

## Learn More About:

- Bundles for your home that can save you money
- Protecting your privacy
- How to never miss a call again
- Home office support



**Call us at 1-800-494-1067  
or visit us at [www.FrontierOnline.com](http://www.FrontierOnline.com)**

Communication solutions  
to fit your life –  
today and tomorrow.

## Phone Features Guide

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**Frontier offers a wide variety of products and services that are designed to provide convenience and flexibility. This handy guide**

**includes valuable information on:**

- Bundles for your home that can save you money
- Protecting your privacy
- How to never miss a call again
- Home office support
- Calling features instructions
- Per-use quick reference guide
- General information
  - Contact us
  - Calling areas

**To learn more call 1-800-494-1067 or visit us at [www.FrontierOnline.com](http://www.FrontierOnline.com).**

Anonymous Call Rejection

Per Call Restrict

Call Forwarding All Calls

Call Forward Busy

Call Forward Unanswered

Call Waiting

Talking Call Waiting

Busy Redial

Call Return

Call Tracing

Directory Assistance

Speed Calling

**SERVICES TO MEET YOUR NEEDS**

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## Experience Frontier Choices<sup>sm</sup>

A revolutionary, risk-free way to get your Phone Services, Internet Access and Calling Features for one low price.

Designed by you.

You said you wanted simplicity, affordability and flexibility. We heard you — and created Frontier Choices. You create your own “enhanced phone line” which combines your basic Phone Service, plus the Internet Access and Calling Features you want at **one low** monthly price. It's as easy as 1, 2, 3.

### 1. Choose your favorite calling features:

Choose as many of your favorite Frontier calling features as you want for the same low price—the more you choose, the more you save.

#### ✓ Your basic local phone service

- Call Waiting
- Caller ID
- Voice Mail
- Call Forwarding
- Second Phone Line:** the perfect companion to Dial-Up
- And many more**

### 2. Choose the FrontierNet Internet Access you need:

Frontier Choices customers have the option to add FrontierNet Internet Access to your enhanced phone line. Simply choose the FrontierNet connection that fits your life and your budget.

### 3. For more information or to sign up for Frontier Choices, call 1-800-494-1067 today or visit us at [www.FrontierOnline.com](http://www.FrontierOnline.com)

**Frontier Choices<sup>sm</sup>** We give you choices. You make the call.

**Extra Bonus:** New Frontier Choices customers can get **30 FREE minutes** of Frontier Long Distance every month. Choose from our competitive long distance plans. The Choice is yours.

### What does it mean to have Choices?

- C**hoose only the calling features you use.
- H**ave ultimate phone service flexibility.
- O**ne-bill convenience.
- I**ntegrate local, long distance and Internet Access from one reliable source.
- C**hange calling features at any time at no extra charge.
- E**asy to use and simple to get.
- S**ave money by combining your services with us.

## How to Protect Your Privacy

Frontier makes managing your privacy easy and affordable—so you can preserve your family's "quiet" time and have more time to enjoy other things!

- **Caller ID**—Your life is too busy to deal with unwanted calls. Caller ID gives you the ability to prioritize your calls and answer the important ones you wouldn't want to miss. Frontier Call Waiting is the perfect complement to Caller ID—and you'll be able to see who's calling you even when you're on the phone!
- **Frontier Privacy\***—Imagine...no more unwelcome calls at dinnertime or any time! Frontier Privacy helps bring telemarketing calls to a halt. This enhancement to Frontier Caller ID service screens all incoming calls—helping to eliminate unwanted and unknown calls.
- **Per Call Blocking**—This service allows you to prevent your telephone number from being displayed on Caller ID equipment, on a Per Call basis.
- **Call Trace**—Should you receive a nuisance phone call, Call Trace lets you identify the source of that call by dialing a simple code.
- **Anonymous Call Rejection \*77**—Caller ID customers, this service enables you to refuse a call from people who block their numbers.
- **Toll Call Billing Restriction**—This service discourages but does not entirely prevent collect and third number calls from being billed to your line. Toll Call Billing Restriction is not 100 percent effective because not all long-distance carriers subscribe to the national screening database. Consequently, it is possible that a third number or collect call may still come in on your line. The best deterrent to prevent charges for third number calls and collect calls is to decline them.

