



Residential VoIP Telephone Service

Sunrise digital VoIP telephone service combines cost effective phone service with great sound quality. VoIP stands for Voice over Internet Protocol. Analog voice transmissions are converted to digital packets and transmitted via the internet and then converted back into analog signals before it reaches the phone receiver you have called. A Sunrise internet connection is required. An adapter is placed between your internet modem and your *existing* telephone – special phones are NOT needed. And you can keep your *existing local* telephone number.

Residential Package price includes: *Unlimited LOCAL and LONG DISTANCE (domestic 48 & Canada)*
 Voicemail
 Call forwarding
 Call waiting
 Caller ID
 3 way calling
 Local number porting

Terms and Conditions

1. Sunrise Communications, LLC provides residential VoIP Telephone service. We provide the service, features, and device solely for single family, normal residential, non-commercial use. Single family refers to you and your immediate family that reside in your personal residence – spouse, domestic partner, and/or children.
2. If you use the service, any feature or device in a way that is inconsistent with the normal use for your service, feature or plan, you will be required, a Sunrise's discretion, to pay the rates for the services, feature or plan that would apply to the way the service, feature or plan was used. Unlimited voice services are provided primarily for continuous live dialog between two individuals. Indicators of non-normal usage and/or that impermissible use may be occurring include, but are not limited to: lack of continuous dialog, unusual call patterns, excessive conferencing or call forwarding, excessive numbers and/or consistent excessive usage. Non-normal or impermissible uses may trigger an account review or disconnection.
3. Sunrise Communications LLC reserves the right to suspend or disconnect your service at any time.
4. 911/E911 (enhanced) Service is provided with the residential telephone service:
 - a. 911/E911 service is only available at the registered address and is not available if the phone is moved to another location. All address changes should be reported immediately to Sunrise Communications, LLC at 877-733-8101.
 - b. 911/E911 service is not available if the high speed data connection is down for any reason such as power loss, connectivity loss, etc.
 - c. 911/E911 service setup may not be available for up to two business days after the porting of a number.