

Simply Bits Business VoIP Lines

Product Features

The Simply Bits Business VoIP Line service includes 12 advanced features at no additional charge and is available from 2 to 16 lines. The following features are included:

Caller ID

Inbound calls will have the number of the caller displayed on Caller ID capable phones. Note that not all calls have a Caller ID number associated with them. Callers can elect to block the number. In these cases, no caller ID will be available.

Caller ID Name

This is an enhancement to the caller ID number service. With this enhancement, if a directory listing name is associated with the calling number of an inbound call, that name will be displayed as well as the number. This feature requires support of the attached phone device(s). Note that a caller ID name will not always be available. In such cases, "unavailable", "anonymous", "unknown" or some other indication will be made.

Call Waiting

With call waiting service, you will be notified if a second call is arriving while on a call. You will hear a call waiting tone to indicate a second call is arriving and you will see the second call's caller ID on your display. To answer the second call, press the FLASH button.

Call Waiting Suspend

To avoid being disturbed on a call, you can disable Call Waiting for the next call by dialing *70 before you dial a phone number. After dialing the *70, you should hear stutter dial tone indicating the command has been accepted. Afterwards, continue dialing the phone number as you would normally. Calls to your phone number will ring busy while you are on a call with call waiting disabled. Call Waiting is automatically re-enabled for the next and subsequent calls.

Call Forwarding

Easily forward your calls to any other phone numbers. Simply dial *72 followed by the destination phone number to which you want the calls forwarded. The *73 command can be dialed to cancel the forward. Each line can be individually forwarded.

International Call Blocking/Toll Fraud Protection

International calls are disabled on all new phone service to prevent toll fraud. If you wish to enable international calls on your phone service, you can call Simply Bits Support at 520-545-0333 and request that international calls be allowed. The customer is responsible for security of their phone service and is responsible for all toll charges incurred.

900 Number Blocking

Prevent toll-fraud with this feature. Ensure someone doesn't use your phone to rack up expensive 900-number charges.

Hunt Groups

With multiple lines of service, a customer can have hunt groups enabled to allow multiple arriving calls to roll-down to additional lines. If more calls arrive than there are phone lines in a hunt group, the system will return a busy signal to the callers. Customers must have enough phone line capacity to handle their expected call volumes. If a customer wishes to have advanced features such as call queues, overage handling, call distribution among multiple locations, etc. they should consider using Simply Bits Advanced VoIP services.

When the Hunt Groups feature is enabled, the Call Waiting and Call Hold features are automatically disabled.

Call Hold

A call may be placed on hold by pressing the FLASH button on your phone device. The caller will hear hold music and you will hear a new dial tone. Pressing the FLASH button again will reconnect the original caller. You may also initiate a second call while the first call is on hold.

Automatic Call

With this feature, when a phone device attached to the POTS line service goes off-hook, an automatic call will be placed to preprogrammed number. This optional service is useful for door phones, lobby phones, etc.

One-way Calling

With this feature a POTS line can be programmed to only allow inbound or outbound calls.

411 Directory Assistance

Find local or national businesses quickly and easily with our free 411 service.

Remote Call Forwarding

Need to have calls rerouted upon request or for an emergency? Simply call our local, professional support engineers at 520-545-0333, 7x24 to get your calls rerouted.

FAQ

Why limit the number of lines to 16?

Above 16 lines, our advanced Hosted VoIP services are often more cost effective, more future-proof, and are more efficient for the users. Customers with more than 16 lines may require a T1 or IDSN-PRI interface instead of the analog tip and ring interface of the standard Business VoIP service. Either will be more cost effective, more reliable, and less expense to support over time.

Can I port an existing phone number onto the service?

Most land-line numbers can be ported if the customer owns the number. Other numbers cannot be ported: cell numbers, toll-free numbers, and certain numbers on non-standard carriers. We cannot guarantee that your number(s) can be ported.

How long does it take to port a number?

That depends on the cooperation of the carrier who currently has the number. Most ports occur within 30 days.

Do we have to port all of the customer's existing phone numbers?

Not usually. In most cases, a customer has published only one or two phone numbers. Any other numbers exist solely because all 1FB lines must have some phone number assigned to them. We really just need to port the one or two published numbers.

Can the same 1FB lines be used for faxing and voice?

No. If a customer's fax machines are connected to their phone system and outbound faxes can pick any line, then the customer will need to get their system rewired to connect the fax directly to the Fax-Over-IP (FoIP) adapter.

Is the customer required to use our VoIP QOS Device or Managed Firewall/Router?

Included in all the N+1 bundles is a VoIP QOS Controller with basic NAT capabilities. The Simply Bits VoIP QOS Controller provides Quality-of-Service and bandwidth shaping features to ensure that VoIP packets get priority over all other traffic and that non-VoIP traffic does not harm voice quality by congesting the Internet access.