\* Caller ID information is not available on some calls. See note on page 8 for more details.

## Never Miss an Important Call Again

Whether you're on the phone or away from home, Frontier provides several services to ensure that you'll always receive your calls.

- **Call Waiting**—A beep or an announcement will let you know that you have another caller—even if you're on the phone. Combine this feature with Caller ID and you'll know who that caller is before you even answer the phone.
- **Call Forwarding**—Important calls can follow you wherever you go! Transfers incoming calls to any number you choose...even cell phones and pagers.
- **Internet Call Waiting**—Always trying to call home and your phone is busy because someone is surfing the Internet? Now, Internet Call Waiting will announce your caller. The online user will see who's calling—and can opt to take the call or direct it to Voice Mail.
- **Voice Mail**—You and your family members can have your own 24-hour answering service! Voice Mail is the affordable and most reliable alternative to answering machines. Plus, it's easy to access from anywhere, at anytime—and there's no extra equipment to maintain.
- **Caller ID**—Your life is too busy to deal with unwanted calls. Caller ID gives you the ability to prioritize your calls and answer the important ones you wouldn't want to miss. Call Waiting ID is the perfect complement to Caller ID—and you'll be able to see who's calling you even when you're on the phone!
- **\*69 Call Return**—Missed an important call? Just dial  and you can call back the last person who called.
- **Pager Notification** is a Voice Mail enhancement that alerts your pager when a message is left in your Voice Mail box. Your pager will display your Voice Mail box number every time there is a message\*.

\* Subject to geographic availability.

**To learn more, call 1-800-494-1067 today!**

## Home Office Support\*

If you have a home office, you'll be pleased to know that Frontier provides products, services and discount packages to meet the needs of the growing work at home population.

- **Internet Access**—The FrontierNet Internet Access family gives you choices, because life moves at different speeds. FrontierNet Dial-Up is our most affordable choice, great for e-mail and browsing. FrontierNet DSL High-Speed offers a fast connection—up to 1 Mbps for downloading large files quickly.
- **Additional Phone Line**—Need a fax line? Or a separate phone line for business expense purposes? You can get an additional line for less than \$1.00 per day.
- **Long Distance Service**—Frontier offers a variety of easy-to-understand and competitively priced Long Distance plans that are designed to meet your calling needs. Choose from Domestic and International Calling Plans.
- **Home 800 Service**—Your personal 800 number makes it easy for family and friends to call you toll-free at anytime, from anywhere. You simply assign four-digit Personal Identification Numbers (PINs) to ring at your most frequently called numbers. Frontier Flex 800 is also an affordable alternative to collect calls—and works like a calling card when you're on the road.

\* Business Rates may apply.

**To learn more, call 1-800-494-1067 today!**

- **Voice Mail**—Keep your business messages separate from your personal messages. It's easy and affordable with Voice Mail. This 24-hour answering service can be accessed from anywhere, at anytime.
- **Three-Way Calling**—This service lets you add a third party to your existing conversation. It's simple to use—make your first call, press your receiver hook, make your second call, press the receiver hook again—and you're connected!
- **Customized Ringing**—For one phone line, you get two phone numbers. And for each number, you'll hear a different ring. It's ideal for home offices—and helps to identify important business callers.
- **Bundles and Plans to Save You Money**—At Frontier, we realize that small home businesses have unique needs. And one of them is to grow and succeed while saving money. That's why we offer a variety of cost-effective Bundles and plans. For example, Frontier Choices lets you choose your favorite Frontier calling features for one low price. Features include local access line, Caller ID, Call Waiting, Voice Mail, Call Forwarding plus many more.



