

Choosing an alternative telephone provider

Introduction

The Tove Valley Broadband service is brought to your house by either fibre to your village and then wireless to your property or by fibre all the way to your home. This means that you no longer need your fixed telephone line (landline) for broadband.

There is a technology called VoIP that allows you to use your broadband connection for your telephone calls, allowing you to dispense with your landline altogether. This is often a cheaper solution as well (particularly if you make calls to mobiles and/or international locations.)

What is VoIP?

VoIP (Voice over Internet Protocol) is a great technology that allows you to make and receive telephone calls over the Internet and has been in the mainstream now for about 10 years. It can also be referred to as an Internet Phone. VoIP enables you to make cheap telephone calls over a broadband Internet connection, including your Tove Valley Broadband service, instead of using your regular telephone service. You can connect to regular telephone or mobile numbers locally or in other parts of the world, usually for a much cheaper rate.

The savings can be substantial, particularly as most VoIP providers offer services with "unlimited" calling plans and an array of features all for one monthly fee.

How do you switch to VoIP?

You will need to sign up for a VoIP service. This is done on-line with one of the many providers that are just a Google search away.

These include (but are not limited to).....

freespeech	sipgate
Soho66	Tekara
VoipCheap	Voipfone
Vonage	Yay

Before selecting your new telephone service you do need to spend some time researching. If you choose the wrong tariff for example, you could end up spending more money rather than less.

Consider exactly how you use the telephone and examine some previous phone bills to determine just how many mobile and international calls you make. Most suppliers' basic tariff includes free UK landline calls but call charges can be expensive if you don't pay extra for free mobile and/or international calls (if you use them a lot). You need to analyse the mix of calls you make (landline, mobile, local, national, international) because suppliers differ with their charges for different use profiles.

Particularly if you make relatively few calls, you may be better off with a Pay as you Go (PAYG) service, and so you should consider this option as well (eg Orbtalk)

You can get some help using the following links...

- www.moneysupermarket.com/broadband/voip
- www.broadbandchoices.co.uk/guides/internet/internet-phone-voip-offers

If you wish to keep your existing telephone number you usually can, but make sure that you select the correct tariff that will allow this. **DO NOT CANCEL YOUR EXISTING SERVICE UNTIL THE NUMBER IS TRANSFERRED.**

Most VOIP providers have a "softphone" app that runs on your mobile phone. These allow you to make and receive calls on your "home" number from your mobile wherever you are. If you want to use an app like this you should investigate independent suppliers (eg ZoiPer). These can sometimes be more cost effective, particularly if you have more than one VOIP provider.

How can TVB help?

Tove Valley Broadband only supplies your broadband service and cannot help with advice regarding telephone suppliers or with technical issues around installation.

However, over 25% of TVB members have moved over to a VoIP supplier – all with very few problems. Ask around your neighbours in the village and you will soon find someone who has switched.

Warning

With VoIP you can dispense with your landline altogether. However, if there is a power failure, the broadband will fail and so, of course, will the VoIP telephone service. For this reason it is wise to ensure that you have a mobile phone and a good signal as an alternative in case of emergency. Also be aware that some mobile companies supply repeater boxes that connect to the internet to give service in poor mobile reception areas. These will also fail in a broadband outage.

Vonage

Tove Valley Broadband has concluded an agreement with VoIP provider Vonage UK that allows our members to sign up for the service and receive a special cashback bonus of £30 after

registering. This is a marketing agreement whereby customers directed by us to Vonage attract this “commission” payment. TVB do not recommend Vonage over any other supplier and we do not offer any presales or post sales advice.

Members still need to research to get the best tariff deal for their own pattern of telephone use.

Vonage often run special campaigns where they offer free telephone handsets or gift cards for registrations in a particular month. TVB sometimes highlight these deals to members.

Registering with Vonage

If you decide to register with Vonage you must use [THIS LINK](#) to ensure that you qualify for the TVB cashback bonus. This link will take you straight to the Vonage website, where you can get answers to all your questions and sign up.

If you phone them, use the dedicated number for TVB members **0808 178 9614**,

(or 0203 476 3414 from a mobile).

Claiming your TVB cashback bonus

Your bonus is paid to us by Vonage UK.

This is payable once you have passed the 30 day money back period (this will be confirmed to us between 30 and 45 days after the sale). Payment is then made to us by Vonage around the 15th of the month following.

We will then pay your bonus into your bank account.

To make this process as smooth as possible we ask that you notify us via email as soon as you have registered. Please let us have the following information:

- The date you registered
- Your Vonage order number
- The name under which you registered
- Your Vonage phone number
- Your bank details (account number, Sort code, and account name)

We will then ensure that all bonuses are paid as soon as possible.