

Q: Are IndiGO's voice services legal?

A: Yes. The Public Utilities Commission (PUC) issued a telecommunications license to Systems Resource Group Limited (SRG), under which IndiGO trades. SRG is the only licensed operator to provide competitive voice services in The Bahamas.

Q: How does the onephone service work?

A: onephone uses VoIP technology. VoIP or "Voice Over IP" allows you to utilize your current internet connection for telephone conversations. Incoming phone calls are automatically routed to the IndiGO onephone router, where you are connected to the network.

VoIP phones may integrate with other services available over the Internet, including sending and receiving messages or data in the same time with the voice conversation, audio conferencing, managing address books and information about whether other friends are available online to interested parties. onephone services are both convenient and significantly less expensive than typical telephone long distance packages.

IndiGO's onephone offers two telephony solutions:

MTA Solution– (Multimedia Terminal Adaptor) allows IndiGO to offer telephone service via High Speed Cable Internet.

The MTA provides a fully managed Packet Cable-based network solution that resembles traditional telephony in terms of service, quality, enhanced features, functionality and reliability. PacketCable networks use Internet Protocol (IP) to enable cable operators to deliver data and voice traffic efficiently using a single high-speed, quality-of-service (QoS)-enabled broadband architecture. Calls are processed and delivered through the most efficient, cost effective and high quality routes without using the public Internet. The 'onephone' MTA offers a locally hosted solution designed to leverage existing cable plant and resides within the cable network.

The onephone MTA's network management toolset enables fully managed end-to-end VoIP cable telephony service, delivering end-to-end guaranteed call quality, network availability and service management.

SIP Solution – (Session Initiation Protocol)

Session Initiation Protocol (SIP) signaling is used to establish and manage voice calls on all types of high-speed data networks. With SIP, IndiGO's onephone offer subscribers residential broadband telephony solutions. You can take your onephone SIP router with you on a trip, or anywhere you can connect it to the Internet anytime so you can receive your calls very easily.

Q: Can I call the Family Islands with IndiGO's service?

A: Yes. IndiGO, however, is only licensed to provide service to New Providence, Grand Bahama and Abaco. Calls to other islands are routed through BTC at normal rates.

Q: Does IndiGO provide me with a phone number?

A: Yes, as a licensed telecommunications carrier IndiGO is part of the Bahamas dial numbering plan and has the following exchange codes allocated by the PUC:

New Providence	677
Grand Bahama	688
Abaco	699

Q: Do I still have to keep the BTC line? Why?

A: You may want to keep your BTC line because if you lose power to your Internet connection you will not be able to make and receive calls with the onephone service. It may be better to use your onephone to reduce your long distance telephone charges as well as utilizing many of the free calling features. If you are a Coral Wave customer, however, the MTA adaptor provided to you when you sign up for onephone service provides ten (10) hours of back-up power.

Q: How quickly can I have telephone service with onephone?

A: Service is up and ready to use in minutes and customers can immediately enjoy the savings and flexibility of IndiGO's onephone service.

Q: How will I be billed?

A: You will be billed monthly. Bills are e-mailed to clients between the 1st and 5th of the month.

Q: Tell me about your statements?

A: Statements are e-mailed directly to clients once per month, between the 1st and 5th of the month. Customers therefore receive billings in a timely manner and can resolve any issues promptly.

Q: What if I wanted additional phone numbers? Does IndiGO provide that?

A: Yes, IndiGO is a full service telephone company. Call our Customer Care at **677-1111** and a Representative can sign you up for an additional phone number. Ask for details.

Q: Does IndiGO sell telephone equipment?

A: No. We do not currently sell telephone equipment. Our service is designed to be used with your current phone equipment.

Q: How does your service compare to VoIP/Vonage?

A: The call quality delivered with onephone is clear, natural sounding and echo-free. DSL access does not guarantee voice quality. onephone has also been designed with you, the Bahamian customer, in mind. Plans are based on typical calling patterns that exist here and provide economical rates which are competitive with Vonage rates. onephone customers also receive both online and phone support, in addition to on-site visits by our trained technicians if required.

Q: Do you have a local customer service department?

A: With onephone customers receive online customer service as well as support over the telephone. IndiGO provides its customary customer service focus to its onephone customers. A dedicated team can be reached to address any technical queries via our Customer Help Desk at 677-8888.