## Caller ID Plus Name\*

**You'll know who's calling before you answer the phone...**

- Caller ID displays the number and the name of an incoming call after the first ring.
- Display unit (within or attached to your phone) displays the number, name, date and time of the call, so you can return a friend's or family member's call, even if they don't leave a message.
- If you subscribe to Call Waiting, Caller ID will display the number, name, date and time of the person "beeping" after the first ring.

### How it works:

After the first ring, the caller's number and/or name will appear on the display unit. The type of information and the number of calls displayed depend on the type of display unit you have.

### Note:

Calling information is not displayed for some calls, including:

- Placed through some long distance carriers.
- From areas where Caller ID is not available.
- Placed from party lines and some cellular phones.
- From people who use Call Restrict options.
- From some types of business systems.

\* Caller ID information is not available on some calls.



## Per Call Restrict or Caller ID Blocking

Per Call Restrict prevents your name and number from being displayed on a Caller ID unit simply by dialing    (Touchtone) or     (Rotary/Pulse) before dialing. To unlock, simply dial   .

## Call Waiting ID with Name\*

When you're already on the phone, your Caller ID box will show the name and number (if available) of an incoming call. (You will need to subscribe to both Call Waiting and Caller ID and have a Caller ID box or Caller ID phone that supports the Caller ID with Call Waiting option.)

Please note that Caller ID calling information is not displayed for some calls, as detailed in the note on page 8.

**If you need another Caller ID box or Caller ID phone, call 1-800-494-1067. You can also view our different phones and Caller ID boxes online at [www.FrontierOnline.com](http://www.FrontierOnline.com).**

\* Caller ID information is not available on some calls.



Caller ID  
Plus Name  
Per Call Restrict  
Caller ID  
Blocking  
Call Waiting  
with Name

**To learn more, call 1-800-494-1067 today!**

## Protect your privacy with Frontier Privacy\*, Anonymous Call Rejection, Call Restrict and Call Tracing

### Frontier Privacy

Virtually eliminate telemarketing calls from ringing into your home with this new enhancement to Caller ID services. Frontier Privacy consistently helps to eliminate unknown and private calls.

### Other Privacy Options

#### Anonymous Call Rejection - \*77

- Anonymous Call Rejection (ACR) is free to all Frontier Caller ID customers.
- Prevents callers who intentionally block their phone numbers from getting through.
- Just dial **\*77** to activate. Callers will hear an announcement advising them that you do not accept anonymous calls. Callers will then be instructed to unblock their number by dialing **\*82**.
- After activation, ACR remains on your line. You can deactivate at any time by dialing **\*87**.

#### Per Call Restrict – \*67

- All Frontier customers also enjoy, at no charge, Per Call Restrict. This feature prevents your name and number from being displayed on a Caller ID\*\* unit simply by dialing **\*67** (Touchtone) or **1167** (Rotary/Pulse) before dialing.
- To unlock, simply dial **\*82**.

\* Subject to geographic availability.

\*\* Caller ID information is not available on some calls. See note on page 8 for more details.

#### Call Tracing – \*57 Put a stop to annoying calls...

- Annoyance calls include, but are not limited to FAX MACHINES, HANG-UPS, HARASSING or LIFE THREATENING CALLS and OBSCENE CALLS.
- If you are receiving annoyance calls, you may attempt to trace each call using the Call Tracing feature.

#### How it works:

1. Hang up from the annoyance call, wait for the dial tone, dial **\*57** (Touchtone) or **1157** (Rotary/Pulse).
2. Listen to the message indicating whether the Call Tracing feature has been successfully activated—or if the call is outside the service area.
3. Note the date and time of the call traced and contact a Frontier consultant at 1-800-494-1067 for further instructions.
4. If this is a life-threatening call, contact your local law enforcement agency.
5. You will not receive the telephone number of the call you traced.

