

VoIP

Voice over Internet Phone

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What is VoIP

- Not the old phone service (phone switched telephone network or PSTN) that has dedicated telephone wires (i.e., Verizon or AT&T) connecting your home to phone company
- Emulated phone service where messages travel over your Internet service to vendors phone servers
 - If callee's number is another VoIP then called via Internet
 - If callee's number is PSTN then wire call made to callee's phone number

Suddenlink is a VoIP Provider

- If you have bundle that includes Internet and Phone then VoIP services provided by phone plug on Cable Modem
- Not sure what cost for phone service is as buried in bundle amount. I think I am being overcharged now!

Internet & Phone	\$79.00
Phone tax / mo	\$5.68
Internet tax	\$2.34
State Cost Recovery Fee	\$0.55
	\$87.57

MONTHLY CHARGES		79.55
	Double Play	Qty 79.00
	Includes: Internet Access, Broadband Internet 50Mbps, Home Phone Unlimited	
	State Cost Recovery Fee	1 0.55
TAXES AND FEES		8.02
Internet		
	Sales Tax	2.34
Telephone		
	State Sales Tax	1.81
	Federal Universal Service Fee	0.79
	City Sales Tax	0.58
	911 Equalization Fee	0.06
	State Regulatory Assessment	0.04
	911 Fee	0.50
	Municipal Right Of Way Fee	0.88
	Texas Universal Service Fund	0.89
	FCC Regulatory Fee	0.02
	Federal Cost Recovery Fee	0.11
TOTAL DUE		87.57

Suddenlink 50MB Internet should be \$39.95, \$49.95 for 100MB!!

Fees explanations:

<http://help.suddenlink.com/generalbilling/Pages/Taxes%20and%20Fees.aspx?product=Billing%20and%20Payments>

