

VOIP QUESTIONS AND ANSWERS

WHAT IS REQUIRED TO USE VOIP FOR MY PHONE SERVICE?

You need a high-speed broadband Internet connection (such as DSL or cable) and a normal telephone. 8x8 will supply you with a small adaptor box that connects your telephone to your Internet connection.

WHAT EXTRA PHONE EQUIPMENT DO I NEED?

All equipment is supplied with the exception of a router. A router is required to split the existing broadband Ethernet connection that runs from the cable modem to your computer. (See DOD 930 for installation pictorial)
Routers generally cost about \$30.00.

CAN I CALL OTHER NUMBERS IN THE USA THAT DO NOT SUBSCRIBE TO PACKET8, AND WOULD THESE CALLS BE FREE ON YOUR UNLIMITED PLAN?

With our unlimited plan you can call anyone in the U.S. or Canada at no additional charge. The other person does not have to have our service, though we hope that you will recommend our service to all of your friends and family!

CAN I USE MY EXISTING PHONE OR PHONES?

The Packet8 DTA is compatible with your existing home phones. The VideoPhone plan is restricted at this time to a single phone connection.

Using multiple phones throughout your house is also compatible with your VOIP service. To utilize multiple phones thru the existing wall jacks, you **MUST FIRST** disconnect the existing local phone company wiring from the outside connection point to your house. Once disconnected, your existing wall jacks will be usable for your VOIP service. (See DOD 930 for installation pictorial)

CAN MULTIPLE PHONE LINES BE CONNECTED TO ONE CABLE OR DSL LINE?

Yes. Packet8, unlike other VOIP companies, compresses a VOIP phone call to 22 KBS. Two separate phone lines talking simultaneously would be 44KBS. The minimum speed for a DSL is from 128KBS to 256KBS. Subtracting the requirements for Internet and doing the math will determine the number of phone lines that can be talking at the same time.

DOES PACKET8 ADD ANY ADDITIONAL TAXES, CHARGES OR MONTHLY FEES ON TOP OF MY MONTHLY SERVICE CHARGE?

Packet8 only charges a 3% Federal Excise Tax (FET) on the total amount of your bill, so if you make no international (non-Packet8 calls outside the U.S. or Canada), your total monthly bill from us will be \$20.55 on the \$19.95 plan.

IS 911 SERVICE AVAILABLE?

Packet8 E911 emergency services are available as an optional additional service in a growing number of areas of the country for an additional fee. You can read about this feature at <http://www.packet8.net/about/e911.asp>

CAN I USE MY EXISTING PHONE NUMBER?

Yes. You can request this at time of sign-up or you can request at a later date. As long as you still retain your existing number. The process can take up to ninety days and you will have a VOIP number to use in the interim.

HOW DO I PORT MY EXISTING NUMBER AT A LATER DATE?

Go into the packet8 website www.packet8.net enter your e-mail address and password. You can now make various changes to your account including porting your existing number.

IS IT POSSIBLE TO CHANGE PHONE NUMBERS AFTER SERVICE HAS BEEN ORDERED (I.E. I MOVE AND WANT IT TO BE A LOCAL CALL FOR PEOPLE IN THE NEW AREA)?

Yes, we allow our subscribers to change their rate centers just by notifying us of the request (either by e-mail or through our customer support line). We will move your Packet8 phone number to any other available rate center upon your request at no additional charge to you.

IF I SIGN UP WITH PACKET8.NET, CAN I CONTINUE TO USE "800" NUMBERS AND HAVE THEM TERMINATE IN MY PACKET8 NUMBER? DO YOU SUPPORT 800 NUMBERS?

Yes you can continue to point your 800 numbers at our Packet8 number. Packet8 does not supply 800 numbers, you need to get an 800 number from a 3rd party service provider, and have that service provider "point" the 800 number at your Packet8 telephone number. Then your Packet8 phones will ring when someone calls your 800 number.

WHAT IS THE SIGN-UP URL LINK THAT I CAN ADD TO MY FLYERS AND PERSONAL WEBSITE TO CAPTURE MY REP-ID?

The sign-up link is <http://www.packet8.net/index.asp?affiliate=escape-123456> (123456 will be replaced with your Rep-ID)

HOW DO I APPLY FOR THE VIDEOPHONE REBATE?

To apply for the \$250 rebate on the VideoPhone download DOD 970.

CAN I ORDER A PHONE FOR MY RELATIVES IN ANOTHER COUNTRY?

Any phone ordered thru packet8 with an overseas shipping address will automatically be assigned to the "international Plan" This includes 1000 minutes and 2.9 cents per minute after. The way to circumvent this is to have the VideoPhone delivered to your home address and then ship it yourself to the overseas location.

CAN WE GET A REFERRAL PROGRAM BONUS IN ADDITION TO OUR COMMISSION?

The new referral program called “Share and Score” which provides a \$19.95 referral fee to anyone referring a new customer, **does not** apply to any new customers using the “ESCAPE-123456” code. If a case occurs where one of our customers wants to refer someone, we should convince them that:

1. Signing up as a rep will ultimately earn them more than the one time \$19.95
2. The new customer gets a much better value by utilizing the ESCAPE-123456 code. (Two months free and no installation charge)

CAN WE USE VOIP FOR VIDEO CONFERENCING?

Packet8 is currently in the development stages of videoconference capability. The number of videophones connected may be from 5-8 and they are looking at integration with PC monitors. This is only in the development stages and is estimated to be at least 6 months away. Any capability upgrades are through firmware upgrades to our existing videophone units

WHAT BUSINESS PLANS ARE AVAILABLE?

There are two business plans available. “Business 2000” And “Virtual Office”

“Business 2000” is for the small mom and pop businesses and identical to the residential plan but is limited to 2000 PSTN minutes. Packet8 VOIP calling is unlimited. Our compensation and incentives are identical to the resi plans. As with any other service provider, extremely high numbers of minutes per month on residential lines will raise suspicion and possibly force a switch to business line.

“Virtual Office” is for the complete business solution and is ideal for 3 to 25 lines. It has full PBX capability. As with the typical VOIP products any office extension can be placed anywhere in the country for the “virtual office” effect. Packet8 will provide the technical experts to close and describe the requirements to the customer. Basic costs are \$39.95 per extension, \$100 equipment cost (phone unit) for each extension and \$40 installation fee per extension. Calling is unlimited in the US and Canada.

WHAT ARE THE PACKET8 SALES AND SUPPORT HOURS?

Packet8 presales and support hours are 7 days a week 24 hours a day. By phone 888-898-8733 or by e-mail at p8sales@packet8.net or technicalsupport@packet8.net respectively.