**To learn more, call 1-800-494-1067 or visit us at [www.FrontierOnline.com](http://www.FrontierOnline.com).**





## Call Waiting Features

### Call Waiting

Call Waiting lets you know that you're receiving a call—even when you're on the phone. A soft beep signals that there's an incoming call. When you hear the beep, simply press the receiver hook or flash button. This will put the first call on hold while you answer the incoming call. To return to the first call, simply press the receiver hook or flash button again. You can continue to switch back and forth between calls in this same manner.

**Note:** A distinctive beep signals a cellular or long distance call (short, long, short).

You can also temporarily deactivate your Call Waiting by pressing **\*70**. You will hear a confirmation tone before placing your call. Call Waiting will be automatically reactivated for new incoming calls when you hang up.

### Call Waiting ID with Name

While you're on the phone, your Caller ID box will show the name and number (if available) of an incoming call. You will have to subscribe to both Call Waiting and Caller ID and have a Caller ID box or Caller ID phone that supports the Caller ID with Call Waiting option.

### How to turn Call Waiting off:

- Dial **\*70** (Touchtone) or **1170** (Rotary/Pulse). You will hear a confirmation tone. When you are done with your call, Call Waiting is automatically reactivated.

### Note:

- If you ignore the beep, callers will hear a normal ring until they hang up or are transferred to Voice Mail.
- If you hang up while the second caller is still on the line, your phone will ring.
- If a third caller tries to reach you while you have two calls on the line, the third caller will get a busy signal or will be transferred to Voice Mail.

## Internet Call Waiting\*

This call management feature lets you know that you have an incoming telephone call while you're online. A pop-up dialog box—displaying the caller's name, phone number plus date and time of call—will appear on your computer monitor.

When you receive a phone call while online, the following will occur:

- The call will be redirected from your telephone line to the Internet Call Waiting application servers.
- Callers will hear a recording asking them to enter your telephone number, including area code.
- The Internet Call Waiting server plays an announcement to your caller—and simultaneously sends a call notification message to your computer.
- You then have the option to answer the call, ignore it or send the call to your Voice Mail.

**Note:** Internet Call Waiting provides similar information to regular Call Waiting. For example, if a caller is displayed as "unknown name" or "unknown number" on a Caller ID\*\* box or phone, this same information will also appear with Internet Call Waiting.

\* Subject to geographic availability.

\*\* Caller ID information is not available on some calls. See note on page 8 for more details.

**internet Call Waiting** by *frontier*

**To learn more, call 1-800-494-1067 today!**

## Call Forwarding Options\*

### Call Forwarding

Important calls can follow you wherever you go. Frontier Call Forwarding options transfer incoming calls to any number you choose. We have four options for you to choose from:

- Call Forwarding (for all calls)—Transfers all your incoming calls to any other number you choose.
- Call Forwarding Busy—Transfers your incoming calls to any phone number you choose when your phone line is busy.
- Call Forwarding Unanswered—Transfers your incoming calls to any phone number you choose when you are not home.
- Call Forwarding Plus—Allows you to change the forwarding number from any touchtone phone, not just your home phone.

### How Variable Call Forwarding (All Calls) works:

1. Dial \*72 (Touchtone) or 1172 (Rotary/Pulse).
2. When you hear the second dial tone, dial the number to which you want your calls forwarded.
3. When someone answers the number you dialed, Call Forwarding is activated.
4. If you receive a busy signal or no answer, hang up and try the first two steps within two minutes. You will get a confirmation tone indicating that this option is activated.

### How to turn it off:

- Dial \*73 (Touchtone) or 1173 (Rotary/Pulse), listen for a confirmation tone.

### Note:

- If you forward your calls to a long distance number, you will be charged the appropriate long distance rate.
- Residential customers with metered service and business customers are charged a message rate for each call forwarded.

- Call Forwarding (All Calls) overrides all other Call Forwarding Options.

### How Call Forwarding Busy works:

1. To activate, dial \*90 (Touchtone) or 1190 (Rotary/Pulse).
2. Listen for a special dial tone, then dial the number to which you want your calls forwarded.
3. Press # (or wait 4 seconds).
4. Hang up.

