

The 10 Most Important Things to Know Before You Order a VoIP Service!

Is reduced cost and better service important to you?

10 Smart Tips:

1. **E911 Service** - Make sure the VoIP supplier is completely 911 compliant in your service area!
2. **Can you keep your existing number** - This feature is called number portability; Make sure your VoIP provider can port your number.
3. **VoIP relies on your Internet service connection** - The majority (93%) of all VoIP phone problems have to do with your Internet connection. Make sure you have enough band width (64 –85 kbps) and a good service provider!
4. **Make sure your VoIP provider uses a good quality ATA (analog telephone adapter) or VoIP phone** - The ATA is the device that converts your digital Internet signal into an analog signal so you can use your existing (analog) phone equipment.
5. **Monthly Service Cost** - Make sure you understand the number of minutes that you have with your service plan. Most carriers actually have per minute limits. Watch for hidden charges and fine print in contracts! There are several different hidden charges; cancellation, misc. line charges, etc.
6. **Free Features** – Every VoIP provider offers a wide variety of features, make sure the features you will use are free and not an added cost.
7. **Free vs. Cost - Virtual Numbers** - (a number with an area code of your choice that rings through to your primary phone number) **or Softphone** - (VOIP softphone allows you to speak with any other PC or from your PC to a landline or Cell phone)
8. **Accessible Technical Support** - Make sure the VoIP carrier has 24/7/365 knowledgeable, live technical support.
9. **International Rates** - If you call internationally, does your provider offer a global calling plan that include several international destinations at no per minute cost and do they offer any global virtual numbers?
10. **Optional international calling ability** - service options that let you choose overlay plans for cellular service, call globally with low or no per minute charges.