

Clearwire VoIP FAQ

What is Clearwire Internet Phone Service?

Clearwire Internet Phone Service works much the same way as wireline telephone service, but Clearwire routes customers' calls over a combination of our own IP network and the public internet, rather than over telephone lines, and provides significantly more features than standard phone service. It works with your existing telephone, and the only extra equipment needed is a Clearwire internet phone adapter, which is sold at the time Internet Phone Service is purchased.

What does VoIP mean?

VoIP stands for Voice over Internet Protocol; it is a method for taking analog audio signals, like the kind you hear when you talk on the phone, and turning them into digital data that can be transmitted over the internet.

How is Clearwire different from other VoIP Providers?

Clearwire manages and owns its network. This allows us to prioritize voice traffic to improve call quality and support both the voice and data from a central customer care team. Our comprehensive bundled product is simple, affordable, feature-rich and high quality.

Do I need to be a Clearwire customer to get Clearwire Internet Phone Service?

Yes. Clearwire's Internet Phone Service is optimized to work most effectively and efficiently across our wireless high-speed network. Our Internet Phone Service is only available to customers who subscribe to our wireless high-speed Internet service.

Does Clearwire Internet Phone Service include 911¹ dialing capability and other calling features available from a wire line phone company?

Yes, all Clearwire Internet Phone Service customers will have VoIP 911 dialing capability and many other calling features all in one low price — including: unlimited local and long distance calling, competitive international calling rates, call forwarding, advanced call forwarding, caller ID, voice mail, voice mail to e-mail, three-way calling, call screening and international call blocking.

¹ VoIP 911 is different than traditional 911; availability may be delayed or disrupted by power failures, unavailability of broadband connections or delays in moving or establishing your phone number or address; details at Clearwire.com/911.

How simple is it to install?

Like Clearwire's wireless high-speed Internet service, our phone service features simple plug-and-play installation requiring no special software or installation appointment.

When signing up for service, customers purchase an Internet phone adapter about the size of a desk calendar. The adapter plugs into a power outlet, and then easily plugs into the customer's computer, Clearwire modem and existing phone. Once installation is complete and VoIP 911/E911 availability is validated, the customer activates his or her account online at clearwire.com and can begin making calls.

Are calls made using Clearwire Internet Phone Service secure?

Yes! Clearwire operates over secure licensed spectrum, and because Clearwire owns and controls the underlying "last mile" wireless broadband infrastructure, customers can rest assured that both their connection and calls are secure.

Where can I buy Clearwire Internet Phone Service?

Consumers have several options for obtaining Clearwire Internet Phone Service. They can visit Clearwire's local retail store or visit one of our select authorized retailers in the area. Consumers can also order the service and have it delivered direct by calling toll free at 888-CLEARWIRE or by visiting clearwire.com.

How much does Clearwire Internet Phone Service cost?

Customers pay a flat rate of \$29.99 per month for the first 12 months and 34.99 per month thereafter, plus all applicable taxes and fees, which includes unlimited local and long distance calls within the United States and all available service features. The Internet phone adaptor is sold for \$15.00.

Is Clearwire Internet Phone Service currently available in all of Clearwire's markets?

Internet Phone Service is available in select markets, but we are rolling out our Internet phone service in phases to eventually include all our markets. Check for availability at <http://www.clearwire.com/internet-phone-service/getstarted.php>.

Is Clearwire Internet Phone Service available in its European markets?

Through its subsidiary NextNet Wireless, Clearwire is enabling providers in other markets to offer VoIP to customers; however, Clearwire is not currently offering its Internet Phone Service internationally.