



Why is Yoursip Telecom cheaper than other major telecoms and VoIP Providers?

Yoursip Telecom successfully manages to keep our overhead low and passes the savings on to our customers.

How can Yoursip Telecom guarantee a fixed monthly service charge when other major providers do not?

Yoursip Telecom recognizes customer frustration with confusing phone bills that end up being much more than the 'quoted price' (not to mention the inability to dispute charges) with other utility companies. That's why we're changing the way a phone company is run – you'll never see expensive and confusing miscellaneous taxes and fees on your bill.

Can I pay my bill 'online'?

We plan to add 'Account Management' functionality to our web site in the coming year. Customers will receive an email announcing when this feature becomes available.

Why doesn't Yoursip Telecom charge for additional features?

Yoursip Telecom's standard and PBX lines are run on an open source Asterisk SIP Protocol. Since there is minimal overhead cost to provide these features, we decided to pass them on as standard features to you at no additional cost.

How is my billing cycle set-up?

Your billing cycle is based on the date you start service. For example, if your first day of service is March 8th, then your bill will be due on the 8th of every month.

Can I find details on my account, such as call log, online?

Telephone companies waste millions of natural resources every year by mailing detailed billing and call logs. In the coming year Yoursip Telecom will launch our environmentally conscious solution by providing account details on our web site. Customers will receive an email announcement when this feature becomes available. Until that time, we will be mailing statements.

What level of support can I expect from Yoursip Telecom?

Yoursip Telecom has a 24/7 technical support line. We also offer same day onsite service for any problems that arise during business hours. Contact technical support at **(727) 450-8200**.

Does Yoursip Telecom reward customers for referring new customers?

Yes! Yes we do! In 2014 we are rolling out our Referral Partner Program and strongly encourage our good customers to take advantage! Details of the Referral Partner Program can be found on our web site or you can contact us at 866-334-8200 if you have a referral and want to get the ball rolling! Don't keep us a secret –spread the word!