

Phone Features User Guide



frontier[®]
Welcome to the New Frontier

*Communication solutions that fit your life —
today and tomorrow.*



www.FrontierOnline.com

180 South Clinton Avenue
Rochester, NY 14646

Dear <name>: <date>

Welcome to the Frontier family of services. We are pleased to provide you with innovative, reliable communication solutions based on crystal-clear phone connections.

Frontier's Phone Features is one more way that we keep you close to the people, places and things that are most important to you—at the same time ensuring **maximum security and convenience**.

This helpful User Guide provides instructions on how to use your favorite phone features such as **Caller ID, Call Waiting, and Call Forwarding**. Plus, you can learn about advanced features such as **Three-Way Calling, Speed Calling, Selective Call Acceptance/Rejection** and much more—all designed to turn your Frontier phone line into a **powerful communications center**.

Information about our calling services, Internet access and long distance plans can also be found on line at www.FrontierOnline.com or you can call us at 1-800-921-8101.

We appreciate the confidence you place in us to provide you with the very best in communication services.

Welcome to the New Frontier!

Sincerely,

Bob O'Keefe
Vice President, Consumer Marketing

Check out www.FrontierOnline.com for more information about your phone features or call 1-800-921-8101.

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Frontier Phone Features

You will never miss an important call again!

Whether you're on the phone or away from home, Frontier provides several services to protect your privacy or ensure that you'll always receive your calls. Frontier offers an exciting range of phone features. These are just a few of the convenient features available to you:

- **Caller ID**—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 already on the phone!
- **Call Waiting**—A beep or an announcement will let you know that you have another caller—if you're on 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.

Read this guide for basic instructions on how to use your most common phone features. Save it for future reference. **And you can always go to www.FrontierOnline.com for additional instructions on these and other phone features.**

Please Note: Some services subject to geographic availability.

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.

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 those:

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

Call Waiting

Call Waiting lets you know that you're receiving a call 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).

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

Exception: For Rochester, dial .

NOTES:

- If 70 above doesn't work use 70#.
- 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.

Selective Call Acceptance

NOTE: Not available in Seneca Gorham and Rochester.

Selective Call Acceptance allows you to program your phone to accept those calls from a special list of callers. You decide which calls ring through.

How Selective Call Acceptance works:

Only those calls on your list will ring through, while all other callers will hear an announcement saying you are currently not accepting calls.

To “turn on” the service:

1. Lift handset and listen for the dial tone.
2. Press ***64** (Touchtone) or **1164** (Rotary/Pulse).
3. Listen for an announcement telling you whether the feature is currently on or off. The recorded voice will then tell you how many (if any) numbers are currently stored in your acceptance list.
4. Follow the voice instructions and dial **3** to turn the feature on or off.

To add the last caller to your acceptance list:

1. Once the feature is activated, press **#01#**.

To hear the phone numbers on your list:

1. Press **1**.
2. After the list is read, voice instructions will follow.

To add a number to your list:

1. Press **#**.
2. Follow the voice instruction you’ll hear.

To remove a number from your list:

1. Press *****.
2. Follow the voice instructions to remove any or all of those numbers from your list.

To hear instructions again:

1. Press **0**.

NOTE: You may press 1, 0, # or * at any times rather than waiting for the voice instructions.

Selective Call Rejection / Call Block

NOTE: Not available in Seneca Gorham and Rochester.

This service automatically blocks calls from any numbers you place in your rejection list. Those callers simply get an announcement that you are not accepting calls at this time. All other calls get through normally.

How Selective Call Rejection works:

1. Lift handset and listen for the dial tone.
2. Press ***60** (Touchtone) or **1160** (Rotary/Pulse).
3. Listen for an announcement telling you whether your service is currently on or off. The recorded voice will then tell you how many (if any) numbers are currently stored in your rejection list.
4. Follow the voice instructions and dial **3** to turn the service on or off.

To add the last caller to your list:

1. Once the service is activated, press **#01#**.

To hear the phone numbers on your list:

1. Press **1**.
2. After the list is read, voice instructions will follow.

To add a number to your list:

1. Press **#**.
2. Follow the voice instruction you’ll hear.

To remove a number from your list:

1. Press *****.
2. Follow the voice instructions to remove any or all of those numbers from your list.

To hear instructions again:

1. Press **0**.

To learn more, visit us at www.FrontierOnline.com.

