



## **FREQUENTLY ASKED QUESTIONS**

### **Can I keep my existing telephone number?**

In most cases you can transfer your number from your existing carrier to our service. Most carriers require that a customer be current on their telephone service bills before they will release a number, and the billing for the number must be in your name to transfer it. You must sign a Letter of Agency allowing us to move your number from your existing carrier. If you have a PIC freeze (that's a service that says only you can change your long distance carrier) on your current account you must call your carrier and have it removed before your number can be ported.

### **How long does it take to move my number?**

In most cases a number can be moved within two weeks. However, it may take longer if there are any problems on your existing telephone company account.

### **What happens after I sign up?**

You will receive a welcome package with your phone adapter or the cool new digital phone you ordered. You plug the adapter into your internet service and away you go. A few days later your telephone number will be ported your service will be ready to use. If you are getting a new number you should have dial tone when you plug your phone adapter into your internet service and connect your telephone.

### **Can I get numbers from other locations to ring to my phone?**

Yes you can, but remember most of our plans have unlimited long distance included in the service so that additional number may not be necessary.

### **I have a toll free number currently can I keep it?**

Yes it can be ported to your account. You must give us a Letter of Agency which gives us permission to take your number from your current carrier and a copy of the billing showing the number is being billed to you.

### **Can I use a fax machine or a modem on my VoIP service?**

Yes but we need to know which line you will be using for the fax or modem so that we can properly provision the line.

**Can I use my wireless internet connect for VoIP phone service?**

Trying to VoIP on wireless internet is not recommended. We are too used to the quality of telephone service we grew up with, and wireless connections cannot be tuned to provide that kind of service.