



CUBFacts Telephone

Frontier's Special Calling Plans

Frontier sells fixed-rate packages that cover certain calls and special features, such as voice mail, for a set monthly fee. Frontier also markets per-minute plans for local toll and long-distance calls. We have listed those plans, along with a CUB analysis of each, at the end of this guide.

Before you sign up for any offer, carefully consider what your calling patterns are and what calling features you need. Although fixed-rate plans, such as Frontier's Freedom package, may be tempting because of the simplicity of knowing what your bill will be each month, remember that the advertised price does not include taxes and surcharges, which can add 20 percent or more to a bill. Also, you pay the monthly fee *every* month, even if you don't make any calls.

Such packages are geared for high-volume callers who want a lot of calling features. That means these "deals" may only be appropriate for consumers who make hundreds of calls each month, or for

consumers who have unusual calling patterns. For example, while customers in urban areas possibly make few local toll calls—local calls that travel roughly 15 to 40 miles or more—those who live in rural areas of Frontier's territory may make a lot of these calls out of necessity. For such callers, a package deal may be the right choice.

On the other hand, the best bet for many callers may be to stay with Frontier's standard local rates, listed below, plus a low-priced local toll and long-distance plan. (For a comparison of flat-rate plans and standard rates, see the chart on the next page.)

If you do stay with the company's standard, regulated rates and you own a cell phone, you may find that your wireless offer has a lower or comparable rate that you can use for local toll and long-distance calls. Just don't go over your allotted minutes, or you will pay "overage" rates of up to 50 cents per minute.

Frontier's Standard Rates

Frontier's standard rate structure includes a Home Exchange—your home town and the surrounding area served by the same wire center (a facility that processes phone calls). Beyond that is Extended Area Service (EAS), covering calls to communities that have wire centers within roughly 15 miles of the wire center that serves you. Any calls beyond the EAS communities, but not yet long distance, are local toll calls. All consumers pay a line charge and an Interstate Access Charge each month, even if they don't make any calls.

Monthly Charges

Line Charge	\$16.07-\$17.07, depending on where you live.
Interstate Access Charge	\$6.50 per month (\$7 per month for each extra line)

Usage Charges

	Mon-Fri 8 a.m.-9 p.m.	Mon-Fri 9 p.m.-8 a.m. weekends, holidays
Distance		
Home Exchange	Free	Free
Extended Area Service (EAS) (Communities within 15 miles)	1 cent connection fee plus 1.8 cents per minute OR 11 cents per call	0.5 cent connection fee plus 0.9 cents per minute OR 5.5 cents per call

Note: Most consumers are likely to pay more under the 11-cent option, unless they have high Internet usage and cannot get an Internet Service Provider (ISP) in their home exchange.

Local Toll (Beyond EAS communities but still local)	17 cents per minute	12 cents per minute
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Flat rates vs. Standard rates

CUB created a caller profile to compare what a consumer would pay under standard rates versus some Frontier flat-rate calling plans. In this example, the standard rates beat the flat-rate options. Study your own calling patterns to do your own comparison.

Caller Profile

- ✓ Calls at peak times and pays a monthly line charge of \$17.07.
- ✓ Wants one calling feature, such as Caller ID, for about \$8 a month.
- ✓ Makes 120 local calls (45 Home Exchange, 75 EAS), each averaging about 5 minutes.

Calling Option

Frontier's Standard Rates:

- Home Exchange calls free.
- EAS calls 1.8 cents per minute, plus 1-cent connection fee OR 11 cents per call.

Frontier's Local Package:

- \$42.95 per month for all Home Exchange and EAS calls.
- Three calling features.

Frontier's Regional Package:

- \$46.99 per month for all Home Exchange, EAS, and local toll calls.
- Five calling features.

Frontier's Freedom Plan:

- \$66.99 per month for all calls.
- Voice mail and four other calling features.

Total Monthly Cost

\$39.07 (\$39.82 for 11-cent per call option)

Note: Includes \$6.50 Interstate Access Charge. Long-distance and local toll calls NOT included.

\$49.45

Note: Includes \$6.50 Interstate Access Charge. Long-distance and local toll calls NOT included.

\$53.49

Note: Includes \$6.50 Interstate Access Charge and local toll calls. Long-distance calls NOT included.

\$73.49

Note: Includes \$6.50 Interstate Access Charge, local toll and Long-distance calls.

Local Calling Plans

Plan	Description	CUB's Analysis
Local Package	Unlimited EAS calls, the line charge, and three calling features* for \$42.95 per month. Fee does not include local toll calls, interstate access charge of \$6.50 per month or any other surcharges and taxes. You can add a 5 cents/minute local toll rate for no extra charge.	<p>Even if you wanted the most expensive calling features, you still would have to make about \$11 or \$12 worth of EAS calls each month to save about \$5 under this plan. Plus it doesn't cover local toll or long-distance calls. Those would cost extra.</p> <p>Look at how much you spend on "Total Local Calls," listed on your monthly bill. If that amount, plus the line charge and three calling features is less than \$43 for several months, you'll likely pay more under the plan.</p>
Local Package Extra	This is identical to the Local Package, but it offers four or more calling features* (including voice mail), for a flat monthly fee of \$44.95. Fee does not include local toll calls, interstate access charge of \$6.50 per month, or any surcharges and taxes. You can add a 5 cents/minute local toll rate for no extra charge.	<p>This could be a good deal if you really want all the calling features. If you don't, you would have to make a lot of local calls—potentially hundreds—to save money. Again, local toll and long-distance isn't covered.</p> <p>Look at how much you spend on "Total Local Calls," listed on your monthly bill. If that amount—plus the amount of the line charge and calling features you want—is less than \$44.95 for several months, you'll likely pay more under the plan.</p>