### How to turn it off:

- Dial \*91 (Touchtone) or 1191 (Rotary/Pulse), listen for a confirmation tone.

### Note:

For Call Waiting customers, Call Forwarding Busy will forward your incoming calls when:

- You're already on the line with two callers.
- You have temporarily deactivated Call Waiting. Repeat the first three steps to change your forwarding number.

### How Call Forwarding Unanswered works:

1. To activate, dial \*92 (Touchtone) or 1192 (Rotary/Pulse).
2. Listen for a special dial tone, then dial the number to which you want your calls forwarded.
3. Press # (or wait 4 seconds).
4. Hang up.
5. Repeat the first three steps to change your forwarding number.

### How to turn it off:

- Dial \*93 (Touchtone) or 1193 (Rotary/Pulse), listen for a confirmation tone.

**To learn more, call 1-800-494-1067 today!**

\* Subject to geographic availability.

### **Frontier Voice Mail manages your calls. So you can manage your life.**

Having Frontier Voice Mail is like having your own personal, 24-hour answering service—with exciting features and full flexibility:

**It's reliable.** Just like your dial tone, it's always there, even when the power is out—waiting to manage your incoming calls. Frontier Voice Mail answers your phone when you're out, on the Internet or already on the line. No answering machine can do all that.

**It's convenient.** You can retrieve your messages from any touch-tone phone from anywhere in the world. Then replay them, skip them, or save them for later use. It's up to you. The message waiting light\* lets you know when you've got Voice Mail.

**It's dynamic\*\*.** Special delivery options allow you have messages marked as urgent, private or sent at a future time. Multiple callers can leave messages simultaneously, while group-messaging capabilities allow messages to be sent to several individuals at once. Family Voice Mail allows other family members to have their own personalized mailbox with private passwords.

You can rest easy knowing Frontier Voice Mail is managing your calls. It's the ultimate convenience for you, and the people who call you.

Frontier Voice Mail allows you to receive messages while you're on the telephone as well as retrieve messages from anywhere in the world. To customize your mailbox, you will need to set up your personal greeting, your name announcement and new permanent passcode. The system tutorial will guide you through the process. You must complete the entire tutorial.

\*On phones with message-light capability.

\*\*Subject to geographic availability.

### **Additional Numbers/Customized Ringing**

*You can now add additional numbers to one line and save the expense of a second phone line. Plus, you can avoid having to answer your teenager's calls!*

With Customized Ringing, customers who have one phone line can have a total of 2 or 3 phone numbers that have a distinctive ring for each number. This means you can avoid having to answer calls for kids or roommates. Plus, you can keep a special number for emergency or personal use. So you'll know if it's your child calling for a ride—or your elderly parent calling for help. You can also have a special ring/number for business related calls either from the office or for your home business.

For example, your main number would have one long ring, your next number would have two short rings and the next number would have one short ring, one long ring followed by one short ring.

**To learn more, call 1-800-494-1067  
or visit us at [www.FrontierOnline.com](http://www.FrontierOnline.com).**



## Three-Way Calling

- Three-Way Calling allows you to save someone the extra call by transferring him or her from your conversation to the other party.
- Transfer calls without giving out the other person's phone number.
- Three-Way Calling also allows you to hang up on a three-way conversation without disconnecting the other parties.
- Transfer calls to Voice Mail.

### How it works:

1. While connected to the first party, press the receiver hook or flash button once. This will put the first caller on hold and activate a dial tone. The first party will remain on hold while you call the second party.
2. Once you have reached the second party, bring the first party into the conversation by pressing the receiver hook or flash button again. If the second party doesn't answer, simply press the flash button to restore the first connection, and the second party will be automatically disconnected.
3. You can stay on the line as in a three-way call or you can hang up without disconnecting the other parties.

### Note:

- If you use Three-Way Calling to connect to a long distance number, you will be charged the appropriate long distance rate.

