

How Vonage Works

Vonage home phone service connects your calls using your high-speed Internet connection, not a traditional phone line, saving you money and giving you more options.



With Vonage, you only need three things to enjoy unlimited¹ calling worldwide: a high-speed Internet connection, a home phone and the easy-to-set-up Vonage Box™.

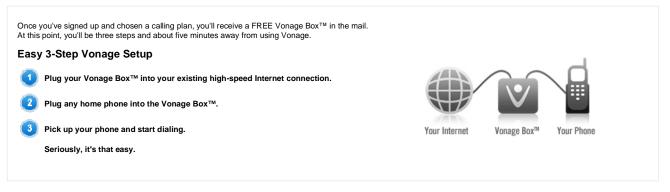
Inexpensive

Vonage offers lower rates than just about every phone company. And if you make long-distance or international calls often, Vonage saves you even more.



Vonage offers a calling plan for everyone. With Vonage Extensions®, you can extend your plan to any phone, even mobiles, at no extra charge. Plus, you can even keep your old phone number.

HOW TO USE VONAGE



CHOOSE A CALLING PLAN

We have plans for both international and domestic calling. Find the one that's right for you.

 International Calling Plans
 Domestic Calling Plans

 Unlimited' calling to over 60 countries for one flat rate.
 Learn More

 Learn More
 Learn More

TOP 10 COMMONLY ASKED QUESTIONS

1) What is the Vonage Box™?	~
2) What do I need to get started with Vonage?	v
3) Do I need a computer to use Vonage?	v
4) Can I transfer my current number to Vonage? How long will it take?	~
5) Is an Internet connection included with your service?	~
6) How is the sound quality with Vonage?	¥

http://www.vonage.com/how_vonage_works/?refer_id=WEBHO0706010001W&lid=ho... 12/13/2012

Voice over Internet Protocol from Vonage. How VoIP Works. Frontier Communications Northwest Inc.

Exhibit No. (JP-20)

7) Will I still receive calls if my power or Internet service goes out?	v
8) Can I use my Vonage phone line to send a fax?	¥
9) Will Vonage work with my home alarm system?	v
10) Does Vonage provide installation services?	v

See More FAQs

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Where Do You Call the Most?

Calling India Calling the UK Calling Canada Calling Vietnam Calling South Korea

Learn How Vonage Works

How VolP Works

Domestic Calling Plans

Calling Plans

Residential Plans U.S. & Canada Unlimited U.S. & Canada 750 U.S. & Canada 300

Small Business Plans Small Business Premium Unlimited Small Business Basic 1500

International Calling Plans Vonage World® Vonage World Mexico Sin Limites

Vonage World Plus Latin America 100 Vonage® Unlimited to Globe® Philippines Virtual Number

Fax Line Add A Line

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Toll Free Plus Included Features Vonage Extensions®

Vonage Voicemail Plus® SimulRing® Enhanced Calling Forwarding All included features

Blog

Featured Blog Posts See the new Free International Calling and Texting App for iPhone® and Android™

How Vonage International Phone Cards Work

Support

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Mobile Apps

Vonage Mobile® Vonage Extensions®



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¹Unlimited calling and other services for all residential plans are based on normal residential, personal, non-commercial use. A combination of factors is used to determine abnormal use, including but not limited to: the number of unique numbers called, calls forwarded, minutes used and other factors. Subject to our Reasonable Use Policy and Terms of Service..

²Shipping and/or activation fees may be waived with 1-year agreement. An Early Termination Fee (with periodic pro-rated reductions) applies if service is terminated before the end of the first 12 months. Additional restrictions may apply. See Terms of Service for details.

HIGH SPEED INTERNET REQUIRED. † VALID FOR NEW ACCOUNTS ONLY. RATES EXCLUDE INTERNET SERVICE, SURCHARGES, FEES AND TAXES. If you subscribe to plans with monthly minutes allotments (for example, U.S. & Canada 300), all call minutes placed from both your home and registered Extensions[®] phones will count toward your monthly minutes allotment. Extensions[®] calls made from mobiles use airtime and may incur surcharges, depending on your mobile plan. Where available. The number transfer process takes approximately 10 business days from the time you confirm your transfer request. Alarms, TTY and other systems may not be compatible. Vonage 911 service operates differently than traditional 911. See www.vonage.com/911 for details.