Selective Call Forwarding / Select Forward

NOTE: Not available in Seneca Gorham and Rochester.

Allows you to choose up to 12 (10 in some markets) phone numbers to forward to another number. All other calls will ring on your phone as usual.

How To Use:

1. Lift handset and listen for dial tone.
2. Press ***63** (Touchtone) or **1163** (Rotary/Pulse).
3. Listen for an announcement telling you whether the number is currently stored in your forward list.
4. Follow the voice instructions and press **3** to turn the feature ON (if it is currently off), or turn the feature OFF (if it is currently on).

To add the last Caller to your forward list:

- Once the feature is activated, Press **#01#** (Touchtone) or **1201** (Rotary/Pulse).

To enter your "Forward To" number:

1. The first time you turn your service on, you'll be asked to enter the number you'd like your special calls forwarded to. From then on, the system will simply remind you of the current "forward to" number.
2. If the current number is correct, Press **1**.
3. If you wish to change the current "forward to" number, Press **0** and follow the voice instructions.

To hear the phone numbers on your list:

Press **1**.

After the list is read, voice instructions will follow.

To Add A Number To Your List:

Press **#** (On a rotary phone, dial **12**).

Follow the voice instructions you'll hear.

To Remove A Number From Your List:

Press ***11** (On a rotary phone, dial **11**).

Follow the voice instructions you'll hear.

To Hear Instructions Again:

Press **0**

NOTE: You may press 0, 1, # or * at any time rather than waiting for voice instructions.

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 ***67** (Touchtone) or **1167** (Rotary/Pulse) before dialing.

Internet Call Waiting for Dial-up

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.

To learn more, visit us at www.FrontierOnline.com.

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 Call Forwarding (All Calls) works:

1. Dial ***72** (Touchtone) or **1172** (Rotary/Pulse).

Exceptions: **72#** for Indiana/Fairmount/Mohave Co.,
***72#** for Rhinelander

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.

Exceptions: **73#** for Indiana/Fairmount/Mohave Co.,
***73#** for Rhinelander

NOTES:

- 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).

Exceptions: For Seneca Gorham: Dial ***50** to activate.

For Rochester: Dial ***48** to activate.

2. Listen for a special dial tone, then 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 deactivate:

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

Exception: For Seneca Gorham: Dial ***51** to deactivate.

For Rochester: Dial ***49** to deactivate.

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).

Exceptions: For Seneca Gorham: Dial ***52** to activate.

For Rochester: Dial ***44** to activate.

2. Listen for a special dial tone. Enter the number of rings before forwarding and then dial the number to which you want your calls forwarded.

Or for Rochester:

- To change the amount of time your phone rings before your calls are forwarded, dial ***40** (Touchtone) or **1140** (Rotary/Pulse).
 - Listen for a second dial tone, then dial the number of seconds (from 5 to 60 seconds) to establish the time before your unanswered calls are forwarded (your phone rings every 5 seconds).
 - Listen for a confirmation tone.
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 deactivate:

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

Exceptions: For Seneca Gorham: Dial *53 to deactivate.

For Rochester: Dial *45 to deactivate.

How Call Forwarding Plus / Call Forwarding Deluxe works:

1. Dial the local access number provided when you ordered your service.
2. Listen for two beep tones or voice instructions.
3. Enter your 7/10 digit telephone number to forward followed by your 4 digit PIN.
4. Listen for two beep tones or voice instructions.
5. Enter activation/deactivation feature codes noted under Call Forward All Calls.

Selective Ring / Distinctive Ring / Personal Ringing

Up to three telephone numbers will be assigned to one line. Each will have its own distinctive ringing pattern.

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.

Call Return / Return Call

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

- This feature 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, use Call Return to call them back.
- Available on a pay-per-use or subscription basis in most markets.

How it works:

1. Dial *69 (Touchtone) or 1169 (Rotary/Pulse).
Exception: For Seneca Gorham and Rochester: Dial *66.
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.
Exception: For Seneca Gorham and Rochester: Dial *86.

Busy Redial / Repeat Call

Frustrated by a constant busy signal?

- This feature 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 in most markets.

How it works:

1. When you hear a busy signal, hang up.

To learn more, visit us at www.FrontierOnline.com.

2. Dial *66 (Touchtone) or 1166 (Rotary/Pulse).

Exception: For Seneca Gorham and Rochester: Dial *69.

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.

Exception: For Seneca Gorham and Rochester: Dial *89.

