



Voice over Internet Protocol “VoIP” Service Guide

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Overview of VoIP

Voice over Internet Protocol (VoIP) is a means of carrying your telephone conversations and other data over the Internet as opposed to being carried end-to-end along the copper-wire circuits of traditional phone lines. Traditional phone service is carried over circuits in continuous electrical impulses (analog). Signals are carried over the Internet in discreet digital packets. The purpose of the ATA (Analog Telephone Adapter) provided to you at installation is to convert your out-bound analog telephone signal to packets that can be carried over the Internet and incoming packet-based calls to analog signals that can be received by your phone.

The ATA has a unique IP address, as does your computer and most other devices connected to the Internet. This is how the Internet knows where to “deliver” the data. Your phone number is associated with this unique IP address. This phone number/IP address is accessible to anyone using traditional phone service or the Internet. If both the origin and destination of a call are VoIP phone numbers, then the call is carried completely over the Internet. If either of the parties are on traditional phone service, the phone carrier routes the call to (or from) junctions that interface between traditional phone lines and Internet traffic.



ATA (Analog Telephone Adapter)

Side view (below) shows approximately actual size. Connection from router goes into “Ethernet” port. Your phone gets plugged into “Phone 1” port (also “Phone 2” port if you have two telephone numbers).



Porting Current Telephone Number(s)

If you have a traditional telephone number that you would like to keep, Community Broadband can transfer your current number to our telephone service. This process is called porting. There is a one-time fee (\$24.95) for each number being ported. Upon installation of our service, you sign a porting request document which we forward to your current carrier. The amount of time required to complete porting varies from carrier to carrier but can take from 10-45 business days.

We give everyone who is porting a number a 15-day free trial of our phone service. We **do not** submit the porting request until the end of the 15-day free trial. The purpose of this free trial is to make sure our phone service meets your needs and/or expectations. If you do not cancel the phone service during the trial we will submit the porting request and begin billing you for phone service.

Please **do not** cancel your current telephone service before porting is complete; otherwise, your current number cannot be ported. You should cancel service with your current provider only after your number has been successfully ported to Community Broadband.

During the 15-day free trial and porting process, we will provide you with a temporary Community Broadband telephone number to use. Please give our service a good workout as this is the purpose of the free trial. You can plug any phone into the ATA and use it to make all your local and long-distance calls. If you have **Call-Forwarding** available to you from your current telephone service provider, you can forward your current number to your temporary Community Broadband number. Upon forwarding, plug any phone into our ATA (Port 1). This phone will now ring when anyone calls your current number. This way, you can receive calls to your current number through Community Broadband telephone service even while you wait for porting to complete. Please remember to set up Community Broadband voicemail - from any phone that is plugged into the ATA, just dial *98 and follow the prompts.

If you forward your current number to your temporary Community Broadband number... The only phone(s) that will now ring in your house are those plugged into the ATA. In this configuration, upon completion of the porting process, you do not need to physically change any phones around. The phone plugged into the ATA has been ringing on your current number all along. The completion of the porting process means that we have associated the ported number with the ATA and have removed the temporary number from your account.

If you do not forward your current number to your temporary Community Broadband number... When we inform you the porting is complete, you will need to plug the phone that you want to ring on the ported number into the ATA. The ported number is now being carried by Community Broadband and you need to set up voicemail - dial *98 from any phone plugged into the ATA.

Please note: If, after your 15-day free trial, we port your number and you decide to discontinue our service, you will be responsible for porting your number to another provider (\$24.95). We will continue to bill you for Community Broadband phone service until porting to another provider is complete and you notify us of the successful porting and request to cancel service.

Configuring the phones in your house

When you have phone service with Community Broadband, we, like any other telephone service provider, bring the phone signal to your home and provide the accessibility for you to distribute it throughout your home. Most other telephone service providers bring their service to a junction box on the exterior of your home. Any distribution of the service from that point (the telephone wiring in your house and how the phones ring off which jacks) is your responsibility. We bring our "junction box" (the ATA) inside your home for easier access. But how the service is distributed through your home is still your responsibility. We can provide experienced advice on how to distribute our phone service throughout your home. However, due to the complexities and many various configurations of telephone wiring, we suggest you consult a certified wiring technician if you need assistance re-configuring the manner in which your phones ring in your home.

Because only the phones that are connected to your ATA will ring off of our service, many customers choose to use a wireless phone system. When you plug the base-station of a wireless phone system into an ATA, all the satellite units ring off of the same number.

FAX over Internet Protocol

VoIP has grown so rapidly over the last few years that some related technologies have not kept pace. Fax over the Internet is one of them. There is not yet strong, universal industry standards that ensure interoperability between various manufacturers and service providers. For this reason, the most realistic perspective on fax over the Internet we can give our customers is that some devices and platforms work well over the Internet and some don't. We need to take a look at each customer's needs individually.

The paragraph above refers to the concept of simply plugging your traditional analog fax machine into a VoIP network and sending/receiving faxes. For some customers, this works without any problems. For others, this can be problematic. There are inexpensive software fixes that you can apply. But a large portion of the corporate world has evolved into a different approach. Instead of sending documents over an analog fax machine, many offices now scan their document into a file and send/receive it as an email attachment. This approach has actually streamlined many communication channels. You remove a device (and the associated costs) from the network and you can do much more with a digital file - color, graphics, etc.

Please ask your Community Broadband Account Manager specifically about your fax options or consult with your IT Manager.