## Directory Assistance

For just a minimal charge, you can simply dial 411 for any number, name or address—anywhere in the U.S. It's simple and convenient to use. In some cases you must dial 1 + 411.

## Call Return - \*69\*

**Call Return is always on your line and less than \$1 per use!**

Now you don't have to miss a call if you can't get to the phone. Try it today!

- Just dial **\*69** and Call Return gives you the number, date and time of your last incoming call, then lets you dial the number automatically. Or, you can write it down and call back later.
- Don't interrupt important calls. If you have Call Waiting, just dial **\*69** and call them back.
- Available on a pay-per-use or subscription basis.
- It's on your phone now—try it! And, it's FREE to Choices customers!

### How it works:

1. Dial **\*69** (Touchtone) or **1169** (Rotary/Pulse).
2. You will hear a recording giving you the number, date and time of your last incoming call.
3. To automatically reach that number, press **1**. Your call will be completed if the number is not busy.
4. If busy, hang up. Three short rings will alert you when the line is free.

### How to turn it off:

- Dial **\*89** (Touchtone) or **1189** (Rotary/Pulse) and listen for a confirmation message.

***Per use calling features, like \*69 Call Return, are always on your line and less than \$1 per use.***

**To learn more, call 1-800-494-1067 today!**

\* Subject to geographic availability.

## Busy Redial - \*66

### Frustrated by a constant busy signal?

- Just dial **\*66** and Busy Redial will dial the number every 30 seconds for up to 30 minutes until the line is no longer busy. Then it rings you back with three short rings to let you know the line is free.
- Don't waste time redialing busy numbers.
- Available on a pay-per-use or subscription basis.

### How it works:

1. When you hear a busy signal, hang up.
2. Dial **\*66** (Touchtone) or **1166** (Rotary/Pulse).
3. Your call will be completed if the phone is not busy. If it's busy, you will hear a confirmation message.
4. Hang up. Your phone will sound in three short rings when the line is available.

### How to turn it off:

- Dial **\*86** (Touchtone) or **1186** (Rotary/Pulse) and you will hear a confirmation message.

### Note:

- Busy Redial feature will automatically deactivate after 30 minutes.
- Busy Redial and Call Return will not work with some calls due to network limitations (e.g. long distance, cellular, restricted numbers, etc.)



## Speed Calling

Speed Calling allows you to save time when calling frequently dialed numbers. You can program up to 30 numbers that can be called by simply entering **1**, the number and the **#** key. For example, press **#2** to call Grandma's house. It's easy for children to use, too!

### How it works:

#### To Program Numbers—For Speed 8

1. Dial **74#** (Touchtone) or **1174** (Rotary/Pulse).

#### For Speed 30

1. Dial **75#** (Touchtone) or **1175** (Rotary/Pulse).
2. When you hear the second dial tone, dial the speed code you wish to assign (2-9 for Speed Call 8, 20-49 for Speed Call 30) plus the phone number.
3. You will hear a confirmation tone.
4. To program a speed calling code over an existing code, repeat first three steps.

Once your numbers are programmed, dialing is simple:

- From a touchtone phone, dial the code followed by the **#** key.
- From a rotary/pulse phone, dial the code and the code will go through after a short pause.

### Note:

- Speed Calling is available with 8 (digits 2 through 9) or 30 (digits 20 through 49) phone number memory.
- You may subscribe to either the 8 or 30 phone number memory.

**To learn more, call 1-800-494-1067 today!**

## Quick Reference Guide for Per-Use Features

Your Per-Use Features can be purchased on a per-use or subscription basis. If you subscribe to Frontier Choices, your Per-Use Features (excluding Call Trace), Anonymous Call Rejection and Per Call Restrict are free to ALL callers.

Per-Use Features are easy to use with the following simple commands. There's nothing to install, they're already on your line.