Q: Where can I learn more about IndiGO's onephone service? And where can I sign up for service?

A: Visit our website at www.indigonetworks.com or call our Customer Service Department at 677-1111. Representatives are ready to answer your questions and sign you up for service.

Q: What do I need to use onephone?

A: The onephone service is best if you have a high speed Broadband Internet connection since the quality of the calls is only as good as your connection speed. All you need is a high speed Internet connection, such as IndiGO's wireless, DSL or Cable Modem, and your telephone. (For DSL Customers, you must keep a standard phone line with your current provider in order to maintain your internet connection). In order to use the onePhone service, you will need the following:

- 1) A Broadband Ethernet connection such as Cable, DSL or IndiGO Wireless
- 2) An IndiGO phone adaptor
- 3) Any touch-tone phone, corded or cordless

Q: What is the difference between Cable and DSL?

A: In general, Cable Internet and DSL connection both work well with our service. The main difference between the services is the type of connection used. A Cable Internet connection uses your Cable TV line. With Cable Internet, you would be able to disconnect all of your current phone services if you would like to use onephone exclusively for your local and long-distance calling.

A DSL connection uses a local phone line that must be maintained by your local phone provider. By becoming a onephone customer and maintaining a basic DSL connection with your current phone company, you will not have to pay those long distance charges and additional costs for extra features that traditional phone companies usually charge.

Q: Is internet service included?

A: No. IndiGO onePhone does not provide internet service.

Q: Do I need to keep my computer on in order to be able to use onephone?

A: No. There is no need to keep your computer on while using the onephone service. However, you will need to ensure that your cable or DSL modem is on.

Q: Will my cable modem work with onePhone?

A: This will be determined by your modem's DOCSIS version. DOCSIS stands for Data Over Cable Service Interface Specification. It defines the standards and requirements for sending and receiving data over a cable network. There are three versions of DOCSIS: 1.0, 1.1, and 2.0. IndiGO's onephone service works best with modems that are either DOCSIS 1.1 or 2.0. If you determine your modem to be version 1.0, please contact your internet service provider to replace your modem with one that uses version 1.1 or 2.0.

Q: Can I use my VoIP phone with onephone?

A: onephone does not support the use of VoIP phones. If you sign up for service through onephone, we will supply you with a pre-configured telephone adaptor that you can connect to your standard phone.



Glossary of Frequently Used Terms

ATA - Analog Telephone Adapter - A device that allows you to use an existing analog telephone with VoIP - without the need for a computer. Performs analog-to-digital and digital-to-analog conversion of the voice signal, and handles the protocols necessary for VoIP. Connects between an analog telephone and high-speed internet connection.

Bandwidth - A term used to describe the overall data handling capability of a digital connection. For Internet connections, this is usually measured in bps (bits per second). A typical dialup Internet connection has a maximum bandwidth of 56kbps (or thousand bits per second). High speed, or broadband Internet connections range in bandwidth from 384kbps (or thousand bits per second) to 10Mbps (or million bits per second) or more.

Broadband Internet Access - Basically, any form of high speed Internet access. Includes cable, DSL, T-1 and satellite access. Term is used interchangeably with High speed Internet access. If you have to dial up to an access number to reach the Internet then you do not have broadband.

High speed Internet access - Internet access at speeds considerably higher than dialup. Includes cable, DSL, T-1, and satellite access. Used interchangeably with Broadband Internet access.

kbps - kilobits per second - A unit of measure that is normally used when quoting bandwidth. Also could be described as thousands of bits per second.

Mbps - megabits per second - A unit of measure that is normally used when quoting bandwidth. Also could be described as millions of bits per second.

PSTN - Public Switched Telephone Network - This is the traditional telephone system in most countries. The network that is owned and maintained by the large telephone service providers. In most cases, requires a dedicated individual set of wires to carry voice signals.

Virtual Phone Number - A unique feature of VoIP that allows providers to assign any available area code to a new VoIP number, regardless of the physical location. Allows users in one city or even country to have a local phone number that actually exists in a distant city or even a foreign country.

VoIP - Voice over Internet Protocol - A technology that allows voice signals to be carried over the Internet. Actually a set of protocols that have been specifically designed to do this.

VoIP Router - A device that allows analog telephones, as well as the PCs in a home network, to be connected to a high-speed Internet connection. VoIP signals are routed to the telephones, while other IP traffic is routed to the PCs on the network.