772</td>
<td>VMSET (initial free) 00772</td>
</tr>
</tbody>
</table>

**LSR Form**  Resale Service

**Product Type**  POTS

**REQTYP**  EB

**TOS**  First character = 1, 2 ; Second character = A, B
### Frontier Residential Basic Messaging

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description / Interaction</th>
<th>Residential Ordering Code</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Frontier Residential Basic Messaging</strong></td>
<td>Frontier Residential Basic Voice Mail is an automated 24 hour telephone answering service that provides the following:</td>
<td>MBASR</td>
</tr>
<tr>
<td></td>
<td>• Message Capacity of 35 minutes (incoming messages).</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Maximum Message Length: allows the party calling to leave a 1.5 minute message.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Messages may be stored for 15 days for new/saved messages; 7 days for deleted messages.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Personal and busy greetings available.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Personal greeting can be 1.5 minutes in length.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Message waiting indicator is available (stutter and/or visual indicator).</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Date and time stamp on all messages (can be switched off by customer).</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Ability to receive, play, keep and delete messages.</td>
<td></td>
</tr>
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<td>• Ability to copy/forward message to other Frontier Enhanced Messaging subscriber(s).</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Allows subscriber to recover deleted messages.</td>
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<td>• Operator revert (subscriber manages number).</td>
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<td></td>
<td>• Includes call forward busy and call forward no answer.</td>
<td></td>
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<td></td>
<td>• Visual Mailbox by accessing <a href="http://webmail.frontiermessaging.com">http://webmail.frontiermessaging.com</a> (same mailbox and PIN number).</td>
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Frontier Residential Basic Messaging – with Unified Messaging

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<th>Description / Interaction</th>
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| **Frontier Residential Basic Messaging - with Unified Messaging** | Frontier Residential Basic Voice Mail is an automated 24 hour telephone answering service that provides the following:  
  - Message Capacity of 35 minutes (incoming messages).  
  - Maximum Message Length: allows the party calling to leave a 1.5 minute message.  
  - Messages may be stored for 15 days for new/saved messages; 7 days for deleted messages.  
  - Personal and busy greetings available.  
  - Personal greeting can be 1.5 minutes in length.  
  - Message waiting indicator is available (stutter and/or visual indicator).  
  - Date and time stamp on all messages (can be switched off by customer).  
  - Ability to receive, play, keep and delete messages.  
  - Ability to copy/forward message to other Frontier Enhanced Messaging subscriber(s).  
  - Allows subscriber to recover deleted messages.  
  - Operator revert (subscriber manages number).  
  - Includes call forward busy and call forward no answer.  
  - Visual Mailbox by accessing https://webmail.frontiermessaging.com (same mailbox and PIN number)                                                                                                                   | MUBSR                     |
Frontier Residential Deluxe Messaging

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<td>Frontier Residential Deluxe</td>
<td>Frontier Residential Deluxe Voice Mail is an automated 24 hour telephone answering service</td>
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<tr>
<td>Messaging</td>
<td>that provides the following:</td>
</tr>
<tr>
<td></td>
<td>• Message Capacity of 100 minutes (incoming messages).</td>
</tr>
<tr>
<td></td>
<td>• Maximum Message Length: allows the party calling to leave a 2 minute message.</td>
</tr>
<tr>
<td></td>
<td>• Messages may be stored for 30 days for new/saved messages; 7 days for deleted messages</td>
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<td></td>
<td>(that can be recovered).</td>
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<td>• Personal and busy greetings available.</td>
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<td>• Ability to receive, play, keep and delete messages.</td>
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<td>• Ability to copy/forward message to other Frontier Enhanced Messaging subscriber(s).</td>
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<td>• It allows subscriber to recover deleted messages.</td>
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<td>• Reminder Service- can establish recurring (every day, M-F) and/or scheduled (non-recurring).</td>
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<td></td>
<td>• Includes call forward busy and call forward no answer.</td>
</tr>
<tr>
<td></td>
<td>• Extended Absence Greeting</td>
</tr>
<tr>
<td></td>
<td>• Special Delivery Options</td>
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<td></td>
<td>• Visual Mailbox by accessing <a href="http://webmail.frontiermessaging.com">http://webmail.frontiermessaging.com</a> (same mailbox and PIN number).</td>
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- Personal and busy greetings available.  
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- Allows subscriber to recover deleted messages.  
- Operator revert (subscriber manages number).  
- Includes call forward busy and call forward no answer.  
- Visual Mailbox by accessing https://webmail.frontiermessaging.com (same mailbox and PIN number). | MUDXR |
Frontier Residential Family Messaging

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| Frontier Residential Family Messaging | Frontier Residential Family Voice Mail is an automated 24 hour telephone answering service that provides the following:  
  • Main mailbox plus 5 sub-mailboxes.  
  • Message Capacity of 20 minutes (incoming messages).  
  • Maximum Message Length: allows the party calling to leave a 2 minute message.  
  • Messages may be stored for 30 days for new/saved messages; 7 days for deleted messages.  
  • Personal, busy and extended absence greetings available.  
  • Personal greeting can be 2 minutes in length.  
  • Sub-mailboxes include name announcement and personal greeting.  
  • Message waiting indicator is available (stutter and/or visual indicator).  
  • Date and time stamp on all messages (can be switched off by customer).  
  • Ability to receive, play, keep and delete messages.  
  • Ability to copy/forward message to other Frontier Enhanced Messaging subscriber(s).  
  • Live Reply- ability to connect to caller, using menu prompts, while listening to message.  
  • Ability to establish 10 group lists (max 25 members per list).  
  • Ability to record a message and send (to an individual or group list).  
  • Allows subscriber to recover deleted messages.  
  • Operator revert (subscriber manages number).  
  • Includes call forward busy and call forward no answer.  
  • Visual Mailbox by accessing http://webmail.frontiermessaging.com (same mailbox and PIN number). | MFAMR                      |

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REQTYP | EB
TOS | First character = 2 ; Second character = A, B
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- Personal greeting can be 2 minutes in length.  
- Sub-mailboxes include name announcement and personal greeting.  
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- Live Reply- ability to connect to caller, using menu prompts, while listening to message.  
- Ability to establish 10 group lists (max 25 members per list).  
- Ability to record a message and send (to an individual or group list).  
- Allows subscriber to recover deleted messages.  
- Operator revert (subscriber manages number).  
- Includes call forward busy and call forward no answer. | MUFMR |