

VoIP FAQ Sheet

Frequently asked questions page 1

Q - What is VoIP?

VoIP stands for Voice over Internet Protocol. VoIP is a method for taking analog audio signals and turning it into digital data that can be transmitted over the Internet.

Q - What do I need to start using Faircape Communications VoIP services?

A fibre service with Faircape Communication
An IP phone Desktop/ cordless, available to purchase from Faircape Communications

Q -What is an IP phone?

an IP phone has the same look and feel as a normal wireless telephone, instead of having the standard RJ-11 jack phone connector, an IP phone has a RJ-45 Ethernet connector (slightly bigger than the RJ11 jack) . IP phones connect directly to your router or internet cable and have all the hardware and software necessary onboard to handle the IP call.

Q - Can I keep my existing number?

We will help you port your number from your current provider to Faircape Communications . This means that you are able to keep your existing telephone number.




Q - What happens to my existing services when I cancel?

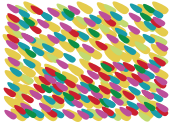
Once we have ported your telephone number, you may cancel your contract with your current service provider. Any other services provided on the same line (e.g. ADSL access) may be cancelled as well. This may be subject to the individual contract conditions that were negotiated with your previous service provider e.g. cancellation notice period.

Q- Do I need to keep my telephone lines?

This service offers VoIP (Voice over IP) so landlines or line rental is not required.

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 072 117 7212 | 021 815 5700  info@faircom.co.za or
 complete an application form on www.faircom.co.za



VoIP FAQ Sheet

Frequently asked questions page 2

Q - How do I setup the VoIP service?

Faircape Communications technician's will provide you with a pre-configured wired or cordless IP phone depending on what you have purchased.

Q - How do my credit limit work?

Faircape Communications will set a credit limit in accordance with the customer's existing telecommunications spend/ package. This service will automatically send a notification when 80% of the credit limit has been reached. This is also known as your softcap. When 100% of the calls have been reached, the service will be cut. This is also known as your hardcap.

Q - How do I increase my credit limit?

Email to voice@faircom.co.za to request a credit increase or top-up.

Q - What are the call rates ?

The call rates is based on per second billing

FAIRCOM Call Cost

Vodacom and MTN - 90c ex per minute

Telkom Mobile, Virgin & CellC - R1.00 ex per minute

Landline local and National - 40c ex per minute




Calls within our network - FREE

(includes all traffic on Faircom Hosted platform)

Q - What is the minimum contract period?

There is no minimum Contractual period but one month's notice is required to cancel the account.

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