



HBL VoIP Digital Phone Service - Frequently Asked Questions (FAQ's)

What is VoIP?

- The VoIP (Voice Over IP) protocol allows you to make and receive phone calls through your broadband Internet connection using a standard touch-tone phone.
- You make a call using VoIP by dialing a number on your phone, as you always have.
- To receive a call using VoIP, simply pick up your phone when it rings, as you always have.
- All VoIP calls are carried over the Internet until each call needs to be directed to a regular phone line. This allows you to save money on local, long distance, and international calls. When you sign up, you may be able to transfer your current phone number to the VoIP service or you may choose to be given a new phone number. You will be able to keep this phone number no matter where or how often you move.

Does VoIP have the same call quality as my current phone provider?

- VoIP provides the same quality as a traditional phone service, and you get more features for less money.
 - Substantial savings compared to traditional phone services
 - Regular local phone service is no longer needed
 - Ability to move anywhere and keep the same number
 - Detailed online tracking to monitor your account activity
 - Phone features not offered by traditional phone providers

What do I need to use HBL's VoIP service?

- It couldn't be easier. All you need is:
 - High Speed Internet
 - A VoIP Adapter or VoIP Business Phone

How fast of an Internet connection do I need to use HBL's VoIP service?

- HBL Communications recommends a high quality broadband connection of at least 128kbs of bandwidth (64kbs uplink and 64 kbs downlink) be available per phone line. Although 128kbs is the minimum required, we recommend 150kbs to allow for a buffer of 22kbs for Internet usage (web browser and email) while talking on the phone. Overall the bandwidth needed is very minimal.

Can I keep my current phone number with HBL Communications?

- Yes! If HBL Communications offers phone numbers in a city or town near you there's a good chance you can keep your existing phone number even if you switch to HBL Communications. This is called Local Number Portability (LNP).
- In order to begin enjoying the HBL's VoIP service, we recommend that you sign up with a HBL Communications provisioned phone number. Then, while your number porting is taking place you can enjoy our Digital Phone Service. If you choose to keep your current landline service, we suggest that you downgrade your current land line to the minimum level of service while you wait for LNP to take effect.

What area codes do you have available?

- Remember your area code no longer depends upon the physical location of your phone. You can select a number in the available area code you find most convenient for those you call & those that call you.
 - *Example:* If you live in Orlando, you can have a New York area code and phone number. If you have friends, family or business in the New York area, they would simply dial your NY number and be connected to your HBL Communications phone in Orlando.
 - *Neither of you pay for long distance! Both of you save money!*



WELCOME TO THE WORLD OF DIGITAL PHONE

- Of course you may select an Orlando area code if you would like, or you can have more than one number connected to your phone.
- You can activate HBL's VoIP service today & enjoy all the features. Start saving money, even if numbers in your city or town are not yet available. When the number you want becomes available, you can switch to your HBL Communications phone number.

What types of devices work with your service?

- Virtually any touch-tone telephone can be used with the HBL Communications service on a VoIP Adapter. Corded and/ or cordless telephones both work well.

Can I use my fax machine with HBL's VoIP service?

- Though HBL Communications customers have experienced high success in placing and receiving fax transmissions, HBL Communications has not yet certified support for fax.

How many phone lines can I have?

- As many as you want and need! PLUS you save money every month on each line. Currently, HBL Communications supports one primary line per device/account. As long as you have enough internet bandwidth there's no limit.

Can I still use the Internet while making calls?

- Yes. Your computer & the HBL's VoIP service can share your Internet Connection.

Does HBL Communications provide 911 Emergency service or E911 services?

- Yes, but HBL Communications 911 service operates differently than traditional 911. Learn More about EMERGENCY 911 SERVICE online at www.hblcommunications.com

What Basic Features are offered by HBL Communications?

- View a complete list of HBL's VoIP service BASIC FEATURES online at www.hblcommunications.com
- All of our basic calling features are included in your Residential monthly plan at no additional charge.

What Virtual PBX Features are offered by HBL Communications?

- View a complete list of ADVANCED FEATURES online at www.hblcommunications.com
- All of our advanced calling features are included in your Business Class monthly plan at no additional charge.