



CUBFacts

Phone tips for Frontier Telephone customers

To minimize your calling costs, CUB recommends:

1) Paying the company's standard measured rates for local phone service.

Avoid pricey packages that include long-distance minutes and calling features you may never use. For most callers, the lowest cost option is paying Frontier's standard measured rates, which consist of:

- A \$15.99 to \$16.99 monthly "Line Charge"
- A 1 cent connection fee for each call within 15 miles plus a 1.8 cent per minute rate OR an 11 cent per call rate (Note: CUB finds consumers are likely to pay more under the 11-cent option)
- During off-peak hours (9 p.m. to 8 a.m. Monday through Friday, weekends, holidays), a 0.5 cent connection fee for calls within 15 miles plus a 0.9 cent per minute rate OR a 5.5 cent per call rate

Other money-saving tips

- Don't pay for directory assistance. Instead, try dialing 1-800-FREE 411. You may have to listen to a short advertisement, but it will save you up to \$2 per call.
- Buy an answering machine. Voice Mail can cost up to \$10 per month, but answering machines start at less than \$30.

2) Switching to a low-cost carrier for calls beyond 15 miles, or using leftover cell-phone minutes.

Frontier charges up to 17 cents per minute for toll calls, but Pioneer Telephone (877-492-6878) offers rates of just 5.9 cents per minute for in-state calls beyond 15 miles, and 2.7 cents per minute for out-of-state calls. The company charges a \$1.99 paper billing fee, but that charge is waived for customers who choose online billing. Mention CUB when ordering the service and receive a \$10 "CUB credit."

If you frequently have leftover wireless minutes, consider using them when calling places more than 15 miles away.

3) Ditching Inside-Wire Maintenance.

This optional \$7 monthly charge covers repairs to the phone wires inside your home. One big problem: Those repairs are needed on average once every 20 to 30 years. Drop this service.

Questions? Call CUB at 800-669-5556.