\$Refer-A-Friend® Program: The Referrer will receive a 2-month credit of their monthly service fee and the Referree will receive a one-month credit of their monthly service fee (up to \$64.99 of credit per month) after the Referre has stayed with Vonage for 60 consecutive days. Credit excludes additional charges including but not limited to charge since leading and additional or premium services or features. Cancellation by ender the stayed with Vonage for 60 consecutive days. Credit excludes additional charges including but not limited to charges for for per-minute calling and additional or premium services or features. Cancellation by ender the stayed with Vonage for 60 consecutive days. Credit excludes additional charges including but not limited to charge since the calling and additional or premium services or features. Cancellation by ender the calling and additional or premium services are subject to transferable. Certain types or features, and cancellation by ender the calling and additional or premium services are subject to change without notice. Other terms and conditions may apply. See plan for details. Void where prohibited. Vonage purchases made at retail are not eligible for the Refer-A-Friend® program. Offer cannot be combined and is subject to restrictions and limitations

Device may be refurbished. © 2012 Vonage Marketing LLC. All Rights Reserved.

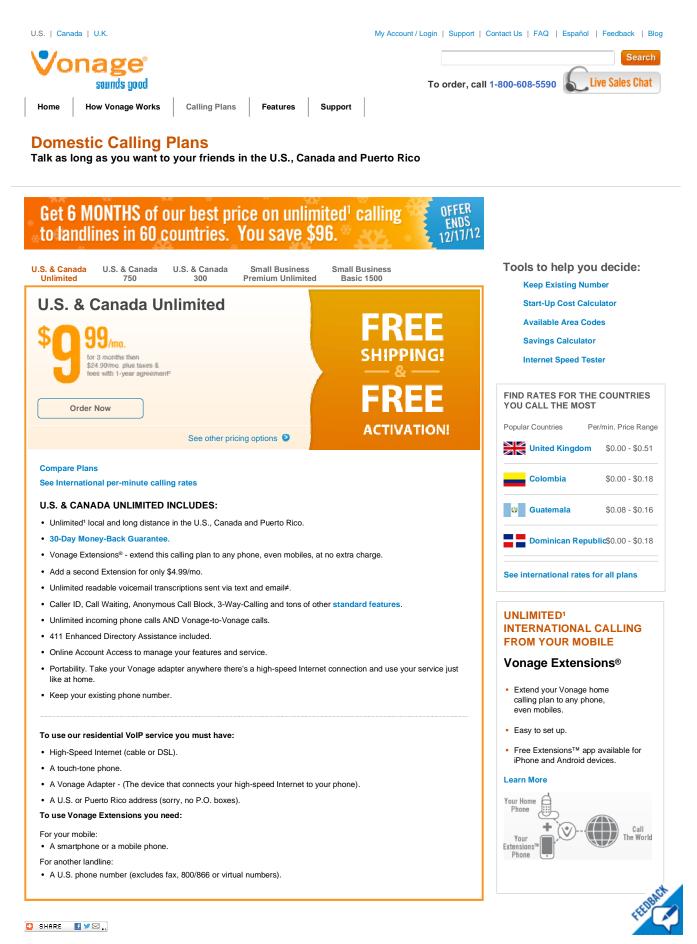
Features

Add-On Features

Vonage and MagicJack™ Phone Service Comparison

Vonage US & Canada Unlimited Local and Long Distance Phone Service Frontier Communications Northwest Inc.

Exhibit No._(JP-20)



Frontier Petition for Competitive Classification http://www.vonage.com/us-canada-calling-plans/unlimited-minutes/?refer_id=WEBHO0... 12/13/2012

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Where Do You Call the Most?

Calling India Calling the UK Calling Canada Calling Vietnam Calling South Korea

Learn How Vonage Works

How VoIP Works

Calling Plans Domestic Calling Plans Residential Plans

U.S. & Canada Unlimited U.S. & Canada 750 U.S. & Canada 300 Small Business Plans

Small Business Premium Unlimited Small Business Basic 1500

International Calling Plans Vonage World® Vonage World Mexico Sin Limites Vonage® Unlimited to Globe® Philippines Features

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Add-On Features Virtual Number Fax Line Add A Line Toll Free Plus

Included Features Vonage Extensions® Vonage Voicemail Plus® SimulRing® Enhanced Calling Forwarding All included features

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Vonage and MagicJack[™] Phone Service Comparison

How Vonage International Phone Cards Work

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Device may be refurbished. #Supports English or Spanish voicemails only. Up to one minute in length. © 2012 Vonage Marketing LLC. All Rights Reserved.



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