

Popular Threads on Solosez

Vonage for Telephone Service

Does anyone use or has anyone used Vonage for their firm telephone service?

I'm using a cell phone now, and will be adding a land line in the near future. Does anyone have any pros or cons to share about Vonage? Do you have to have your computer on to use the service? Thank you.

I use Vonage. I have the unlimited phone plan and the extra fax plan. Here is how I use Vonage: I set the phone to ring 2 times and then forwards to my cell phone automatically. This allows me, if I'm sitting at the office, to pick up the phone and use Vonage directly. If I'm not in the office, it forwards the call directly to my cell phone. I do incur cell phone charges when this happens at my normal cell phone rate. If you set up call forwarding all the time like I do, then even if the power or internet goes down, the calls will still forward because it's done at the server side.

I've found that using Vonage is cheaper than with Verizon or Comcast (my cable company here in MA).

I would definitely recommend it.

Gabriel Cheong, Massachusetts

I think there was a thread on this a few months ago, you could try searching the archives. I use Skype and like it.

Elaine Martin, Texas

Thanks for this detail -- very helpful. I also have my calls on automatic forward to my cell.

Carol Shepherd, Michigan

I had Vonage for our home phone for three years and signed up to add business phone and fax lines. We always had intermittent interruptions in service problems, but I figured it was worth the savings for the inconvenience. However, the customer service experience when I went to add the business lines was so atrocious (outsourced overseas & poorly) I decided that the more reliable service and far better customer service was worth the additional investment into a traditional land line (Verizon), which also works more securely with the alarm system. I might try a VOIP service again in a few years when hopefully some of the kinks have been worked out better so there are fewer interruptions to service, because the cost is indeed half.

Danielle G. Van Ess

You can read about my misery--I mean, experience--with Vonage in the archives. In short: before opening my doors they gave me a fax number that was assigned to another business, a number which they didn't own; I had letterhead printed up with that number on it; opened my doors and the fax didn't work. Many calls to Vonage could not find the problem. Finally, months later (and after I had not received a single fax, one high level tech said "Hey, we don't even own this fax number, another phone company does!", and the problem

was located. From that point, it was like pulling teeth to get them to pay for the re-print of the letterhead. Nobody has a last name at Vonage, you will find. "Just tell them Elizabeth at the Executive Level approved it, they will know me, they don't need to know my last name." Right. And you know the story, I would call the next person, they would say that they had no idea who "Elizabeth" was. It was clear that nobody wanted this mistake to hit his profit center.

Even after they finally paid, my fax never worked properly (it worked maybe only 15% of the time) and call quality was very poor, and they were dropped constantly. I had so much lost profit in write-offs to clients because of my embarrassment (I shouldn't drop a call 5-6 times in 30 mins) that the low rates were costing me in the long run.

When I cancelled, they gave me a hard sell like you would not believe. He was going to give me xx months free. I told him that I didn't care if his name was Bill Gates and he was going to pay me to use it, I was through with them, that my image with my clients was more important than the money. I pay more with Comcast, but it has been smoooooth sailing, not a glitch. Your mileage may vary.

Doug Harhai

Sounds like the problems are with Vonage, not VOIP.

We have been with Packet8 for over two years. 6 extensions in three locations, no problems. Once in a blue moon there the conversation is garbled (like on a bad cell phone connection) or a couple of seconds, but that is about it.

At less than 1/2 of the cost of landlines...plus, try having extensions in three locations with a land line PBX. Can't be done at any reasonable cost. With VOIP, those extensions are like they are next door.

You need a high speed Internet connection. DSL might be a problem.

Mark J. Astarita, New York

Thanks, everyone, about the Vonage thoughts. After reading everyone's e-mails, and especially Doug's bad experience, we've elected to go with one of our local phone companies for service, especially as I picked up a phone at our liquidating Office Depot Friday evening that will forward our calls to my cell phone so I won't have to pay for that service.

Zack