

## RESIDENTIAL PHONE SERVICE (VoIP)

Dear Customer,

Here is some information about our residential VoIP phone service, which uses the internet instead of traditional phone lines. Ordering instructions are at the bottom of this letter.

Residential VoIP Phone Service is \$34.95/mo (total!) that includes:

- All local and domestic long distance (lower 48 states) calling
- Call waiting, caller ID, and other standard voice features.
- Voicemail (messages are recorded and sent to you as an email attachment)
- **\*\* NOTE: Our residential phone service does not and will not include international calling. \*\***
- Included in the monthly cost is an equipment rental charge.
  - Includes device replacement insurance – we will replace any failed device at no charge, including shipping, so no additional charge to you.
  - units may be new or used (at our discretion and subject to availability)
- Setup Fees and Promotions
  - Setup charge: \$69.95 (\$35 number porting charge, \$34.95 account/device setup charge, shipping).
  - Minimum 1 year term commitment.
  - **\*\* PROMOTION \*\* If you commit to a 2 year term, we'll waive the \$34.95 setup charge.**

Additional Services Available:

- Additional lines/numbers:
  - 2<sup>nd</sup> number (line) on the same ATA
  - SIP client on your smart phone (like having an extension in a phone app)
  - Only \$19.95/mo for each additional line (no additional ATA rental necessary)
  - We can make your phone and all of your SIP clients ring at the same time! (\$5/mo total)
- Fax2email inbound fax service for \$19.95/mo (unlimited faxes).

To order service, please follow these steps and/or make any necessary corrections:

- What phone number(s) do you want to port to our system (ie, your current home phone number)?
- Would you like any additional services as outlined above (please specify)?
- Would you like to take advantage of the 2yr commitment promotion (Yes/No)?
- What is your shipping address?
- Email a **SIGNED** copy of your phone bill showing phone number, name and address to [support@greatbasin.net](mailto:support@greatbasin.net)

That will get the process started. Next steps:

- After we place the order, we will forward you a link to electronically sign a letter of authorization (LOA).
- We'll prepare and ship your pre-programmed ATA to your home with installation instructions.
- About 10 days later (if AT&T releases the number without issue), your new phone service will be ready.
- **\*\* NOTE \*\* DO NOT make any changes to your AT&T account until we complete the order!**

If you have any questions, just reply and we'll get back to you.

Thank you for your continued business,

GBIS Sales & Support  
775-348-7299, option 2 (sales)