Local Toll Calling Plans

Plan	Description	CUB's Analysis
Frontier 5 Cents Plan (Local Toll)	All local toll calls for 5 cents a minute. You must be signed up for Frontier Local Package or Frontier Local Package Extra to have this plan. Frontier markets a different plan with the same name for long-distance service. Taxes and surcharges NOT included.	The local toll rate is competitive, but it's attached to fixed-rate plans that cost more than \$40 a month. Pioneer Telephone offers long-distance/local toll rates of 3 to 6 cents per minute. You can find more information in CUB's "Real Deal Guide to Long Distance." Some prepaid calling cards also offer lower rates.
Sensible Minute	7 cents a minute for all local toll calls.	Other companies, like Pioneer Telephone, offer lower long-distance/local toll rates. Some prepaid calling cards also offer lower rates.
Regional Package	Unlimited EAS, and local toll calls, the line charge, and five calling features (voice mail, caller ID, speed dialing, 3-way calling, call waiting) for \$46.99 a month. Interstate access charge of \$6.50 per month and all other surcharges and taxes NOT included.	You could save money if you actually want all the calling features offered and you consistently make a lot of EAS and local toll calls each month. Remember, if you don't want the calling features, you would have to make \$50 worth of local and local toll calls each month (potentially hundreds of calls) to save \$5.

Long-distance Calling Plans

Plan	Description	CUB's Analysis
Frontier Freedom Value	All local, local toll, and long-distance calls and the line charge for \$44.99. Taxes and surcharges NOT included.	Frontier Freedom plans are for high-volume long-distance callers. Compare what you would pay for calls and any calling features you want if you were on Frontier's standard local rates plus Pioneer Telephone's long-distance/local toll rates, which are 3 to 6 cents per minute. If that's less than the monthly price of the Freedom plan you're considering, then you would NOT save money under this plan. Remember, you pay the monthly fee—plus taxes and surcharges—each month, even if you don't make any calls. Note: You also can get more expensive Freedom plans that add Internet or TV service.
Frontier Freedom Essentials	All local, local toll, and long-distance calls, the line charge, and three calling features for \$54.99. Taxes and surcharges NOT included. (The calling features are voice mail, caller ID, and call waiting.)	
Frontier Freedom	All local, local toll, and long-distance calls, the line charge, and five calling features for \$66.99. Taxes and surcharges NOT included. (The calling features are voice mail, speed dialing, caller ID, three-way calling, call waiting.)	
Frontier Freedom Extra	All local, local toll, and long-distance calls, the line charge, and more than 10 calling features (including voice mail, call waiting, caller ID, and speed dialing) for \$71.99. Taxes and surcharges NOT included.	

Long-distance Calling Plans

Plan	Description	CUB's Analysis
Frontier 5 Cents Plan (Long Distance)	State-to-state calls are 5 cents a minute, and in-state calls are 7 cents a minute. Plus, you pay a \$6 monthly fee. Warning: This plan has a \$9.99 monthly minimum. That means you always will be charged at least \$9.99 a month—including the \$6 monthly fee—for this plan. Taxes and surcharges NOT included.	The state-to-state rate is competitive, but not with the monthly fee and minimum. Pioneer Telephone offers long-distance/local toll rates of 3 to 6 cents per minute. You can find more information in CUB's "Real Deal Guide to Long Distance." Some prepaid calling cards also offer lower rates. Remember, you pay the monthly fee even if you don't make any calls.
Frontier 5 Cent Package Plan	All local toll/long-distance calls are 5 cents a minute. Plus, you pay a \$5 monthly fee. Taxes and surcharges NOT included.	This is only for customers who are signed up for the Frontier Local Package or Frontier Local Package Extra. Pioneer Telephone offers local toll/long-distance rates of 3 to 6 cents per minute. Some prepaid calling cards also offer lower rates.
e-Values	You must sign up for this plan on the Internet. Long-distance calls are 7 cents per minute on the weekends and 10 cents a minute on the weekdays. You also pay a \$5.50 monthly fee, even if you don't make any calls. Taxes and surcharges NOT included.	You can find long-distance/local toll plans or prepaid calling cards that charge 5 cents a minute or less with a low or no monthly fee. Pioneer Telephone also offers long-distance/local toll rates of 3 to 6 cents per minute. You can find more information in CUB's "Real Deal Guide to Long Distance."
Talk Time 30	30 minutes of long-distance calling for \$6.50 a month. Additional time costs 10 cents a minute for state-to-state long-distance calls and 12 cents per minute for in-state long-distance calls. You pay the monthly fee whether you use the calling time or not. Fixed price does not include taxes or surcharges.	The rate is a very high 10 cents a minute—if you use up all the long-distance minutes offered. If you don't make any long-distance calls in a month, you still pay the monthly fee, and if you go over the time limits you pay 10-12 cents a minute. Pioneer Telephone offers long-distance/local toll rates of 3 to 6 cents per minute. You can find more information in CUB's "Real Deal Guide to Long Distance." Some prepaid calling cards also offer lower rates.
Timeless Plan	10 cents a minute for long-distance calls and a \$4 monthly fee, which you pay whether you make any calls or not. Fixed price does not include taxes or surcharges.	The rate is a very high 10 cents a minute. If you don't make any long-distance calls in a month, you still pay the monthly fee. Pioneer Telephone offers long-distance/local toll rates of 3 to 6 cents per minute. You can find more information in CUB's "Real Deal Guide to Long Distance." Some prepaid calling cards also offer lower rates.