

frequently asked questions (faq)

GENERAL QUESTIONS

Do I need a computer?

No, your telephone can connect directly to the broadband modem. In some cases a computer may be required for initial setup of services.

Can I use my computer and talk on the phone at the same time?

Yes, voice works independently of your computer, so you can make and receive calls while surfing the Web.

How does the sound quality compare to my current phone?

You'll find the quality is usually better because signals are transmitted and received digitally over the internet. The quality may very well exceed your current service.

Will I still be listed in the phone book?

Yes. You will be able to designate the name to list in your local directory. Or, you can choose not to be listed or published (accessible via operator services only). Non-listed means your information will not be printed in the phone book but will be available in directory assistance. Non-published means your information will be withheld from the phone book and directory assistance.

How long will it take to convert my telephone service upon signing up?

Once your order has been placed, your order will be set up within 5 days.

Can I use multiple phones with your service?

Yes.

Can I use your service with my home alarm system?

If you have a home alarm system that connects through your current home telephone line, we do not recommend trying to modify the wiring yourself. Contact your alarm company for additional information.

What happens if I am unsatisfied with the service?

Check out Terms of Service for details.

How do I cancel service?

Simply call. We want to hear what's up. Maybe we can address whatever is tempting you away from us.

I have ringmaster. Can I transfer my line?

The line will first have to either (a) drop the ringmaster number or (b) take the ringmaster number and tie it to a regular phone line. Then the conversion can take place.

How can I get service for my business line?

Coming soon.

How will I know when my services are active?

Our technician will set up your service.

Will I be charged for long distance phone calls?

No, long distance calls in the U.S. and Canada are already paid for with your monthly fee.

Is unlimited really unlimited?

It really is.

Do rate plans include calling to Alaska and Hawaii?

Yes, your calling plan includes calling to all 50 states and Canada. US territories, such as Puerto Rico, are not included in calling plans.

Can I make calls to international numbers?

Not at this time.

Will I be able to make E911 calls in case of an emergency?

Absolutely. Your safety is of utmost importance to us. Just make sure the service address that you provide matches your physical address. The address that you provide is kept on file and is where 911 will be sent during an emergency.

Do I need to test E911 dialing after setup?

No. Calling 911 when it's not an emergency could create unnecessary legal issues for you.

How do I add more phone numbers?

If you would like to add additional numbers simply call us for availability.

Can I change my phone number?

Yes. Your phone number can be changed at any time. There is a charge to change the number and it will be reflected on

your next invoice.

Will my phone work when I travel?

No, your service cannot be moved from location to location if you're traveling.

BILLING QUESTIONS

Why am I still receiving bills from my old provider after my number has already transferred?

You should receive a final bill from your previous provider. If they keep billing you, it'd be a good idea to get in touch with them.

Why am I paying for service if my number has not been transferred yet?

We will provide you a temporary number so that you can go ahead and begin using the service while you're waiting for the old number to transfer over.

Will I receive a paper bill?

Yes.

LOCAL NUMBER PORTABILITY

What is Local Number Portability?

Not too long ago, it was difficult to keep the same phone number if you switched phone companies. Now, regulations have been put in place to require the former companies to do everything possible to let you take that number with you to your new phone company.

Why does it take so long to transfer my number?

The number transfer process involves multiple providers to facilitate the transfer, which often causes delays in the process.

What steps do I need to take to transfer my number?

We will not be able to transfer numbers for the following:

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If a telephone number currently has DSL.

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If the telephone number has a contractual agreement that was made to prohibit porting (transferring) the number to another carrier.

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If the telephone number has an account freeze. This means that either you or your service provider indicated no

one could convert your account. If this is the case, and you'd really like to join us, then a simple call to your provider can get this account freeze removed. It is, after all, your account.

Can I transfer my wireless phone number?

Sorry, we are not currently transferring wireless numbers.

Why do you give me a temporary number if my number transfer only takes a few weeks?

During the number transfer process, we provide you a temporary number so that you can begin to use our service and all its features immediately. This way, you can begin to take advantage of all the cool things we have to offer as soon as you set up.

What happens if my number cannot be transferred?

If for some reason we were unable to transfer your existing number, you will simply keep the temporary number that we assigned to you when you first signed up. Your temporary number will become your permanent number.

Can I get my old number back if I change my mind?

Once you release your old number it can not be reassigned. In fact, it is likely to be quickly reassigned to someone else, which means you must decide carefully what you'd like to do before choosing your number. You can always add an additional line until you know for sure!

What is a virtual number and do you offer them?

Virtual numbers are very inexpensive secondary numbers that ring to your primary line. The advantage is that people outside your local calling area can call you for the price of a local call if you choose a virtual number in their area code.

We do offer them and each virtual number costs just \$9.95 per month.

Can I have a virtual number without a primary phone number?

No, virtual numbers can't work unless they link to a primary number.

Can I make outgoing calls from my virtual number?

No, virtual numbers are linked to your primary number and are only for incoming calls.

Do you offer International virtual numbers?

No, at this time we can only offer domestic US numbers.

How long does it take to get a virtual number?

Virtual numbers are activated within minutes of your order.

FEATURE QUESTIONS

How many people can I program in speed dialing?

You can program 8 people with a two digit codes, 2 9.

How many numbers can I use with Find Me?

Find Me lets you forward your calls to up to five alternate locations. So you have the freedom to do what you need to do, without worrying about whether you're going to get that call or not.

How many rings until voicemail picks up?

Voicemail is set up to answer after 30 seconds (5 rings). Find me calls go to voicemail 15 seconds after the last person on the list for sequential or attempting a parallel call.

When the voicemail box is full, does it delete older messages or block new messages?

It blocks new messages.

What is the maximum length of a voicemail message?

Your voicemail box allows up to a total of up to ten minutes of voice messages.

When the mailbox is full, old messages

you have already listened to will be deleted to make space for new ones. Once the mailbox gets to 10 minutes, all new messages will be blocked.

Can callers be blocked?

Yes, with the activation of anonymous call rejection. If they call you while on the call block list, they will hear a busy signal.

How is your caller ID different from traditional Caller ID?

It is the same. Caller ID is part of the service. The name others see on their phones will be your listing name.

Is there an audible alert when I'm using call waiting?

Yes, a tone alerts you when another caller is trying to contact you.

Can I erase calls from the call log?

No, they are archived for 3 months.

TROUBLESHOOTING

Why can't I send or receive faxes?

Some FAX machines and modems may not work reliably over the digital phone

network.

If I lose power will I still be able to use my phone?

Yes, your broadband modem has up to 10 hours of battery back-up. So, should you lose power at your home it is likely you will still be able to use your phone with the battery back-up.