	Activate	Deactivate
Anonymous Call Rejection	*77	*87
Per Call Restrict	*67	*82
Call Forwarding All Calls	*72	*73
Call Forward Busy	*90	*91
Call Forward Unanswered	*92	*93
Call Waiting		*70
Busy Redial	*66	*86
Call Return	*69	*89
Call Tracing	*57	
Directory Assistance	411	
Speed Calling 8	74#	
Speed Calling 30	75#	

**Per-Use Features, like \*69 Call Return, are always on your line and less than \$1 per use.**

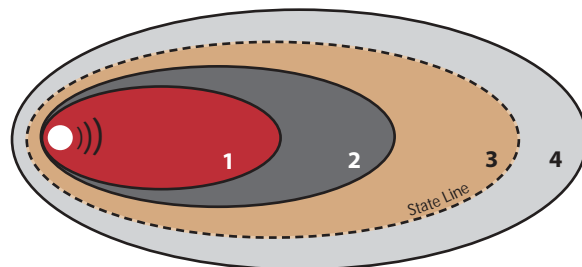
**To learn more, call 1-800-494-1067 or visit us at [www.FrontierOnline.com](http://www.FrontierOnline.com).**

## How to Contact Us

Customer Service	1-800-494-1067
Repair Service	611
TTY	Please refer to the front section of your local directory
Residential Services	<a href="http://www.FrontierOnline.com">www.FrontierOnline.com</a>
White and Yellow Pages Information	<a href="http://www.FrontierPages.com">www.FrontierPages.com</a>
Internet Service	<a href="http://www.FrontierNet.net">www.FrontierNet.net</a>

## Calling Information

Here's a quick explanation of different types of calls:



**1. Local**—A call within your local calling area covered by your local call plan.

**2. Regional Toll**—A call beyond your local calling area within your state and within the same LATA will be billed as an Intra-LATA toll call

**3. In-State Long Distance**—A call to a number outside your local calling area and to a different LATA but still within the borders of your state. Most states have multiple LATAs, so calls within your state but outside your service area will be billed as an Inter-LATA toll call.

**4. State-to-State Long Distance**—A call to a number in a different state. These calls will be billed as Inter-LATA toll call.

**Note:** LATA stands for Local Area Transport Area. If you have questions regarding whether a call is subject to toll charges please contact Frontier.

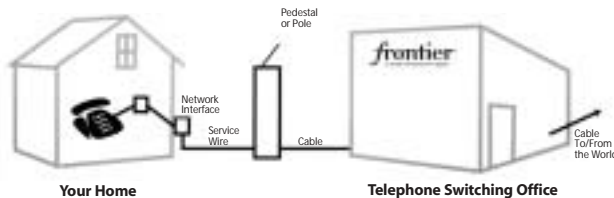
## Inside Wire Maintenance

### Protect yourself from wiring repair charges!

Wire Care Home Wire Maintenance insures the quality of service, all the way down the line. Frontier's responsibility is to repair and maintain the line leading to your home or business. Without Wire Care maintenance, the inside wiring and telephone jack in your home or business are your responsibility. Eventually through wear and tear, deterioration of lines can and will occur. Also, in this new age of high-technology, phone lines inside your house can become stressed—which can lead to static and shorts that will ultimately stop your service.

Protect yourself—and avoid unexpected, expensive repairs—with our Frontier Wire Care maintenance plan. This plan covers the repair of telephone wiring and jacks—and there's no charge for the service call or the cost of materials to repair a working local service line. Plus, our fast response gets you back in working order quickly!

### Potential causes of "trouble" on your line...



#### Customer Responsibility†

- Phones (answering machine, cords, fax, etc.)
- Telephone Jacks
- Inside Wire

#### Frontier's Responsibility

- Network Interface Box
- Service Wire (buried or aerial)
- Pedestal or Pole
- Cable (buried or aerial)

With your help, we can pinpoint the cause. Please report any trouble to your local repair department.

**To learn more, call 1-800-494-1067  
or visit us at [www.FrontierOnline.com](http://www.FrontierOnline.com).**

†If you subscribe to Wire Care maintenance from Frontier, coverage includes the repair of inside wire and telephone jacks.