



## V3 Communications

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### Frequently Asked Questions

#### 1. What is V3 Hosted PBX?

V3 Hosted PBX is a cloud-based business phone and fax system. It combines a hosted phone system with advanced call and fax management, reliable service, and full-featured IP phones and soft phone apps. With V3 you can easily connect your office, remote and mobile employees under one phone system, regardless of their location.

Unlike expensive, conventional phone systems, V3's hosted PBX platform is managed online. By eliminating the need for complex hardware, lengthy installation and technical expertise, you get the functionality and flexibility to easily connect with customers without high costs or hardware hassle.

#### 2. How much do V3 services cost?

V3 offers simple, all-inclusive pricing with a predictable low monthly cost.

All editions include everything you need for your business, including a cloud-based business phone system, phone and fax service with unlimited calling and faxing anywhere in the US & Canada, online meetings and conferencing, advanced call management, auto attendant, and more.

#### 3. What are the bandwidth requirements for V3?

80-100 KBPs have shown to be the minimum Internet connection speed needed to have a quality phone call. A V3 Voice Engineer can conduct a diagnostic test to check your connection speed.

#### 4. What happens if my internet is down?

In the event of a local internet outage and VoIP phones are unable to register, V3 engineers can divert incoming calls to a land line or cell phone. However, most of our customers find that the cost savings from switching to V3 allows them to install a secondary internet connection.

#### 5. Do I get to keep my old number?

Yes, your business owns its phone numbers and V3 engineers will help you port the phone number from your current provider to V3. If you should decide to leave V3, that number can be ported to your new carrier as well.

#### 6. What kind of commitment do I have to make?

You are not required to sign a contract with V3; our standard service is month-to-month. If you would prefer to have your service based on a contract, we are able to develop and negotiate one based on your business needs.