

COMMONLY ASKED QUESTIONS

Do I have to keep my local phone service provider?

No. You can utilize your VoIP phone service as your primary means of phone service.

Can multiple phones be used with the VoIP Service?

Yes, you can use multiple phones with the VoIP service by using multiple jack extensions, cordless phones with extra handsets, wireless phone jacks, etc.

What kind of Internet connection do I need in order to utilize the VoIP service?

High-speed Internet connection is needed for Vonage service. From a technical standpoint any high-speed connection like cable, DSL, satellite, fiber optics or other will work (with a minimum of 96 kbps at its slowest settings both upload and download). Please note that this is a minimum. The recommendation is 128 kbps upload and download.

How do fax machines work with the VoIP phone service?

Fax machines work with the VoIP phone service but are not perfect. Whether you want to just fax occasionally or you require a network based fax solution (ask your sales representative), your VoIP service offers an excellent method for faxing.

Does the VoIP service provide toll-free services?

Yes. You can receive a toll-free number and service. Please contact your sales representative or customer care for rates, details and ordering information.

How many phone lines are supported by the VoIP service?

In residential instances, up to 4 telephone numbers are supported. The basic and standard service packages come with one telephone number. Additional telephone numbers can be provided for an extra fee.

LOCAL NUMBER PORTABILITY

Can I take my existing telephone number with me to my VoIP service?

Taking your telephone number with you to any VoIP or telephone carrier is called Local Number Portability. Here are some helpful hints if you want to take your telephone number to your new VoIP service.

- Do Not terminate your service with your existing company before initiating service and your number port with the VoIP Service. It is best to wait until the number is ported to terminate service with your existing phone company.
- Be aware that when terminating service with a wireless company, you may be obligated to pay any early termination fees under your existing contract. Also, when terminating service with any company, you are usually required to pay any outstanding balance owed.

What kind of quality can I expect from VoIP?

Generally, you won't notice a difference between a land line phone and a VoIP phone. However, if the Internet is extremely congested, there could be a degradation of quality in specific instances.

Can I surf the web during VoIP calls?

Yes, VoIP allows web surfing while making and receiving VoIP calls simultaneously. It shares the bandwidth connection with other LAN computers and prioritizes voice.

Is the VoIP Service difficult to set up?

No. Your service provider has technicians and tolls that will set your VoIP service up and automatically provision the devices that connect to your home telephone wiring to make the VoIP service work.

Can I use my VoIP service when I travel out of town?

Yes. There are several different levels of services and accounts that you can purchase from your VoIP service provider. Some of these allow you to have multiple devices registered or active with the VoIP switch concurrently. VoIP will allow you to utilize VoIP phones, Analog Telephone Adapters (ATAs) or soft phones to register to the VoIP service. A soft phone can be installed on your laptop and utilized with headphones that have a microphone. Technically, as long as you have an internet connection, the VoIP service can be utilized anywhere in the world. It is important to note that when using a VoIP phone, you will need to dial telephone numbers as if you were at your house.

How do I dial a telephone number using VoIP?

Dialing a telephone number using VoIP is done the same way as a standard landline telephone number. If you currently dial 7 digits within your area code, you would dial 7 digits tomorrow. If you currently dial 10 digits (Area code + Telephone Number), which is standard in the United States now, then you would dial 10 digits.

How do I access Voice Mail?

Simply dial your telephone number and press * when the messaging system answers then follow the instructions.