two yr phone costs

\$749.52

Assumes phone is \$25/mo, might actually be as high as 34

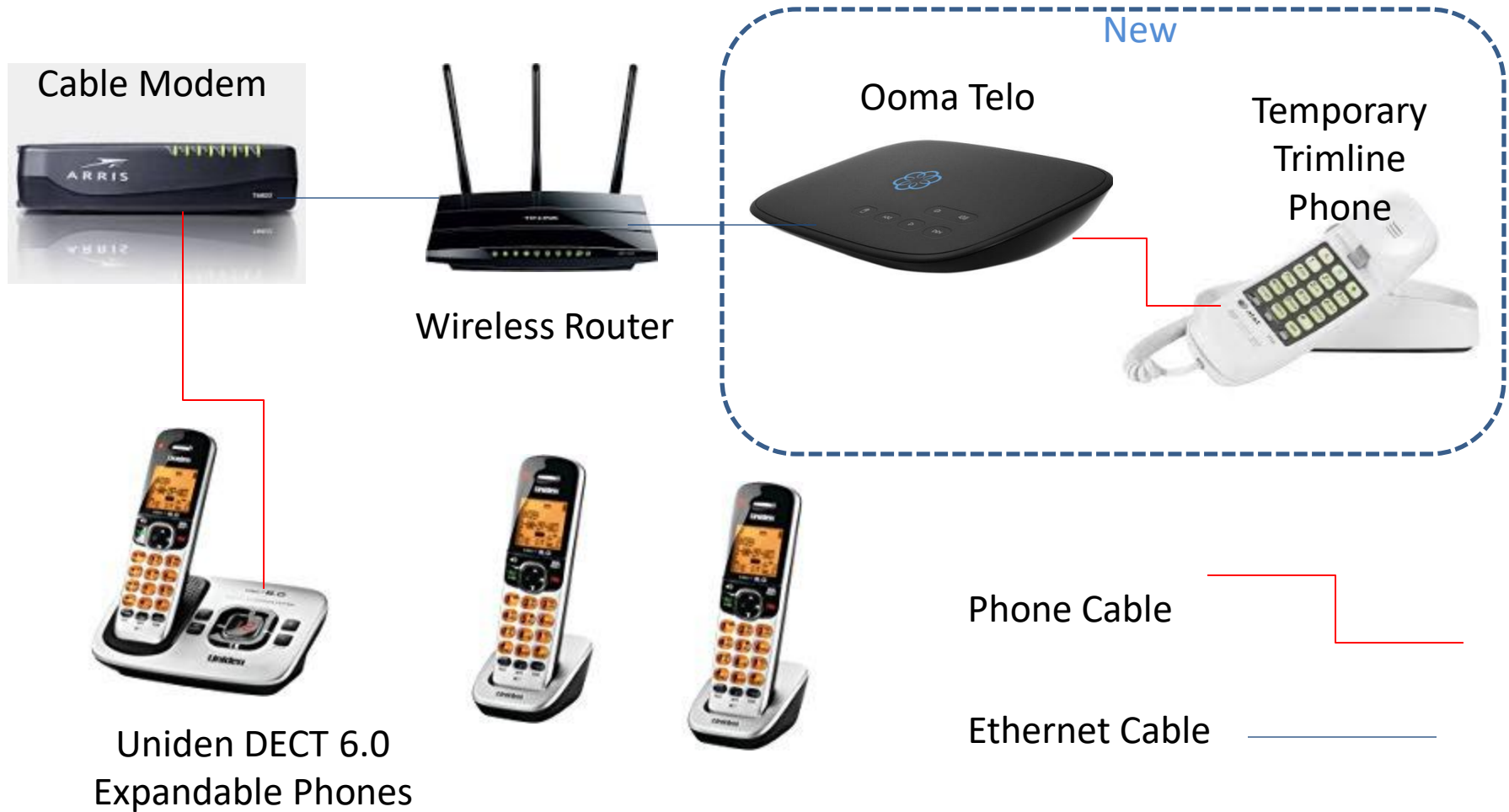
Some Alternatives

	One-Time	Monthly Cost	Transfer fee	2 yr	Notes:
Ooma Premium	\$86.48	\$14.85	\$0.00	\$356.48	Transfer fee=0 if 1yr prepaid for premium
Omma Basic	\$86.48	\$7.50	\$40.00	\$306.48	
PhonePower	\$0.00	\$11.83	\$0.00	\$380.00	\$8.33 to \$15.99/mo [+ tax] depending on plan
Notes:	All amounts include estimated tax \$3.50/mo				
Wanted:	Keep current Suddenlink phone number NOMOROBO or RoboKiller We heavily use "land line" so quality of service important				

I went with Ooma Premium

- Purchased Ooma Telo from Amazon with next day delivery – although Ooma is higher, they will match Amazon price (authorized reseller) they quote 5-7 delivery
- Activation instructions simple:
 - Get activation number from Ooma Telo then use their web site to activate box prior to plugging in. Will have temporary number assigned.
 - I choose Premium options with first year prepaid to get free current phone number transfer
 - Transfer request done via Ooma web site. Must keep Suddenlink phone service until transfer complete – up to 3 weeks! Actually only took 2 business days – requested Sat morning, done by Tue noon.
 - Could have used Suddenlink to forward old phone to new number but any calls I make would should CID as new number. Instead using old “Trimline” phone with Ooma until transfer completes.

My Temporary Installation



When phone number transfer complete will change Uniden connection to Ooma
Replace Suddenlink modem

Unwanted Calls

- See NOMOROBO which is included by many VoIP providers but not Suddenlink – included with Ooma Premium but not Basic.

Outcome

- Suddenlink (had to visit their shop and meet with real human)
 - Do not publish rates – too many options!
 - Internet 50 MB service being discontinued
 - Upgrade to 100 MB (\$45.95+tax/mo=\$48/mo) but must rent/own modem - \$10/mo or \$80 purchase from Suddenlink. Purchased from Amazon \$54
 - My charges:
 - Internet \$59/mo + tax (list is \$65 but user groups say \$40)
 - Phone \$25/mo + tax
- Summary:
 - Before: \$88/mo
 - After: \$63/mo plus equipment purchase at \$141
 - Double Internet speed at lower cost (but how long will it remain low)
 - Extra phone features (most I won't use)
 - Future equipment faults or upgrades are my problem

First Service Call

- Called Customer Service & was quickly connected to human
- After going thru security questions:
 - “what was 13th presidents wife’s maiden name?”
 - “where were you on August 2nd, 1956?”
- I explained that wanted ported number to show as caller id and did not want temporary number – “I can certainly fix that quickly”. Completed while on call.
- Also explained about poor sound at times & slight delay notice when calling within house. Asked how network setup and said moving Ooma box between cable modem & my router would likely fix (See new diagram). I have not rerun tests to confirm okay but sound quality now consistently good.

My Revised Installation

New Cable Modem
Netgear CM500



Ooma Telo



Wireless Router



Uniden DECT 6.0
Expandable Phones



Phone Cable

Ethernet Cable

Ooma takes 3-4 minutes to initialize

Epilog

Add Ooma skill to Alexa plus import selected contacts into Ooma from smart phone or tablet, then

“Alexa, use Ooma to call Ken”

Port Forwarding

- If your router has any ports forwarded, they will not be accessible after installing the Telo between your modem and router.
- Telo can be configured to pass selected ports to your router but there seems to be no documentation online and Ooma customer support representatives are not well versed in the procedure.
- Port 80 cannot be forwarded because it's used by the Telo. If you have been using this port, you can add a rule to your router to forward a different port number to 80 and then add a rule to have Telo forward that port to your router.

Configuring Telo Port Forwarding

- Open a browser and put in **172.27.35.1** to open the Telo configurator
- Click the **Status** tab at the left and go to the very bottom of the screen under DHCP Leases to find the address assigned to your router. This is the address you will need forward ports to.
- Click the **Advanced** tab. Move to the last item which is **Port Forwarding**
- Click on **Add New Rule** to open the forwarding menu. Fill in the start (and end if forwarding a range of ports), choose the port type
- In the Forward to IP Address field enter the value found under DHCP Leases
- Click **Add Rule** to save
- Repeat for each port you have forwarded in your router