

## Customer Verification of Service Request

Before we transfer your number(s) to voiSip, we require verification that you understand the differences and requirements associated with using digital phone service. Please read and initial each line, signifying you understand and accept the information:

### IMPORTANT VOIP CONSIDERATIONS:

\_\_\_\_ 1. Digital (VoIP) telephone service is dependent on the speed, quality and reliability of customer's High Speed Internet service. High bandwidth apps, such as security cams and online backup, should be throttled or scheduled to avoid conflicts. Customers may wish to keep a backup or "failover" phone, such as a cell phone or land line, in case of power or Internet outages.

\_\_\_\_ 2. Transferring a number with bundled services, such as DSL Internet or TV, may result in cancelation of the bundled services. Customer should unbundle services, especially DSL, PRIOR to submitting transfer documents.

\_\_\_\_ 3. Analog devices, such as fax machines, alarm systems and credit card terminals, may or may not work with digital (VoIP) phone service. voiSip eFAX is our recommended fax option. Internet or Cellular monitoring is recommended for alarm systems. And most credit card terminals support direct Internet connections. Customer should evaluate options prior to porting.

### MAIN/VOICE/TRUNK NUMBERS:

\_\_\_\_ 4. MAIN/VOICE/TRUNK numbers are the primary numbers used to make and receive calls. Depending on the capabilities of customer's phone equipment, multiple phones can make and receive multiple simultaneous calls (lines) using a single MAIN number (up to the customer's service plan and equipment calling limits).

\_\_\_\_ 5. Two or more simultaneous calls will result in two or more minutes of usage at a time. Likewise, forwarding inbound calls to an outside (non-voiSip) number, such as a cell phone, counts as 2 separate simultaneous calls (one incoming, and one outgoing).

### CLOUD NUMBERS:

\_\_\_\_ 6. CLOUD numbers are attached/forwarded to a MAIN number, often as a way to keep old HUNT or ROLLOVER numbers.

\_\_\_\_ 7. CLOUD numbers also allow customers to have extra numbers, in different cities or states, that all forward to a single MAIN number. This can be useful for advertising, call tracking, or to provide a "local" number for remote callers (family or customers).

### TOLL FREE NUMBERS:

\_\_\_\_ 8. TOLL FREE numbers allow inbound calls from anywhere in the US, without long distance charges applying to the caller. TOLL FREE numbers simply forward incoming calls to a MAIN/VOICE/TRUNK number and cannot be used for outbound calls.

### FAX/eFAX NUMBERS:

\_\_\_\_ 9. FAX/eFAX numbers are used for sending and receiving faxes. Incoming faxes are received by voiSip, converted to PDF files and forwarded to customer's email address. Aggressive Spam filters may accidentally block these emails, so set white list options.

\_\_\_\_ 10. To fax digital documents, use PDF format. There are many free PDF conversion apps available online. To send hard copy documents, customer must first scan the documents into a PDF file. Scanners are not included.

By signing below, I verify that I have read and understand the basic differences and requirements of voiSip digital phone service.

Today's Date:	
Your Authorized Signature:	

Send these documents, from the email address you signed up with, to [porting\\_tickets@voisip.com](mailto:porting_tickets@voisip.com) or fax to (281) 895-0053.