NOTE: 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 2, 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, or 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.

NOTES:

- If *74 or *75 do not work use 74# or 75#.
- 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.

Anonymous Call Rejection

- Prevents callers who intentionally block their phone numbers from getting through.
- Just dial to activate. Callers will hear an announcement advising them that you do not accept anonymous calls.
- After activation, ACR remains on your line. You can deactivate at any time by dialing *77.

Call Tracing

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).

Exception: For Seneca Gorham and Rochester: Dial *64.

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 1-800-921-8101 for further instructions. In Rochester call 585-777-5749.

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, visit us at www.FrontierOnline.com.

Priority Ring / Priority Call

Allows you to choose up to 12 (10 in some markets) phone numbers that ring with a distinctive ring pattern. If you have Call Waiting, you will also hear a special tone when one of your chosen callers is trying to reach you while you are on another call.

How To Use:

1. Lift handset and listen for dial tone.
2. Press ***61** (Touchtone) or **1161** (Rotary/Pulse).
3. Listen for an announcement telling you whether the feature is on or off. The recorded voice will then tell you how many (if any) numbers are currently stored in your list.
4. Follow the voice instructions and press **3** to turn the feature ON (if it is currently off), or turn the feature OFF (if it is currently on).

To add the last caller to your list:

- Once the feature is activated, press **#01#** (Touchtone) or **1201** (Rotary/Pulse).

To hear the phone numbers on your list:

1. Press **1**.
2. After the list is read, voice instructions will follow.

To Add A Number To Your List:

1. Press **#** (On a rotary phone, dial **12**).
2. Follow the voice instructions you'll hear.

To Remove A Number From Your List:

1. Press ***1** (On a rotary phone, dial **11**).
2. Follow the voice instructions you'll hear.

To Hear Instructions Again:

- Press **0**

NOTES:

- Any calls made to you from outside your defined calling area or through an operator will ring normally.
- You may press 0,1, # or * at any time rather than waiting for voice instructions.

Quick Reference Guide

Your Phone Features are easy to use with the following simple commands.

	Activate	Deactivate
Anonymous Call Rejection	*77	*87
Per Call Restrict	*67	*82
Call Waiting		*70 (70# in some areas) *80 in Rochester
Busy Redial	*66 *69 Seneca Gorham and Rochester	*86 *89 Seneca Gorham and Rochester
Call Return	*69 *66 Seneca Gorham and Rochester	*89 *86 Seneca Gorham and Rochester
Directory Assistance	411	
Call Forwarding All Calls	*72 (72# in some areas)	*73 (73# in some areas)
Speed Calling 8	*74 (74# in some areas)	
Speed Calling 30	*75 (75# in some areas)	
Selective Call Acceptance†	*64	
Selective Call Forward†	*63	
Selective Call Rejection†	*60	
Call Forward Busy	*90 *50 Seneca Gorham *48 Rochester	*91 *51 Seneca Gorham *49 Rochester
Call Forward No Answer	*92 *52 Seneca Gorham *44 Rochester	*93 *53 Seneca Gorham *45 Rochester
Call Trace	*57 *64 Seneca Gorham and Rochester	
Priority Call	*61	

† Not available in Seneca Gorham and Rochester

To learn more, visit us at www.FrontierOnline.com.

How to Contact Us

Customer Service	1-800-921-8101
Repair Service	1-800-921-8104
TTY	Please refer to the front section of your local directory
Residential Services	www.FrontierOnline.com
White and Yellow Pages Information	www.FrontierPages.com
Internet Service	www.FrontierNet.net

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Give your Communications an upgrade

UNLIMITED NATIONWIDE Voice Calling

- Talk to everyone you want with UNLIMITED local and nationwide long-distance voice-calling
- One, low fixed price so there are no surprises on your bill
- Includes call waiting, voice mail and caller ID

DISH NetworkSM SatelliteTV Service

- Over 100 of your favorite channels – DISH NetworkSM provides a world of entertainment
- 100% digital – for high-quality picture plus optional HD equipment upgrades and DishHDTM
- Let someone else do the work with our FREE standard professional installation (up to 4 rooms)

HIGH-SPEED INTERNET Service

- Talk and surf online at the same time
- Fast, reliable, secure connection
- Wireless networking available
- Free, no-hassle installation & 24/7 technical support

Get the reliability you expect from Frontier and all the services you want, packaged together on one bill. Call 1-800-921-8101 for information on any one of these great services.

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