



What is a VoIP system?

VoIP is short for Voice over Internet Protocol. Voice over Internet Protocol is a category of hardware and software that enables people to use the Internet as the transmission medium for telephone calls by sending voice data in packets using IP rather than by traditional circuit transmissions of the PSTN.

How does a VoIP phone work?

In layman's terms, it refers to making phone calls that are made through the internet, rather than through a regular landline or a mobile network. A **VoIP** system **works** by taking your analogue voice signals, converting them into digital signals, then sending them as data over your broadband line.

Can I keep my current number?

Yes you can. We are able to port your current number from your current network over to our VoIP system.

Is the system prepaid?

Yes it is. You will never get a nasty surprise at the end of the month.

Are the calls charged per minute or per second?

The call rates are quoted per minute but charged per second. So if you talk for 10 seconds you are charged for 10 only.

How do I check my billing?

You will have your own login Username and Password to see what numbers were called, for how long and what your charge was. You can keep an eye on your credit balance and whether you need to top up or not.

How do I Top Up my account?

You will need to do an EFT payment into our bank account and once the funds have cleared will be credited to your VoIP account.

How many VoIP lines can I have?

There is no real limit on how many lines you can add onto your account, which makes VoIP ideal for call centers. Scale up and down as required.

Can I transfer calls?

Yes you can. We have virtual PBX system. You can have additional lines connected to your account at R99.00pm per line 0 – 10 lines and R59.00pm per line 11 lines plus.

Do I have to have an internet connection?

Yes you have to have a stable internet connection of 22Kbps and above per line to achieve clear voice calls.





What equipment do I need?

You will require a router for the VoIP phones to be plugged into. The router can also be a LTE router, ADSL Router or Fibre Router. Where more phones are required than LAN Ports are available a Switch is required.

What are the setup costs?

Account setup fee is R350.00

Additional extension setup cost R99.00 per line.

Monthly Line fee is R99.00 per line / extension. 0 – 10 Lines.

Monthly Line fee is R55.00 per line / extension. 11 plus Lines.

Number Porting Charge: R250.00 per number.

VoIP handset / Telephone R799.00 each.

Network cabling and installation to be quoted if required.

Banking Details

| | |
|-----------------------------|-----------------------|
| Account Holder: SA Sunshine | Bank: ABSA |
| Account Number: 4097081328 | Account Type: Current |
| Branch: Greenstone | Branch Code: 632005 |

Call Charges.

| Agreed Outbound Tariff as per current volume (Per Minute billing) | | | | |
|---|--------------|--------------|--------------|--------------|
| Contract Period: | 24mths | 12mths | 6mths | Monthly |
| Monthly Line Rental per number: | R99.00 | R125.00 | R150.00 | R175.00 |
| Local Calls Telkom: | R0.30 | R0.35 | R0.40 | R0.45 |
| National Calls Telkom: | R0.30 | R0.35 | R0.40 | R0.45 |
| Mobile Vodacom: | R0.60 | R0.65 | R0.70 | R0.75 |
| Mobile MTN: | R0.60 | R0.65 | R0.70 | R0.75 |
| Mobile Cell C: | R0.60 | R0.65 | R0.70 | R0.75 |
| Mobile Telkom Mobile: | R0.60 | R0.65 | R0.70 | R0.75 |
| Special: | R0.90 | R0.95 | R1.00 | R1.05 |
| Telkom Short Codes | R0.70 | R0.75 | R0.80 | R0.85 |
| VANS Non-Geographic | R0.70 | R0.75 | R0.80 | R0.85 |
| VANS Geographic | R0.70 | R0.75 | R0.80 | R0.85 |
| VANS Geographic GNP | R0.70 | R0.75 | R0.80 | R0.85 |
| International Rates | To Be Quoted | To Be Quoted | To Be Quoted | To Be Quoted |



Date: _____

Number Porting Request Form:

I _____ (Full Name) _____,

ID No _____ Signed at _____

Hereby request SA Sunshine Smart Tech Solutions to port our Telephone

Number _____

Number _____

Number _____

Number _____

Number _____

Number _____

Number _____

Number _____

At your earliest convenience.

Full Name: _____

Signature: _____





Date: _____

VoIP SERVICE APPLICATION FORM:

Subscriber Details:

| | | | | |
|-----------------------|-----------|----------------------|----------|---------|
| Company Name: | | | | |
| Registration No: | | Vat Registration No: | | |
| Subscriber Name: | | ID Number: | | |
| Authorized Signatory: | | | | |
| Phone Number: | | Mobile Number: | | |
| Fax Number: | | Email: | | |
| Physical Address: | | | | |
| Building: | | Street: | | |
| Suburb: | | Town / City: | | |
| Province: | | | | |
| Payment Type: Prepaid | | | | |
| Contract Period: | 24 months | 12 months | 6 months | Monthly |

| | | |
|--|------|-----|
| Service Details | | |
| Number to be ported: | | |
| PBX Service: | Yes: | No: |
| Number of Lines / Extensions required: | | |
| Number of VoIP Handsets required: | | |
| Onsite Installation Required: | Yes: | No: |
| Low Funds warning amount level: R | | |
| Low Funds warning email: | | |
| Monthly Billing Email: | | |

Full Name: _____

Signature: _____