The VOIP QOS Controller can be upgraded to a full Managed Firewall/Router for an additional \$99/month. This upgrade gives the customer more firewall protections; allows inbound IP address and port mapping to internal services; adds site-to-site and laptop VPN capabilities; allows Guest networks with optional Hotspot to be configured; enables the 802.11 WiFi capability; and allows

more bandwidth controls on user activities. If a customer wishes to use their own firewall, they can connect the firewall between the VoIP QOS Controller and the LAN. Simply Bits cannot provide assistance with the configuration of a customer firewall. Simply Bits does not allow customers to remove the VoIP QOS Controller or else the voice quality will suffer.

Does the customer have to use Simply Bits Internet service?

Yes. Simply Bits delivers all its fax and voice services over our own managed network where we take care of all voice quality issues and network management. Other VoIP services running over generic Internet access traditionally suffer in quality due to the fact that the Internet treats all packets the same. Any problems encountered are the responsibility of the customer, leading to the inevitable finger pointing.

Does the VoIP service consume Internet bandwidth all the time?

No. VoIP services only use Internet bandwidth when someone is on a call. If a line is idle, there is almost no usage. This allows the most efficient use of your Internet access. Our VoIP QOS Controller and the Simply Bits managed network ensure that your voice packets are always treated with the highest priority.

Is this product available outside of Tucson?

Simply Bits concentrates on services for business, government, and residential customers within southern Arizona with knowledge of local markets and local support. As such, our VoIP services are only available in southern Arizona. Contact a sales representative to see what services are available in your area.

How long does it take to get installed?

Installations usually occur within 10 business days of placing an order. An additional rush fee can be added to get installations on the same day or within 24 hours. If a customer wishes to port in an existing phone number, the service must be installed and working first. A temporary phone number will be assigned and later replaced when the porting occurs. For the period between the completion of installation and the porting, a customer can usually have their old phone carrier forward their calls to the temporary number.

Can a customer get a Yellow Page listing?

Yellow page listings are just advertising in a publication. Simply Bits does not resell any yellow page advertising. A customer can work directly with Dex or other yellow page providers to purchase yellow page listings and advertising.

Do I need to purchase special hardware?

The installation of the Simply Bits Business VoIP Line service includes the necessary hardware to convert from IP to voice – a device we call an Analog Telephone Adapter (ATA). Simply Bits will provide all the necessary ATA's to connect to your phone system. At installation time, you can elect to purchase a UPS to provide backup power for your VoIP service in the event of AC power failure.

What does installation include?

Installation begins with the delivery of Simply Bits Internet access into your business. Internet access may require the installation of an 18" antenna on your roof with an Ethernet wire run through a single outside facing wall or customer supplied conduit. Installation continues with the VoIP QOS controller or optional Managed Firewall/Router, providing a WAN port for your LAN and the necessary Ethernet ports for the VoIP and FoIP adapters. Next, an optional UPS is installed for power protection. Finally, we will setup one or more VoIP ATA's with RJ-11 jacks and verify dial-tone, call placement, ringing, and call receiving. Interconnection to phone equipment is the responsibility of the customer or the phone equipment vendor. Extension of the phone wiring is responsibility of the customer. Any necessary extended wiring, switches, other wiring can be done at an extra cost.

Can I use my own Analog Telephone Adapter(s)?

No. Simply Bits provides ATA's for the service, thus the customer need not supply their own. Simply Bits takes care of monitoring, upgrading, and repairing the ATA's we supply. This reduces overall cost and support burden for the customer.

Can we upgrade to your Advanced Hosted-VoIP service in the future?

Absolutely! Such an upgrade is easy to accomplish and gives you access to many more features and flexibility. Ask your sales representative for information about such an upgrade.

How much do International Calls cost?

The cost of an International call is dependent on many factors. The price is affected most by the charges of the carrier in the destination country and current exchange rates. International rates vary from time to time and are not published in a static form. If you have a specific country into which you will be making a volume of calls, please ask your Sales representative for specific rates.

Do we need to purchase a Long Distance bundle?

While the long distance bundles are your best value, customers are not required to purchase a long distance bundle at installation time. Long distance bundles can be added anytime before the last 12 months of your service contract.

Can I use a separate Long Distance provider?

No. Simply Bits VoIP Service is not a traditional telecommunications service and does not allow third-party long distance providers to be accessed. Discuss any special long distance needs with your sales representative.

Can I get Toll-Free Inbound Numbers?

Customers themselves can purchase a switched-toll free number from any toll-free provider and have the calls sent to the phone number of one of their Business VoIP lines. Customers with needs for more than 10,000 minutes of toll-free inbound per month, should speak with their sales representative for a quote on toll-free service.