



Unlimited Phone – Frequently Asked Questions

How does SKYBEAM Unlimited Phone using Voice Over IP (VoIP) work?

What makes it different than a traditional phone line?

Traditionally a phone conversation is converted to electronic signals that traverse an elaborate network of switches in a dedicated circuit that lasts the duration of a call. In Voice over Internet Protocol a conversation is converted to packets of data that travel over the Internet or private networks, just like emails or WebPages. The packets get reassembled and converted to sound on the other end of the call. It is priced much lower than standard phone service and doesn't require the taxes and fees that most traditional phone companies add to their price. The quality of the service is nearly identical to or sometimes better than traditional phone service.

What kind of equipment do I need?

All you need is high speed Internet and a phone adapter to go with your home phone. We recommend a traditional cordless phone that is 5.8GHz (or greater). SKYBEAM provides the phone adapter that allows your standard phone(s) to use the Internet connection to place calls. The adapter is plugged in between your Internet connection and your router or computer. Your home phone can then be plugged directly into the adapter or a phone wire can be run from the adapter to a phone extension jack so that all the phones in your home can use the service.

What are the advantages of SKYBEAM Unlimited Phone?

It makes long distance calls less expensive by removing some of the access charges required for use of the public telephone network. Advanced Features are included like programming, call-forwarding through a web tool, receiving email and text message notification of voicemail messages, call transfers, etc. Virtually all traditional telephone features are included in the low price and are not additional add-on charges.

How do I access my Advanced Features and manage My Phone Settings?

You will be provided a log in and password by SKYBEAM. You may access your account through the My SKYBEAM/My Phone Settings section the Webpage at www.skybeam.com. Some of the features that you may manage include getting your voicemail at your email address, having a failover number (if your service should become unavailable such as during a blackout), changing the ring duration, verifying the cost of your international rate prior to making a call, and reviewing your inbound and outbound voicemail recordings.

How do I transfer (port) my existing phone number?

When you sign up for SKYBEAM Unlimited Phone, you may elect to "port" (transfer) your existing phone number over to our service. That decision can be made at the time of installation or can be done at a later date. You will need to complete a Line Number Port Request (LNP) allowing us to contact your current carrier and port your number to our service. The LNP should have the same address and account number as your present carrier has on record. This can be obtained from a recent bill from your current carrier. Fill out the LNP form left by your SKYBEAM installer. Your high speed Internet installer will leave it for you at the time of your Internet installation. You must not cancel your account with your old carrier until the port is complete.

If you are porting your existing phone number, your ATA will be shipped out approximately 2 weeks after the order has been placed. Porting a phone number takes approximately 30 business days to complete.

Does 911 service work?

Yes, you have Enhanced 911. Enhanced 911 allows 911 calls to be connected directly to a live 911 center and not through a secondary call center that then routes the call to the 911 call center. This allows the personnel responding to the 911 call to access your address directly. Therefore, it is important to not move your phone adapter to another address because 911 responders will not have accurate location / address information.

Does reverse 911 work?

No, not at this time.

Can I dial using 7 digits only?

If you reside in an area that currently uses 7 digits instead of 10, call the SKYBEAM Phone Team to request this feature and to set it up for you.

Can I use my computer while talking on the phone?

Yes, you can use any number of computers on your broadband service while you are talking on the phone. The system automatically gives priority to your voice to ensure quality of service.

Can I use my answering machine?

Yes

How is the voice quality?

The quality is typically at least as good as or better than a land line.

Are there limitations to the service?

- Since Voice over IP operates over the Internet, SKYBEAM Unlimited Phone service does not work in blackouts or if your Internet connection is down. However, a backup number (such as a cell phone) can be used as a "failover phone" if the SKYBEAM service is not available.
- Depending on your use model of fax machines, please ask the SKYBEAM Sales team if the SKYBEAM phone service is an appropriate solution for your needs.
- Your Service may not work with security systems. Please contact your security company to see if it is compatible with VoIP.
- Many times the Service does not function correctly with credit card machines. Please ask the SKYBEAM sales team for further assistance to best meet your needs.
- Not all satellite TV receivers have the ability to work with VoIP when ordering pay per view. Please contact your satellite TV provider for further info.
- Collect calling is not available with VoIP.

Will my phone number be published?

SKYBEAM does not publish phone numbers including residential or business. If you would like to have your number published, please engage with the publisher of your choice.

How do I order SKYBEAM Unlimited Phone service?

You can begin the ordering process for SKYBEAM Unlimited Phone online at www.skybeam.com or by calling 1-866-411-3278. SKYBEAM high speed Internet must be installed to receive SKYBEAM Unlimited Phone.

updated Dec 11, 2008 kj/pw