



### Can I use my existing phone number?

Yes, at *VoiceMail Tel* we allow number portability, in this case you will be able to use the same phone number (local or toll free number) that you own.



### How can I know who called me if I didn't answer?

Thanks to My *VoiceMail Tel* Portal and voicemail feature you will be able to check your messages no-time.



### Is it possible for my *VoiceMail Tel* system not to work?

Yes, if your internet connection is off, but otherwise no, because our servers are in a Data Center downtown in Toronto Canada with direct access to over 70 networks from America and Europe so that you can have a shorter link between server and the European and Canadian visitors. The facilities offered by this Data Center are fire-extinguishing systems, multiple power supplying systems, 24/24 h network monitoring, 99,99% network uptime.



### Can I make calls to any phone number in the world?

Yes, you may call any phone number in the world. This could be a local, a cell phone, a long-distance or an international number.



### How is the voice clarity?

*VoiceMail Tel* has high voice clarity and quality, which it's improving continuously, because our software specialists work to give you, our customers, first rank quality.



### Do I need a computer to call?

You will be able to use *VoiceMail Tel* services from your computer, VoIP phone, or analog phone if you have an adaptor.



### Is there a difference between making a local call and a long-distance call?

Technologically speaking, there's no difference. Call charges, however, vary from plan to plan.



### Can I try the *VoiceMail Tel* services?

Yes, you have 30 days trial period. International phone calls are available only to the users that they decide, to run with *VoiceMail Tel*.



### If I have a problem with my line, who can I contact to fix it?

Simply call us and our customer care specialist will help you.



### **What does VoiceMailTel offer that my local provider doesn't?**

VoiceMailTel is very different than the other phone companies by its offer: Savings - unlimited local calls, long distance and your choice of five of the most popular calling features - all for one low monthly rate. Simplicity - The simplicity of one company, one bill and one rate.



### **What is the benefit of getting both local and long distance service from VoiceMailTel?**

The great benefit of VoiceMailTel is the savings. This means you can make long distance and unlimited local calls all for one low price. Check out the calling plans.



### **Will I have to pay a fee to switch my service to VoiceMailTel?**

Yes, there is a charge to switch your service to VoiceMailTel, only if you decide to keep your current phone number, if choose to use a number given by VoiceMailTel there won't be no fee.



### **How long will it take for my VoiceMailTel service to be established?**

If VoiceMailTel is your carrier the service could be established in 5 minutes, if you decide to switch to VoiceMailTel from your old provider it could take up to 15 days.



### **What kind of taxes will I pay?**

All VoiceMailTel customers will pay the monthly bill and the GST/ PST for Toronto; if you are from other areas you will pay only GST.



### **Do I have to pay the entire monthly fee if I signed up for VoiceMailTel mid-month?**

Your monthly fee for the first month will be based on the number of days we provided you with service. Your initial bill will reflect the partial month with VoiceMailTel.



### **Do I have to contact my phone provider to advise them of my change to VoiceMailTel?**

No, VoiceMailTel will handle all of this.



### **What about problems with my inside wire?**

You are responsible for the maintenance of the wiring inside your home. If there is an issue, you can use your own electrician for repairs usually for a nominal amount, as phone wiring inside a home is relatively simple. Or if you are handy, you can do the work yourself. If you live in an apartment, condo or other group living facility, contact your landlord or manager to determine your responsibility. However, VoiceMailTel is not responsible for your inside wire



### **Can my service be changed without my permission?**

NO, VoiceMailTel will work hard to protect our customers and has zero tolerance for abuse of our customers.



### **Does VoiceMailTel offer credit card payments?**

Yes. You can setup your account to be paid automatically each month from either your checking account or by your credit card (Visa, MasterCard, PayPal).



### **Does VoiceMailTel support 911 services?**

For this moment VoiceMailTel does not support 911 services.