



## Digital Telephone Services

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- > FAQs
- > Events
- > Big River University
- > Request Information

## Digital Telephone Services FAQ

### What is Digital Telephone service or VOIP?

Digital Telephone service or VOIP (Voice over Internet Protocol) is a residential phone or business phone service that uses a broadband connection rather than a traditional (analog) line to make unlimited local and long distance telephone calls. Using Digital Telephone is as easy and convenient to use as your current telephone service, but available at a monthly rate which is significantly lower than your current local and long distance.

### Can my customers keep their current telephone numbers?

Yes, they can transfer their current phone number to Digital Telephone service. They will still be able to make and receive calls exactly the same way they do today.

### What makes Digital Telephone service different from what traditional carriers offer?

Several factors include, your customers being able to get one convenient bill from you for local and long distance service combined with their existing video and/or internet services. Unlimited local and long distance calling anytime all for one low price. Bundled package of the most popular calling features used today – call waiting, caller ID, call forwarding, voicemail and more.

### Can my customer disconnect their existing phone service after Digital Telephone is installed?

Yes, if they keep their current phone number, they do not need to contact their current service provider. We will contact their current provider after their Digital Telephone installation has completed. If they receive a new phone number from us, then they will need to notify their existing service provider to disconnect their current phone service.

### I'm interested in getting more information on Big River's VOIP solution. How do I do that?

You can contact our wholesale group here, email us or give us a ring toll free at 1-855-BIG RIVER (1-855-244-7483).

### Does my customer need to be home for my Digital Telephone installation?

Yes. They will need to be home for the installation technician to properly install and test the Digital Telephone service.

### Is there a special telephone needed for Digital Telephone service?

No. Standard touch-tone phones will work with this Digital Telephone service. Your customer's existing telephone equipment should work with Digital Telephone and will be tested by the installer before the installation is completed.

### Will my customer's home alarm system work the same with Digital Telephone service?

Digital Telephone will work with most monitored and unmonitored alarm systems. The installation technicians will install the Digital Telephone service and should work with the customer and the alarm company to test your security system before and after the installation.

### Can my customers be on the telephone and the internet at the same time?

Absolutely! With Digital Telephone service, each product functions separately and the newly installed Digital Telephone modem will allow customers to talk and surf simultaneously.

### Who sends out the Digital Telephone bill?

You will be sending the bill to your customer. We can upload call detail records daily, weekly or monthly for you to include on your website for customers to access.

### Who does the customer call if they ever have questions?

Each of your local offices will be the contact with the customer. Big River Telephone is the silent partner there to support you.

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#### Do my customers have to pay additional for long distance calling?

Not necessarily. We will work with you to create plans that work for your customers in their particular areas. Some of these plans may include long distance calling for no additional fee.

#### Will my customers be able to call 911 with Digital Telephone service?

Absolutely! Big River VOIP service is just like traditional landline service where safety and security are a top priority. Your customers are provided enhanced or basic 911 service depending on the area and what is available. This service connects them with the local 911 authorities and ensures their safety and accessibility to all 911 services.

#### Do you have voicemail available for my customers?

Yes. Big River's voicemail will allow your customers to receive their voicemails either in an email, over the phone on a secure website or as a text message alert. Your customers can also keep their existing answering machine if they so choose.

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