

Frequently Asked Questions

Will I still be listed in the phone book?

Yes. Your directory listing can be Listed, Non-Listed, or Non-Published. If listed, it will be printed in the directory local to the phone number, not the address.

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

Yes.

Do I need to test E911 dialing after setup?

No. Calling E911 when it is not an emergency could create unnecessary legal issues for you.

What is LNP?

LNP stands for Local Number Portability. It is process of transferring a phone number from one local exchange carrier to another.

Can a cellular phone number port?

No, in most circumstances cellular phone numbers cannot port from a wireless provider to VoIP.

Can a ringmaster number port?

No, the ringmaster number must be converted to a regular phone line by the existing carrier before it can port.

What happens if a number cannot be ported?

If for some reason we are unable to port an existing number, the order will be clarified or terminated.

What is the maximum length of a voicemail message?

The voice mailbox allows up to a total of 10 minutes of voice messages. Once the mailbox gets to 10 minutes, all new messages will be blocked.

If I add someone to my call block list, what will the blocked caller hear when they call me?

A busy signal.

Can calls be erased from the call log?

No, calls are archived for 3 months.

What is the cause of choppy calls and is there anything that can be done to fix this?

Choppy calls are usually caused by high latency or packet loss. High latency is when it takes too long for the data to be transmitted over the Internet connection. Packet loss is when information is lost over the Internet connection. Either symptom can be caused by ISP problems, Internet congestion, or heavy bandwidth usage, such as online gaming or file sharing. You can determine if there is any problem by using any number of Internet speed tests.

Can the service be used with a home alarm system?

Home security systems can be compatible with digital phone service. You are advised to contact your local home security professional for more information.

Can I send faxes with digital phone service?

Successful faxing is largely dependent upon the Internet speed and model of fax machine. The upload/download speed should be no less than 256k. Fax machines with an Ethernet port work with greater consistency than older models.