

## Frequently Asked Questions

### Can I use my existing broadband connection?

Yes, for home workers and very small sites you can use your existing broadband service. However, for guaranteed call quality and line availability for larger sites (6 users or more) our private access network is required.

### Can I use the Voxalis service at home?

Yes, by using our **Homeworker** service you can use your office extension at home.

### What is hosted IP telephony?

This means that we "host" all of the expensive equipment in a secure central site and provide customers with access to this over our own IP network. No expensive telephone system is required on the customer site.

### What is VoIP?

VoIP is Voice over Internet Protocol. This is the method of delivering telephone calls using internet technology as the delivery mechanism.

This technology is becoming the new standard in telephony with BT upgrading the whole UK network to VOIP with their 21CN programme.

### How many lines do I get?

Using your existing broadband connection you get up to 3 concurrent calls. However, by opting to use our private access network you can choose a 4, 6, 12, 24, 48 line package.

Note that your voicemail and call divert functions will still work even when all your lines are busy.

### How long is the contract?

Our contracts run for 36 months and the minimum commitment for a customer is 12 months.

### What do I need to install it?

The IP phones simply plug into your existing LAN infrastructure. For larger installations **Voxalis** offers an on-site installation service.

### What is the lead time for installation?

The installation is very simple and can be completed in a matter of minutes. Network delivery and provisioning should take no more than 25 days.

### What happens if the network fails?

In this unlikely event all incoming calls will be transferred to mobiles or voicemail at our central data centre, ensuring no calls are lost.

### Can I keep my existing numbers?

Yes, Voxalis can port your existing BT numbers onto our network.

### Will I still get a bill from BT?

No, Voxalis is a complete service where we provide everything on one simple monthly bill.

### Can I access the Internet using Voxalis?

No, our network is an uncontended, secure voice only service. Internet access is now a very cheap commodity and should be kept separate.

### Can I use other SIP or VoIP devices?

Yes, however none of the enhanced Voxalis features will transfer onto other SIP devices. We do not support other providers SIP devices so all configuration and management must be handled by the customer themselves.

### Can I use my existing phone system?

Our SIP trunking service enables existing IP enabled PBX's to take advantage of our VOIP network.

### Do I get free calls?

Yes, all On-net calls are free.

### Can I still use my existing least cost routing (LCR) provider?

No, Voxalis is a carrier and terminates all of your traffic to the Public Telephone Network. With VOIP call costs are vastly reduced so there is no requirement for LCR.

### Will I still be able to use my Fax or PDQ machine?

Yes, however, we recommend that these services should be delivered using analogue lines, which **Voxalis can provide**.

### Do I need a maintenance agreement?

No, as our solution is hosted we are responsible for all central site maintenance.

